Annual Report, 2011–2012

Annual Reflections

Just before classes started this fall, we convened a diverse group of faculty, students, and library staff for a daylong workshop on emerging trends in teaching and research at Duke. Our goal was to develop a vision for the future of library services and spaces.

Even as we gear up for a major renovation of the David M. Rubenstein Rare Book & Manuscript Library, the final phase of the Perkins Project, we're already thinking about what's next, just over the horizon.

Over the last decade, as we've renovated and expanded our main West Campus library complex, we've become one of the most popular destinations on campus. But as higher education evolves (witness the explosion of online learning, to cite just one example), we must also evolve to remain the vital center of intellectual life at Duke.

During our workshop, a number of interesting themes emerged about the future of learning and research at Duke that are worth highlighting.

First, *take risks*. Duke is the kind of place where students of engineering and history work sideby-side on real-world problems. We must expand our role as a partner in innovation by providing spaces, services, and materials that act as catalysts for experimentation and originality.

Second, *focus on the experience*. Although our libraries are busier than ever, the internet is increasingly where people find and use information. We must increase the consistency between our physical and online environments, making each an extension of the other. And both should reflect the distinctive character of research at Duke.

Third, *celebrate intellectual life*. Every year, we host dozens of public events, workshops, exhibits, symposia, award ceremonies, and other programs. People look to us to foster discussion, facilitate collaboration, and honor scholarly achievement—and rightly so. By being the place where the process of research and discovery is made visible, we invite people to make discoveries of their own.

Finally, we must maintain flexibility for future changes and continued experimentation. Over the last decade, few parts of Duke have changed as dramatically or rapidly as the Libraries.

Throughout this report, I'm proud to say, you'll find examples of how we're already moving in these directions. But at a place like Duke, there's always more to do, bigger plans, higher aspirations. As we look back at what we've accomplished this past year, we're eager to show you what else we can do.



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By the Numbers

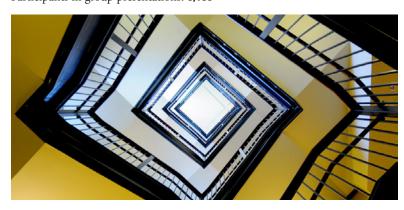
Resources

Total volumes: **6.8 million** Manuscripts and archives: **64,609 linear feet** Journals and Periodicals: **157,327** e-Books: **875,488** Microforms: **4.4 million** Government documents: **1.3 million** Maps: **133,718** Films and videos: **95,732** Audio recordings: **67,783**



Services & Staff

Books and other items checked out: **619,014** Loans to other libraries: **22,913** Loans from other libraries: **27,452** Virtual reference transactions (email and chat): **33,798** Total reference questions answered: **90,617** Total full-time staff: **247** Library presentations to groups: **614** Participants in group presentations: **8,185**



Space

Main West Campus library complex (Perkins, Bostock, and Rubenstein Libraries, plus the von der Heyden Pavilion): **484,967 gross square feet** East Campus libraries (Lilly and Music) and the Library Service Center:

90,033 gross square feet

Combined total campus library space: **575,000 gross square feet** (excluding professional school libraries) Miles of shelving: **60**

Comfy seats: **2,000**

Fine Print

"Resources" figures include all libraries in the Duke University Libraries system (Perkins, Bostock, Rubenstein, von der Heyden Pavilion, Lilly, Music, the Library Service Center, and Pearse Memorial Library at the Duke Marine Lab) as well as the four professional school libraries: the Divinity School Library, Ford Library at the Fuqua

Just FYI

Library gate count: **3,932,477** (That's the equivalent of someone walking into the library **every 8 seconds**, all day long, every day of the year!)

Full-text articles downloaded from library journals and databases: **3.6 million**

What you'd have to pay, on average, to download one scientific journal article on your own, without a library subscription: **\$31.50**



iPads loaned to faculty and students for courses employing mobile technology, e-textbooks, and coursespecific apps: **200**

File size, in terabytes, of digitized images, video, and audio: **17**

Annual visits to our website (library.duke.edu): **5,957,451** (about **16,000** every day) Visits from mobile devices: iPad **(64,545)**, iPhone **(59,994)**, Android **(44,357)**, Blackberry **(4,031)**

Searches in our online catalog: 4,523,760 (approximately **one every** seven seconds)



School of Business, Goodson Library at the Law School, and the Medical Center Library. All other figures in this report refer only to the Duke University Libraries and do not include the professional school libraries.

2011–2012 Milestones



Ramping Up to Renovation

Staff of the Rubenstein Rare Book & Manuscript Library have been preparing to move collection materials, services, and personnel to the third floor of Perkins Library, which will be their temporary quarters during the upcoming renovation. Some 32,500 linear feet of rare books, manuscripts, and archival material must be relocated in the massive effort. The Libraries' Conservation Services department has created over 10,000 custom housings for materials requiring special handling. Some materials have already been transferred to the Library Service Center, but the bulk will be moved in January and February 2013. The move is being implemented in phases so that library operations and services can be maintained with minimal interruption.



Hoffman Supports Bingham Center

Women's health pioneer Merle Hoffman pledged \$1 million to endow the directorship of the Sallie Bingham Center for Women's History and Culture, part of the Rubenstein Library. Hoffman has been a fearless advocate for women's health services for over forty years. She founded Choices Women's Medical Center, one of the largest and most comprehensive women's medical facilities in the U.S. Her papers are part of the Bingham Center's collections.



Music Library Renovated

The Music Library, located in the Biddle Music Building on East Campus, reopened in fall 2011 after being closed for renovations the previous summer. An interior staircase now links the upper and lower levels, giving the library a single entrance and exit. New seating and tables were installed, and a new seminar room was added. Best of all, the renovation allows more music materials to be housed on-site, offering users more music at their fingertips.



New Tools and Support for Open-Access Publishing

The Libraries have launched a new service to help members of the Duke community create and publish peer-reviewed, open-access scholarly journals. With the advent of online publishing, open access has emerged as an alternative to the traditional fee- and subscription-based model. The service is being piloted with three journals: *Greek, Roman, and Byzantine Studies* (published in print since 1958); *andererseits*, a journal of Transatlantic German Studies; and *Vivliofika*, a journal of 18th-century Russian Studies.

Bye, Bye, Blackboard. Hi, Sakai

The Libraries' Center for Instructional Technology helped to migrate over 1,000 faculty from Blackboard to Sakai, Duke's new online course management system. Over the course of a year, CIT organized a full slate of workshops, training sessions, and one-on-one consultations to assist faculty with learning the new system. They also mounted an all-out marketing campaign to publicize the transition, including emails to departments, posters, an online countdown timer, coffee sleeve stickers, and more.



Library Service Center Expands

A new addition to the Library Service Center (LSC)-a state-of-the-art, high-density repository-has greatly increased its storage capabilities. At full capacity, the LSC could accommodate nearly nine million volumes. Although Duke manages and staffs the facility, it also provides storage and access services for the University of North Carolina at Chapel Hill (which paid for half of the new addition as well as an earlier expansion in 2007), North Carolina State University, and North Carolina Central University. It's one more example of how all four institutions benefit from their close proximity.



Duke-Chilean Librarian Exchange

Librarians from five universities affected by Chile's devastating 2010 earthquake visited Duke this year, thanks to grants from the Carnegie Corporation of New York and the Josiah Charles Trent Memorial Foundation. Meanwhile, Duke sent four library staff members to Chile to see the affected libraries up-close and consult on collection development, strategic planning, electronic resource management, and instructional technology. In recent years, Duke has hosted librarians from Mali, Turkey, Chile, China, and South Africa, and other countries have played host to our librarians as well.



Jim Crow Oral Histories Digitized

In the 1990s, dozens of graduate students at Duke and other schools fanned out across the South to capture stories of segregation as part of "Behind the Veil," an oral history project led by Duke's Center for Documentary Studies. Some 1,300 interviews were recorded on cassette tapes, transcribed and archived in the John Hope Franklin Research Center, part of the Rubenstein Library. Now 100 of those interviews, complete with transcripts, have been digitized and made available on the Libraries' website and iTunesU, with more to come. The interviews capture vivid personalities and poignant stories that bring to life the African American experience in the Jim Crow South.



Library Party Brings Out Heroes and Villains

The Library Party is one of the most anticipated and most unusual events at Duke. Once again, the Libraries teamed up with the Duke Marketing Club to organize this year's event, which drew over 3,000 students, faculty, staff, and alumni to Perkins Library. This year's theme-Heroes and Villains-was inspired by a remarkable collection of comic books donated to Duke by Edwin and Terry Murray, two brothers who live in Durham. The Murray Comic Book Collection includes over 65,000 comics from the 1930s to the present, making it one of the largest archival comic collections in the world.

Financials

Financial Highlights

Total Operating Budget: **\$31,141,319** Library Material Expenditures: **\$14,039,731**

Salaries and Wages: \$13,461,979

Average expenditure per student (undergraduate and graduate): \$2,134



Libraries

Selected New Grants

E. Rhodes and Leona B. Carpenter Foundation: \$1 million to endow a new senior conservator position to help care for Duke's extensive research collections (matching an initial \$1.25 million from **The Andrew W. Mellon Foundation** in 2011).

The Andrew W. Mellon Foundation: \$47,000 to support *The Global Dimensions of Scholarship and Research Libraries: A Forum on the Future,* a two-day invitational event co-sponsored by Duke and the Center for Research Libraries. The forum will explore connections between global scholarship and the collective ability of research libraries to support it.



On the cover: Marbled endpaper from *L'Annuntiata*, a sacred drama by Giovanni Nicolò Boldoni, published in Bologna in 1636. From the David M. Rubenstein Rare Book & Manuscript Library.