



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

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

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.

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

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.

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

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.

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

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.

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

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.

ILL Lending	University Library	15-16	14-15	13-14	12-13
Originals	Within IU System	10,177	11,414	11,784	11,035
Originals	Outside IU but in Indiana	3,411	3,452	3,444	3,988
Originals	Outside of Indiana	1,221	1,407	1,501	1,840
Originals	Total	14,809	16,273	16,729	16,863
Photocopies	Within IU System	2,987	3,821	3,725	3,942
Photocopies	Outside IU but in Indiana	4,002	3,854	3,474	3,880
Photocopies	Outside of Indiana	4,943	5,998	6,712	7,232
Photocopies	Total	11,932	13,673	13,911	15,054
Total Items Lent	Within IU System	13,164	15,235	15,509	14,977

Total Items Lent	Outside IU but in Indiana	7,413	7,306	6,918	7,868
Total Items Lent	Outside of Indiana	6,164	7,405	8,213	9,072
Total Items Lent	Total	26,741	29,946	30,640	31,917
Requests	Total	36,368	40,186	40,239	41,918
Fill Rate		73.53%	74.52%	76.15%	76.14%

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

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.

Teaching and Learning Activity	2015	2014	2013	2012
Instructional Visits	406	513	697	559
Librarian Research Consultations	932	(not recorded in previous years)		
Number of Classes	109	321	335*	169
Number of Students in Instructions	7,913	8,300	8,414	9,893
Tours and Similar Activities	22	38	58	10
Tour Participants	588	676	944	237
First Year Experience	28%	52%	19%	52%
100 and 200 level courses	38%	70%	67%	66%
300 and 400 level courses	29%	25%	25%	19%
Graduate level	5%	5%	8%	8%

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.

Services & Information Desk	15-16	14-15	13-14	12-13
Total transactions	-	65,316	85,467	14,892
Reference questions	1,914	6,346	8,852	8,044
Service questions	8,585	-	-	-
Chat reference (LibraryH3lp)	692**	1,230		

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

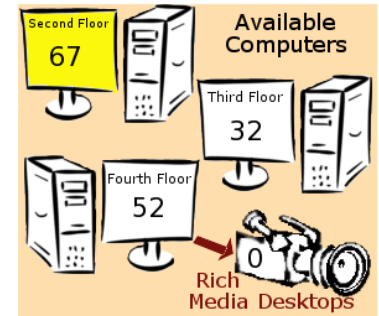
Library Space and Technology

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.



(Click a number for more information.)

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.

IUPUI University Library Computer Cluster Usage, April 2015

	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
M	22%	48%	73%	72%	76%	80%	73%	78%	72%	49%	43%	39%	34%	29%	20%
T	20%	42%	68%	75%	80%	82%	74%	75%	72%	49%	46%	43%	39%	30%	21%
W	19%	46%	67%	66%	72%	74%	70%	74%	65%	42%	37%	33%	29%	24%	15%
R	14%	35%	62%	71%	74%	70%	69%	66%	59%	37%	31%	21%	18%	14%	10%
F	9%	16%	21%	25%	24%	26%	25%	26%	23%	20%	14%	12%	1%	0%	0%
Sa	2%	6%	11%	16%	20%	21%	22%	22%	18%	2%	0%	0%	0%	0%	0%
Su	0%	0%	9%	15%	20%	29%	31%	33%	34%	32%	31%	28%	23%	20%	16%

Source: University Library Operations

IUPUI University Library Group Study Room Usage, April 2016

	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
M	42%	54%	69%	84%	79%	84%	84%	84%	89%	84%	84%	63%	58%	30%	6%
T	36%	56%	68%	81%	86%	81%	86%	81%	81%	85%	81%	82%	71%	37%	11%
W	26%	48%	65%	87%	83%	81%	87%	84%	90%	84%	88%	82%	64%	36%	6%
R	23%	59%	71%	79%	86%	84%	85%	80%	83%	76%	79%	61%	45%	23%	4%
F	13%	31%	40%	55%	63%	64%	61%	55%	55%	45%	32%	8%	0%	0%	0%
Sa	5%	18%	32%	45%	57%	69%	67%	45%	11%	0%	0%	0%	0%	0%	0%
Su	0%	9%	26%	46%	60%	70%	73%	64%	68%	61%	60%	49%	32%	20%	3%

Source: Virtual Event Management System (EMS), University Library Client Support Services

Computer Technology

Public Workstation Type	Total Computers
Traditional Cluster/Independent Workstation	283
Information Commons/Collaborative Workstation/Rich Media Area	66
Group Study Rooms	46
Computer Classrooms (includes 2120 Learning Lab)	115
Total	510

Source: Library Client Support Team

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.

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

Source: Library Client Support Team

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.

Public Computer Use	2015	2014	2013	2012	2011
IU User Logon Total	278,502	396,146	334,557	342,382	347,020
Guest User Logon Total	7,349	9,674	6,581	9,062	14,099
All Logon Total	285,851	405,720	341,138	351,444	361,11

Source: Library Operations Team

Unique Computer Logons

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

Source: Library Operations Team, <http://ulib.iupui.edu/dashboard/logins>

Website

The library's website, 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.



University Library Web	15-16	14-15	13-14
Visits/sessions	1,067,119	1,160,418	3,223
Pageviews	1,805,990	2,378,981	7,412
Unique visitors	528,024	649,350	11,091
Average duration of visit	2:15	2:43	11,335

Source: Library Operations Team/Google Analytics

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.

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

Source: Library Client Support Team

*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 as 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)

Library Staffing

Library Staffing, FTE	15-16	14-15
Librarians, FTE	30	29
Professional Staff, FTE	17	20
Clerical and Technical Staff, FTE	27	29
Regular Hourly, FTE (non-student)	7	6
Student Hourly FTE (undergrad and graduate, including work study)	43	52
Total	124	136

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

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

Source: Library Business Administration Team

Student Workers



IUPUI

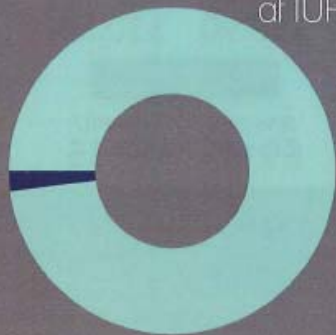
OFFICE OF STUDENT EMPLOYMENT
Division of Undergraduate Education

2015-2016
Academic Year

State of Student Employment
University Librarians

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



Your unit employs 59 students

Earnings of Students

\$202,462

Total earnings of your student employees this past academic year.

Class Standing of Your Student Employees

Count based on sum of class standings at end of fall and spring semesters. Therefore, count includes instances of students advancing class standing within academic year.



Number of Hours Worked **19,216** Total hours for your unit **12** Average Hours Per Week

GPA



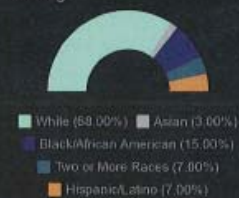
Grade Point Average of students working in your unit

2015 Fall GPA **3.24**

2016 Spring GPA **3.30**

Demographics of Your Student Employees

Ethnicity



Gender



Position Type



Top Schools Your Student Employees are Enrolled

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