IT LIBRARY

2020
IMPACT
REPORT

Georgia
Tech | Library

a year of gratitude

Welcome to the 2020 Yearly Impact Report for the Georgia Tech Library. Although I officially became Dean of Libraries on July 1, 2020, I can say unequivocally it has been one of the most challenging years we have ever experienced during my fourteen-year tenure at Georgia Tech. And yet, the Georgia Tech Library continues to move forward, expand our services, and fulfill the vision of LibraryNext. Through the hard work, ingenuity, and an unending belief in one another and our partners on campus, our library team supports our student and faculty academic and research pursuits while our services, spaces and collections provide knowledge, solace and inspiration for the Georgia Tech community, especially within the challenging Covid-19 landscape.

One of our crowning achievements this year was the re-opening of the Judge S. Price Gilbert Memorial Library this summer. In fact, this document, and all the work that went into it, is in honor of Dr. Rafael L. Bras – former provost and arguably one of the biggest proponents of the Library's renewal. Without his belief, guidance and advocacy, we would not be where we are today. I cannot understate the importance of his influence on this project, the vision of

LESLIE SHARP, PHD
Dean of Libraries

LibraryNext, and me. These beautiful buildings are truly a testament to his legacy.

He was not alone, of course. It was a concerted effort of units across campus, across the Library and across the state that produced the incredible buildings, services and web presence we enjoy today. Paramount in that effort was former Dean Catherine Murray-Rust, whose dream and more than a decade of work helped make the renewed Library a reality. Each of the Library's employees and our facilities and OIT partners also deserve recognition for their commitment, expertise, hard work and, of course, patience as they have experienced years of changes, moves, disruption and restructuring. I am fortunate to have this team as my colleagues. They are a wonderful group of people whose knowledge, compassion and dedication warms my heart and keeps me on my toes.

Additionally, I am extremely grateful for our colleagues and partners at Emory University. Without their expertise and teamwork, we would not enjoy the shared resources or the Library Service Center (LSC). In fact, housing our materials in cold storage at the LSC allowed us to easily pivot services when Covid-19 stopped distribution of all physical collections.

The team at the LSC never stopped providing service, which allowed us to meet the scholarly needs of both Emory and Georgia Tech.

Our incredible faculty and student advisory boards have been with us every step of the way to provide priceless insight into the needs of each of the groups they represent. Without their help, we truly could not have provided a Library driven by the needs of students, faculty and staff. These advisory boards are essential to moving forward and to helping the Library meet the academic and research needs of the campus community. Likewise, embracing Clough Undergraduate Learning Commons is one of our priorities and the Clough Partners are an integral part of that.

Most importantly, I want to thank the students and faculty we see in the buildings every day. You are the reason we do this, and you are our number one priority. Your health, safety, learning and scholarly needs drive the decisions we make, big or small. Your energy, ingenuity and commitment to the best scholarship in the world give us something to aspire to daily.

This has been a year of great change and uncertainty. I am proud of how we have come together as a community to handle it with grace. Thank you to our staff, librarians, archivists, our partners and everyone who uses the Georgia Tech Library and Clough. We will see you in 2021.

Though construction on the Judge Sterling Price GIlbert Memorial Library finished in May, it was not opened to students, faculty and staff until Aug. 3.

With the opening came several new large reading rooms, plenty of study space and specialty service areas like the Faculty Research Zone. Several areas in the building, including the Multimedia Scholarship Commons and Scholar's Event Network, remained closed.

august opening

After closing in March due to Covid-19, the Georgia Tech Library and Clough Undergraduate Learning Commons re-opened Aug. 3 with the goal of prioritizing health and safety while providing the delivery of critical services to support campus-based instruction and research for students, faculty and staff.

Our guiding principles included:

- Supporting students in their academic progression and faculty in their quality of instruction;
- Assisting the research and innovation enterprises;
- Promoting transparency and communication about our decision-making process;
- Seeking direction from public health experts to inform and refine our decisions;

- Promoting empathy in responding to the needs and concerns of the campus community;
- Remaining flexible in our planning and execution; and
- Encouraging each member of the Georgia Tech Community to demonstrate personal health responsibility.

by the numbers

GATE COUNT: 2020

~91,000
total gate count 2020
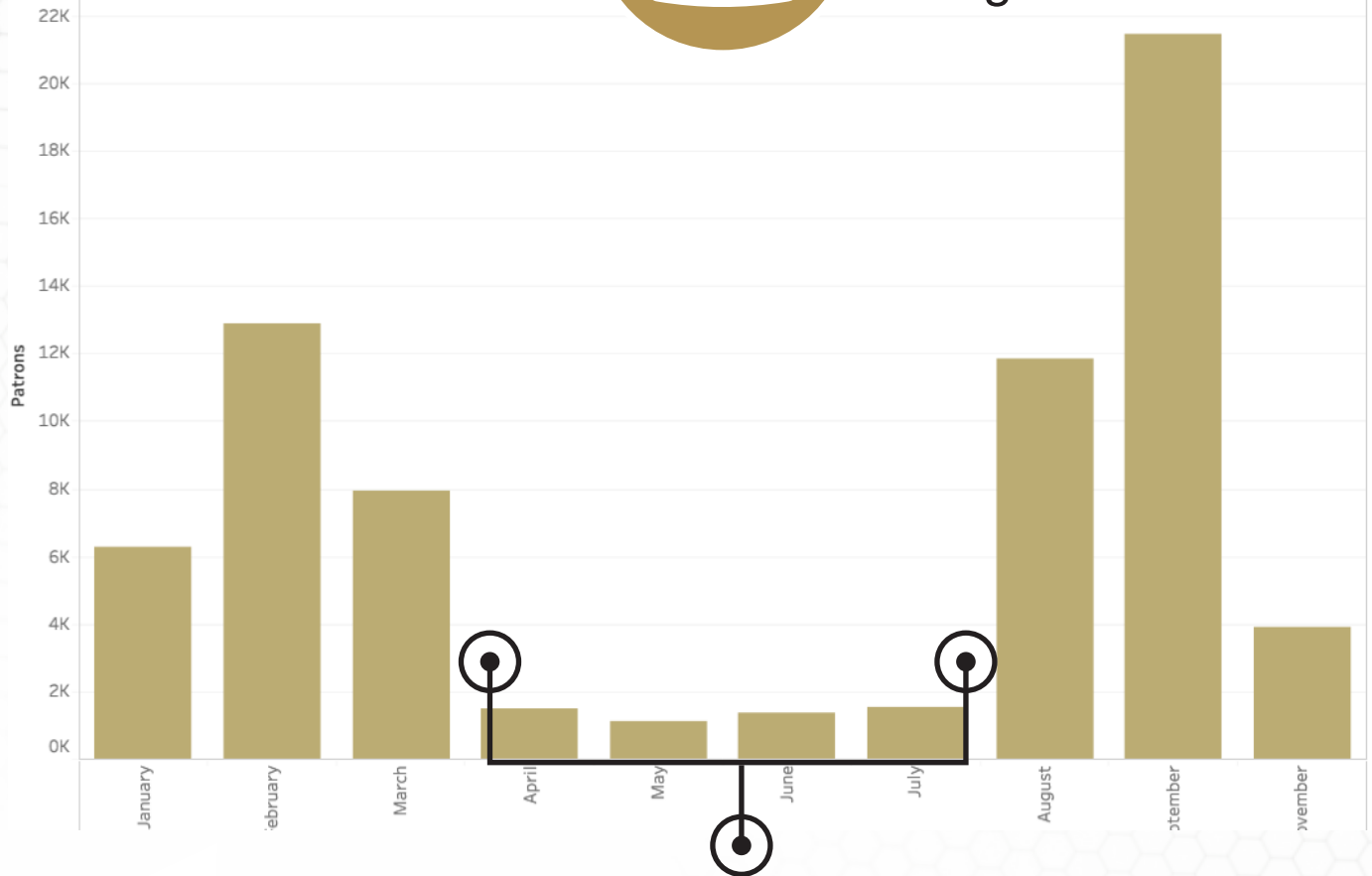
Though campus remained closed throughout the last half of March until August, the Library still saw a tremendous amount of activity as crews worked to put the finishing touches on the Judge S. Price Gilbert Memorial Library.

COLLECTIONS: 2020

2.68M
total number of books and e-books

3.44M
journal articles downloaded

1.013M
PRIMO (online catalog) sessions in 2020

REFERENCE HELP: 2020

As always, the faculty and staff of the Library are here to help. Whether it's in-depth research or simple consultations, we see thousands of students and faculty a year.

↑ 28%

703 consultations

2,952 questions through chat

↑ 500%

1,860 *reference queries*

↑ 55%

COLLABORATION: 2020

23,158 total bookings for study rooms

Crosland Tower **6,055**

**17,047** Clough Undergraduate Learning Commons

56 Price Gilbert
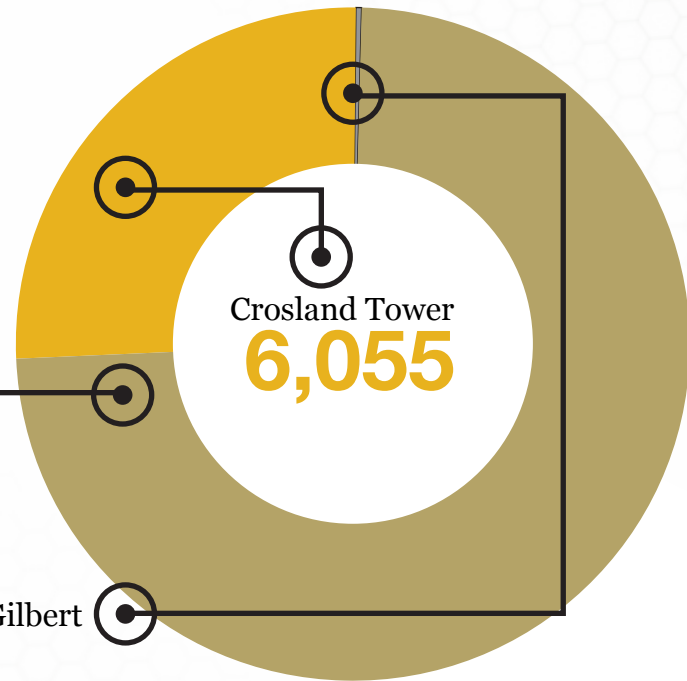
MATERIALS SCIENCE MAJOR

I met [my subject matter expert] as a lost freshman. She guided me through things beyond just my research thesis: She helped me get connected to various library resources I didn't even know existed. She was the first person I thought of when my laptop stopped functioning during Covid-19. As a Tech student taking classes, I was in panic mode and called her up outside her regular hours for help. She made sure I got a library laptop in time to complete my assignments for my classes and internship.

LIBRARIAN CONSULTATIONS
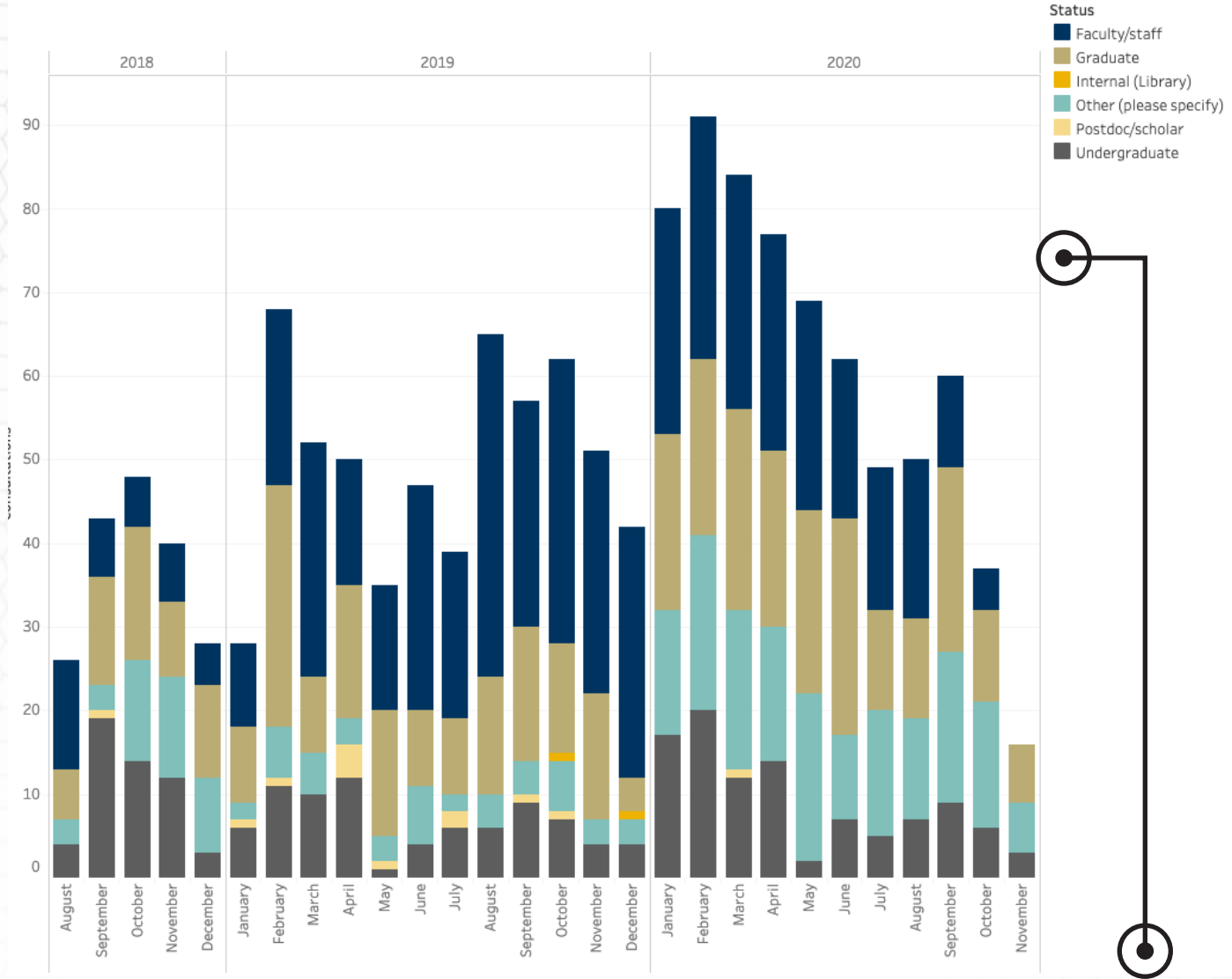
Despite campus being closed, Librarians and Archivists continued the important work of meeting with students and faculty virtually. As seen in the stats on the previous page, despite Covid-19, reference questions, consultations and quick chat interactions all boomed throughout the school year. Above, despite a dip in the late fall due to classes ending before Thanksgiving, consultations dwarfed last year's numbers.

WEBSITE

688,355 page views ⬆ **3.2%**

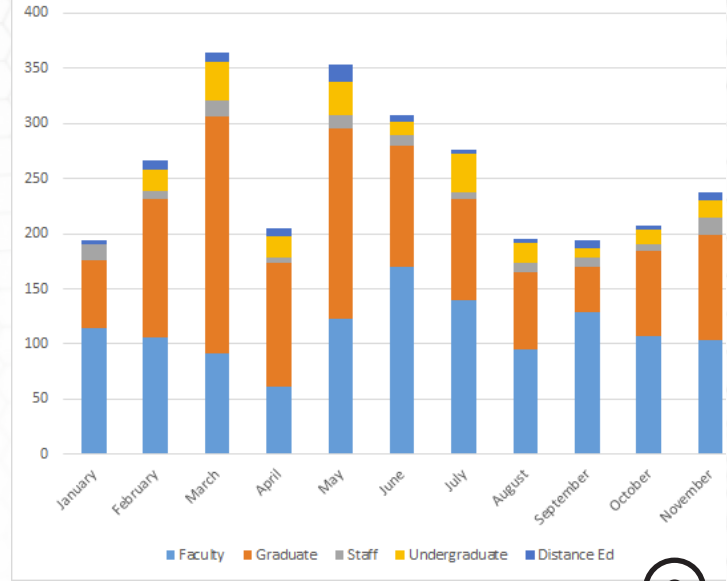**550,744** unique page views ⬆ **4.8%**
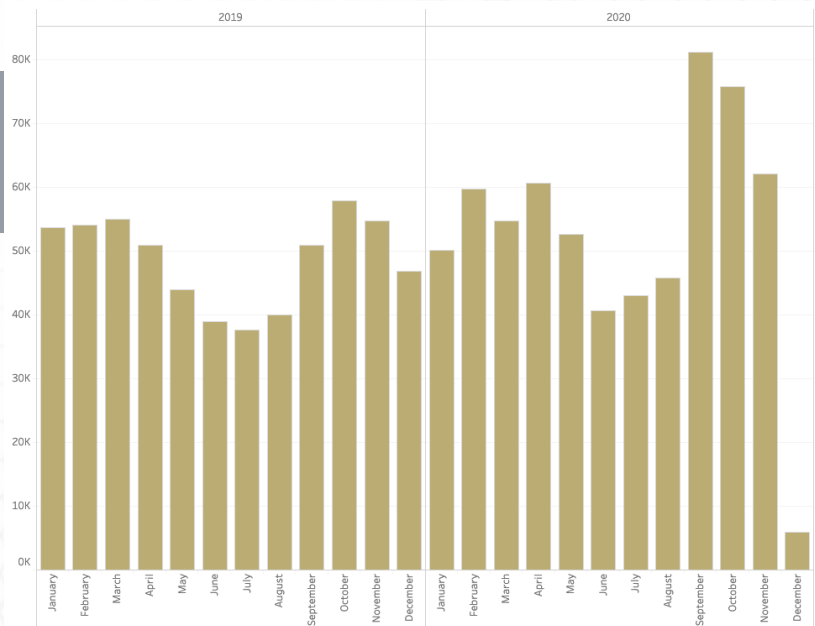
At Georgia Tech, the Library's physical building is primarily used for studying. The bulk of actual business is done online. This year, we saw increases in unique page views, with the biggest jumps coming in September, October and November.

INTERLIBRARY LOANS

PHYSICAL ITEMS BORROWED

Faculty — Graduate — Staff — Undergrad — Distance Ed

ARTICLES BORROWED
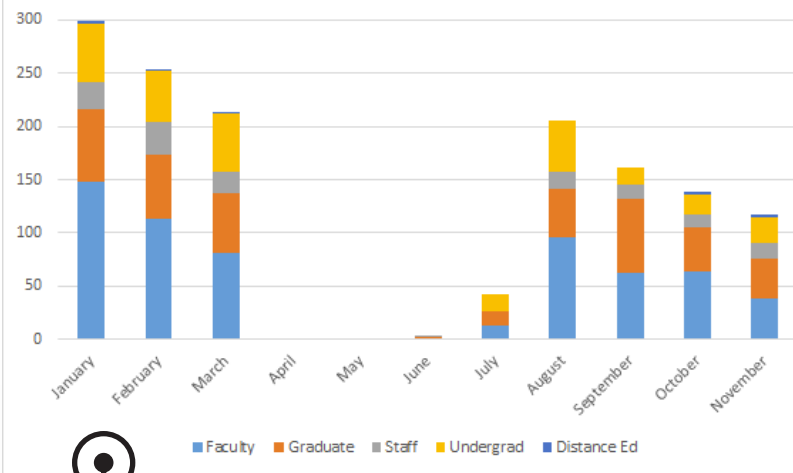
Faculty — Graduate — Staff — Undergraduate — Distance Ed

Physical items include those materials borrowed by Georgia Tech patrons using other libraries. Average turnaround time was 5 to 8 days, depending on location. Articles borrowed refers to PDFs obtained from other libraries, then sent to ILLiad accounts. Average turnaround time was 2.5 days. LENDS Articles are articles and book chapters scanned from Library Service Center collections for Georgia Tech Patrons. Average turnaround was under 24 hours.

LOANS FOR OUTSIDE PATRONS

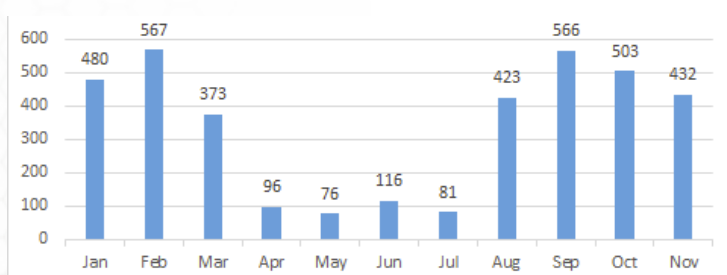
LENDS ARTICLES

Faculty — Graduate — Staff — Undergraduate — Distance Ed
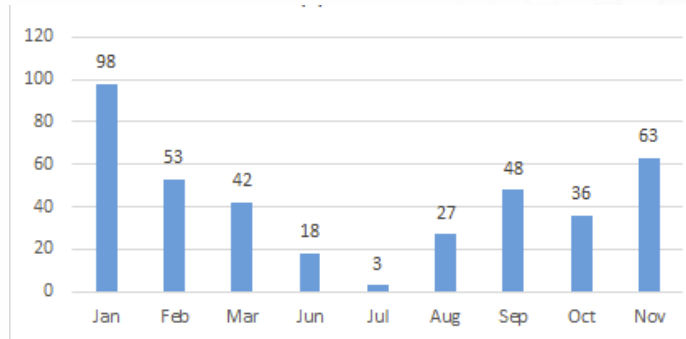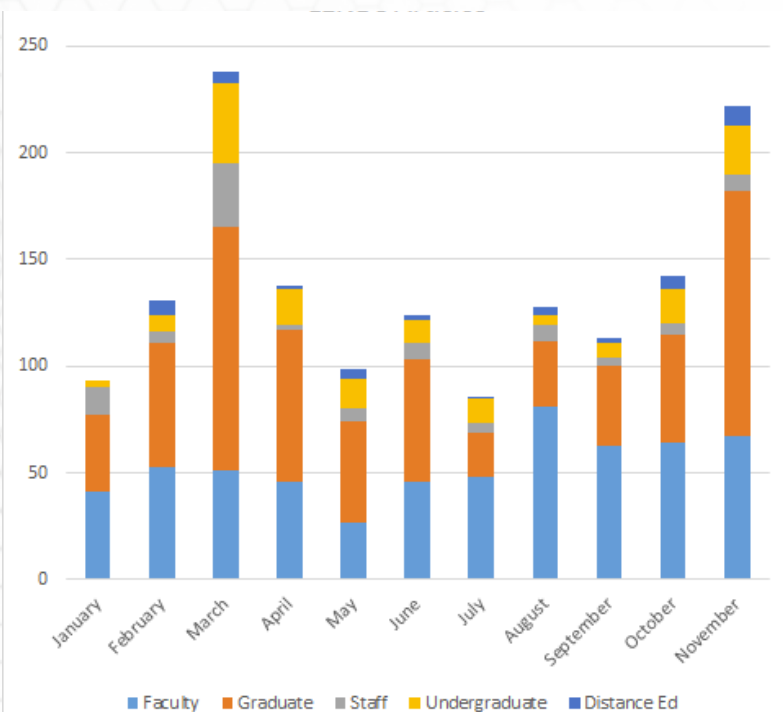
ARTICLES FOR OUTSIDE PATRONS

With campus closed and physical borrowing suspended for part of 2020, both loans and articles for outside patrons decreased in 2020.

COVID-19 RESPONSE

Reopening in August required a tremendous amount of effort from everyone in the Library. Below includes some of the work done by the Building Team to make sure students, faculty and staff could safely use the S. Price Gilbert Memorial Library, Crosland Tower and Clough Undergraduate Learning Commons.

Library

- Removed furniture in Crosland and Price Gilbert
- Coverings placed over furniture on 7th, 6th, 4th, 3rd and Ground floors;
- Signage placed in Collaboration rooms indicating capacity;
- Covid-19 informational signage placed at all eight entrances;
- Signage placed at computer clusters in Crosland/Price Gilbert;
- Placed hand washing signage and decals in all 18 restrooms;
- Signage placed on wooden seating (Crosland) promoting social/physical distancing;
- Directional arrows placed in all stairwells;
- Capacity signage placed at all elevators;
- "No seating" signage placed throughout Crosland and Price Gilbert to reduce density and promote social/physical distancing; and
- Hand sanitizer/wet wipes placed in classrooms and 34 collaboration rooms.

Clough

- Removed more than 550 pieces of furniture;
- Covered 82 pieces of furniture to promote social/physical distancing throughout the building;
- Placed 92 directional arrow floor signs in the stairwells and staircases in the building;
- Placed seating capacity signage on all breakout room doors and removed chairs to match the listed capacities;
- Placed "no seating" signage on various pieces of furniture throughout the building;
- Placed hand washing signage and decals in all 16 restrooms;
- Placed "masks must be worn" signage at all 24 entry points on the 1st and 2nd floors of the building;
- Placed Enter/Exit signage at each door of the two main entrances (20 total);
- Placed Enter/Exit signage at the auditoriums, labs and classrooms with multiple entry points; and
- Placed "seating/no seating" signage on the large wooden staircase.

DISTRIBUTED BLACKNESS | AFRICAN AMERICAN CYBERCULTURES

SEPT. 14 | 12-1 | ONLINE

With School of Literature Media & Communications'
DR. ANDRE BROCK, JR.

THE SCHOLARS EVENT NETWORK
SHARING "WHAT GEORGIA TECH THINKS" WITH A GLOBAL AUDIENCE

A major aspect of the new Library – physically and organizationally – is to plan and implement scholarly public programming in the Scholars Event Network. The Scholars Event Network is a network of spaces, services and expertise to showcase scientific and technological expertise for all.

We could not host the majority of events in the Scholars Event Network due to Covid-19 safety measures; however, as the pandemic set in, our Public Programming Librarian, Catherine Manci, worked diligently to move our public programming fully online. We were able to plan and implement a virtual Symposium on "The Interaction of Privacy and Autonomy in the Digital Age" with six Georgia Tech faculty members from four different disciplines, and this program attracted over 200 attendees during the 2-day event. Symposium attendees were Georgia Tech students, information science professionals and privacy professionals from all over the world. The symposium aided in boosting the profile of the Georgia Tech Library in these fields, as well as improving

the student experience at Georgia Tech.

Other public programming events during 2020 were "Distributed Blackness: African American Cybercultures" with Dr. André Brock in collaboration with the African-American Student Union with 119 attendees, "The Leiden Manifesto: Best Practices in Research Metrics" with Professor Diana Hicks in collaboration with the School of Public Policy with 100 attendees and "Cultivating Curiosity: Honeybees and Beekeeping" with Dr. Jennifer Leavey in collaboration with the Library Student Advisory Board with 52 attendees.

These signature events were Library-led programs that engaged campus partners for academic content and event moderation, and the audiences for each event reached well beyond Georgia Tech. It is also significant to note that all of these events were offered free of charge and are archived in SMARTech, the Library's institutional repository, thus aligning with core values such as open access and stewardship of scholarship.

Starting Your Self-Education

In 2013, community organizers Alicia Garza, Opal Tometi, and Patrisse Khan-Cullors worked to create the hashtag for Black Lives Matter and the start of the social media discussion on how Black people experience violence in the United States. The now global organization brings awareness to issues that affect peoples of African descent, from systematic injustice to the disproportionate suffering from diseases, such as Covid-19.

📢 **Special thanks to our contributors:**

Isabel Altamirano, Eric Brower, Ameet Doshi, Jay Forrest, Katie Gentilello, Elizabeth Holdsworth, Shandra Jones, Lisha Li, Alexis Linoski, Amanda Pellerin, Kevin Quick, Stella Richardson, Sharon Riehl, Leslie Sharp and Joseph Zima.

SPECIAL FEATURE
BLACK LIVES MATTER READING ROOM

The Library aspires to be an organization that embraces diversity in all of its forms while supporting the research and learning functions of the Institute. To that end, in July we recommited ourselves to providing access to popular and academic materials centered on social justice, racial and ethnic histories in the United States, and LGBTQ+ stories, among other interconnected issues. We also pledged to provide fictive works created by or concerning people of color, members of the LGBTQ+ community and displaced or marginalized people. Popular books, movies and music are windows into the full reality of the multicultural world and mirrors of an individual's experience. It is our duty to provide both.

MICAELA SIRAJ | MATERIALS SCIENCE MAJOR

I just wanted to take the time to thank you for helping coordinate The Interaction of Privacy and Autonomy in the Digital Age event. As a two-week old grad student, I have been overwhelmed with the number of networking events and seminars I have been attending. This was unequivocally the most informative and invigorating event I have attended. I look forward to the future library events.

MARY G. MCDONALD | HOMER RICE CHAIR

Thank you for your excellent presentation to my class last week regarding Audacity and how to make podcasts. The students asked good questions and you were able to respond quickly while also giving them great ideas for how best to use Audacity. I also thought the discussion we had about best practices in making podcasts was helpful as well.

WORKSHOPS & COURSES TAUGHT

446 Classes & workshops

248% growth in page views for classes
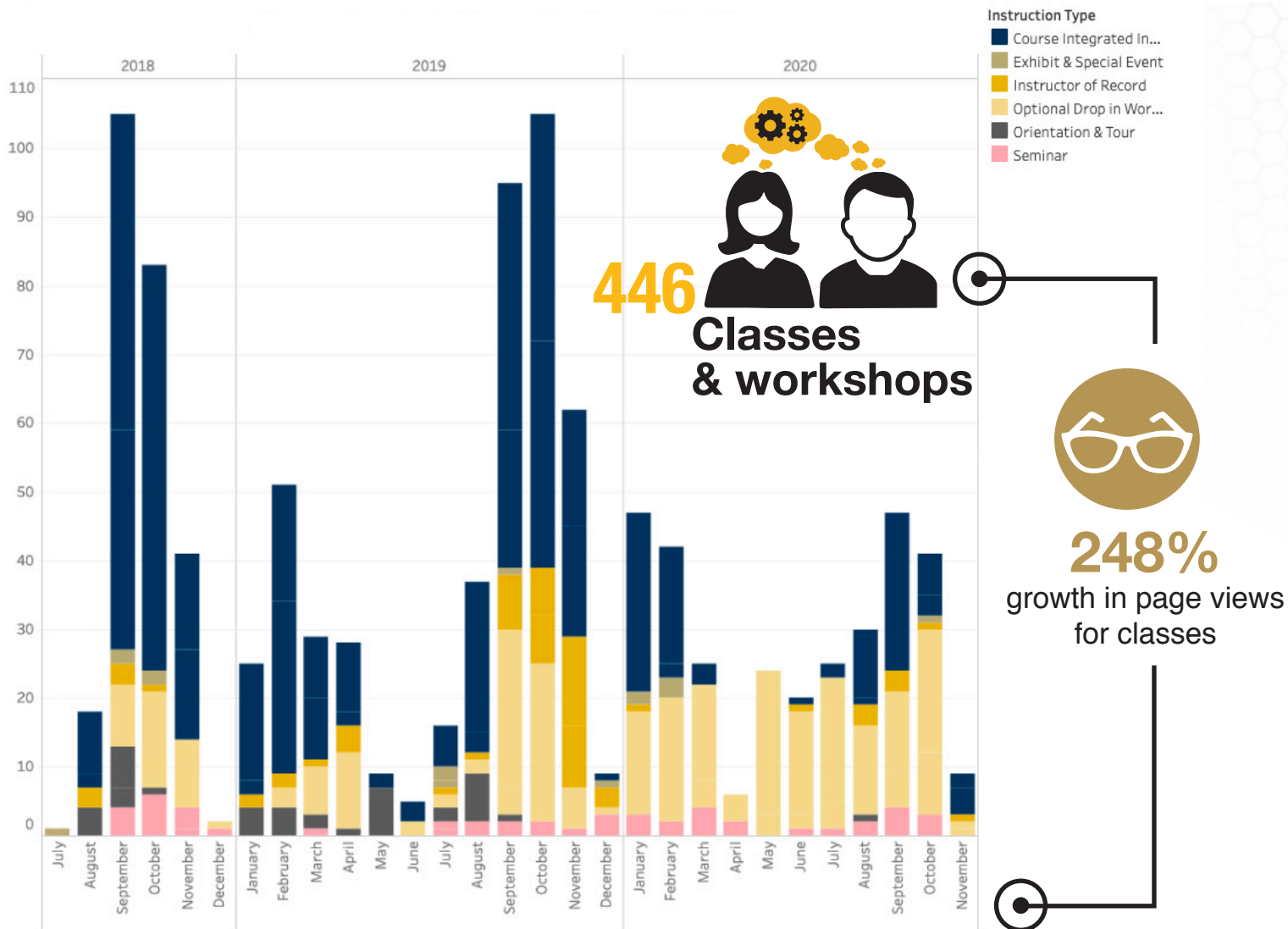
Due to Covid-19, instructional offerings took a dip, specifically in workshops for in-person classes, as expected. However, optional, drop-in workshops given digitally, like those in data visualization, multimedia and reference and citation management, increased substantially.

INSTRUCTION BY ATTENDANCE

Attendee Status
- Grad
- Undergrad
- Staff
- Faculty
- External
- Alumni

11,123 students taught
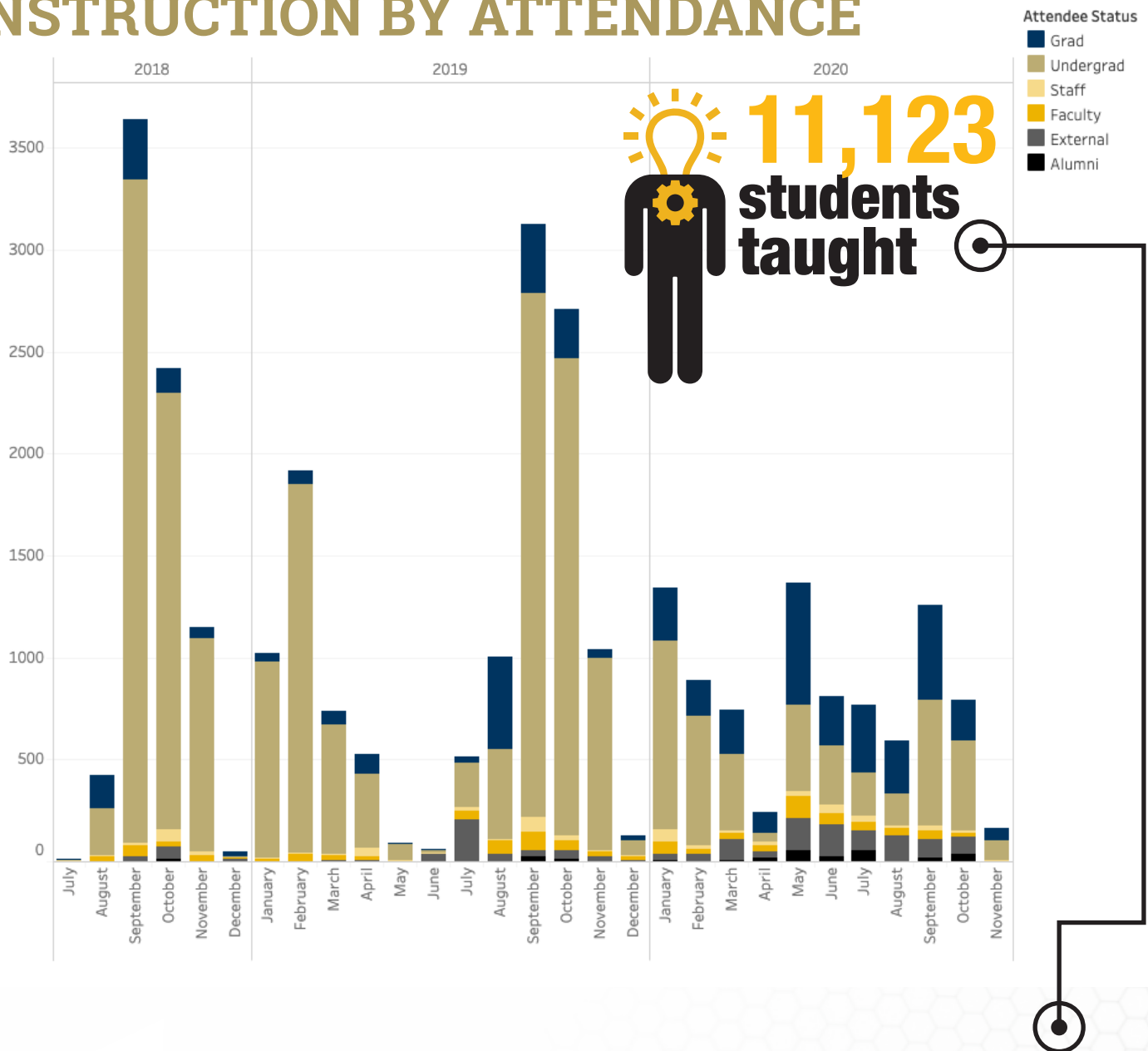
Person-to-person and course-integrated instruction are huge components of the Library's definition of success. Each year, we teach hundreds of credit and not-for-credit courses in everything from data visualization to multimedia production to research impact. Despite campus being closed for three months, librarians still managed to increase the number of students taught in Library-led instructional classes.

MIMI ENSLEY | BRITTAIN FELLOW

I wanted to take a moment to thank you again for all of your help with my students' science fiction projects. They did some amazing work, and it wouldn't have been possible without your guidance. Having access to those materials virtually was crucial to my students' success, and many of them mentioned how grateful they were to still be able to do this project. We all learned a lot.

CIRCULATION BY TYPE
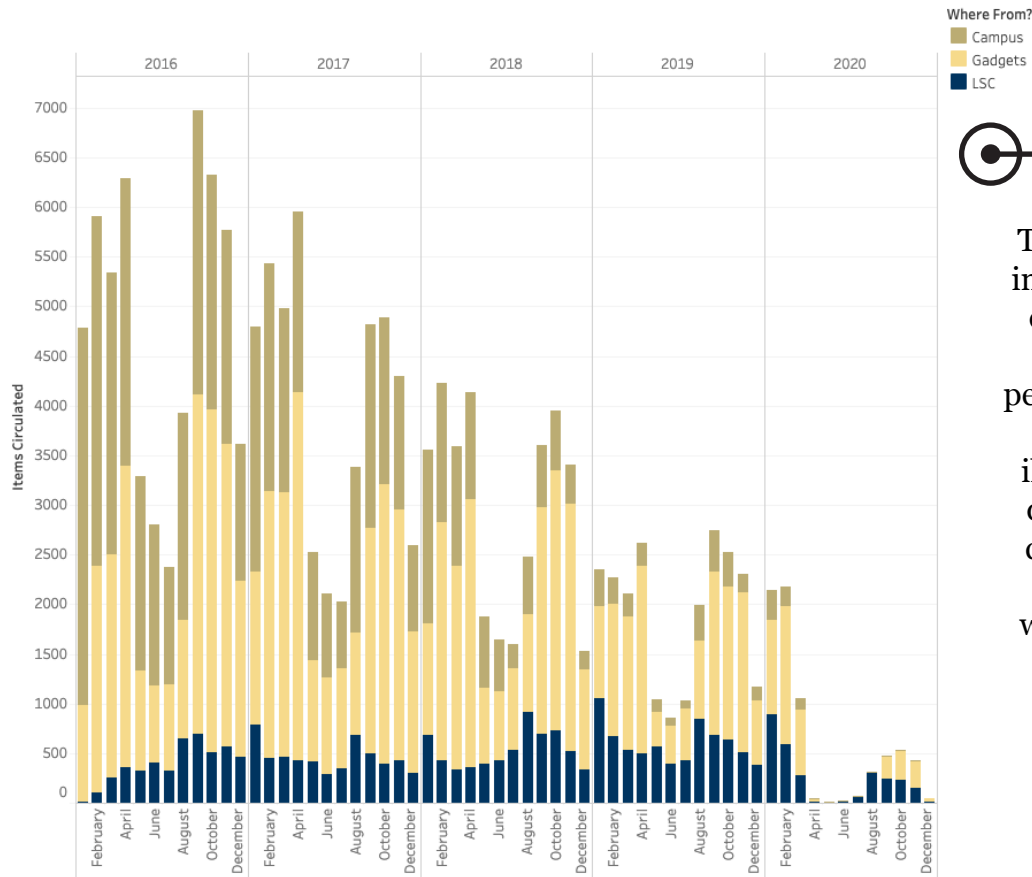

Where From?
- Campus
- Gadgets
- LSC

These two charts show the importance of the Library's digital collections, which represent more than 99 percent of total interactions. In the first, above, is illustrated the precipitous decline in physical items circulated. Especially low are the months during which campus was closed.

CIRCULATION BY GROUP

It is only because of the Library's switch to a digital-first environment, however, that it was able to reach new heights in service for 2020. By being digital-first, the Georiga Tech Library was uniquely positioned for success during Covid-19. "The transition was almost seamless," observed Associate Dean Karen Glover.
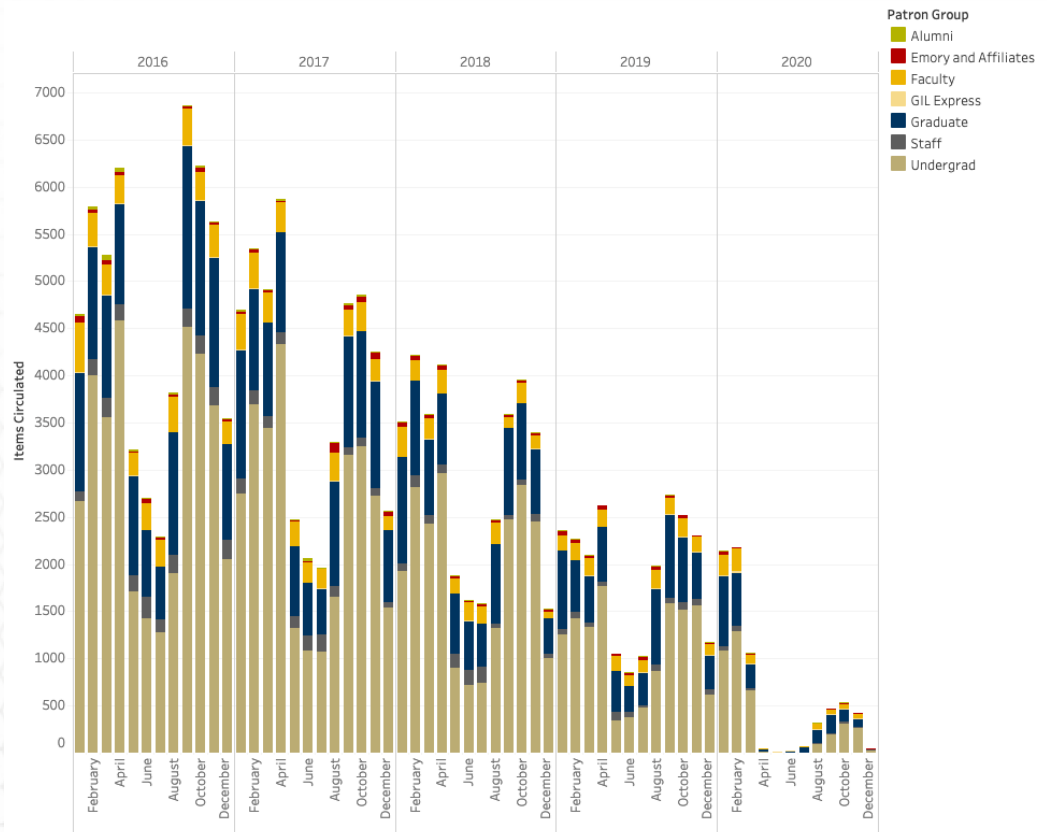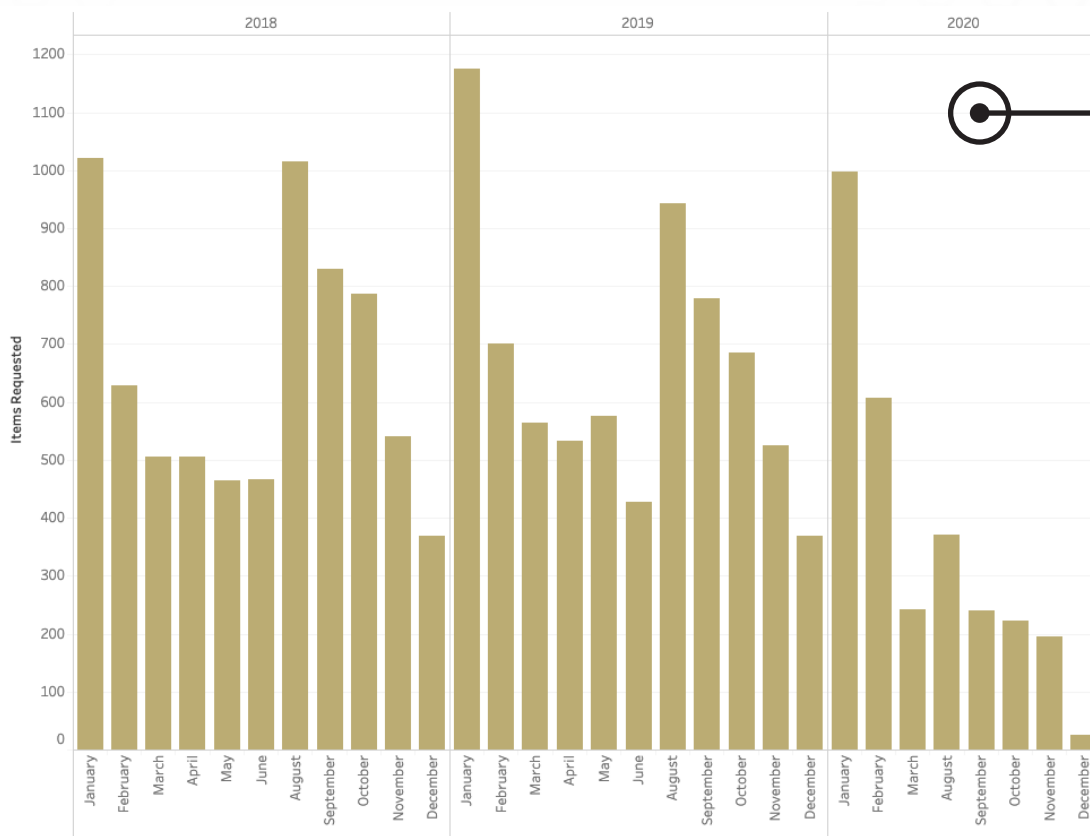

Patron Group
- Alumni
- Emory and Affiliates
- Faculty
- GIL Express
- Graduate
- Staff
- Undergrad

LIBRARY SERVICE CENTER AVERAGE RESPONSE TIME
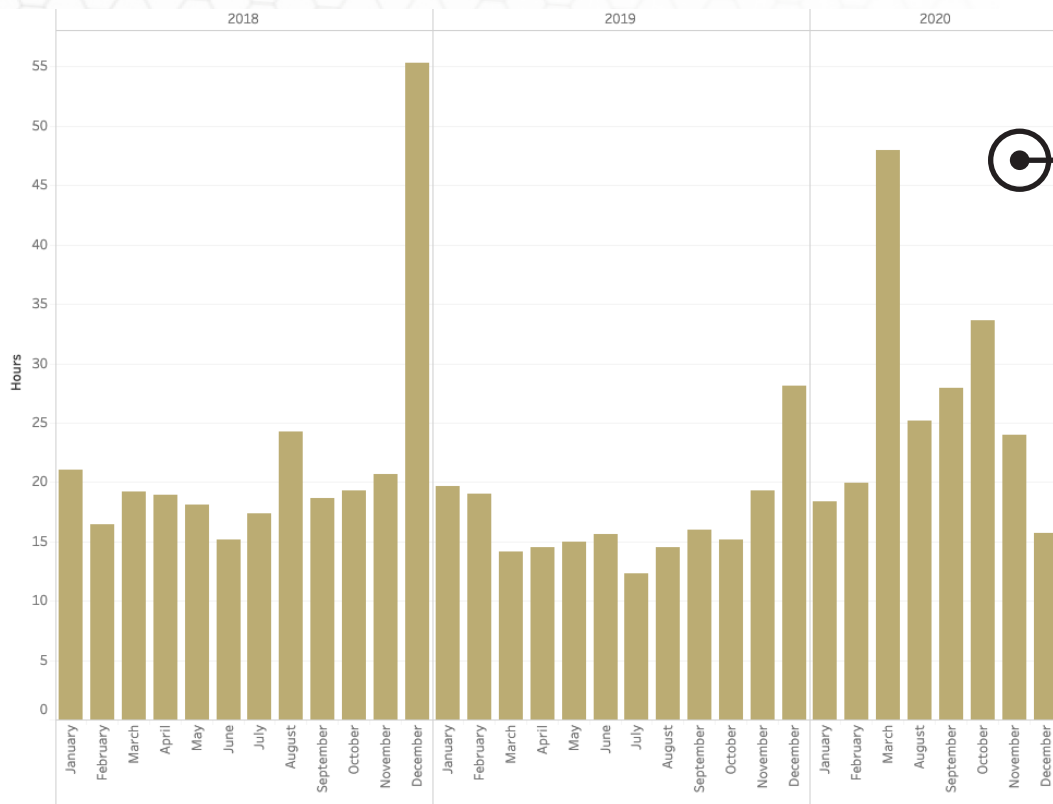
These two charts show how the Library Service Center, operated jointly with Emory University, bore the brunt of Covid-19.
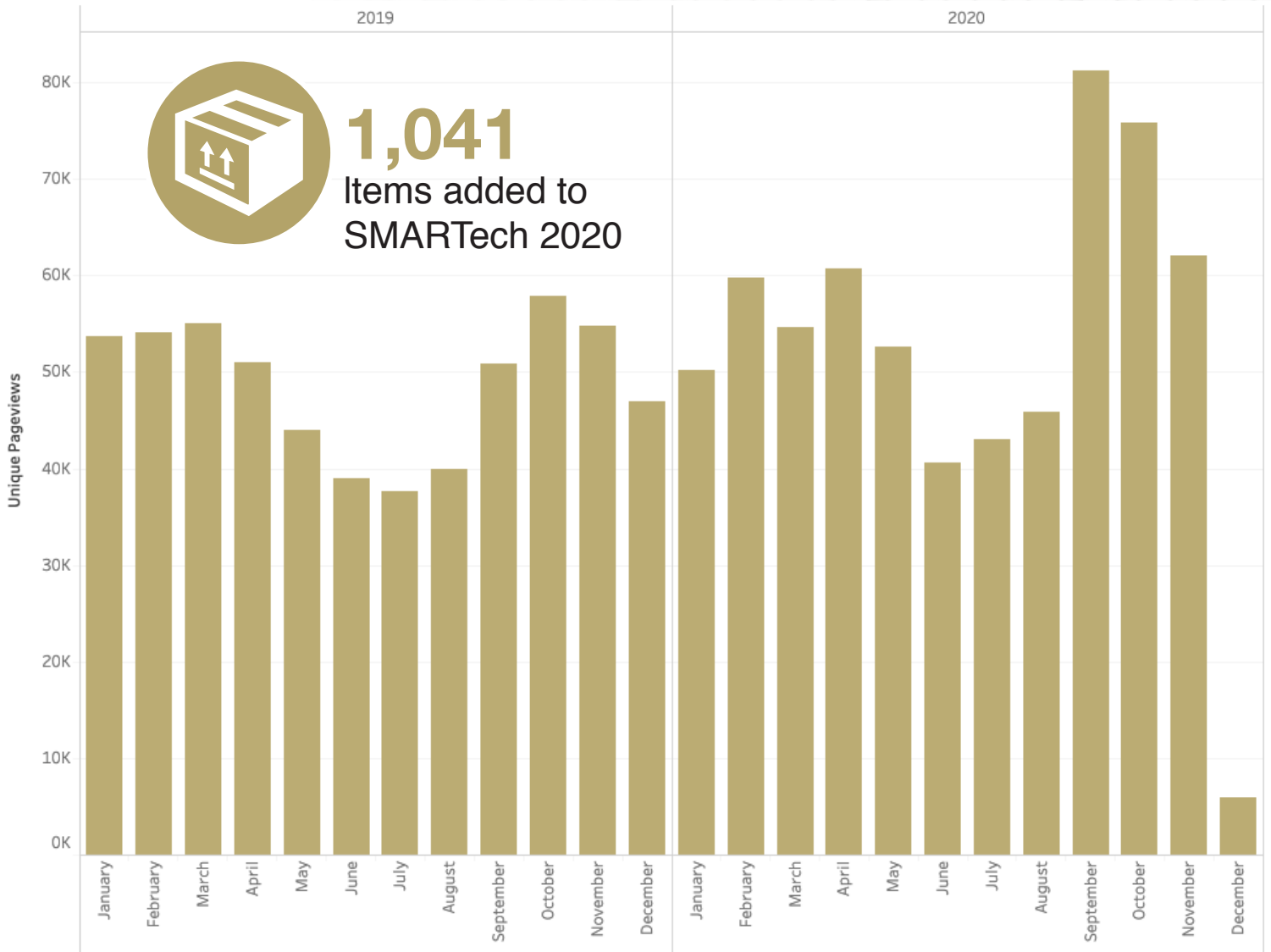
TOTAL REQUESTS

Due to the pandemic, all physical collections were sent to cold storage in March. They did not return to circulation until August, and then only in limited capacity.

As such, response times grew as total circulation fell. However, we were still able to obtain the materials our community needed.

archives

SMARTECH UNIQUE PAGE VIEWS

2019 | 2020

1,041 Items added to SMARTech 2020

Unique Pageviews — bar chart showing monthly unique pageviews for 2019 (January–December) and 2020 (January–December), ranging from about 5K to 81K.

3.04M page views 2020

1.03M visits 2020

525k unique visitors

125 lectures added

Digital Portal
291,564 views | 15,513 users

FInding Aides
24,949 views | 5,814 users

COLLECTION DONATIONS

Stevens & Wilkinson Architecture Collection

Garry Betty Science Fiction Collection (2,724 books)

President Bud Peterson Collection

INSTRUCTION

272 consultations

496 students taught

21 classes taught

81 reference questions

5 videos created

192 views

With the need for digital instruction and support, this year the Georgia Tech Archives became an active collaborator on several international initiatives that will empower learning and research in the academic libraries of the future, such as DataCite and the Digital Preservation Coalition.

Additionally, archivists shifted to emphasize remote reference services by instituting policy of conducting 90 minutes of remote research per person with free phone snapshots, and offering 15 free high-quality reproductions per person, with a maximum of 25.

COLLECTIONS FEATURED

Working with researchers Rainer Stamm and Gloria Kopnick from Germany's Landesmuseum Oldenburg, Archives and Special Collections archivists provided several images to a book on industrial designer Hin Bredendieck. Hin Bredendieck: From Aurich to Atlanta, published in January 2020, is an extensive

survey of the life and work of Bredendieck, a Bauhaus-educated designer who later headed up the industrial design program at Georgia Tech.

Archives and Special collections is currently working with Rob Craig, Professor Emeritus in the College of Design, to provide images for a forthcoming book on the architecture of campus.

EXHIBITS

In collaboration with the Georgia Tech Office of the Arts, the Library staged the Spring 2020 Clough Art Crawl, a now biannual event showcasing the work of roughly 100 student artists in each Fall and Spring Show. Much of the show was migrated online subsequent to Covid-19 restrictions. A dedicated gallery space in the newly renovated Price Gilbert

building provided an opportunity for Archives and Special Collections to showcase several items from their collections, including materials from the rare book, textile and

design collections. The artifacts displayed were intertwined with a story line the featured key points in the story of Georgia Tech and the Library.
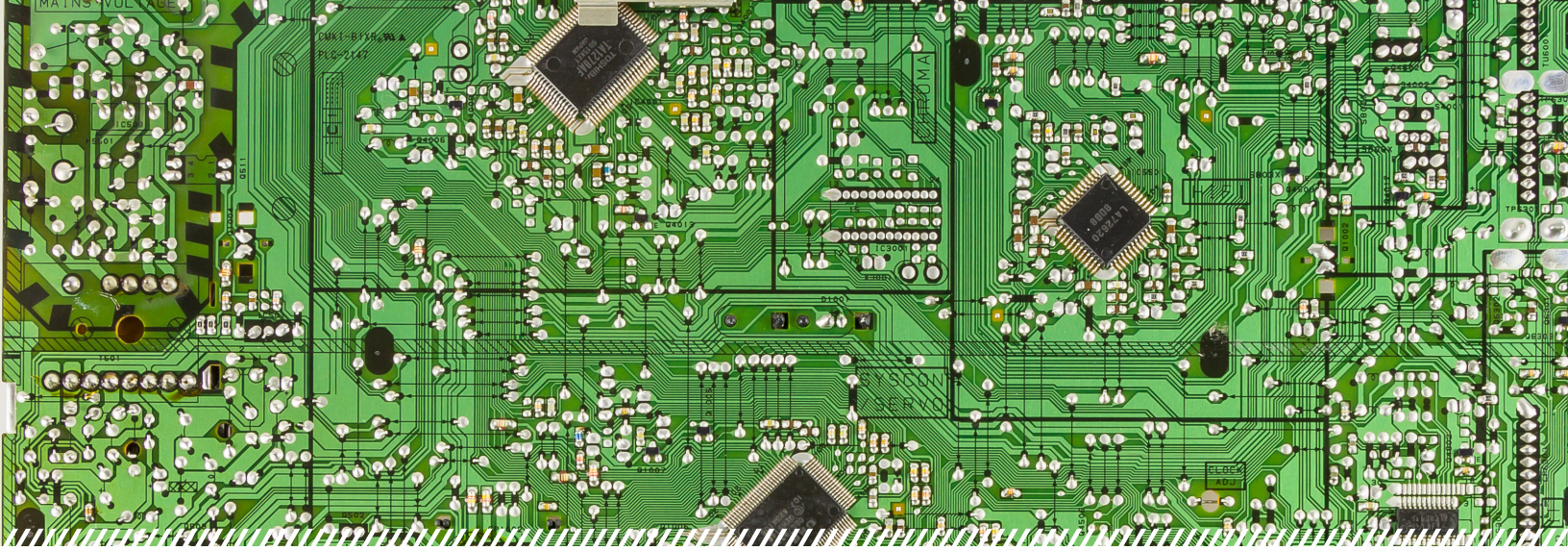
technology report

Technology is an integral part of powering our Georgia Tech Library. We will continue our investment to provide even greater levels of service to our community. Below is a technology showcase of our library infrastructure, our services model and a glimpse into a few key projects completed within 2020.
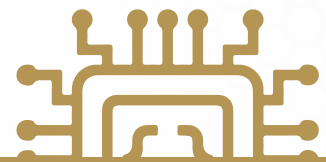
TECHNOLOGY INFRASTRUCTURE

16 physical servers

46 virtual machines

32 software packages

internally developed and third party

PRICE GILBERT COMPUTING PROJECT

Printing Studio
- 2 42-inch printers
- 1 wide format scanner
- 3D scanner

Multimedia Zone
- 42 Apple Mac Minis
- 8 27-inch iMacs

Audio Studio
- Gold Series Vocal Booth

Editing Room
- Dell & Apple machines with Reason, Lightworks Pro, Vegas Pro
- Adobe & FInal Cut Pro Keyboards

Teaching Studio
- 25 Microsoft Surface Pros
- 16-bay charging station

INNOVATIVE SERVICES MODEL

Our library's technology stack is fully aligned to a comprehensive library services model. We provide outstanding service to the Georgia Tech community through a centralized way to request help for any request/issue on the AskUS webpage. Customers can expect to receive an automatic response and most services track issues in Jira Service Management.

51 services offered to campus

SERVICES INCLUDE

Bloomberg Database access
Collaboration Room technology
Course reserves
Data Visualization Lab
E-Payments
Electronic Thesis &
    Dissertations
Equipment Lending
Government Information:
    Consultation and Training
Graduate Student Community

High Performance Computing
Instant Chat & Text services
Instruction Support
Inter-library Loan
Lecture Recording
LENDS
Library Customer Support
OverDrive
Patents & Trademarks
Teaching Studio
University System access

UVC CHAMBER

In one of our many Covid-19 service enhancements to ensure safety of all computing environments, the Library established a UVC Chamber cleaning process for all devices and peripherals to ensure enhanced community safety.
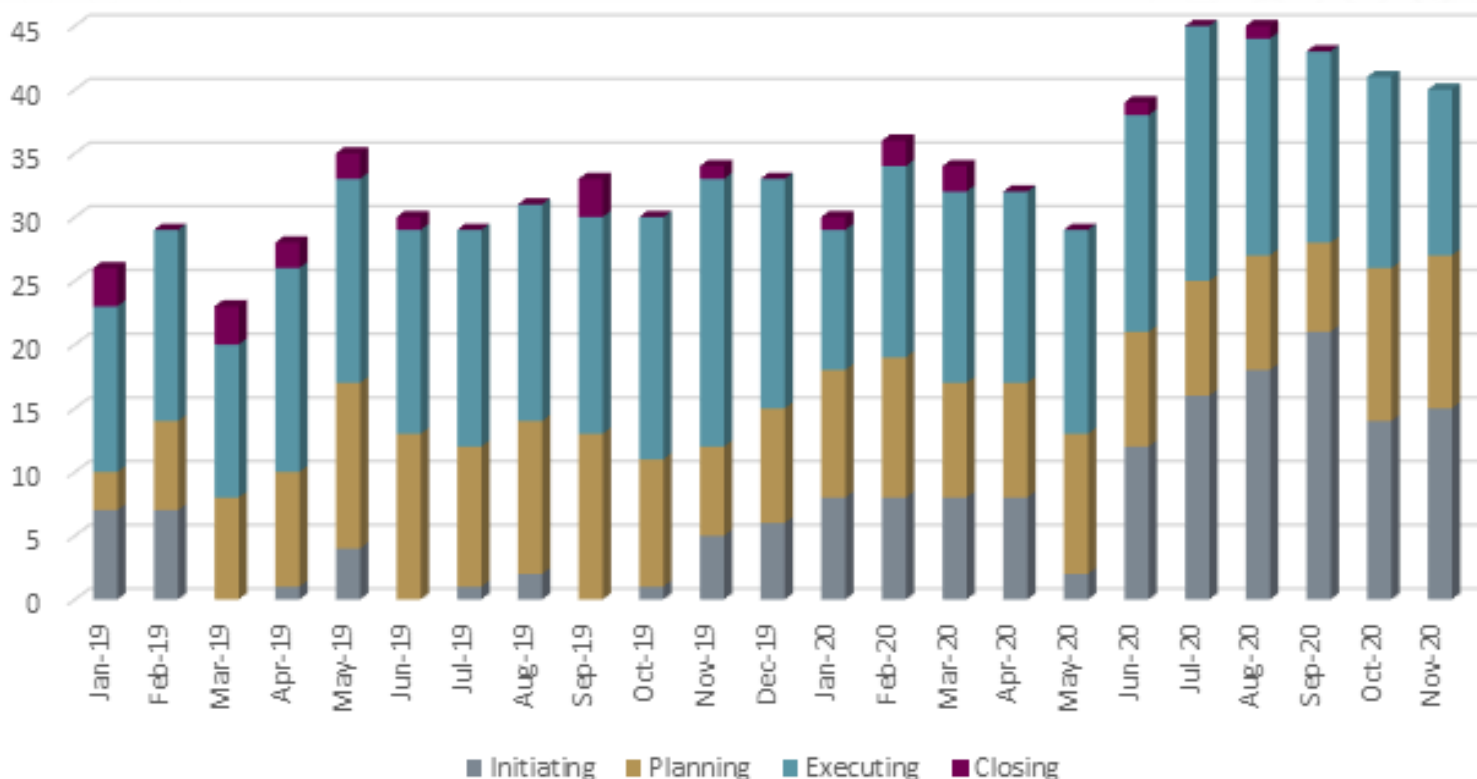
portfolio

MISSION

The Georgia Tech Library defines excellence in the creation, preservation, curation and connection of scholarship. Through this work we create new paths of learning, knowledge, information and resources to develop leaders who advance technology and improve the human condition.

VISION

Innovating services, tools and access to all for an inclusive future.

PROJECTS BY PHASE

Legend: ■ Initiating ■ Planning ■ Executing ■ Closing

In 2020 we continued to evolve the Portfolio to support the execution of the Library Strategic Plan by aligning our projects to the plan strategies. We also moved to a new solution for tracking projects which has strengthened alignment to our goals. When the new solution was implemented in May 2020, we saw a steady increase in activity to support projects and initiatives. This all occurred as we had to add projects to support the impacts of Covid-19 and remote services.

CREATING THE NEXT®

Georgia Tech

library.gatech.edu