

UNH Library FY20 Annual Report

Mission

The UNH Library supports the University's charter as New Hampshire's land, sea, and space grant institution, embraces the University's liberal arts tradition, and connects all, while embodying the values of the campus community. As the intellectual common ground, we offer services in information and data literacy, discovery of and access to information resources and knowledge, and vibrant community spaces to support the public good.

Vision

As a trusted academic and community partner for the University and beyond, the UNH Library is recognized as an inclusive, dynamic center for developing independent learners and fostering world-class scholarship in an evolving environment of services, technologies, and critical information literacies.

Dean's Welcome

We had a vision for what FY20 would look like for the UNH Library, and during the fall semester we were moving ahead with all deliberate speed on the initiatives we had in mind, two of the major ones being the creation of a strategic plan and the implementation of a cutting-edge integrated library system. In the fall, some colder winds began to blow in, beginning with the news that UNH's hiring of Huron Consulting would result in a "deep dive" into the library as a possible source of significant efficiency savings. As we turned the corner into 2020, we were focused on work with Campus Planning, architects, and mechanical engineers to prepare for an HVAC pipe replacement project and an opportunity to plan a five-year phased refresh for Dimond Library to accompany the pipe replacements. At the same time, we were planning to move library materials from the second floor of the Chemistry Library in Parsons Hall to make room for a new classroom. Excitement was building about developing implementation plans to accompany our new strategic plan as well as some special initiatives in the Special Collections and Archives area.

Then in March, when the severity of COVID-19 became apparent and we found ourselves in a global pandemic, we pivoted with the rest of campus to full remote operations over spring break. Since so much of the value that the UNH Library brings to the university involves digital information resources and expertise relatively easily shared virtually, the UNH Library was in an excellent position to assist our patrons - faculty with course modification and students with their research needs - via Zoom, chat and email. Our library faculty and staff showed their dedication, fortitude, and flexibility as they continued to focus on the evolving needs of our users while adapting to working remotely. In this Annual Report you can read more about how our

operations shifted, and how we continued to be the “heart of the university” even while our physical doors were closed. We thank all our users for your patience and understanding during this very trying time, and we thank our donors and other supporters for your continued participation in our success.

Who we are

The UNH Library’s resourceful and creative faculty and staff are dedicated to supporting the teaching, research and scholarship needs of the UNH community. We are committed to student success and lifelong learning. With 14 faculty librarians, 41 staff members, 5 part-time employees and 81 student assistants, services are provided both in person when possible and remotely through our virtual “front door” www.library.unh.edu.

New Faculty & Staff

- Jay Colbert, Metadata and Discovery Librarian, Resource Acquisition and Discovery (September 2019)
- Jennifer Daly, Senior Administrative Assistant, Dean’s Office (August 2019)
- Emeline Dehn-Reynolds, Library Manager - Archives, Special Collections and Archives (November 2019)
- Suzanne Vogt (September 2019)

Retirements

- Alan Bryce, Library Manager in Engineering, Math and Computer Science Library retired March 2020
- Mylinda Woodward, Library Manager in Special Collections and Archives retired in August, 2019
- Dale Valena, Library Manager in the Museum, Special Collections and Archives retired February, 2020

The Year of Strategic Planning

The library's strategic plan was completed and communicated to the UNH community and partner libraries. It is mapped to the UNH strategic plan by use of icons. An implementation plan was designed, and work was begun on implementation plans for each priority. We also created a package of our values statements on the web, and produced a service philosophy statement in conjunction with strategic planning.

The UNH Library completed a rigorous and efficient strategic planning process culminating in a clear outline of strategic initiatives aligned with Universities Four Strategic Priorities:



Enhance student success and well-being



Expand Academic and Research Excellence



Embrace New Hampshire



Build Financial Strength

To address these institutional priorities, a small team of Library employees, led by the Dean, completed an environmental scan, gathered input on strategic directions, goals and trends in the library profession and developed drafts for internal and external stakeholder review and feedback. External stakeholders included Faculty Senate Library Committee, Academic Departmental Representatives, Student Government Association, Graduate Student Council, Academic Technology and UNH Law and UNH-Manchester Library Deans and the Provost. The final plan <https://library.unh.edu/about-us/strategic-plan> was presented/published (both in print and electronically) and promoted in November 2019. For each of the strategic priorities below, aspirations and strategic initiatives were outlined to guide our efforts for the next three to five years:

- Partner for Student Success and Well-Being
- Enhance the Library User Experience
- Embrace UNH's Research and Service Missions
- Grow as a Flexible, Creative and Inclusive Organization
- Cultivate Sustainable Practices

The mission and vision statements at the top of this document were part of this process. We also launched our "[21st Century Research Library](#)" statement.

Dimond Library Space Planning

The Dean and Assistant Dean worked with Facilities colleagues on broad design planning for the refresh and repair of Dimond over the next five years or so, including a large-scale HVAC delivery system replacement. Harriman Engineering and Perry Dean Rogers Architects were the successful bidders, and we worked all year with them on a set of conceptual designs whenever UNH can afford the 25-year refresh of Dimond Library.

Keeping UNH affordable

Huron Consulting was on campus to take part in a University-wide effort to review costs and reduce expenses in FY20. The UNH Library was identified as one of the first, prime areas for

financial cutbacks. A university-wide task force convened by the Provost outlined possible ways to reduce library spending. The group spent the spring semester looking into options to save a minimum of \$2.15M over three years; it submitted a report in May. The Dean submitted a three-year plan for managing the significant losses to collections and personnel. In addition, several library technologist positions were lost.

As has become routine in academic libraries, we conducted an annual review of subscriptions in order to meet budget limitations against the backdrop of 5% inflation rates in scholarly information. The Acquisitions team worked with all academic departments to cancel four comprehensive publisher packages and purchase only titles considered core to each discipline and those whose use levels warranted immediate full-text access.

New Library Services Platform

The library migrated to a new Library Services Platform in July 2019. The ExLibris Alma/Primo product consists of an online catalog/circulation/acquisitions system, and a separate discovery tool to a comprehensive “one stop shopping” experience. This “next generation” library management system integrates cloud computing and web technologies to manage physical, digital, and electronic resources all in one system, allowing users to easily find physical and electronic library resources using a single search box. This significant accomplishment was the result of years of planning and preparation and reflects patron input and the evolution of the delivery of library resources and services.

We had a very successful migration to the new ExLibris Alma/Primo cloud-based library services platform, and we were honored to receive an invitation to serve as an early adopter of a new component, Rialto. Two major results are the ability to streamline technical services workflows and closer coordination with the Manchester and Law libraries. In an effort to streamline services, improve efficiencies and reduce costs, the UNH-Durham Library incorporated UNH-Manchester Library services into our workflows. The result is seamless operations including purchasing materials and borrowing and lending between locations.

COVID-19 move to remote operations and closing of libraries

In response to the COVID-19 pandemic, Dimond Library was open our usual reduced Spring Break service hours March 16-20, further reduced hours March 23-24 and when the University closed, the Library also closed to the public the afternoon of March 25th. Physics, Chemistry, and Engineering, Math and Computer Science branch libraries closed to the public on March 20th.

To meet user demand, we quickly designed and implemented paging and contactless pick-up service for library materials and a scanning service to facilitate the transition to electronic reserves and were able to borrow 1,021 items from other libraries for UNH researchers. We offered

contactless materials pick-up through the end of March, before shifting to a fully remote service model and continued to support library patrons by answering 523 research and resource questions and maintaining 240 online research guides that were used 18,782 times, a 22% increase over usage during the same period last year. Subject specialist librarians led 15 remote library instruction classes, presentations and workshops which reached 271 students. We created a purpose-built website to provide our users with the most pertinent information on available library services which received 1,798 total pageviews.

We are very proud of the library's response to the COVID-19 pandemic, and the resulting shift in the spring to remote operations. I initiated early on the design of projects that could be done remotely in order to keep personnel meaningfully engaged, especially those whose usual work is direct in-person service. Library faculty and staff were praised for the support given to faculty in finding learning resources that could be accessed or mounted digitally; they were praised by students for online appointments and for remote Frazzle Free Finals, among other methods of support. Our entire team figured out quite readily how to function and supervise in a remote environment, and productivity was excellent. COVID-19 showed the exceptional dedication of library employees to the mission and goals of UNH. We were fortunate that the Dean, Associate Dean and Assistant Dean all had relevant emergency response experience and were able to respond in a calm, confident, and decisive manner.

In short, our agile team quickly adapted to fully remote work and never missed a beat in supporting library users. To keep everyone working meaningfully from home, even those whose positions are primarily in front-lines on-site areas, we identified six major database records clean-up projects and corrected over 3,000 records in 150 work hours. We also improved our online research guides, corrected broken links on our website, and corrected links in our library catalog.

Teaching, Learning and Student Engagement and Support

The Library's Exhibits Committee hosted nineteen exhibits and seven book displays and coordinated the installation of façade sculptures (from the outside of the "old Dimond") on Level Three in the Dimond Library.

The University Museum hosted "Stories in the Seams: The Tales Clothes Tell - Highlights from the Irma G. Bowen Historic Clothing Collection" in the fall, and they completed a three-dimensional digitization of the exhibit with grant dollars.

The library held three Wikipedia editing sessions, engaging a variety of constituents in improving this important information resource.

We provided more than 150 data and scholarly communication consultations.

In addition to light therapy lamps, a bike tire air pump and high-powered telescopes, we added portable book holders (Book I-Leans) to our circulation of “things”. 66 devices were circulated in Dimond and the branch libraries before the pandemic hit.

We worked with campus partners on U-Day, Homecoming, and Family Weekends. A small group of staff produced an online version of our popular Frazzle Free Finals student support program held during remote finals in the spring. They developed a [Frazzle Free Finals Libguide](#) which was viewed 804 times over the two-week period; on social media students shared how grateful they were for this additional support from Library faculty and staff.

The library’s engagement rate on Facebook tripled and engagement rate on Twitter nearly doubled in FY20.

Library Collections

In spite of remote operations, several physical collections projects made progress.

- We continued the project to vacate the second floor of the Chemistry Library.
- One of the librarians completed a three-year project as a faculty fellow outlining futures for library collections spaces.
- A significant cleaning of the map room was undertaken. We used Class of 55 donor funds to purchase a unique raised relief floor globe.

Joining HathiTrust

HathiTrust supports research, teaching and learning by enhancing access to valuable and unique resources, and UNH faculty had been inquiring about the possibility of UNH becoming members. UNH joined the Hathi Trust public digital repository to provide UNH Library patrons access to millions of titles for distant reading and text analysis. Our membership allows users to download material not in copyright. During the pandemic, the HathiTrust developed an Emergency Temporary Access Service (ETAS) to provide digital access to physical material the library owns but that was unavailable when buildings were closed or had limited hours. UNH applied for eligibility and was accepted. Through this program over 4,700 titles were checked out by UNH users.

Special Collections and Archives by the numbers

- Cataloging of Poet Donald Hall’s correspondence completed resulting in 135 cubic feet of archived and accessible correspondence (between 250,000 and 300,000 pieces)
- 29 external photo requests (137 images shared) and 27 internal photo requests (378 images shared with UNH departments)
- 27 requests for a total of 137 images from the Lotte Jacobi photography collection

- 154 interlibrary loan requests received. 30 items were lent. About a quarter of requests were denied due to rarity and/or fragility of the item. More than half of requestors decided not to borrow due to restrictions on use or having found the item elsewhere
- Served as a model for the Boston Library Consortium statement on inter-campus special collections lending
- Uploaded over 100,000 images from the University Archives, making UNH's photographic history far more accessible to Wildcats everywhere

Digital collections and digital document provision

Use of digital resources skyrocketed during the pandemic!

- We provided 1,945 items to researchers around the country via our interlibrary loan service. The vast majority of these items were scans of book chapters and articles as most research libraries were also in remote service mode.
- Researchers around the world downloaded 239,112 items from UNH's Scholars Repository from March 1-May 22. The second most popular item downloaded was *A Cruel Wind: America Experiences Pandemic Influenza, 1918-1920 a Social History*, a 1976 dissertation, added to the Scholars Repository in 2018, which was downloaded 7,068 times during this period.
- UNH's Digital Collections, a repository of locally digitized content, had 18,852 page views, which indicates use was up 61% compared with the previous year.
- We added 169,752 electronic portfolios to the HathiTrust Public Domain Collection and 303, 536 electronic portfolios to the HathiTrust Emergency Temporary Access Collection.
- We provided 21 journal articles to New Hampshire departments of public health through our position as New Hampshire service hub for the National Networks of Libraries of Medicine's Public Health Digital Library.
- We reloaded the UNH Electronic Theses and Dissertation records to address inconsistencies that developed over the years and improve access to these resources; we also created/added records for previously uncatalogued UNH Theses.

Boston Library Consortium Participation

“The BLC is a collaborative partnership providing proactive, innovative, and cost-effective access to shared information resources, services, and expertise that allow its member libraries to best serve the teaching, research and scholarship of their parent institutions” (BLC purpose statement: <https://blc.org/purpose-history> retrieved 10/1/20).

The UNH Library was well-represented in the Boston Library Consortium (BLC) through a number of key leadership roles. Dean Tara Lynn Fulton served as President; Associate Dean Kimberly Sweetman co-chaired the AUL COI, and Collection Management Librarian, Jennifer Carroll, co-chaired the Heads of Resource Management. Many library employees are part of BLC communities-of-interest that provide important professional development and access to best practices. During the pandemic, these groups served as an important link to colleagues in many areas of the library.