



University of
New Hampshire

Library

ANNUAL

REPORT

2022



RETURN TO CAMPUS

MESSAGE FROM THE DEAN

People everywhere will remember these pandemic years as a period during which time seemed to be at once compressed and prolonged, and a time during which we kept hoping for a “return to normal” while living a daily reality still very much in flux. This year UNH Durham faculty, staff, and students returned to campus, yet many classes remained hybrid, COVID protocols were in place, and it seemed that everyone was still struggling with pandemic-related disruptions and stresses. Yet in true Wildcat spirit, everyone pulled together and remained optimistic. Despite all of these challenges, our campus community did return to the UNH Library!



Tara Lynn Fulton, Ph.D.
Dean, UNH Library

In the annual report for this year, you will read about some of the ways in which the UNH Library strove to provide everyone with our full suite of services while at the same time grappling with local versions of broader societal challenges such as the great resignation, unreliable supply chains, and the need for flexible work schedules. Both our accomplishments and the feedback we receive from our users assures us that we are overwhelmingly successful in serving our users. Thank you to all of you who care deeply about the UNH Library and its role within this very special university.

Tara Lynn Fulton, Ph.D.
Dean, University of New Hampshire Library

YEAR IN SUMMARY

Ten of our colleagues, or 20% of library employees, took advantage of a generous University retirement incentive, leaving us with a much smaller staff. In an effort to create a nimbler structure while addressing the variety of work that we each do, the UNH Library launched a team-based organizational structure. The structure includes 13 teams that focus on all areas of library work and has allowed us to make many improvements in our approach to innovation, education, access, DEI, services, and physical spaces.



"I was going to say [the librarian] was “extraordinarily” helpful, but really this is kind of ordinary for her: every time I ask her for help finding things (or helping my students find things), she goes above and beyond any reasonable expectation."

-faculty member, Biological Sciences

"Thank you all for ALL the hard work you put in to keep this place happy and healthy. Because of you guys I love coming here!"

-suggestion box comment 11/21

"I'm so grateful for the excellent set of tools you provided for [our students]."

-faculty member, Natural Resources and the Environment

INNOVATION

- Dean Tara Fulton announced the **Library Excellence Acceleration Project**, or LEAP, a funding initiative designed to encourage library staff to pilot test **innovative projects** in pursuit of our goals. Three projects were funded: hiring student library brand ambassadors, offering library orientations for new students, and installing picture hanging rails to display art work from the library's collection between guest curated exhibits. With an expenditure of less than \$15,000, LEAP proved to be a modest cost for the amount of energy and ingenuity it inspired. After this successful first round, another call for LEAP proposals is planned for early next year.
- We adopted a collection policy and philosophy that outlines our approach to **building library collections**. Included in this is a statement that we are an e-preferred library, which means we purchase materials in electronic format whenever possible. Electronic publications improve access while allowing us to use more library space for other priorities such as sharing our research expertise, scholarship creation and collaboration.
- Our Special Collections invested in the preservation of the popular **Lotte Jacobi photography collection**, including acquiring freezers for storage of nitrate negatives, rehousing thousands of acetate negatives and digitally archiving 1,650 of the most popular photographs in the collection.



"I can't thank the archive staff enough for their thoroughness and the extensive list of sources that they've provided for me!...I am so grateful for the work you do as archival staff." -**visiting researcher**

SERVICE & EDUCATION

- We fully realized a subject specialist model which features a **subject matter expert librarian assigned to every college at UNH.**
- In alignment with efforts across campus, we identified **learning outcomes** for all library interactions.
- We activated our **Service Philosophy** and brought our multiple physical and virtual service points in line with a high service standard.



ACCESS IMPROVEMENTS

- We improved the cataloging records of over 30,000 items, **improving our community's ability to find the information they need**; resolved several cataloging backlogs, many of which had been impeding access to the related material for years and rebuilt the Kanopy streaming video collection to improve finding and access.
- We improved our demand driven acquisitions by importing records into our catalog for items we don't own until a researcher clicks the link to the title, which makes the electronic book instantly available to them. This **increases the variety of books** that are available to our users while ensuring we only purchase those items that are actually of use to our community.
- We **added 500 files** to the Music and Dance Digital collection and **made tremendous progress** on scanning *The New Hampshire*, UNH's student newspaper, which is now available online from 1911-1991 and 2015-1021.
- Maintaining a **well-tended library collection** includes removing materials that are no longer part of our collection scope due to age or content. We developed a discard procedure that allows for departmental faculty input on decisions and rehomes books in a sustainable way.

DIVERSITY, EQUITY & INCLUSION

- We updated our catalog with subject heading changes introduced by the Library of Congress in accordance with their efforts to create **more inclusive cataloging descriptions** of materials.
- Our archives staff processed two key, unique **collections highlighting inclusivity**, and created related finding aids for them: the Ivorey Cobb Papers (first black judge in NH) and the Student Diversity Coalition Papers.
- We created **11 research guides** highlighting diversity, equity, inclusion and accessibility, including a guide to understand and use the UNH land, water and life acknowledgement, that were used by our community over 2,500 times.



PHYSICAL SPACE IMPROVEMENTS

- We removed library materials from second floor of chemistry library creating user space for study, research and collaboration, and **updated technology** in six group study rooms, allowing users to collaborate with the latest equipment.
- We made modest upgrades to Dimond Library, including adding color by painting feature walls and displaying art from the library's collection. This allowed us to **lightly refresh spaces at a low cost**.
- We collaborated with the UNH administration to ensure we provided **safe spaces for users** to research and study during the continuing COVID pandemic.

FAST FACTS

SPACE



376,360

In Person Visits

626,111

Virtual Visits

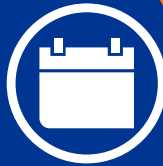


6,498

Collaboration



10,983 Total Hours Reserved



Over 458 Days of Collaboration

Space Reservations

SERVICE



3,288 Research Questions Answered
7,057 General Questions Answered

9,898 People Attended Library Instruction

88,493 Items Circulated

Inter-Library Loan

5,520 items supplied from other libraries

10,443 items supplied to other libraries



COLLECTION

Total Titles: 2,687,160

Print Books:

888,164

Print Journals:

26,100

Total Print Items:

914,264

66% of the collection is electronic

E-Books:

1,655,547

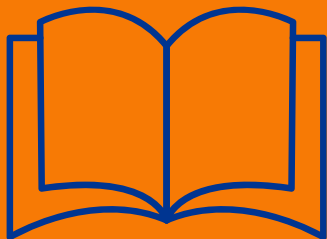
E-Journals:

117,349

Total E-Items:

1,772,896

Items Added to Collection: 153,013



Electronic titles: 151,240

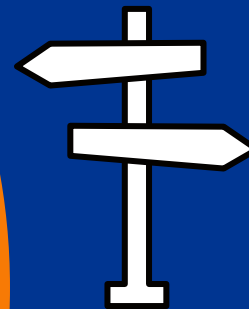


Print titles: 1,773

SCHOLARSHIP



70,253 Items in the Scholars Repository used 1,502,735 times



268 Published Research Guides with 109,857 views

RECOGNITION

GRANTS

The UNH Library was awarded \$242,364 to complete the **digitization of the New Hampshire City and Town annual reports** in partnership with the NH State Library. This funding will be put to excellent use, enhancing online access to one of the library's most used digital collections.


The UNH Library and Social Work department were awarded \$2,500 to **grow the UNH library's collection** of resources that address the experiences and perspectives of children and youth with emotional and behavioral challenges, and underscore strengths-based, trauma-informed social work and educational practice.

PUBLICATIONS


UNH library faculty and staff produced significant original scholarship that was published and presented this year. [Click here](#) for a full list of publications from the Scholars Repository.




AWARDS



Business & Economics Librarian, Wendy Pothier, received the 2022 Excellence in Business Librarianship award presented by the Business Reference and Services Section of the Reference and User Services Association of the American Library Association.





Service Points Program Lead, Liz Fowler, received the 2022 UNH Presidential Award of Excellence in recognition of outstanding performance and distinguished service to UNH that aligns with our university's mission and strategic priorities.



Health and Human Services Librarian, Eugenia Opuda, and the empathy project team received the 2022 UNH Sustainability Award for demonstration of a deep understanding of sustainability in terms of social well-being and the ties between human dignity and international equity. Their project is a module-based learning object for library and museum workers which helps these communities consider their biases and take a more empathetic and inclusive approach to community learning spaces.

Business & Economics Librarian, Wendy Pothier, and **Research Data Services Librarian, Patti Condon's**, article "Towards data literacy competencies: Business students, workforce needs, and the role of the librarian" published in the *Journal of Business & Finance Librarianship* was named one of the top 20 instruction articles of the year by the American Library Association's Library Instruction Round Table.



In support of the University's sustainability efforts, the UNH Library, with the enthusiastic guidance of **Digital Collections Coordinator Sarah Stinson**, was recognized by Commute Smart New Hampshire as a division winner in the 2022 statewide challenge. Library employees saved 282 car trips to the library by taking public transportation, carpooling, biking, and telecommuting. The UNH Library was also recognized for "Most Social Media Buzz" during the challenge.

OUTREACH

- To deepen our understanding of the UNH community and identify new ways we can contribute to research and teaching on campus, we ran the Ithaka S+R Local Library Survey. The responses validated that the UNH Library is a vital part of UNH's teaching and research success, yet also gave us many ideas for future projects that will further enhance the value we provide.
- We created enriching displays and programming for Banned Books Week, Constitution Day, Open (Access) October, Love Data Week, Native American heritage, Yellowstone's 150th anniversary, Money Smart Week, The 21 Day Racial Equity Challenge, and UNH graduation.
- We welcomed the classes of **1957**, **1960-62**, and **1965-7** back to campus during Reunion Weekend for a meet and greet in the library with an engaging display of treasures from the UNH Archives.
- We hosted three guest curated art exhibits in library spaces: **"Finding Home: Portraits and Memories of Immigrants,"** curated by artist Becky Field and Special Collections Librarian Emeritus Bill Ross, **"Culture Keepers, Culture Makers,"** to celebrate Black History Month, in partnership with artist and UNH employee Richard Haynes, 3M Artspace and UNH's Affirmative Action and Equity Office, and **"How the Other Half Lived: The Isles of Shoals and the Nineteenth Century New England Seacoast,"** curated by Ellie Harrison-Buck of UNH's Anthropology department.



To help our users better understand all we have to offer, we created an Introduction to the UNH Library video which you can watch [here](#).

SERVING THE STATE

- To ensure we are serving the residents of the state, we reached out to public libraries throughout New Hampshire explaining the ways in which the UNH Library can assist them and their patrons. In addition to direct communication, this information was featured on the website of the UNH Extension Program's "**Check out UNH**" campaign.
- To improve access to materials about the state of New Hampshire and by New Hampshire authors, two of our catalogers participated in the Program for Cooperative Cataloging's NACO training, and now contribute authority records for names, places and works related to the state of New Hampshire for libraries around the world to use.
- We digitized **10,000 NH city and town annual reports**, making them freely available online through the UNH Scholars Repository. This is an ongoing project, and after this year **all 234 cities and towns** in the state of New Hampshire are now represented.

GIVING TO THE LIBRARY

- The UNH Library participated in the (603) Challenge, UNH's largest crowdfunding campaign, achieving our best results yet thanks to the generous support of our donors. Our supporters--148 people--gave nearly \$40,000 in support of the UNH Library! Stay tuned for the next (603) Challenge in early April 2023. The challenge is successful each year because of the efforts of our (603) Underwriters whose gifts inspire others to give and our (603) Champions who promote the challenge amongst their networks.
- The UNH Library depends on philanthropic support to fulfill its strategic priorities of supporting the educational and research endeavors of students and scholars. Recently, donor support of the library has purchased new collection materials, created new exhibit spaces, allowed the Milne Special Collections to better preserve unique materials, bought new, comfortable seating for students, and kicked off a new first year library orientation program. This list is certainly not exhaustive as philanthropy touches all of our successes. We have countless exciting projects planned to benefit students, but require donor funding to push them forward.

For more information, reach out to Library Development Officer **Jeremy Kassel** at **603-862-4357** or **jeremy.kassel@unh.edu**. You can also visit library.unh.edu/about-us/giving-library to learn more and give online.

**UNH Library Annual Report:
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