A leader among academic libraries, the IUPUI University Library offers the campus and community technologically advanced services such as rich media technology, PC/MAC specialized software, librarian chat, live tech assistance, as well as specialized instructional space. The library focuses on leveraging technology to support student success with 30 full-time faculty librarians, plus programs in information literacy and digital scholarship. With millions of library database downloads each year, the library’s resources are always available to students. The library is the primary informal learning space on campus, and continues to update technology, offer individual and communal learning spaces, and create innovative goods and services for our patrons.

- The University Library serves thousands of undergraduates, graduate, and professional students. In 2015-16, library staff answered over 2,500 reference questions in-person and online.
- The library has three staffed service points and is open over 100 hours each week during regular semesters, extending its normal closing time during final exams at IUPUI (Up Late @ UL).
- During regular semesters the library employs an average of 40 students. Graduate students work as circulation desk supervisors; undergraduate students serve as circulation desk clerks, computer technicians, digital scanning assistants, mailroom clerks, and interlibrary loan clerks. Students at the library often work more than 600 hours each week, with an average of six student workers on duty every hour the library is open.
- Last year the University Library had 872,123 visitors including university students and faculty members, conference attendees, and community users. In the process of serving the Indianapolis community, the library issued 169 borrower’s cards in 2016.
- In 2015-16, students reserved study rooms nearly 25,000 times. All group study rooms have computers, and many have large flat panel displays specially configured for collaborative work. Additionally, four of the group study rooms are specialty multi-media production rooms outfitted with powerful computers and video editing equipment.
- In 2015-16, librarians provided 406 instructional sessions making contact with 7,913 undergraduate students, graduate students, and other types of learners.
- The University Library supplied 28,441 items to patrons through IU Request Delivery, Interlibrary Loan, and the Article Delivery Services, filling 94% of requests received. An additional 94 faculty article requests were fulfilled through the new Articles on Demand service. Faculty placing requests through Articles on Demand represent 13 different academic units.
• At its inception in 2015, the new Articles on Demand service averaged a delivery time of 2 hours 5 minutes to the user. The program now averages 1 hour 10 minutes.
• In 2015-16, the Philanthropy Resources Online (PRO) digital library was visited by 3,321 users and provided access to 106,404 items; FOLIO was visited by 9,199 users with access to 1,238 items.
• The University Library has provided 32,000 PDA titles from ebrary worth $1.65 million since the program’s inception in fall 2012. In 2015-2016, we provided 2,800 more titles to the PDA plan.
• The library distributed 3,429 openly accessible works of scholarship authored by IUPUI faculty, students, staff, and community members, 1,844 of which were a result of IUPUI’s Open Access Policy, through IUPUI ScholarWorks.
• In the summer of 2015, the University Library completed the renovation of the Joseph and Matthew Payton Philanthropic Studies Library to house our signature philanthropy collection and serve as a new learning environment for students. Additionally renovations to the Herron Art Library were completed to create a new space to display and view artists’ books, and store and digitize collection items.

Collections and Information Access
Open over 100 hours each week during regular semesters, the IUPUI University Library serves more than 20,000 undergraduate students, over 8,000 graduate and professional students, and a full-time campus teaching staff of 2,629. With over 80,000 electronic serial titles and thousands of eBooks and databases, the library’s resources are always available online.

Gate Count

<table>
<thead>
<tr>
<th>Gate Count by Month</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
<th>11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>34,833</td>
<td>36,970</td>
<td>29,775</td>
<td>30,790</td>
<td>32,183</td>
</tr>
<tr>
<td>August</td>
<td>47,918</td>
<td>49,736</td>
<td>70,202</td>
<td>46,078</td>
<td>60,782</td>
</tr>
<tr>
<td>September</td>
<td>109,044</td>
<td>112,884</td>
<td>101,815</td>
<td>98,376</td>
<td>104,137</td>
</tr>
<tr>
<td>October</td>
<td>99,598</td>
<td>106,235</td>
<td>102,077</td>
<td>104,688</td>
<td>100,623</td>
</tr>
<tr>
<td>November</td>
<td>93,574</td>
<td>89,829</td>
<td>101,815</td>
<td>90,701</td>
<td>86,875</td>
</tr>
<tr>
<td>December</td>
<td>71,352</td>
<td>74,955</td>
<td>50,645</td>
<td>53,148</td>
<td>58,920</td>
</tr>
<tr>
<td>January</td>
<td>65,291</td>
<td>67,204</td>
<td>63,315</td>
<td>79,862</td>
<td>37,342</td>
</tr>
<tr>
<td>February</td>
<td>98,532</td>
<td>99,476</td>
<td>90,846</td>
<td>91,534</td>
<td>74,685</td>
</tr>
<tr>
<td>March</td>
<td>85,045</td>
<td>92,605</td>
<td>82,069</td>
<td>75,489</td>
<td>56,390</td>
</tr>
<tr>
<td>April</td>
<td>96,825</td>
<td>107,239</td>
<td>105,069</td>
<td>109,321</td>
<td>54,939</td>
</tr>
<tr>
<td>May</td>
<td>40,989</td>
<td>47,483</td>
<td>63,315</td>
<td>75,489</td>
<td>11,798</td>
</tr>
<tr>
<td>June</td>
<td>29,425</td>
<td>36,690</td>
<td>34,818</td>
<td>34,012</td>
<td>32,587</td>
</tr>
<tr>
<td>Fiscal Year Total</td>
<td>872,123</td>
<td>921,306</td>
<td>895,761</td>
<td>889,486</td>
<td>*711,261</td>
</tr>
</tbody>
</table>

Source: Library Access Services Team

*Estimated gate count due to a malfunction of counting equipment Jan-June 2012.
Circulation
The University Library circulates thousands of books and other materials each year, and students are able to renew items quickly and easily online. Undergraduate students may borrow up to 50 items and may most types of items up to 45 days without needing to renew. Faculty can borrow up to 500 items for 120 days; and university staff and graduate students can borrow 125 items for 120 days. All users must return audio-visual material within 14 days.

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
<th>11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charged/Circulated</td>
<td>40,007</td>
<td>43,147</td>
<td>45,204</td>
<td>48,008</td>
<td>56,391</td>
</tr>
<tr>
<td>Recalled</td>
<td>1,898</td>
<td>2,053</td>
<td>2,716</td>
<td>11,214</td>
<td>14,029</td>
</tr>
<tr>
<td>Renewed</td>
<td>120,500</td>
<td>106,523</td>
<td>113,756</td>
<td>37,503</td>
<td>23,328</td>
</tr>
<tr>
<td>Browsed</td>
<td>7,904</td>
<td>15,082</td>
<td>11,618</td>
<td>10,721</td>
<td>12,201</td>
</tr>
</tbody>
</table>

Source: Library Access Services Team

Collections
The University Library holds over 1.4 million volumes, including over 30,000 at the Herron Art Library. Additionally, the library provides access to over 4.7 million e-books, e-journals, and databases.

<table>
<thead>
<tr>
<th>Volumes Held</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Library</td>
<td>1,395,657</td>
<td>1,311,756</td>
<td>1,345,667</td>
</tr>
<tr>
<td>Herron Art Library</td>
<td>34,879</td>
<td>33,356</td>
<td>33,497</td>
</tr>
<tr>
<td>Total Volumes</td>
<td>1,430,539</td>
<td>1,345,112</td>
<td>1,379,164</td>
</tr>
<tr>
<td>Total Titles Not available</td>
<td>1,062,179</td>
<td>1,090,209</td>
<td></td>
</tr>
</tbody>
</table>

Source: Library Access Services Team, based on ACRL annual survey reporting guidelines which uses ANSO/NISO definitions for printed volumes, e-book units that are owned or leases and have been catalogued, including those from vendors such as NetLibrary.

<table>
<thead>
<tr>
<th>Volumes Held by Type</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microform</td>
<td>65,459</td>
<td>67,500</td>
<td>94,677</td>
</tr>
<tr>
<td>Government Documents</td>
<td>47,869</td>
<td>47,863</td>
<td>43,149</td>
</tr>
<tr>
<td>Computer Files</td>
<td>495</td>
<td>495</td>
<td>397</td>
</tr>
<tr>
<td>Audio (audiocassette + CD)</td>
<td>3,599</td>
<td>3,599</td>
<td>2,966</td>
</tr>
<tr>
<td>Film and Video (16 MM, DVD, film, laserdisc, STRVIDEO, VHS)</td>
<td>17,326</td>
<td>8,770</td>
<td>8,569</td>
</tr>
<tr>
<td>Manuscripts and Archives (linear feet)</td>
<td>5,322</td>
<td>5,092</td>
<td>4,580</td>
</tr>
</tbody>
</table>

Source: Library Access Services Team and Archives, based on ACRL annual survey reporting guidelines. Audio and film and video volumes are reported in bibliographic records, not pieces.
Guest Borrowers Cards

We serve thousands of patrons from the general public. Indiana residents over the age of 18 are eligible to apply for a borrower's card, and teachers with a valid school ID or business card may borrow an extra audio-visual item for teaching purposes under the guest borrower program. Our guest users can check out materials; use computers, software, and wireless internet; access our research databases; and utilize our printing/photocopying services, as well as reference assistance.

For the first time, the University Library limited guest borrower cards for two weeks during finals in order to give IUPUI students access to more computers. Additionally, in 2016 the library stopped issuing borrower cards to high school groups, and no guest passes are given during finals weeks.

<table>
<thead>
<tr>
<th>Cards Issued</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>24</td>
<td>26</td>
<td>35</td>
</tr>
<tr>
<td>February</td>
<td>32</td>
<td>33</td>
<td>40</td>
</tr>
<tr>
<td>March</td>
<td>40</td>
<td>41</td>
<td>43</td>
</tr>
<tr>
<td>April</td>
<td>18</td>
<td>37</td>
<td>35</td>
</tr>
<tr>
<td>May</td>
<td>28</td>
<td>35</td>
<td>32</td>
</tr>
<tr>
<td>June</td>
<td>27</td>
<td>31</td>
<td>34</td>
</tr>
<tr>
<td>July</td>
<td>32</td>
<td>22</td>
<td>53</td>
</tr>
<tr>
<td>August</td>
<td>17</td>
<td>37</td>
<td>34</td>
</tr>
<tr>
<td>September</td>
<td>43</td>
<td>26</td>
<td>32</td>
</tr>
<tr>
<td>October</td>
<td>*</td>
<td>30</td>
<td>44</td>
</tr>
<tr>
<td>November</td>
<td>*</td>
<td>28</td>
<td>41</td>
</tr>
<tr>
<td>December</td>
<td>*</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>*</td>
<td><strong>372</strong></td>
<td><strong>440</strong></td>
</tr>
</tbody>
</table>

Source: Access Services

*Data not yet available

Interlibrary Loan

Materials requested through Interlibrary Loan (ILL) come from a network of local, national, and international libraries. In the course of the past academic year, the University Library accessed nearly 30,000 books and articles for users via this shared network and lent another 25,000+. Most articles are delivered within 24 to 72 hours. Sharing materials with other institutions allows the University Library to leverage its resources by delivering information on demand.

<table>
<thead>
<tr>
<th>ILL Lending</th>
<th>University Library</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Originals</strong></td>
<td>Within IU System</td>
<td>10,177</td>
<td>11,414</td>
<td>11,784</td>
<td>11,035</td>
</tr>
<tr>
<td><strong>Originals</strong></td>
<td>Outside IU but in Indiana</td>
<td>3,411</td>
<td>3,452</td>
<td>3,444</td>
<td>3,988</td>
</tr>
<tr>
<td><strong>Originals</strong></td>
<td>Outside of Indiana</td>
<td>1,221</td>
<td>1,407</td>
<td>1,501</td>
<td>1,840</td>
</tr>
<tr>
<td><strong>Originals</strong></td>
<td>Total</td>
<td>14,809</td>
<td>16,273</td>
<td>16,729</td>
<td>16,863</td>
</tr>
<tr>
<td><strong>Photocopies</strong></td>
<td>Within IU System</td>
<td>2,987</td>
<td>3,821</td>
<td>3,725</td>
<td>3,942</td>
</tr>
<tr>
<td><strong>Photocopies</strong></td>
<td>Outside IU but in Indiana</td>
<td>4,002</td>
<td>3,854</td>
<td>3,474</td>
<td>3,880</td>
</tr>
<tr>
<td><strong>Photocopies</strong></td>
<td>Outside of Indiana</td>
<td>4,943</td>
<td>5,998</td>
<td>6,712</td>
<td>7,232</td>
</tr>
<tr>
<td><strong>Photocopies</strong></td>
<td>Total</td>
<td>11,932</td>
<td>13,673</td>
<td>13,911</td>
<td>15,054</td>
</tr>
<tr>
<td><strong>Total Items Lent</strong></td>
<td>Within IU System</td>
<td>13,164</td>
<td>15,235</td>
<td>15,509</td>
<td>14,977</td>
</tr>
<tr>
<td>Total Items Lent</td>
<td>Outside IU but in Indiana</td>
<td>7,413</td>
<td>7,306</td>
<td>6,918</td>
<td>7,868</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>Total Items Lent</td>
<td>Outside of Indiana</td>
<td>6,164</td>
<td>7,405</td>
<td>8,213</td>
<td>9,072</td>
</tr>
<tr>
<td>Total Items Lent</td>
<td>Total</td>
<td>26,741</td>
<td>29,946</td>
<td>30,640</td>
<td>31,917</td>
</tr>
<tr>
<td>Requests</td>
<td>Total</td>
<td>36,368</td>
<td>40,186</td>
<td>40,239</td>
<td>41,918</td>
</tr>
<tr>
<td>Fill Rate</td>
<td></td>
<td>73.53%</td>
<td>74.52%</td>
<td>76.15%</td>
<td>76.14%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ILL Borrowing</th>
<th>University Library</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Originals</td>
<td>Within University Library</td>
<td>4,013</td>
<td>3,650</td>
<td>3,435</td>
<td>2,566</td>
</tr>
<tr>
<td>Originals</td>
<td>Within IU System</td>
<td>7,726</td>
<td>8,248</td>
<td>8,159</td>
<td>7,917</td>
</tr>
<tr>
<td>Originals</td>
<td>Outside IU but in Indiana</td>
<td>1,063</td>
<td>1,199</td>
<td>1,216</td>
<td>1,183</td>
</tr>
<tr>
<td>Originals</td>
<td>Outside of Indiana</td>
<td>1,223</td>
<td>1,629</td>
<td>1,834</td>
<td>1,719</td>
</tr>
<tr>
<td>Originals</td>
<td>Total</td>
<td>14,025</td>
<td>14,726</td>
<td>14,644</td>
<td>13,385</td>
</tr>
<tr>
<td>Photocopies</td>
<td>Within University Library</td>
<td>3,332</td>
<td>4,263</td>
<td>4,335</td>
<td>3,428</td>
</tr>
<tr>
<td>Photocopies</td>
<td>Within IU System</td>
<td>365</td>
<td>397</td>
<td>471</td>
<td>445</td>
</tr>
<tr>
<td>Photocopies</td>
<td>Outside IU but in Indiana</td>
<td>329</td>
<td>406</td>
<td>410</td>
<td>529</td>
</tr>
<tr>
<td>Photocopies</td>
<td>Outside of Indiana</td>
<td>10,390</td>
<td>10,721</td>
<td>9,831</td>
<td>9,965</td>
</tr>
<tr>
<td>Photocopies</td>
<td>Total</td>
<td>14,416</td>
<td>15,787</td>
<td>15,047</td>
<td>14,367</td>
</tr>
<tr>
<td>Total Items</td>
<td>Within University Library</td>
<td>7,345</td>
<td>7,913</td>
<td>7,770</td>
<td>5,994</td>
</tr>
<tr>
<td>Total Items</td>
<td>Within IU System</td>
<td>8,091</td>
<td>8,645</td>
<td>8,630</td>
<td>8,362</td>
</tr>
<tr>
<td>Total Items</td>
<td>Outside IU but in Indiana</td>
<td>1,392</td>
<td>1,605</td>
<td>1,626</td>
<td>1,712</td>
</tr>
<tr>
<td>Total Items</td>
<td>Outside of Indiana</td>
<td>11,613</td>
<td>12,350</td>
<td>11,665</td>
<td>11,684</td>
</tr>
<tr>
<td>Total Items</td>
<td>Total</td>
<td>28,441</td>
<td>30,513</td>
<td>29,691</td>
<td>27,752</td>
</tr>
<tr>
<td>Requests</td>
<td>Total</td>
<td>30,235</td>
<td>32,373</td>
<td>31,720</td>
<td>30,513</td>
</tr>
<tr>
<td>Fill Rate</td>
<td></td>
<td>94.07%</td>
<td>94.25%</td>
<td>93.60%</td>
<td>90.95%</td>
</tr>
</tbody>
</table>

Source: Resource Sharing & Delivery Services

---

Educational Services

The University Library provided services to all freshman seminar courses on campus, including Themed Learning Communities and the Summer Bridge program as well as school-based gateway courses. Librarians provided 406 classroom visits to 109 separate courses across campus in addition to providing online research guides and tutorials. The library also developed a common curriculum for the campus’s Summer Bridge program and developed online tutorials with assessment tools for the use of the University College first-year seminar course.

The development of online tutorials provided capacity for librarians to interact with students more often throughout their academic careers and this year saw a significant increase in involvement with 300 and 400 level courses. At the graduate level classroom visits are more frequently coupled with one-on-one research consultations between librarians and graduate students.
<table>
<thead>
<tr>
<th>Teaching and Learning Activity</th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional Visits</td>
<td>406</td>
<td>513</td>
<td>697</td>
<td>559</td>
</tr>
<tr>
<td>Librarian Research Consultations</td>
<td>932</td>
<td>(not recorded in previous years)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Classes</td>
<td>109</td>
<td>321</td>
<td>335*</td>
<td>169</td>
</tr>
<tr>
<td>Number of Students in Instructions</td>
<td>7,913</td>
<td>8,300</td>
<td>8,414</td>
<td>9,893</td>
</tr>
<tr>
<td>Tours and Similar Activities</td>
<td>22</td>
<td>38</td>
<td>58</td>
<td>10</td>
</tr>
<tr>
<td>Tour Participants</td>
<td>588</td>
<td>676</td>
<td>944</td>
<td>237</td>
</tr>
<tr>
<td>First Year Experience</td>
<td>28%</td>
<td>52%</td>
<td>19%</td>
<td>52%</td>
</tr>
<tr>
<td>100 and 200 level courses</td>
<td>38%</td>
<td>70%</td>
<td>67%</td>
<td>66%</td>
</tr>
<tr>
<td>300 and 400 level courses</td>
<td>29%</td>
<td>25%</td>
<td>25%</td>
<td>19%</td>
</tr>
<tr>
<td>Graduate level</td>
<td>5%</td>
<td>5%</td>
<td>8%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Source: Library Teaching, Learning and Research Teams

---

Information Services

Librarians, staff, and student employees at the one-point Services & Information Desk answer thousands of reference questions. Additionally, subject librarians conduct in-depth one-on-one research consultations for students and faculty by telephone, e-mail, and in-person on choosing a topic, determining information needs, finding library resources, finding internet resources, and evaluating and citing those sources.

<table>
<thead>
<tr>
<th>Services &amp; Information Desk</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total transactions</td>
<td></td>
<td>65,316</td>
<td>85,467</td>
<td>14,892</td>
</tr>
<tr>
<td>Reference questions</td>
<td>1,914</td>
<td>6,346</td>
<td>8,852</td>
<td>8,044</td>
</tr>
<tr>
<td>Service questions</td>
<td>8,585</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chat reference (LibraryH3lp)</td>
<td></td>
<td>692**</td>
<td>1,230</td>
<td></td>
</tr>
</tbody>
</table>

Source: Access Services via LibAnalytics

*In FY 15-16, the library stats portal was eliminated and only reference transactions were recorded with LibAnalytics.

**Chats answered and lasting more than 45 seconds

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Library Space and Technology

With over 500 computer workstations, the library informs, connects, and transforms the lives of students through leading-edge technology. In the 2120 Learning Lab students learn to navigate electronic resources, and the fourth floor Rich Media area gives them the tools to produce high-end multimedia projects in a collaborative environment. The library has a 3D Printing Studio where students, faculty, and staff can work with a library 3D modeling expert in using...
two MakerBot printers and two 3D scanners to design and create 3D teaching aids, research projects, and coursework. Additionally, the University Library hosts over 3,500 events, meetings, and classes each year.

In FY 15-16 a program was introduced for users to find out computer availability (Windows PC, Macs, wheelchair accessible, rich media, academic software installation available) on 2nd, 3rd, and 4th floors without having to physically scout the building.

We have over 40 individual and group study rooms available for users on the 3rd and 4th levels. Group study room reservations peak in the library to 80%+ Monday-Wednesday during the hours of 12 noon – 8 PM; and computer cluster usage peaks at an average of 72% Monday-Thursday, 11 AM – 5 PM.
**Computer Technology**

<table>
<thead>
<tr>
<th>Public Workstation Type</th>
<th>Total Computers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional Cluster/Independent Workstation</td>
<td>283</td>
</tr>
<tr>
<td>Information Commons/Collaborative Workstation/Rich Media Area</td>
<td>66</td>
</tr>
<tr>
<td>Group Study Rooms</td>
<td>46</td>
</tr>
<tr>
<td>Computer Classrooms (includes 2120 Learning Lab)</td>
<td>115</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>510</strong></td>
</tr>
</tbody>
</table>

Source: Library Client Support Team

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**Public Meeting Room Bookings**

Public meeting spaces in the library include the 100-seat Lilly Auditorium, two large classrooms, two computer labs, and three conference rooms and an enclosed reading/seminar space, in the Payton Philanthropic Studies Library. The library is a frequent host of large professional conferences, student events, international speakers, and campus recognition ceremonies.

<table>
<thead>
<tr>
<th>Room Bookings</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
<th>11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>249</td>
<td>124</td>
<td>139</td>
<td>137</td>
<td>155</td>
</tr>
<tr>
<td>August</td>
<td>291</td>
<td>187</td>
<td>195</td>
<td>214</td>
<td>219</td>
</tr>
<tr>
<td>September</td>
<td>434</td>
<td>352</td>
<td>308</td>
<td>373</td>
<td>430</td>
</tr>
<tr>
<td>October</td>
<td>413</td>
<td>389</td>
<td>384</td>
<td>372</td>
<td>380</td>
</tr>
<tr>
<td>November</td>
<td>278</td>
<td>247</td>
<td>280</td>
<td>333</td>
<td>319</td>
</tr>
<tr>
<td>December</td>
<td>199</td>
<td>144</td>
<td>127</td>
<td>146</td>
<td>161</td>
</tr>
<tr>
<td>January</td>
<td>284</td>
<td>214</td>
<td>195</td>
<td>277</td>
<td>268</td>
</tr>
<tr>
<td>February</td>
<td>285</td>
<td>287</td>
<td>305</td>
<td>313</td>
<td>292</td>
</tr>
<tr>
<td>March</td>
<td>302</td>
<td>303</td>
<td>286</td>
<td>298</td>
<td>309</td>
</tr>
<tr>
<td>April</td>
<td>350</td>
<td>346</td>
<td>305</td>
<td>322</td>
<td>345</td>
</tr>
<tr>
<td>May</td>
<td>249</td>
<td>129</td>
<td>166</td>
<td>180</td>
<td>131</td>
</tr>
<tr>
<td>June</td>
<td>196</td>
<td>110</td>
<td>182</td>
<td>173</td>
<td>188</td>
</tr>
<tr>
<td><strong>Fiscal Year Total</strong></td>
<td><strong>3,530</strong></td>
<td><strong>2,832</strong></td>
<td><strong>2,872</strong></td>
<td><strong>3,138</strong></td>
<td><strong>3,197</strong></td>
</tr>
</tbody>
</table>

Source: Library Client Support Team

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**Public Computer Use**

University Library is home to nearly 300 public computer workstations, many featuring advanced multimedia software. In addition to independent workstations located in traditional clusters, the library has computers located in group study rooms featuring large flat panel displays for collaborative projects, and informal collaborative workstations in the information commons. In 2015-2016 we completed 154 3D printing projects.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>278,502</td>
<td>396,146</td>
<td>334,557</td>
<td>342,382</td>
<td>347,020</td>
</tr>
<tr>
<td>Guest User Logon Total</td>
<td>7,349</td>
<td>9,674</td>
<td>6,581</td>
<td>9,062</td>
<td>14,099</td>
</tr>
<tr>
<td>All Logon Total</td>
<td>285,851</td>
<td>405,720</td>
<td>341,138</td>
<td>351,444</td>
<td>361,111</td>
</tr>
</tbody>
</table>

Source: Library Operations Team

Unique Computer Logons

<table>
<thead>
<tr>
<th>Unique Logons</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
<th>11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>2,390</td>
<td>3,223</td>
<td>2,516</td>
<td>2,785</td>
<td>3,598</td>
</tr>
<tr>
<td>August</td>
<td>5,831</td>
<td>7,412</td>
<td>7,521</td>
<td>7,605</td>
<td>7,836</td>
</tr>
<tr>
<td>September</td>
<td>6,344</td>
<td>11,091</td>
<td>9,546</td>
<td>9,378</td>
<td>9,851</td>
</tr>
<tr>
<td>October</td>
<td>8,471</td>
<td>11,335</td>
<td>9,377</td>
<td>9,327</td>
<td>9,432</td>
</tr>
<tr>
<td>November</td>
<td>6,648</td>
<td>9,687</td>
<td>8,520</td>
<td>8,884</td>
<td>9,107</td>
</tr>
<tr>
<td>December</td>
<td>3,778</td>
<td>9,009</td>
<td>6,642</td>
<td>7,032</td>
<td>7,540</td>
</tr>
<tr>
<td>January</td>
<td>3,499</td>
<td>7,927</td>
<td>7,475</td>
<td>7,494</td>
<td>7,418</td>
</tr>
<tr>
<td>February</td>
<td>4,813</td>
<td>9,077</td>
<td>8,741</td>
<td>7,740</td>
<td>7,953</td>
</tr>
<tr>
<td>March</td>
<td>4,411</td>
<td>8,428</td>
<td>8,331</td>
<td>7,097</td>
<td>7,800</td>
</tr>
<tr>
<td>April</td>
<td>4,954</td>
<td>9,776</td>
<td>8,629</td>
<td>8,584</td>
<td>8,565</td>
</tr>
<tr>
<td>May</td>
<td>2,477</td>
<td>6,287</td>
<td>6,630</td>
<td>4,237</td>
<td>5,015</td>
</tr>
<tr>
<td>June</td>
<td>1,243</td>
<td>3,190</td>
<td>3,076</td>
<td>3,022</td>
<td>2,950</td>
</tr>
<tr>
<td><strong>Annual Unique Users</strong></td>
<td><strong>54,859</strong></td>
<td><strong>96,442</strong></td>
<td><strong>87,004</strong></td>
<td><strong>83,185</strong></td>
<td><strong>87,065</strong></td>
</tr>
</tbody>
</table>

Source: Library Operations Team, [http://ulib.iupui.edu/dashboard/logins](http://ulib.iupui.edu/dashboard/logins)

Website

The library’s website, [www.ulib.iupui.edu](http://www.ulib.iupui.edu), connects users with resources – full-text articles, databases, books, digital collections, and many more – and services. The Digital User Experience (DUX) Working Group has worked on various projects to improve the user experience on the library’s website. These include conducting usability testing, developing an efficient information architecture, designing a new website, and updating the systems. The new website was launched on July 17, 2015.
### Student Group Study Room Usage

University Library has 46 student group study rooms with 28 of them managed through an online reservation system. These rooms include 15 small rooms, 15 medium rooms, 12 large rooms, and 4 rich media/video production rooms.

Between July 2015 and June 2016 student study rooms were in use for more than 40,000 hours, making more than 24,000 reservations.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Reservations</th>
<th>Unique Users</th>
<th>Hours of Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-14</td>
<td>37,487</td>
<td>9,883</td>
<td>59,495</td>
</tr>
<tr>
<td>14-15</td>
<td>34,163</td>
<td>7,560</td>
<td>57,316</td>
</tr>
<tr>
<td>15-16*</td>
<td>24,547*</td>
<td>N/A*</td>
<td>41,292*</td>
</tr>
</tbody>
</table>

*Due to transition phase between old and new reservation system there are two months of data missing, and not a way to find out the amount of unique users.

### Library Organization

The University Library is an environment with librarians and staff working together in four key areas – Administration, Collections, Instruction/Consultation Services, Digital Scholarship – each supervised by an associate/assistant dean. A Library Council was reorganized to include team leaders, deans, fiscal officer, faculty liaison, staff liaison, and two at-large members to meet monthly. All direct reports to the dean also meet monthly as part of the library’s Management Committee. Additionally, all employees gather twice a year for a week of organizational planning (“Org Week”) which provides focused time for professional development and strategic planning.

In 2014, the University Library commenced an organizational restructuring with the goal of defining the role of subject librarians; determining the relationship of working groups (“charter groups”) to the mission and goals of the library; more effectively aligning and evaluating associate/assistant dean responsibilities; and
creating opportunities for more bottom-up communication streams. One part of this, the creation of charter
groups, is a way for the library to adapt to our changing environment and solve problems creatively. Charter
groups, with a defined set of objectives and outcomes, can enhance the library operations and culture by
working outside the library hierarchy.

The start of 2016 began with a total of eight charter groups – Community Outreach Group, Copyright,
Educational Services, Green Team, Minecraft, Open Access, Public Services, Reference – working on tasks
such as writing/editing policies, creating knowledge guides and online tutorials, analyzing chat reference
interactions, and organizing sustainability events and student outreach activities.

For news directed toward our community, read the University Library’s e-newsletter, *Bookmark* at
https://issuu.com/iupuiuniversitylibrary/docs/iupuilibrary_bookmark_winter2015_e35b9671440f97?e=10646454/30227068 (Fall 2015, volume 4)

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### Library Staffing

<table>
<thead>
<tr>
<th>Library Staffing, FTE</th>
<th>15-16</th>
<th>14-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians, FTE</td>
<td>30</td>
<td>29</td>
</tr>
<tr>
<td>Professional Staff, FTE</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Clerical and Technical Staff, FTE</td>
<td>27</td>
<td>29</td>
</tr>
<tr>
<td>Regular Hourly, FTE (non-student)</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Student Hourly FTE (undergrad and graduate, including work study)</td>
<td>43</td>
<td>52</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>124</strong></td>
<td><strong>136</strong></td>
</tr>
</tbody>
</table>

Source: Library Business Administration Team as reported for ACRL statistical reporting purposes
*Estimates due to fluctuation of number of hourly workers throughout the year.

---

### Library Budget

<table>
<thead>
<tr>
<th>Annual Operating Budget</th>
<th>15-16</th>
<th>14-15</th>
<th>13-14</th>
<th>12-13</th>
<th>11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Benefits</td>
<td>5,378,318</td>
<td>5,282,891</td>
<td>5,439,552</td>
<td>5,326,571</td>
<td>5,037,910</td>
</tr>
<tr>
<td>Hourly Wages</td>
<td>200,000</td>
<td>200,000</td>
<td>224,068</td>
<td>221,000</td>
<td>242,000</td>
</tr>
<tr>
<td>Materials</td>
<td>3,822,078</td>
<td>3,818,600</td>
<td>3,818,600</td>
<td>3,778,600</td>
<td>3,898,600</td>
</tr>
<tr>
<td>Life Cycle Funding</td>
<td>145,320</td>
<td>120,320</td>
<td>110,320</td>
<td>130,320</td>
<td>120,320</td>
</tr>
<tr>
<td>S&amp;E/Travel/Other</td>
<td>330,605</td>
<td>330,605</td>
<td>374,900</td>
<td>298,762</td>
<td>306,777</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,876,321</strong></td>
<td><strong>9,752,416</strong></td>
<td><strong>9,967,440</strong></td>
<td><strong>9,755,253</strong></td>
<td><strong>9,605,607</strong></td>
</tr>
</tbody>
</table>

Source: Library Business Administration Team
Student Workers

IUPUI
Office of Student Employment
Division of Undergraduate Education

State of Student Employment

University Library

On-campus student employment data August 16, 2015 - May 7, 2016, limited to student hourly and work-study position types. Source: Payroll and Enrollment Reports via IUIE.

2,876 Total Number of Student Employees at IUPUI

Earnings of Students

$202,462 Total earnings of your student employees this past academic year.

Class Standing of Your Student Employees

- Freshman: 1 (4.4%)
- Sophomore: 11 (6.42%)
- Junior: 16 (10.64%)
- Senior: 15 (9.62%)
- Graduate: 22 (14.62%)
- Non-Degree/Other: 1 (0.64%)

Demographics of Your Student Employees

- Male: 74 (26.06%)
- Asian: 3 (1.02%)
- Black/African American: 11 (3.90%)
- Hispanic/Latino: 2 (0.71%)
- Indigenous tribes: 2 (0.71%)

Position Type

- Entry Level: 34 (12.64%)
- Mid-Level: 11 (4.03%)
- Exempt: 1 (0.35%)
- Student Hourly: 1 (0.35%)

Number of Hours Worked: 19,216
Average Hours Per Week: 12

GPA

Grade Point Average of students working in your unit

- 2015 Fall GPA: 3.24
- 2016 Spring GPA: 3.30

Top Schools Your Student Employees are Enrolled

- University College
- School of Science
- School of Liberal Arts
- Graduate School - Liberal Arts
- School of Informatics & Computing