



IUPUI UNIVERSITY LIBRARY

FACT BOOK 2018–2019

IUPUI University Library

A progressive leader among academic libraries, the IUPUI University Library offers the campus and community technologically advanced services such as rich media technology, 3D printing, 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 29 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 public and private individual and communal learning spaces, and create innovative goods and services for our patrons.



Mission:

Inform the IUPUI campus and wider community of learners through our educational resources, technologies, and expertise.

Connect people with our resources, our services, and each other.

Transform the lives of our community members by facilitating discovery, creativity, teaching, learning and research. The University Library actively partners in the transformation of information to new and more accessible formats.

- In 2018-2019, the University Library named the founding Herbert Simon Family Dean of University Library at IUPUI: Kristi Palmer.
- The University Library was nationally recognized with the *SirsiDynix Power of Libraries Award* for our annual "I Heart UL" outreach program, an informal assessment effort that gives students a voice in library operations and directly impacts the library's institutional effectiveness, collections and space management. Findings from the annual assessment effort enable us to make changes in space and services to better meet the needs of students and make the library a welcoming place for all learners.
- University Library serves thousands of undergraduates, graduate, and professional students. In 2018-19, library staff answered over 2,000 reference questions, in-person and online.
- Last fiscal year, librarians provided 1230 instructional sessions and research consultations, making contact with over 9,000 students.
- Last year the University Library had 827,881 visitors including university students and faculty members, conference attendees, and community users. In the process of serving the Indianapolis community, the library issued 158 borrower's cards in 2018.
- In the last five years, [IUPUI ScholarWorks](#) has multiplied by more than five times – from 2,609 items at the beginning of 2013 to 20,060 items today.
- The University Library currently supports 21 [open access journals](#), from fields of community based participatory research, health, social work, and more. Five new OA journals were added in 18-19. OA journals have had 273,266 views this year alone.
- The Leiden Rankings for Green Open Access (repository-based open access) practices place IUPUI at 79th world wide and 21st in the United States in 2014-2017.
- The National Service Archives was launched in 2019 to collect the records of individuals and organizations involved in AmeriCorps, Peace Corps, and the promotion of national service and volunteerism. More than 123 cubic feet of new materials related to national service have been added to the collection since its launch.
- The library's new Student Employee Program (STEP) continues to engage our 66 undergraduate and graduate student employees who work as circulation desk supervisors, circulation desk clerks, computer technicians, digital scanning assistants, mailroom clerks, and interlibrary loan clerks. 92% of library student employees report that working in the library improved their marketable job skills.
- A Seed Library was started in the summer of 2019 to address food insecurity and educate the community on gardening and seed saving. In its first month, 87 students, staff, faculty, and community members checked out seeds.
- University Library supplied 21,820 items to patrons through IU Request Delivery, Interlibrary Loan, and Article Delivery Services, filling 95% of requests.

COLLECTIONS AND INFORMATION ACCESS

Open over 100 hours each week during regular semesters, the IUPUI University Library serves over 20,000 undergraduate students and over 8,000 graduate and professional students, with the largest incoming class in IUPUI history! We serve a full- and part-time campus teaching staff of over 6,000 faculty, librarians, specialists, resident appointees, and research fellows. All can access over 80,000 electronic serial titles and thousands of eBooks and databases online at any time.

The University Library and Herron Art Library together hold over 1 million titles and provide access to 1 million unique e-books, 145,000 e-journals, and over 500 e-databases and online collections.

Volumes Held	18-19	17-18	16-17
University Library	1,704,633	1,402,844	1,337,410
Herron Art Library	36,205	36,105	35,390
TOTAL	1,740,838	1,438,949	1,372,800
Volumes Held by Type	18-19	17-18	16-17
Microform	65,841	64,587	67,372
Government documents*	8	8	9
Computer files	2,122	2,086	1,646
Audio	3,687	4,832	4,890
Film and video	27,789 (19,071 of which are streaming video)	12,107 (3,553 of which are streaming video) *revised count*	53,640
Manuscripts and archives (linear feet)	6,209	5,708	5,592

Source: Indiana University Libraries Database Management; IUPUI University Library Archives and Special Collections

*Government documents are now available primarily [online](#). IUPUI continues to be a congressionally designated depository for U.S. Government documents, participating in the [Federal Depository Library Program](#) since 1979.

Digital Collections

In 2018, IUPUI's digital archive, IUPUI *ScholarWorks*, had 241,170 downloads, 264,484 abstract views from 190 countries. 3,052 IUPUI articles were published that year. You can view more details in the IUPUI Open Access Policy: Annual Report for 2018 (2019, August) at <http://hdl.handle.net/1805/20131>.

The Herron Library added 2,624 items to the library's digital collections. The collections had 29,757 page views. They produced three new [digital cultural heritage collections](#): [Harry A. Davis](#); [Indiana Landmarks Central Canal Collection](#); and, the [Herron School of Art and Design Book Arts Capstone Exhibition Experience Collection](#).

Archives & Special Collections Digital Repositories:

- Ruth Lilly Special Collections and Archives' eArchives has had 41,955 cumulative visits/views (4,396 views in 2017-2018) with access to 8,959 items.
- Foundation Literature Online/FOLIO had 50,876 cumulative visits/views (1,659 views in 2017-2018) with access to 1,268 items.
- Philanthropy Resources Online/PRO has been viewed 20,556 times (3,219 this year), providing access to 544 multi-page items.

VISITORS

The University Library serves 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.

	2019	2018	2017
Cards Issued	158	324	313

Source: IUPUI University Library Access Services

	18-19	17-18	16-17
Gate Count	827,881	837,585	845,902

Source: IUPUI University Library Access Services

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 for 45 days. 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. Other items, such as calculators, phone chargers, data cables, wireless presentation remotes, portable DVD drives are also available for short time frame loans.

Transaction Type	18-19	17-18	16-17
Charged/circulated: materials borrowed by users.	32,195	33,936	36,046
Recalled: library requests the return of materials before they are due.	1,575	1,543	1,574
Renewed: extending the deadline on your library materials.	93,218	107,886	116,592
Browsed: materials used by users but not taken outside of the library.	9,111	6,780	8,486

Source: IUPUI University Library Access Services

Interlibrary Loan

Materials requested through Interlibrary Loan (ILL) come from a network of local, national, and international libraries. Over the past academic year, the University Library accessed nearly 21,000 books, films, and articles for users via this shared network and lent another 18,000+. Most articles are delivered within 8 to 48 hours. Sharing materials with other institutions allows the University Library to leverage its resources by delivering information on demand.

In 2019, *InstantILL* was made available to users, a service that gives users rapid, easy access to any article, at any time, and at no cost; it presents already available content, whether through subscription or Open Access, to users. After the project’s announcement in spring 2019, over 200 libraries contacted Open Access Button to get more information/join InstantILL’s waiting list.

ILL Lending	University Library	18-19	17-18	16-17
Total Items Lent	Within IU System	9,236	10,596	12,195
Total Items Lent	Outside IU but in Indiana	5,053	6,163	6,421
Total Items Lent	Outside of Indiana	4,045	4,903	6,104
Total Items Lent	TOTAL	18,334	21,662	24,720
Requests Received	TOTAL	27,002	30,517	33,067
Fill Rate		67.9%	70.98%	74.76%

Source: IUPUI University Library Resource Sharing & Delivery Services

ILL Borrowing	University Library	18-19	17-18	16-17
Total Items	Within University Library	4,540	5,320	6,519
Total Items	Within IU System	6,237	7,167	7,434
Total Items	Outside IU but in Indiana	1,131	1,139	1,218
Total Items	Outside of Indiana	9,912	10,907	9,851
Total Items	TOTAL	21,820	24,533	25,022
Requests Received	TOTAL	23,810	25,889	26,460
Fill Rate		94.55%	94.76%	94.07%

Source: IUPUI University Library Resource Sharing & Delivery Services

EDUCATIONAL SERVICES

The University Library provides services to freshmen, including Themed Learning Communities and the Summer Bridge programs for incoming students. Librarians provided 360 classroom visits for IUPUI courses, in addition to online research guides and tutorials.

Teaching and Learning Activity	2018	2017	2016
Instructional visits	423	342	387
Librarian research consultations	807	937	708
Number of classes	355 classes to support 131 courses	102 courses	118 courses
Number of students in instructions	9,142	7,355	9,798
Tours and similar activities	45	34	67
Tour participants	1,005	974	1,367
First Year Experience	29%	33% (part of 100/200 level)	30% (part of 100/200 level)
100 and 200 level courses	30%	61%	62%
300 and 400 level courses	32%	32%	33%
Graduate level	9%	7%	5%

Source: IUPUI University Library Teaching, Learning and Research

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, chat, 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	2018-2019	2017-2018	2016-2017
Reference questions	1,647	2,005	2,316
Service questions	5,544	4,022	6,066
Chat reference (LibraryH3lp and SMS)*	372	519	507
TOTAL TRANSACTIONS	7,563	6,545	8,889

Source: IUPUI University Library Access Services via LibAnalytics

*Chats answered and lasting more than 45 seconds.

LIBRARY SPACE AND TECHNOLOGY

With over 350 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. Five of our group study rooms are specialty multi-media production rooms outfitted with powerful computers and video editing equipment. All public PC stations are outfitted with *Jaws 17*, screen-reading software for blind and low vision students, and 76 stations are outfitted with *Kurzweil 300*, text-to-speech software for English language learners, students with learning challenges, and low vision students.



The library has a 3D Printing Studio where students, faculty, and staff can work with a library 3D modeling expert in using MakerBot printers and 3D scanners to design and create 3D teaching aids, research projects, and coursework. The studio had 245 individual 3D print projects, a 67% increase from last year. The library also boasts a Virtual and Augmented Reality Lab, which had 850 visits from students and faculty, and 100 visits from community partners. This year, 147 individual VR experiences and projects were launched in the lab, with the School of Engineering and Technology and the School of Science recording the highest levels of engagement with this new library service.

Eight of the 35 group study rooms at the library were refreshed this year. These rooms average 88% occupancy during peak library hours, and in 2018-2019, had 33,317 bookings.

Computer Technology

Public Workstation Type	Total Computers
Traditional cluster/independent workstation	218
Information Commons/collaborative workstation/rich media area	39
Group study rooms	48 (42 reservable and 6 non-reservable)
Computer classrooms	112
TOTAL	417

Source: IUPUI University Library Client Support

Public Computer Use

University Library is home to over 400 public computers, 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.

Public Computer Use	2018-2019	2017-2018
IU user logon total	201,895	225,589
Affiliate UL-sponsored logons (regional conferences, high school visits)	310	340

Source: IUPUI University Library Operations

Unique Computer Logons

Unique Logons	2018-2019	2017-2018	2016-2017
July	1,511	1,523	941
August	5,159	5,360	2,439
September	7,593	7,336	3,639
October	7,328	7,296	3,471
November	6,256	6,711	3,780
December	5,002	5,519	3,898
January	4,950	5,441	5,527
February	5,383	5,921	5,914
March	5,114	5,623	5,903
April	5,428	6,175	6,348
May	2,533	3,373	3,655
June	1,492	1,645	1,725
TOTAL	57,749	61,923	47,240

Source: IUPUI University Library Operations

Website

The library's website, www.ulib.iupui.edu, connects users with resources, such as full-text articles, books, databases, GIS, citation guides, digital collections; and services, like room reservations, interlibrary loans, and articles on demand.

University Library Web	2018-2019	2017-2018	2016-2017
Visits/sessions	710,847	751,791	1,004,409
Page views	997,032	1,109,054	1,784,533
Unique visitors	380,162	379,791	540,862
Average duration of visit	1:48	2:10	2:17

Source: IUPUI University Library Operations via Google Analytics

Public Meeting Rooms

Public meeting spaces in the library include the 100-seat Lilly Auditorium, classrooms, computer labs, 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.

	2018-2019	2017-2018	2016-2017
Room Bookings	3,355	3,937	3,025

Source: IUPUI University Library Client Support via Event Management Systems

Student Group Study Room Usage

The University Library has 42 reservable student group study rooms managed through an online reservation system that is accessible for vision-impaired students. These reservable rooms include 16 small, 10 medium, 11 large rooms, and 5 rich media/video production rooms. In 18-19 study rooms were in use for more than 73,000 hours, making more than 33,000 reservations.

Study Room Usage	2018-2019	2017-2018	2016-2017
Study room reservations	33,559	26,733	24,713
Hours of use	73,182	52,257	46,703

Source: IUPUI University Library Client Support

LIBRARY ORGANIZATION

University Library is an environment with librarians and staff working together in four key areas – Administration, Collections, Educational Services, Digital Scholarship – each supervised by an associate/assistant dean. The University Library maintains a Library Council and Diversity Council (The library’s diversity plan can be found at <http://ulib.iupui.edu/about/diversity>) that all meet regularly. All library employees gather twice a year for a week of organizational planning which provides focused time for professional development and strategic planning.

For news directed toward our community, read the University Library’s e-newsletters, Bookmark at <http://www.ulib.iupui.edu/about/newsletter>.

Library Staffing

Library Staffing, FTE	2018-2019	2017-2018
Librarians	29	27
Professional staff	23	23
Clerical and technical staff	25	26
Regular hourly (non-student)	3	2
Student hourly (undergrad and graduate, including work study)	45	36
TOTAL	125	114

Source: IUPUI University Library Business Administration Team

Library Budget

Annual Budget	2017-2018	2016-2017	2015-2016
Salaries and wages	4,385,491	4,208,519	3,944,505
Fringe benefits	1,575,168	1,522,149	1,428,950
Materials and services expenses	7,407,792	7,555,221	3,620,450
Operations and maintenance	871,899	3,749,513	1,154,328
TOTAL	14,240,350	17,035,402	10,148,233

Source: IUPUI University Library Business Administration Team/ACRL data



INDIANA UNIVERSITY

FULFILLING *the* PROMISE