PROGRESS REPORT
2013 – 2016

THE LIBRARY
AND THE MISSION OF THE UNIVERSITY
THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
In 2016, Davis Library inaugurated “Be Inspired: Carolina’s Nobel Laureates.” The temporary display showcases the Nobel Prize medals of Dr. Oliver Smithies (2007, Physiology or Medicine) and Dr. Aziz Sancar (2015, Chemistry). The honorees, along with Chancellor Carol Folt and University Librarian Sarah Michalak, addressed an overflow crowd as the Carolina community turned out to celebrate our Nobelists.
FROM THE UNIVERSITY LIBRARIAN

IN 2013, the University of North Carolina at Chapel Hill Libraries issued *The Library and the Mission of the University*, a five-year plan to support research, teaching, and service at UNC.

Our planning sought to account for the revolutionary changes in technology, research methodologies, and pedagogy that have transformed scholarship and learning at the University and beyond.

We sought to articulate the unique contributions that Carolina’s libraries could make to the 21st-century university, and ways that the libraries could further UNC’s enduring commitment to the people of the state.

At slightly past the plan’s midway point, I am pleased to report that we have made tremendous progress in each of the overarching themes that we identified: the research lifecycle; transformative teaching and learning; service to and beyond the UNC community; and investing in success.

Most important, we have done so by maintaining an unwavering focus on library users—the students, faculty, practitioners, staff, and visitors who look to UNC’s libraries to provide resources, facilitate access, lend expertise, and engage as partners. And we have done so at a time when state funding to the Library has been significantly reduced.

It is my great pleasure to share these developments with you here. When I was appointed as University Librarian in 2004, my mission was to diffuse technology throughout the libraries; to build on existing talent to develop a flexible and highly skilled staff; and to create an organization that is able to anticipate and respond to change with ease.

I hope you will agree that the work of the Library’s staff, in the service of our users, and aided by many generous friends and donors, reflects an organization that is entirely ready to embrace all that the future holds.

SARAH C. MICHALAK
University Librarian and Associate Provost for University Libraries

READ
*The Library and the Mission of the University*
bit.ly/UNCLibraryPlan2013
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On the cover: Dream, design, and build in the renovated Kenan Science Library and Makerspace.
Photo by Mark B. Perry, Jr.
The Davis Library Research Hub opened in 2014 to provide a technology-intensive environment and expertise throughout the research lifecycle.
THE RESEARCH LIFECYCLE

Foster researchers’ success by providing active support throughout the research lifecycle, from identification of the problem through dissemination of results.
PROVIDE STRONG COLLECTIONS AND DEVELOP NEW MECHANISMS FOR DELIVERING THEM TO RESEARCHERS.

Aligning Collections with Users

THE PROCESS OF building collections continues to evolve at UNC. Of the Library’s 8.2 million books, 1.5 million are now e-books—most available to students and faculty anywhere, at any time. By creating and refining custom ordering profiles with publishers to build both print and electronic collections, subject librarians today spend less time poring over catalogs and more time providing support to students and faculty. Several review projects have allowed librarians to cull little-used subscriptions and reinvest the savings in other digital resources that register much greater use. Providing strong collections requires attention to data and a commitment to placing every dollar where it will provide the greatest benefit.
THE SOUTHERN FOLKLIFE COLLECTION (SFC) celebrated its first quarter century in 2014 and cemented its place as one of the nation’s foremost archives of southern vernacular music and culture. The SFC has grown through gifts, including thousands of hours of musical performances from McCabe’s Guitar Shop in California. The SFC has also made significant advances toward digitizing and streaming its unique holdings. Grants totaling $1.17 million from the Andrew W. Mellon Foundation in 2014 and 2015 support the project “Extending the Reach of Southern Audiovisual Sources.” Additional grants from the GRAMMY Foundation and National Recording Preservation Foundation further this work.

Preserving and Sharing the South’s Musical Heritage

Not all archives are created equal. Would that I could stay at the SHC @UNCLibrary forever #twitterstorians @tjwwfu
A Milestone Millionth Volume

A LECTURE AND CELEBRATION on March 20, 2014, marked the addition of the UNC Library’s seven-millionth book: a rare volume of poetry published in Spain by Juan Latino in 1573. Latino, born to an enslaved mother, mastered Latin and Greek while serving a noble family. He went on to earn degrees, obtain a professorship, and gain his freedom. The book represents a unique giving tradition at Carolina. Through the John Wesley and Anna Hodgkin Hanes Foundation, the Hanes family of Winston-Salem has made it possible for the Library to acquire each of its milestone millionth volumes.

Virtual Reading Room

UNIQUE DOCUMENTS and rare publications are among the Library’s most fragile items, and also among the most valuable for research. Thanks to an aggressive program of digitization, the Library is making a new online home for these one-of-a-kind materials by producing and sharing scans—nearly one million since 2010—from the Wilson Special Collections Library. Searchers can get to digitized collections via the catalog, finding aids, and even search engines such as Google. This new “virtual reading room” eliminates barriers such as distance and library hours. Online surrogates also make it possible for many students at the same time to examine and learn from one-of-a-kind primary resources.
PROVIDE RESEARCHERS WITH THE SPACE, TOOLS, AND INFORMATION ASSISTANCE THEY NEED TO SUCCESSFULLY CONDUCT RESEARCH AND MANAGE RESEARCH RESULTS.

A Hub for Digital Research

RESEARCH TODAY is connected and collaborative. It pushes disciplinary boundaries and harnesses technologies such as big data, geographic information systems, and data visualization. In 2014, the UNC Libraries inaugurated the Research Hub to provide welcoming, technology-enabled, connected environments to help Carolina researchers advance their work and collaborate across the University. With features such as a Liquid Galaxy immersive Google Earth display, the Hub has both met a need at Carolina and fueled interest in new approaches to research. In the Research Hub’s first two years of operation, the expert staff at its three service locations (Davis Library, the Health Sciences Library, and the Kenan Science Library) have provided assistance more than 7,500 times and have offered 570 classes, workshops, and programs.
Digital Health Research Initiative

**HOW CAN MOBILE TECHNOLOGIES** improve research and clinical care? In 2016, the UNC Health Sciences Library partnered with the School of Medicine to create the Carolina Digital Health Research Initiative (CaDHRI). A $50,000 award from the School of Medicine’s Center for Innovation launched the collaborative project. The Library now hosts a collection of digital health devices, health sensors, and smartphones that researchers can borrow, test, and incorporate into their investigations. The start-up grant also funded workshops, seminars, and speakers. Carlton Moore, clinical associate professor of internal medicine at Carolina, and Brian Moynihan, head of health information technology initiatives at the Health Sciences Library, provide leadership for CaDHRI.

Thank you, @UNCLibrary for my magical UNC access to ScienceDirect that is allowing me to do my research!! For free!!!
@NatalieBroadway
DATA GATHERED for a paper or dissertation can have value long after the study is published. The Carolina Digital Repository (CDR) preserves and enhances access to the scholarly and creative output of the UNC community. Since 2012, the Library has nurtured the CDR from pilot to a robust and sustainable program, with more than 618,000 digital objects. The CDR supports UNC’s open access policy. It is also the home for major collections, such as those of the Research Laboratories of Archaeology, and for UNC’s graduate student theses and dissertations. CDR programmers have developed enhancements such as full-text indexing and image zoom, and they contribute to the code used by digital repositories worldwide. UNC librarians also developed an arrangement with the publisher of BioMed Central so that every time a Carolina researcher publishes in that collection, the article loads automatically to the CDR.
A Mandate for Open Access

A UNANIMOUS VOTE by the Faculty Council in 2015 placed UNC among the leading universities that direct faculty members to publish their scholarly work in an open access repository. Open access refers to making scholarly publications available online and without charge for users to read, download, or print. Librarians Christie Degener, Anne Gilliland, Carol Hunter, Julie Kimbrough, Julie Rudder, and Tim Shearer have played key roles on the committee that developed the policy and the team that is implementing it. The Library will provide a mechanism for open access deposit via the Carolina Digital Repository and by assisting researchers who have access to discipline-specific repositories. “Achieving a campus-wide open access policy is a difficult task and we feel inspired to have been a part of this successful effort,” said University Librarian Sarah Michalak.

WEB
bit.ly/UNCOpenAccess

My hat’s off to @UNCLibrary for fueling my research paper sources from the other side of the world @znewbs
UNC LIBRARIES

Data Snapshot 2014–2015

LIBRARY COLLECTIONS

- 8,217,694 BOOKS
- 1,542,464 E-BOOKS

LIBRARIANS TAUGHT

- 1,584 CLASSES & PROGRAMS
- 34,510 STUDENTS & OTHER ATTENDEES

SERVICES

- 78,312 REFERENCE INQUIRIES & CONSULTATIONS
- 407,118 LOANS OF BOOKS, VIDEOS, & DOCUMENTS
- 4,947,044 FULL-TEXT ARTICLES DELIVERED
Lower shelves made the soaring arches and windows of Davis Library stand out, creating an inviting and inspiring study area.
TRANSFORMATIVE TEACHING AND LEARNING

Support continuous and transformative learning experiences by engaging in all aspects of the educational continuum.
Empowering Student Research

WHEN THE STUDENTS in Professor Susan Harbage Page’s Women’s and Gender Studies class had to design a final project, they thought big: a car-length map showing where catcalls and street harassment occurred on campus. Outside Davis Library, they asked passersby to mark a bright orange thumbprint wherever they had experienced or witnessed catcalling. To turn the physical map into a digital one, librarian Amanda Henley in the Davis Library Research Hub showed them how to use online mapping systems, and found an annotation software to convert the thumbprints to digital marks. “I can’t give [Henley] enough credit,” said Anondo Banerjee ’15, one of the class members. “The project and the class itself showed me the power in maps.” The catcall map is just one example of the powerful new capabilities that the Library puts into the hands of UNC undergraduates.
Fresh Encounters with Primary Sources

UNDERGRADUATES IN Professor Eliza Richards’s American literature seminar spent the spring semester in 2014 researching and curating an exhibition in the Wilson Special Collections Library about the Civil War. The learning experience was like no other. “My entire perception of working with library materials has changed,” said one student. The experience launched an ongoing commitment on the part of the Wilson Library to collaborate every other year with a professor and class to produce a major exhibition. The process “demonstrates the first principle of experiential education courses,” said Professor Laurie Langbauer, whose children’s literature class produced an exhibition in 2016. “Students soar when they can do their own original work.”
Dream, Design, Build @ the Makerspace

It began with a 3D printer and an idea. The Kenan Science Library Makerspace has taken shape as one of the most welcoming places on campus for people to create, invent, prototype, and learn. Five 3D printers and three types of 3D scanners now fill a room, where members of the Carolina community can fabricate virtually everything: teaching models, costume parts, lab equipment, prostheses, and even a custom wheelchair joystick. The Makerspace also offers Arduino and Raspberry Pi microprocessors, circuit sets, soldering equipment, and a sewing machine. Expert-led workshops help faculty incorporate making into classes. The Makerspace is part of the Library’s Research Hub initiative and is also part of the UNC Be A Maker network (beam.unc.edu).

Photo by Mark B. Perry, Jr.
DocSouth Data

WHEN THE UNC LIBRARY LAUNCHED Documenting the American South (DocSouth) in 1996, the project set the standard for publishing historic texts online. Twenty years later, DocSouth Data is making the full text of hundreds of those books and pamphlets available for download as text files optimized for digital analysis. Researchers can have machines comb the massive files looking for unusual phrases, frequently used terms, and other patterns that can help make sense of the text. Stewart Varner, UNC’s digital scholarship librarian, calls it “a great way to start asking questions. What is expected? What is surprising? Do the results have any significance?” For more traditional readers, the “DocSouth Books” partnership with the UNC Press makes selected texts available as downloadable e-books or print-on-demand publications.

@TarHeelProvost
AN INNOVATIVE collaboration has improved access to research resources for UNC’s 800 varsity student-athletes, who must maintain rigorous practice, travel, and game schedules. In 2014, the undergraduate experience librarian and the business librarian arranged for librarians and librarians-in-training to embed two evenings per week at the Loudermilk Center for Excellence. They conduct about 50 in-depth research consultations with student-athletes each semester, covering all aspects of the research process. They have also spoken to more than 100 tutors from the Academic Support Program for Student-Athletes about how to help students develop information search and evaluation skills. Offering library services at this satellite location has increased interactions with student-athletes and has enhanced the academic support services that are available to them.
THE UNC LIBRARIES’ outstanding collections beckon scholars from around the world. But for students, the libraries can seem confusing, intimidating, even frightening. To demystify and teach, UNC librarians have turned to the power of games. The fun begins during Week of Welcome, with miniature golf in the R.B. House Undergraduate Library, followed by iPod-based scavenger hunts in Davis Library for students in first-year seminars. Through these activities, students gain familiarity with library spaces and the idea that the library is there for them. Twice each year, teams compete in a live-action game of Clue, played in the Wilson Special Collections Library. Students think they are solving a supernatural mystery, but librarians know that participants will walk away with a better understanding of primary source research and all that Wilson Library has to offer. Pets, treats, and activities round out the semester as a way for students to relieve stress during exam week.

I’m just excited to have a class in Wilson Library so I can walk up those steps and feel cool.

@llizabell
A restructured service desk provides one-stop assistance in Davis Library.
SERVICE TO AND BEYOND THE UNC COMMUNITY

Support an informed and engaged citizenry and scholarly community statewide and globally, and provide information resources and services that support the health care and economic development of North Carolina.
CONTRIBUTE TO A WELL-INFORMED AND PRODUCTIVE NORTH CAROLINA CITIZENRY THROUGH OUTREACH AND PARTNERSHIPS.

200 Partnerships for DigitalNC.org

IN JUST SEVEN YEARS, the North Carolina Digital Heritage Center has grown from a pilot project to the backbone of efforts to share North Carolina’s past. Based in the North Carolina Collection of UNC’s Wilson Special Collections Library, the Center is a cooperative endeavor with the State Library of North Carolina. It provides digitization services to libraries, museums, historical societies, and cultural heritage institutions around the state. In 2016, the Center announced its 200th partnership (with the Rourk Branch Library in Shallotte) and released some stunning figures. DigitalNC.org now holds 2.7 million online scans, including 57,000 newspaper issues, more than 6,100 college and high school yearbooks and campus publications, and 16,000 photographs. More growth is in store: A 2016 Library Services and Technology Act grant of $432,000 from the Institute of Museum and Library Services, awarded through the State Library, will help the Center work with additional partners.
A Bold Commitment to African American Archives

SOME OF THE OLDEST documents in the Southern Historical Collection (SHC) describe African Americans in the South. But amidst plantation records and inventories of enslaved individuals, one voice is too often absent: that of African American people themselves. Chaitra Powell, the SHC’s African American collections and outreach archivist, calls this the paradox of being “invisible in the archive.” It’s a status that she is working hard to remedy by cultivating partnerships around the region and helping African American communities preserve their own history. In 2016, the National Endowment for the Humanities recognized the value of this work by issuing an important challenge grant of $500,000 that the Library must match with $1.5 million over three years. The combined $2 million will create an endowment to make the position of African American collections and outreach archivist a permanent part of the SHC’s future.
A PROGRAM THAT brings the most current health information resources to doctors and medical providers around the state celebrated its 15th anniversary in 2014. The AHEC Digital Library (ADL) is a collaboration between the state’s Area Health Education Centers and the UNC Health Sciences Library. Participants pool their resources—now more than $1.2 million annually—to jointly purchase access to key journals and databases. Librarians at the Health Sciences Library lead licensing efforts and they develop and maintain the ADL online portal. The staff of 50 hospitals, 600 unaffiliated health professionals, and 3,541 field preceptors use the ADL, logging in more than 700,000 times in a year. If hospitals purchased resources outside the consortium, their costs would be at least 40% to 60% higher. “Our partnership with AHEC is a natural extension of our mission to improve the health of all North Carolinians through easy access to quality information,” said former HSL interim director Jim Curtis.
Information for Global Health Crises

When public health crises hit, the need for current and accurate information soars. UNC’s librarians have put their skills to use time and again. In 2014, when the Ebola crisis was at its height, Alison Blaine, a graduate student employee in the Library’s Research Hub, contributed her research and data skills to ebolainliberia.org, a collaboration between UNC and the Liberian Ministry of Information. Also in response to the Ebola crisis, librarians at the UNC Health Sciences Library (HSL) created an online research guide. More recently, they published a similar guide to resources about the Zika virus and participated in UNC’s 2016 Zika awareness event. These efforts ensure that health care providers, researchers, and the general public will have ready access to the most reliable information.

I <3 dropping by the @hslunc in the a.m. Staff is always friendly and helpful. Puts a smile on my face every time!

@wackypig
CONTRIBUTE TO UNC’S GLOBAL EFFORTS TO IMPROVE THE HUMAN CONDITION AND TO SUPPORT RESEARCH WORLDWIDE.

Sharing Health Information in China

WHEN UNC RESEARCHERS traveled to China in 2015, a librarian and former librarian from the UNC Health Sciences Library accompanied the team. Jennifer Walker and Mellanye Lackey were part of UNC Project-China’s conference and workshop on sexual health, which drew more than 100 participants. The librarians co-taught a class on literature searching to Chinese researchers and medical students from three institutions; held information consultations with 24 junior STD/HIV investigators in the region; and offered guidance on presenting research topics. The UNC Project-China team has been commissioned to write seven distinct systematic reviews for World Health Organization (WHO) guidelines; Lackey will contribute to two of them.
ON JANUARY 12, 2010, a magnitude seven earthquake struck near Port-au-Prince, Haiti. It destroyed hundreds of thousands of buildings and displaced 2.5 million people. In 2015, UNC students met in Davis Library, some 1,200 miles from Haiti, to assist ongoing relief efforts by creating maps of the devastated region. The students were participants in a “humanitarian mapathon” organized by the Research Hub. Using satellite and drone imagery, they added roads, buildings, and landmarks to the crowd-sourced Humanitarian OpenStreetMap project. The Library organized a second mapathon on short notice in spring 2016, to add to mapping efforts just days after a major earthquake in Ecuador.
The strategic plan highlighted five areas requiring substantial investment in order to further the plan’s main themes:

- Equip and support Library staff to demonstrate the skills, abilities, attitudes, and knowledge that will make them sought-after partners and effective leaders.

- Provide physical facilities and virtual environments that enable research, teaching, learning, and engagement to flourish.

- Implement and support the best technologies to improve users’ success in an environment of rapid and continuous change.

- Pursue new sources of funding and redirect existing funding toward the Library’s strategic priorities.

- Demonstrate and communicate library value.
Fresh Looks, Inviting Spaces

UPGRADES TO SEVERAL high-profile spaces signal a warm welcome and user focus in several libraries. In Davis Library, a new service desk brought reference and circulation services together in a single easy-access location, while refreshed study spaces on the upper levels provide a refuge for those seeking quiet study. The Research Hubs in Davis Library and the Health Sciences Library also continue to take shape. In the Undergraduate Library, the Design Lab moved from an enclosed room to the center of the main floor, providing airy inspiration for the creative use of technology. And new colors, furniture, and layout—along with a hand-crafted periodic table of the elements and a telescope built by UNC undergraduates—help to define the Kenan Science Library’s Makerspace and coworking facilities.
A Commitment to Developing New Professionals

THE LIBRARY and the UNC School of Information and Library Science marked the 15th anniversary of the Carolina Academic Library Associates (CALA) program. This unique cooperative arrangement places selected library science students in professional-level jobs across the Library system. The CALAs receive full tuition, health insurance, professional development opportunities, mentoring, and valuable work experience. The program provides benefits for everyone: It’s a recruiting tool for the School; it fills a workforce need for the Library and stocks the pipeline with capable future colleagues; and it provides a leg up for the CALAs, who have gone on to academic library positions at some of the country’s leading universities.

Thank you!

THANKS TO THE GENEROSITY of friends and donors, 2015-16 was the Library’s most successful fundraising year ever. Philanthropic support to the Library totaled $19,713,262. Many notable gifts helped to make this milestone possible. Among these were an endowment from Florence Fearrington, UNC ’58; the grand reading room in Wilson Library will soon be known as The Fearrington Reading Room. Another endowment from the Hanes Foundation created the Library’s first named position: the Frank Borden Hanes Curator of Rare Books. And a Carolina alumna in Virginia made the first $1,000 gift toward the National Endowment for the Humanities challenge grant to endow the position of African American collections and outreach archivist (page 27 of this report). Additional gifts of rare books and library materials will be honored in the upcoming year.

As the Library prepares to take part in the next major University capital campaign, we say a very warm and grateful thank you to everyone who has made an investment in the future of the UNC Libraries.

To learn more about ways to support the Libraries, including planned gifts and bequests, please contact Dwain Teague, director of library development, at dteague@email.unc.edu or (919) 962-3437.
Staff Innovation Awards

**WORKING WITH** faculty, students, data, and collections every day can give employees ideas. That’s exactly why the Library created its Innovation Awards. The competitive in-house grants provide seed money for staff members to test out ideas, pilot programs, or create infrastructure that will endure beyond the year-long project period. Grantees come from across the Library system and have developed a wide range of projects that advance the strategic plan and position the Library at the forefront of emerging campus needs.

**2014**
- Building Effective Research Assignments: A Video Series – Jonathan McMichael
- Development of a Practice-Based Learning Curriculum for Hospital Residents and Fellows – Kate McGraw and Sarah Wright
- Data Visualization – Dean Farrell
- Pilot 3D Printing and Scanning Services – Chad Haefele and Danianne Mizzy
- Research and Learning DEN (Discovery, Engagement, and Narrative) – Winifred Metz and Jennie Goforth

**2015**
- Revealing American Roots Music Records – Steve Weiss
- Building a Copyright First Responders Network – Anne Gilliland

**2016**
- Carolina Digital Health Research Initiative – Brian Moynihan
- Neuroimaging Data Organization – Lauren Tomola
- Long Night Against Procrastination – Jennie Goforth
Health Sciences Library Study

In a national study, clinicians at UNC Hospitals said that the resources and services of the Health Sciences Library (HSL) played a role in avoiding complications and providing excellent care.

- 92% “definitely” or “probably” handled a situation differently because of information from the HSL.
- 92% said using HSL information saved them an average of 2.1 hours in a given situation.
- 59% said using HSL information changed the advice they gave to a patient or family.

Graduate School Exit Survey

- 82% of graduating students, 2011-2015, said UNC’s library and electronic research resources were “very good” or “excellent.”

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<thead>
<tr>
<th>EXCELLENT</th>
<th>VERY GOOD</th>
<th>GOOD</th>
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<td>46%</td>
<td>36%</td>
<td>14%</td>
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Source: gradschool.unc.edu

Awards and Accomplishments

- Primary Source Award, to the Civil War Day by Day blog, from the Center for Research Libraries (2014)
Staff Awards

**LIBRARY OUTSTANDING EMPLOYEE AWARD WINNERS**

- **2013:** Beth Ramos; honorable mentions: Tim Shearer, Kristina Spurgin
- **2014:** Robert Dalton; honorable mentions: David Romito, Jill Sexton
- **2015:** Jason Dalton; honorable mentions: Doug Diesenhaus, Liza Terll

**STUDENT EMPLOYEE APPRECIATION GRANT WINNERS**

- **2014:** Landon James, Libby Livingston, Alex Smith, Kyree Tittle
- **2015:** James Butler, Julianna Powell, Justin Stidham, Terry Wong
- **2016:** Chris Fink, Thomas Lasater, Courtney Richards, Grace Ware

**HEALTH SCIENCES LIBRARY AWARD WINNERS**

- **Dedicated Service:** Fran Allegri (2014); Stephanie Griffin (2015); Pamela Roberts (2016)
- **Excellence:** Mellanye Lackey (2014); Monica Samsky (2016)
- **Distinguished Service:** James A. Curtis (2015, retiring with 21 years of service)

- Fran Allegri – Award of Excellence, UNC Network for Research Professionals (2015)
- Tim Shearer – Distinguished Alumni Award, UNC School of Information and Library Science (2016)
- Shane Hale – Order of the Golden Fleece, UNC (2016)
- Rebecca Vargha – Fellow of the Special Libraries Association (2013). She also received the Association’s Rose L. Vormelker Award for mentorship (2015).

Appointment

**DR. NANDITA S. MANI** became director of the Health Sciences Library and associate University librarian for the health sciences, effective July 1, 2016.

In Memoriam

The Library has been saddened by the loss of two long-time colleagues. We remember:

**LYNN HOLDZKOM**, head of technical services for the Wilson Special Collections Library

**WILL OWEN**, associate University librarian for technical services and systems