

L E L L Y L I B R A R Y

Annual Report, 2017-2018

DUKE UNIVERSITY
LIBRARIES

Annual Reflections

First impressions count for a lot.

I'm often reminded of that when I see prospective students and their parents touring campus. Since their renovation, Perkins, Bostock, and Rubenstein Libraries have become a major stop on the tour. And little wonder. Step inside this inspiring place for the first time and it's hard not to feel a world of possibilities opening up. What a shrine to knowledge! What absorbing days you could spend here, pursuing ideas, finding your niche, or simply being alone with your thoughts.

Such warm and fuzzy feelings are the coin of the realm in college admissions. *Picture yourself here*, the Gothic Wonderland whispers. *Come to Duke.*

And yet when Duke students finally do arrive on campus, this isn't the first library they encounter. That distinction belongs to Lilly Library on East Campus, which isn't on the campus tour.

For some 1,700 first-year Duke students and their parents, East Campus serves as an introduction to Duke, and Lilly is their primary library. Generations of Blue Devils have had a special love for Lilly, and that continues to be the case. It has a noble place in our university's history, being Duke's first library. And our librarians dedicate themselves to making Lilly a warm and supportive presence in the lives of students—helping them ace those first crucial assignments, demystifying the research process for them, and contributing in countless other ways to their academic success and resilience.

But as first impressions go, I will be the first to admit we could do better.

As an architecturally significant structure, Lilly has been remarkably well-preserved. But that's part of the problem. The inherent inflexibility of this stately Georgian edifice means that Lilly lacks most of the elements of a modern research library. Its outdated building systems and cramped, poorly lit study spaces prevent it from fully meeting the needs of today's library users.

When it first opened in 1927, this library had a collection of 4,000 books and was designed to serve a population of some 600 students. Since then, the landscape of higher education, including library services, has changed considerably. Today's students study differently and engage much more in collaborative work than their historical peers. And new forms of technology have brought about a transformation no less significant than the one begun by Gutenberg over five centuries ago.

In addition to strong print collections in philosophy and the arts, Lilly Library is home to Duke's extensive film and video collection, with over 30,000 DVDs—more movies than you could watch in a lifetime. And yet, as you will read in this report, today's students don't even own DVD players. They stream everything, so we've begun streaming our collections to them.

Just as library collections evolve, so do the buildings that house them.

Many of the library services and collaborative learning spaces that students and faculty rely on at Perkins, Bostock, and Rubenstein Libraries are scattered or unavailable on East Campus. But it doesn't have to be so.



As we look to the future, at the top of our list will be renovating and expanding Lilly Library. We are excited about the opportunity to rethink this historic building, and we expect our plans to go before Duke's Board of Trustees soon. We also have a solid philanthropic foundation to build on. Fundraising has been a point of pride for the Duke Libraries—another thing you will see in this report—and we are fully committed to marshalling the resources that will fulfill Lilly's potential as a model academic center.

A library isn't just a building. It's the vibrant center of a network of information of incredible breadth and complexity. That's the first impression we want you to have when you walk into any library at Duke.


Deborah Jakubs

Rita DiGiallonardo Holloway
University Librarian and
Vice Provost for Library Affairs

By the Numbers

Resources

6,880,773

Total volumes

239,445 | **1,901,634**

e-Journals

e-Books

61,137 linear feet

Manuscripts and archives

Just FYI



2,236

Academic conferences, symposia, meetings, and campus events hosted by the library



205

Conventions, meetings, and events hosted by the Durham Convention & Visitors Bureau

Reference questions answered by library staff: **8,343**

Games of Jeopardy!
that equals:



137



Views of online articles, e-books, e-journals, and databases we subscribe to: **32,983,477**

**Views we got
in the time it took you
to read that: 3**

Reservations of library group study rooms: **25,109**



Study time that adds up to, cumulatively:

**5 years, 260 days,
22 hours, 12 minutes**

Services & Staff

223,056

Books and other items checked out

34,131 | **31,963**

Loans to other libraries

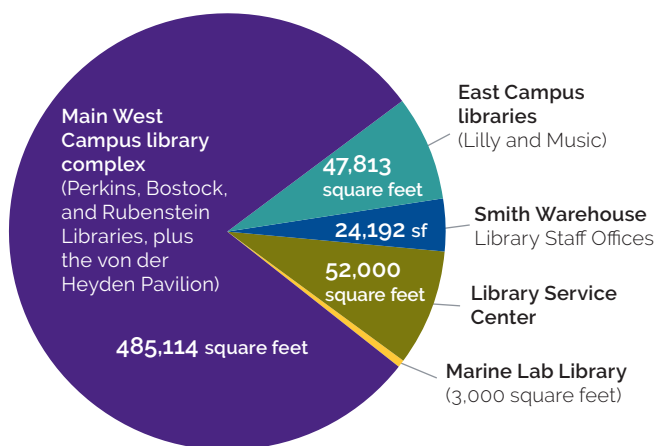
Loans from other libraries

149

Hours open per week (out of 168)

8,343
Reference transactions

251 Full-time staff



Combined total campus library space

609,119 square feet

(excluding professional school libraries)

Fine Print

Figures in this report refer only 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.

2017-2018 Milestones

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The removal of the Robert E. Lee statue outside Duke Chapel in August 2017 sparked a flurry of interest in Duke's past. One result of that was a summer research project sponsored by the University Archives called "Stone by Stone: Who Built the Duke Chapel?" Students scoured original campus construction records and were able to identify over four hundred laborers who worked on many iconic West Campus buildings—as well as their wages, working conditions, and even a few living descendants. Perhaps most importantly, the students provided a list of unanswered questions for future researchers to pursue.



Librarianship has its exciting moments, but updating authority records generally isn't one of them. Authority records are the "official" way of listing the author, title, and subject of a published work, and all library catalogs use them. But authority can be a one-sided concept. As part of our commitment to diversity, equity, and inclusion at Duke, the Rubenstein Library's Technical Services department has made an effort to update authority records of selected holdings, particularly where the contributions of women and minority creators have been minimized or omitted—intentionally or not. Setting the bibliographic record straight is a small step towards setting the historical record straight as well.



Data-driven research is on the rise at Duke, and researchers are increasingly looking to us for help managing and sharing all that data. Our Data and Visualization Services department set new records this year for instruction, consultations, and research partnerships. The staff logged sixty hours of consultations each week and taught over fifty data workshops throughout the year, with an average of thirty-five people per workshop—up from an average of twenty only two years ago.



Streaming video and music are here to stay. Indeed, CD/DVD drives are no longer standard in most laptops Duke students bring to campus. To meet the shifting demand, Lilly Library and the Music Library rolled out popular new streaming services this year, including MediciTV, featuring videos of live classical musical performances, and Kanopy, which features 30,000 documentaries and independent films. This year, the Libraries streamed a whopping 38,762 videos to Duke users, including 1,194 for class viewings.



Survey Says

Every two years we survey Duke students and faculty to understand how satisfied they are with their library experience. (The short version: very satisfied.) We received responses from 2,610 undergrads and graduate students and 620 faculty members. We use the survey data to prioritize service enhancements, expenditures, and other library improvements. New this year was a question asking students if they considered the Libraries a safe space, free from discrimination and harassment. More than 90 percent said yes, compared with 78 percent for Duke as a whole.

Picturing the Collective Collection

Gone are the days when all libraries needed copies of the same books. Thanks to borrowing agreements with other universities, our Blue Devils can draw on more than 90 million books and resources beyond Duke for free. And that doesn't even count what's been digitized. Still, it's important to retain copies of certain books, in case other libraries don't. But how do you know who's retaining what? This year, our Collection Strategy and Development department co-led several shared monograph retention initiatives with our regional and national partners, including the Triangle Research Libraries Network, UNC system schools, and the Ivy Plus Libraries. The goal is to get a clearer picture of the "collective collection" we have access to, and to join forces in preserving each individual piece of it.



Grad Students in Focus

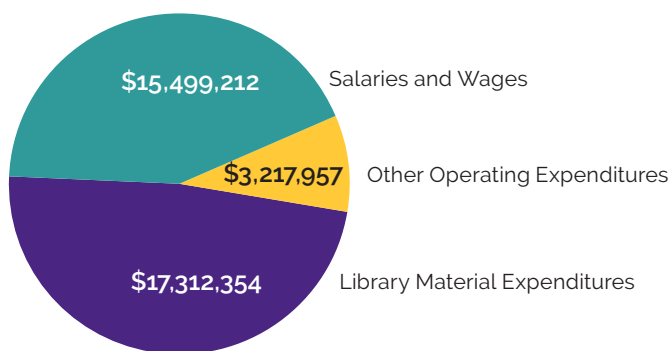
More than half of all Duke students are graduate students, and the university is undertaking an ambitious effort to re-imagine graduate education. Several new library initiatives this year were aimed at supporting this important population. One of those was "The Efficient Archival Researcher," an intensive workshop blending best practices in archival research and file management. It was co-taught by staff from across the Libraries to rave reviews. The workshop was part of a larger effort by librarians in Research and Instructional Services, International and Area Studies, and Digital Scholarship Services to identify areas where today's graduate students need the most help and mobilize library-wide expertise in response.



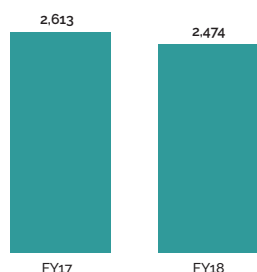
Launching Coursera for Duke

Duke Learning Innovation unveiled a new program to give Duke students, faculty, and staff free access to Duke's online Coursera courses. Coursera for Duke complements the university's formal curriculum with opportunities to enhance skills, branch out, explore a topic, and challenge oneself—at one's own pace, with no grade and no risk. Since the program launched in December 2017, 972 Duke community members have enrolled in at least one course.

Financials



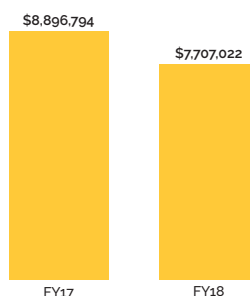
Total Operating Budget: **\$36,029,523**



Total Library Donors



Annual Fund Giving



Total Giving to the Libraries



Selected New Grants

The Duke Endowment: \$250,000 to endow the Josiah Charles Trent History of Medicine internship, in honor of Mary Trent Jones' service on the Duke Endowment board.

Council on Library and Information Resources: \$90,300 to host a two-year postdoctoral fellowship in data curation for energy economics, jointly assigned to the Libraries and the Duke Energy Initiative. And **\$15,889** to digitize severely deteriorated tapes from the Radio Haiti Archive.

National Endowment for the Humanities: \$85,753 to create trilingual descriptions (English, French, and Haitian Creole) of Radio Haiti broadcasts and digitally repatriate the Radio Haiti Archive to Haitian libraries, archives, cultural institutions, and community radio stations.

The Andrew W. Mellon Foundation: \$36,500 to develop a framework of library services in support of publishing expansive digital humanities projects.

On the cover: Evening falls on Lilly Library, East Campus.
Photo by Megan Mendenhall / University Communications.

