

An aerial photograph of a university courtyard. On the left is a large brick building with a series of tall, narrow windows. On the right is another brick building with a more complex, textured facade. In the center, a paved courtyard is surrounded by trees with green and yellow autumn foliage. A set of stone steps leads up from the bottom center towards the back of the courtyard. The text "2019 - 2020 Annual Report" is overlaid in white serif font in the upper middle, and the "DUKE UNIVERSITY LIBRARIES" logo is overlaid in white serif font in the lower middle.

2019 - 2020 Annual Report

DUKE UNIVERSITY

LIBRARIES



ANNUAL REFLECTIONS

I think it's safe to say this past year has been one we'll all remember for a long time, although we might prefer to forget parts of it—maybe even most of it.

We have endured an almost unimaginable situation for an almost unmanageable amount of time, and it's not over yet. But even so, looking back at the past academic year, I am proud of what we have accomplished, especially in the face of great challenges and uncertainty.

From the moment the global pandemic arrived in the U.S., the Duke University Libraries have played an essential role in keeping teaching, research, and learning going at Duke. Our staff have faced a series of truly daunting tasks, and they have responded with creativity, adaptability, and resourcefulness, going above and beyond to meet the needs of our students and faculty, as I invite you to see for yourself in our 2019-2020 Annual Report.

We've also used the opportunity to reimagine some library services, and to recommit ourselves to collecting, highlighting, and supporting the voices of underrepresented groups. And although our stacks are temporarily closed, we have developed a safe and successful system for getting books into the hands of our users, who truly appreciate our collections.

As I write this, Duke has just completed an on-campus fall semester unlike any other. Positive COVID-19 cases on campus have been very low, thanks to extensive planning and a robust testing program that has been hailed as a model by the CDC. Our students, faculty, and staff have taken the Duke Compact very seriously. Every day I am grateful for the dedication and resilience of our students, faculty, and staff, and for the kindness I have seen them show each other, the mutual care and concern.

Which is not to say that we don't get tired of the

pandemic and the rupture in our routines. We especially miss seeing each other every day—and, of course, seeing friends and generous supporters like you, who make our work possible.

One thing this past year has impressed upon me is that libraries persist. We are a critical resource, service hub, gathering space, and anchor for the entire university. We don't know what the next year holds, but we know that we will continue to play an essential role in getting the Duke community through it.

Stay safe, and stay healthy.

DEBORAH JAKUBS

Rita DiGiallonardo Holloway University Librarian
Vice Provost for Library Affairs

Supporting 1G and Low-Income Student Researchers

This year we were excited to roll out the [Duke University Libraries Summer Research Grants](#) program, which encourages first-generation and low-income students to undertake library-intensive undergraduate research. Our first two grant recipients, Scarlett Guy and Darien Herndon, collaborated on a project focused on Duke's history with Native Americans, particularly the Trinity College Cherokee Industrial School (1883-1887). In addition to furthering their own research interests, the project revealed new insights about their connections to their communities and their own Native American heritage.

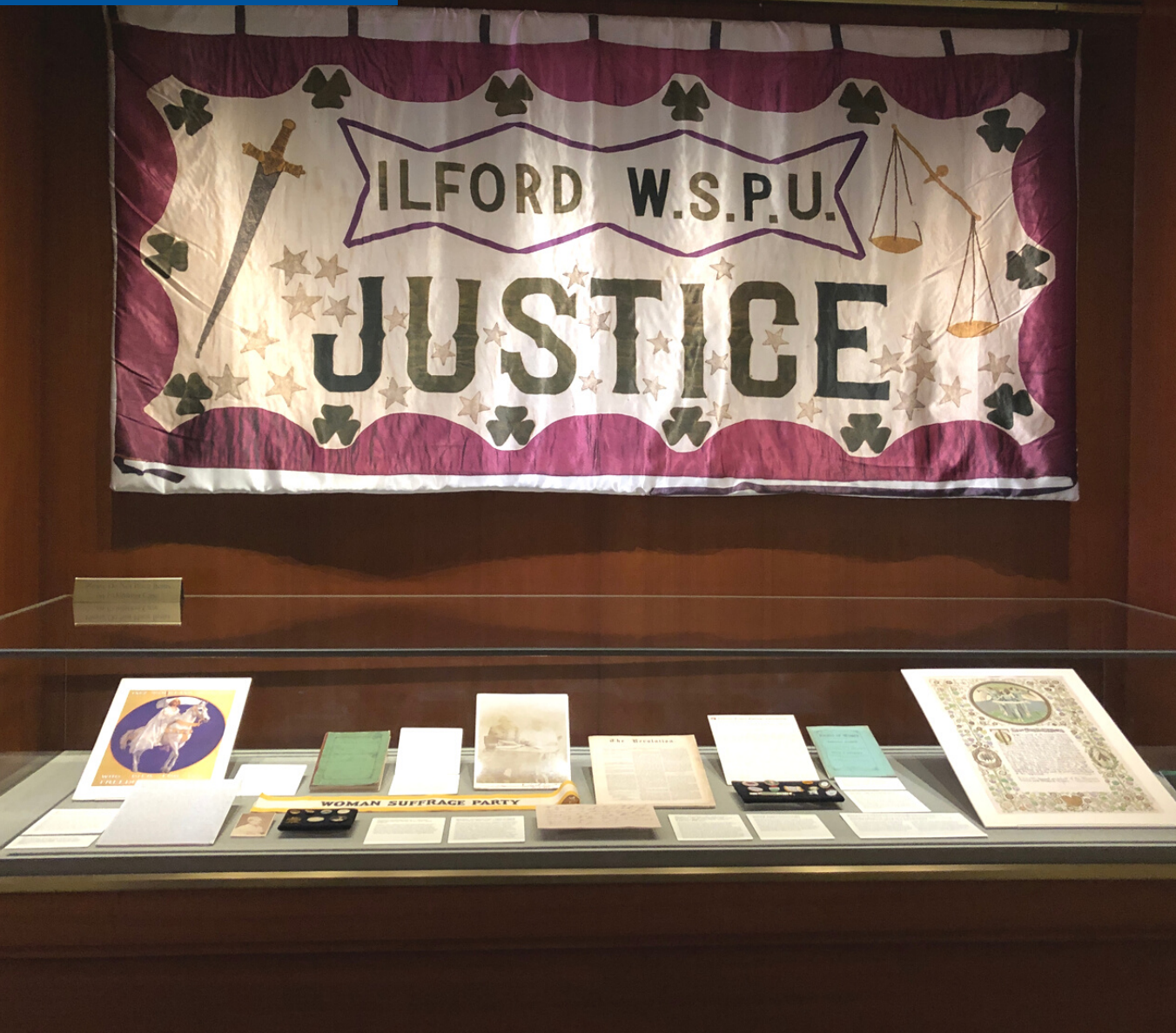
Toward a More Inclusive Library

In the fall of 2019, our Assessment and User Experience Department conducted several [focus groups with Black students at Duke](#). The goal was to explore their experience of using the Libraries, whether they viewed us as safe and inclusive space, and what changes we could make to help them feel more supported. We distributed our findings online in early 2020 and developed a plan to implement recommendations based on what we learned. Since then, [the report](#) has been viewed over 3,000 times and shared widely with academic leaders at Duke. This work builds on previous library user studies with under-represented student groups that report lower feelings of safety and welcome at Duke, including [first-generation college students](#). A future study is planned that will focus on the experiences of international students as well.

HIGHLIGHTS



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Taking “500 Years of Women’s Work” to NYC

From December 2019 to February 2020, an exhibition of highlights from the Rubenstein Rare Book & Manuscript Library’s Lisa Unger Baskin collection, previously on display at Duke, [traveled to New York’s Grolier Club](#), the oldest bibliophilic society in America. The show brought together many well-known monuments of women’s history and literature, as well as lesser-known works produced by female scholars, printers, publishers, scientists, artists, and political activists. Taken together, they comprise a mosaic of the “long and sometimes hidden history of women making an independent living,” according to the [New York Times](#). The [widely reviewed exhibit](#) and related events introduced the remarkable collection to a wider public beyond Duke’s campus and attracted more visitors than any exhibition in the Grolier Club’s history.

Supporting Teaching and Learning in a Crisis

Duke Learning Innovation (DLI), a division of the Libraries, performed a remarkable feat this year—helping not one but two institutions transition to remote learning as a result of COVID-19. The first was Duke Kunshan University in February 2020, when the coronavirus still seemed half a world away to most Americans. The lessons from that experience proved invaluable barely a month later, when the pandemic reached the U.S. and Duke's campus closed. The [Keep Teaching website](#) developed by DLI offered step-by-step instructions on how to shift courses quickly online, along with a daily newsletter sent to over 9,000 Duke faculty and academic staff. Later, as Duke faced the possibility of a mostly online fall semester, DLI launched the [Flexible Teaching website](#) to help Duke faculty develop courses that can be successful in any mode of delivery—face-to-face, online, or hybrid.

HIGHLIGHTS





FOLIO First

For years, libraries have relied on expensive proprietary software to manage certain routine, back-end functions—things like circulation, billing, and managing electronic resources. But a new open-source system that can handle those functions is being developed collaboratively by libraries around the world, including here at Duke. It's called [FOLIO](#) (for the "Future of Libraries Is Open"), and it puts the essential tools of running a modern research library in our own hands. This year, despite the pandemic, a team of library staff worked hard to launch the electronic resources management module of the system, which we now use to manage millions of e-books and e-journals on a daily basis. Other parts of FOLIO will be rolled out and implemented library-wide in the future.

Meeting the Demand for Online Learning

As soon as Duke suspended in-person classes in the spring, staff across the Libraries quickly mobilized to shift library instruction and research consultations online, assisting students and faculty with finding the materials they needed to complete assignments and research projects remotely. The pandemic only underscored the demand for the kind of specialized expertise we provide. For example, our Center for Data and Visualization Sciences saw a spike in both synchronous workshop registrations and views of previously recorded workshops, [over a hundred of which are always available on our website](#). And our [ScholarWorks Center for Scholarly Publishing](#) had so many graduate students register for a summer workshop on planning and publishing digital projects that we offered it twice.

HIGHLIGHTS





Moving the Reading Room Online

When it comes to doing research with primary sources, there's no substitute for seeing the real thing in person. But when the Rubenstein Rare Book & Manuscript Library shut down as a result of COVID-19, staff had to adapt to completely new service models. Rubenstein instructors developed best practices for online learning with special collections, introductory videos, and over a dozen [teaching modules](#) that make it possible for anyone, anywhere to use digitized Rubenstein materials in class. Rubenstein staff also digitized more than 50,000 pages of archival materials on-demand, helping remote researchers carry on with their work from a safe distance.

Handling Emergencies, When No One Is Around

Even during a global pandemic, ordinary emergencies still happen. Case in point: In April, a water pipe burst in the History Department's building on East Campus, [leaking all over library books left behind in empty faculty offices](#). A month later, a leaking sprinkler head in the Library Service Center [soaked over 250 books before anyone noticed](#). And a historical painting in Lilly Library [mysteriously fell off the wall](#) while we were all working from home. Luckily, our Conservation Services staff were able to respond to all three incidents and restore all of the books to usable condition. On top of that, just before we went into lockdown, Conservation staff donated their supply of PPE to Duke Hospital, including a stockpile of N95 masks and nitrile gloves. It's just one more small way we've tried to do our part to keep the university up and running in the midst of a public health crisis.

HIGHLIGHTS





Preserving—and Expanding —the Story of Duke

This year the Duke University Archives acquired several significant collections documenting Duke’s unique history, including the records of the Duke Lemur Center. But from March onward, as campus shut down, the focus shifted to collecting digital records, including the records of over a dozen student groups, many of them related to marginalized populations. In April, the Archives sent out a call [inviting members of the Duke community to submit their COVID-19 stories](#), which will be permanently preserved for posterity so that future generations may look back on what Duke University President Vincent E. Price dubbed “the greatest experiment in our university’s history.” Numerous submissions have been received from students, faculty, and staff.

BY THE NUMBERS



7,990,426

Total volumes



2,150,549

e-books



296,938

e-journals

BY THE NUMBERS



164,067

Books and other items checked out

19,191

Loans to other libraries

12,676

Loans from other libraries

8,666

Research consultations

267

Full-time staff

JUST FYI

14



Percentage increase over last year in online “Ask a Librarian” chats and research consultations between March-June 2020, when Duke classes moved online.

2



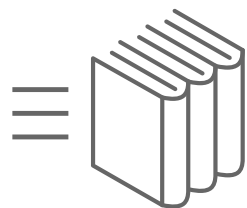
Tractor trailers it took to transport the archives of Consumer Reports from Yonkers, New York, to Durham, after the Rubenstein Library [acquired their papers](#).

30,933



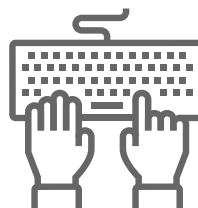
Pages digitized by our Digital Production Center, despite being shut down for four months due to COVID-19.

200,000



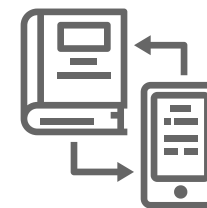
Durham County Library books moved from temporary storage in the Library Service Center, now that renovations to the Main Library in downtown Durham are complete.

50,449



New titles cataloged—about 88% of the previous year's total, despite catalogers working from home after March 2020.

300,000

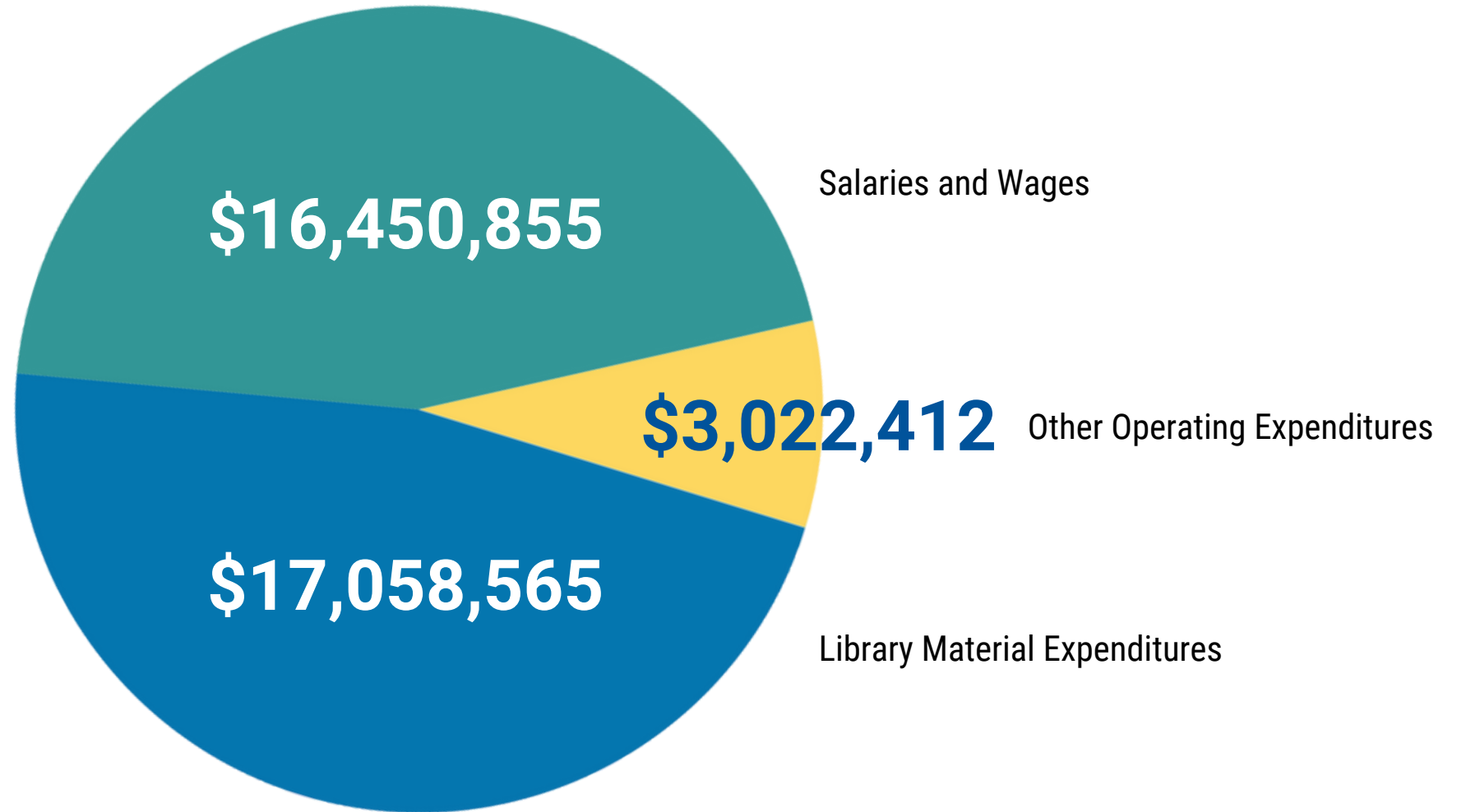


Additional books in our collection made available for on-site digitization, to accommodate library users unable to visit campus due to COVID-19.

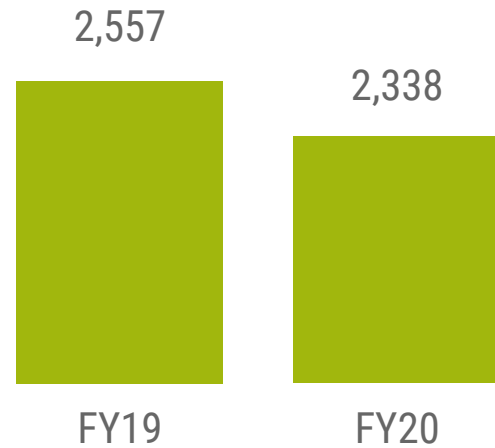
FINANCIALS

\$36,531,832

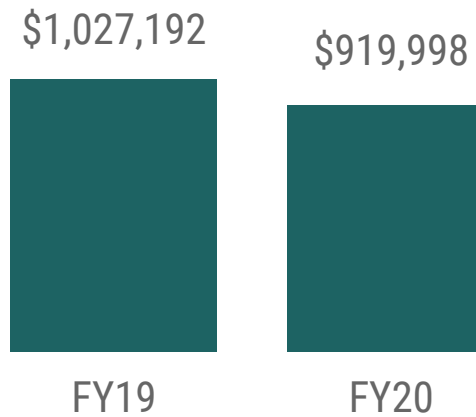
Total operating budget



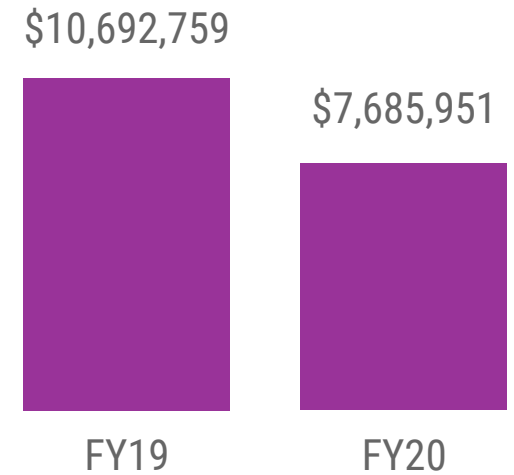
FUNDRAISING



Total Library Donors



Annual Fund Giving



Total Giving



Figures in this report refer to libraries in the Duke University Libraries system (Perkins, Bostock, Rubenstein, Lilly, Music, the Library Service Center, and Pearse Memorial Library at the Duke Marine Lab) and do not include the separately administered professional school libraries: the Divinity School Library, Ford Library at the Fuqua School of Business, Goodson Library at the Law School, and the Medical Center Library.

DUKE UNIVERSITY
LIBRARIES