



# IUPUI UNIVERSITY LIBRARY

ANNUAL REPORT 2019





# IUPUI UNIVERSITY LIBRARY

## MISSION STATEMENT

**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. University Library actively partners in the transformation of information to new and more accessible formats.

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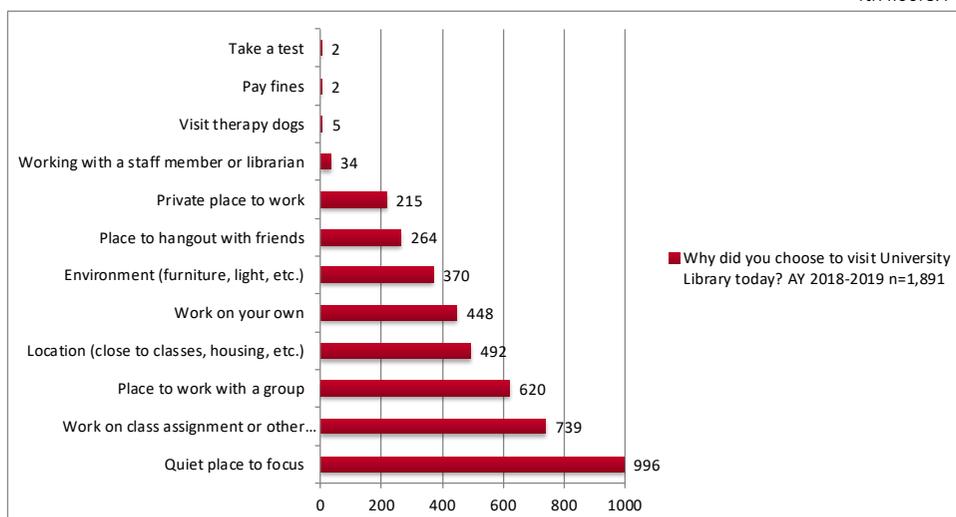
# Student Feedback Leads to a Fresh Look



Funded by IUPUI Campus Administration, the \$1.75 million renovation of IUPUI University Library's 3rd and 4th floors was completed in August 2018. University Library (UL) had not had a significant update since its opening in 1993. The more than 19,500 square feet of renovated space has improved the library's function as the informal learning hub of the campus. The design has enhanced and added to the number of private, quiet study spaces on the 3rd floor, and it increased the amount and quality of collaborative, group study spaces on the 4th floor. More than 400 new private study carrels, tables, couches, and other seats were added to the renovated floors. In addition, the renovation brought more than 400 new power outlets and USB ports to UL. Student feedback had a strong impact on the renovation design plan. Students love the final project, based on survey feedback and observational study.



New ergonomic seating improves quality of study spaces across the 3rd and 4th floors. Photos by Isaac Kilgore





# A Commitment to Create a Welcoming Campus



Exhibit space created by an IUPUI Welcoming Campus Grant features a Hispanic Heritage Month display.

University Library seeks to provide faculty, students, staff, and community users with the information resources and support they need to succeed in their teaching, learning and research activities. We do this in a variety of ways, by providing high quality service to all library users, and by cultivating and maintaining a work environment in which difference is not only valued, but desired. We are continually evaluating our processes and our services to ensure that we are meeting the diverse needs of all users who rely on our library.

As part of this commitment, we hosted two activities this year that were a part of Chancellor Nasser Paydar's Welcoming Campus Initiative, which aims to make IUPUI a more welcoming place for staff, students, and faculty, as well as the community. As part of our May strategic planning week, we hosted facilitators from IUPUI's much talked about White Racial Literacy Project. While the name of the project can seem off-putting and has been misinterpreted by some, it aptly describes the scope and intention of the project, which is to give white people associated with IUPUI the opportunity to talk about race without judgment, in the hope of developing a better understanding of the idea of racial equity. The library also created and hosted a unique exhibit that highlighted the history of the predominantly African-American neighborhood that once occupied the area where the IUPUI campus now stands. The display was supported by a generous grant from the Chancellor's Welcoming Campus fund.



Law School Building,  
June 1976



Construction of Wood Fountain,  
February 1995

Photos courtesy of Ruth Lilly Special Collections and Archives



# Polling with Post-it Notes

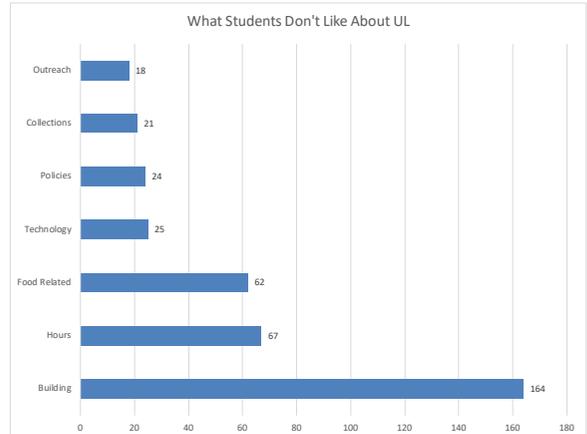
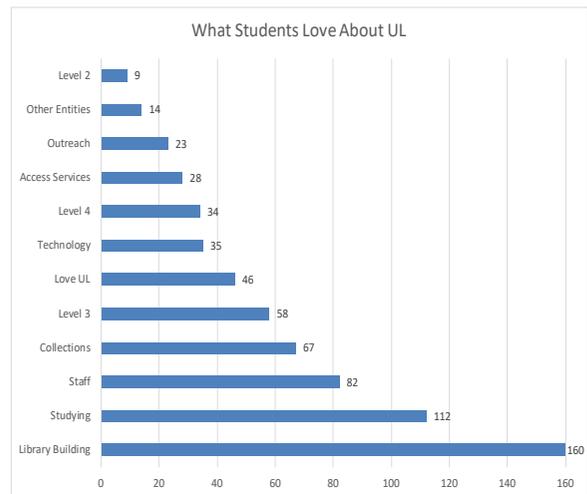


Student writing a note about the library. Photo courtesy of SirsiDynix

The library's award-winning annual assessment program, **I ♥ UL**, collects student responses to the question: What do you like or dislike about University Library? For the past eight years, the library staff have been collecting and analyzing this data to make the library a more supportive, welcoming environment for students and visitors.

## Key takeaways from 2019

- The library's study space, staff, collections, and technology are among its best features
- The library building is very important to students and many find it the best place to study
- The recent renovation on 3rd & 4th floors has slightly reduced criticisms about the building
- Students would like to see more food options available in the library, especially those that would be open into the late night hours
- Students expressed appreciation for library technology, including access to computers, printers, and scanners
- The library has created a welcoming atmosphere where many students feel at home
- Students want the library to be open longer



# A New Link to Resource Acquisitions

## Books On Demand



**IUPUI**  
UNIVERSITY LIBRARY



Click "Get This for IUPUI" in IUCAT



Pick up your book from the Library or access it online



Get right to reading

Learn more and browse books at:

[ulib.iupui.edu/on-demand/books](http://ulib.iupui.edu/on-demand/books)

Traditionally academic libraries spent significant personnel time and overall budget selecting and purchasing books. While parts of these collections served scholars well, they were often under-utilized with a substantial portion never being used. New technology and assessment methods provide transformative collection options. In 2018, University Library launched a resource acquisition model to combat this issue, featuring the [Books On Demand](#) program. With Books On Demand, librarians load the records of any book that might be relevant to the campus into [IUCAT](#), and the library purchases books when they are needed. This moves our resource acquisitions from a just-in-case model to a just-in-time model. The requested books are available for pickup within two hours for eBooks and two weeks for print books.

Since starting the program in Spring 2019, 12,500 records have been loaded into IUCAT. The purchase price for those books would have been \$916,000. This pool is far larger than the number of books the library could ever purchase in a given year, affording library users with greater choice and ensuring that the books the library does buy are the most relevant to IUPUI's teaching, learning, and research. In fact, only 133 of those books have been requested by IUPUI users, as of September 2019, at a purchase price of \$8,803, fulfilling user needs while saving thousands of dollars.



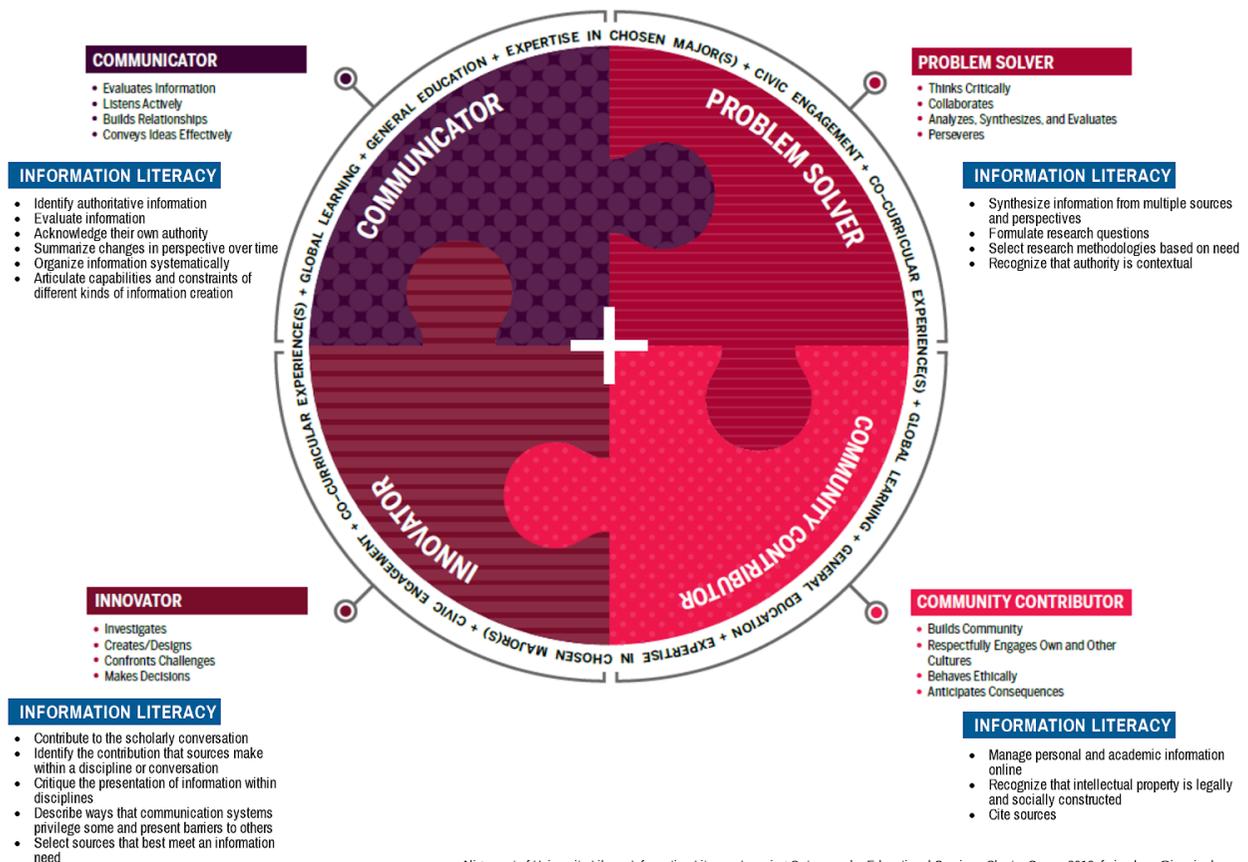
Photo by Isaac Kilgore



# Librarians Integrate Information Skills Across Campus

Following the campus adoption of the Profiles of Learning for Undergraduate Success, librarians in the IUPUI University Library Educational Services Team updated the library's Information Literacy Learning Outcomes by aligning them to the new Profiles. Librarians are working with campus schools and departments to embed these learning outcomes into library instruction.

## Profiles of Learning for Undergraduate Success: IUPUI+ & Information Literacy



Alignment of University Library Information Literacy Learning Outcomes by Educational Services Charter Group, 2018, fmi: mlowe@iupui.edu

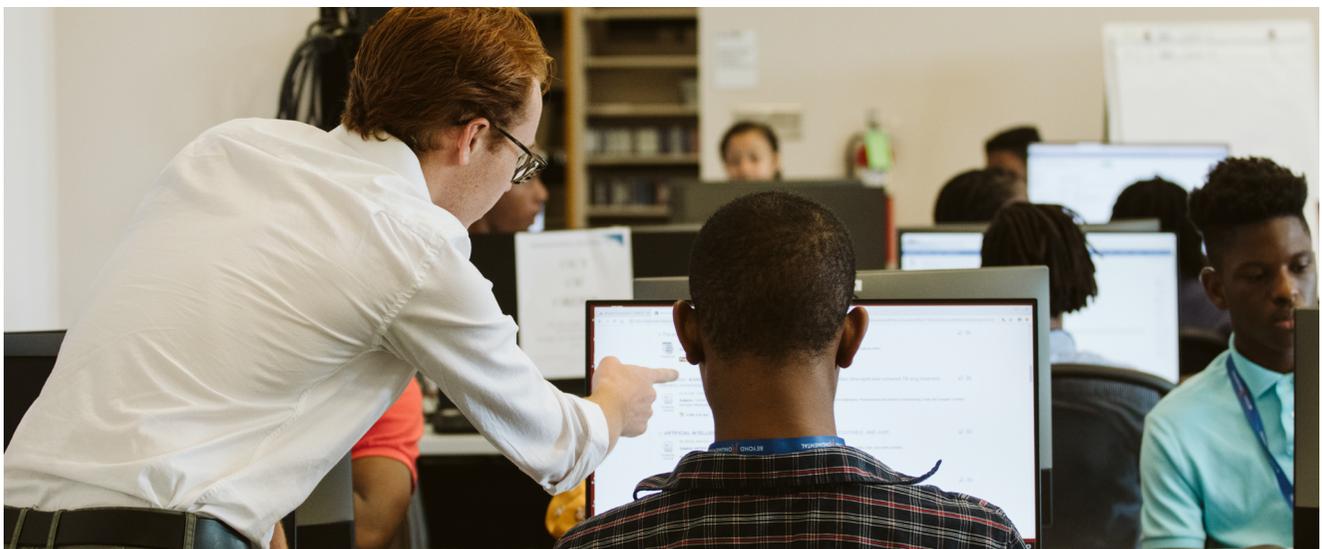


Photo by Isaac Kilgore



# Helping High Schoolers Bridge to College

Sometimes the library is the first campus building visiting students experience. We also regularly receive requests to introduce high school classes to university-level research strategies and resources. In a typical academic year, we host as many as 1,000 community high school students on site.

During the 2018-19 academic year, we also piloted an outreach program that included surveying high school students about their degree interests prior to their library visit and then having IUPUI schools with degree programs in the identified interest areas provide printed information for them upon arrival. The library's Educational Services Team increased its information literacy outreach to local high schools, travelling to local schools to introduce college-level research strategies to 399 students in the 2018-19 academic year, versus 274 in AY 2017-18. The library's Educational Services Team continues to focus on the potential of high school outreach efforts, to ensure we are doing what we can to help local high schoolers successfully bridge to college.

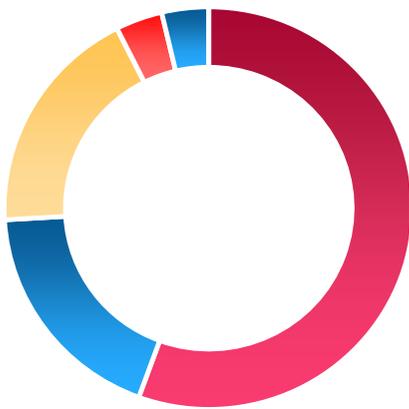


High school students visit University Library as part of STEM YES 2019, a summer program of Central Indiana's DirectEmployer Institute.  
Photo by Isaac Kilgore

# Students Earn While They Learn in the Library

In 2018, IUPUI University Library launched a comprehensive pilot Student Employment Program (STEP) designed to provide a consistent experiential learning structure for students to gain transferable skills and become more aware of how their experiences working in the library are preparing them for professional careers. At the beginning of the 2019 fall semester, the library appointed a STEP Coordinator, who is developing targeted trainings and tools for both student employees and the staff who supervise them.

## Working in the library has improved my marketable job skills.



Strongly Agree	56%
Agree	18%
Somewhat Agree	18%
Undecided	0%
Somewhat Disagree	4%
Disagree	4%
Strongly Disagree	0%

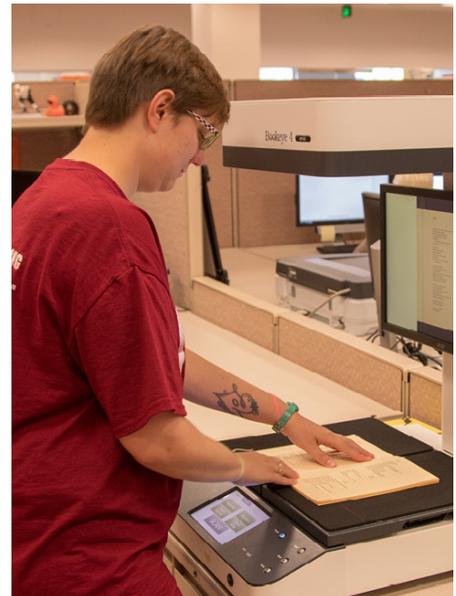


Photo by Isaac Kilgore

In the 2018-19 fiscal year, University Library employed 66 hourly students, 41% of whom received work study support. Their total earnings (including work study funding) amounted to \$315,682. Average individual annual earnings for library student employees who worked 200 or more hours (45 out of 66) was \$6,631. Historically, University Library undergraduate student employees reflect high rates of academic retention. From spring 2017 to fall 2018, the rate was over 90%. In a fall 2018 survey, over 50% of library student employees reported that working in the library improved their marketable job skills.



Photos by Natalie Ingle

# 3D Tools Provide New Ways to Experience Information

IUPUI University Library's technology is actively used in novel and innovative ways. The library is adopting new technologies that align with the needs of IUPUI patrons: students, faculty, and staff. Technologies such as dual monitors for our more than 400 computer stations, solstice screen sharing monitors for collaborative workspaces, 2D/3D scanners, 3D printing studio, and spaces for our guided virtual reality and augmented reality experiences. The library's focus on technology is to support student success by providing the tools required to not only succeed but experiment and thrive with these emerging technologies.



Photo by Isaac Kilgore

## Virtual and Augmented Reality

These past few years, an initiative to provide more than ever before has been at the forefront of University Library's strategic plan. The library's Guided Virtual and Augmented Reality Lab not only provides technology to students and faculty, but walks them through the process of using the equipment to provide a seamless experiential learning opportunity. The state-of-the-art guided lab has been an incubator for IUPUI students and faculty to help them view information and engage with digital collections in new ways.

## 3D Printing and Scanning

The library also provides 3D printing services to all IUPUI faculty, staff, and students.

*"A picture's worth a thousand words. Well, we have found that a 3D object is worth a thousand pictures. It has really expanded and enhanced the educational opportunities for our students." – Jim Durst, Indiana School for the Blind & Visually Impaired Superintendent*

In a recent collaboration with IUPUI's School of Informatics and Computing; University Library's [Center for Digital Scholarship](#) took part in a project to scan the faces of the Indiana School for the Blind and Visually Impaired graduating class of 2019, with ambitions of providing a 3D printed portrait of themselves as a mark of their graduating achievements. The positive feedback from the students was highly publicized by [IU news](#), [WTHR](#), and [Fox 59](#).



Photo by Tim Brouk, Indiana University

# Community Partnerships Preserve Indy's Past



The Madame Walker Theatre circa 1985, courtesy of Indiana Landmarks. Photo by Marsh Davis.

IUPUI University Library's Center for Digital Scholarship develops digital projects with IUPUI faculty and with a wide variety of Indianapolis community organizations, making a rich range of historical documents and artifacts available online.

In 2018-2019, the library created the following digital collections with partners from the Indianapolis community:

- The [Indiana Repertory Theatre](#) (IRT) digital collection captures the history of the IRT since 1972, through nearly 5000 online records of photographs, programs, calendars and teaching guides.
- The [Indianapolis Imam Warith Deen Muhammad Community](#) collection documents the spiritual life and community involvement of an African American Muslim congregation that has been part of Indianapolis since the 1950s.
- [The Benjamin Harrison Presidential Site](#) Materials from this independently-funded nonprofit museum range widely, from political and White House memorabilia, letters, documents, historic photos, household goods, clothing, and original artwork, all spanning decades and connecting the Harrison family, as well as over 20 other U.S. Presidents.

In recent years, the Center for Digital Scholarship has added 3D digitization to its services. A number of innovative 3D projects have been developed in the past year. The library received a grant for \$162,000 from the Indianapolis Foundation CICF Library Fund for a project called From Concrete to Virtual: 3D Documentation of Historic Indiana Spaces. The two-year project will create four interactive, historic building spaces from our Indianapolis cityscape. One of the first 3D spaces that will come to life through this generous grant is the storied Madame Walker Theater.

# A Legacy for Learning



Photo by Raymond Dunaway

The Herbert Simon Family Foundation gave a generous gift to name the Dean position at the IUPUI University Library in 2018. This gift will immediately impact the preservation of our shared past, inspire our present work, and help to shape the future of the library and the Indianapolis and IUPUI communities we serve. The Simon Family's contribution was matched by the Indiana University Bicentennial campaign, doubling its impact. Providing support for student employment experiences, enhancing our unique collections and our engagement in the Indianapolis community, and sustaining free-to-all digital resources and scholarship, the Simon Family's support makes possible University Library's vision to be an essential partner in the research, teaching, and learning endeavors of our diverse communities.

***"Mr. Simon's gift will have a material impact on further improving the library's accessibility to members of the community and beyond..." – Tiffany Benedict Browne, founder of [Historic Indianapolis](#) and former IUPUI University Library Community Board member***

The Herbert Simon Family Deanship positions the University Library to advance IUPUI's vision and boost the reputation of Indianapolis as a culturally vibrant community. It will advance our mission to inform, connect, and transform students of IUPUI, citizens of Indianapolis, and those who daily access our collections around the world.



Photo by Isaac Kilgore



Herbert Simon Family Dean, Kristi L. Palmer  
Photo by Liz Kaye



# Compiling a Record of National Service

The National Service Archives is a new collection within the Ruth Lilly Special Collections and Archives at the IUPUI University Library. This collection records the historic development of a program of national service in the United States.



Memorabilia from Sen. Harris Wofford collection. America's Promise is the nation's largest cross-sector alliance of nonprofit, business, community, and government organizations. Photo by MJ Slaby, Indiana University

***"Nobody thought about creating an archive before this, but now that AmeriCorps is a mature program with more than a million people who've served and that has a presence in American life, there is a lot of scholarly interest."  
– Professor Emeritus Leslie Lenkowsky of the Lilly Family School of Philanthropy.***

In September 2019, the IUPUI University Library hosted a panel discussion highlighting the role of Indiana University in the wider national service community and what developments may be next for this important area of American life. Moderated by former Indianapolis Mayor Stephen Goldsmith, the discussion between panelists Dr. Lenkowsky, IU President Emeritus Tom Ehrlich, Shirley Sagawa, and Kathy Souchet-Downey recalled the groundwork laid for a program of national service and their own experiences in the voluntary sector. Both President McRobbie and Chancellor Paydar were in attendance and shared their insights on the topic. As an Indiana University Bicentennial event, the panel discussion was shared with the wider IU community via an online portal. The event concluded with Mayor Goldsmith swearing in the next cohort of Public Allies Indianapolis, a local AmeriCorps program.



President McRobbie with panelists at the Indiana University in Service to the Nation discussion. Photo by Isaac Kilgore

***"Journalists sensationalize new discoveries in dusty archives—but these things were neither dusty NOR lost—because of the care of archivists. We pack up papers in basements, attics, and storage units. We organize boxes.... We digitize selected materials to make these items available to you wherever you are in the world.... And we work with our community, in Indianapolis and beyond, to fill in gaps in our historical record, including folks who have often been overlooked by archives."***

***– Angela White, Director of Ruth Lilly Special Collections and Archives***

# Health Knowledge and Access for *All of Us*



Community members taking advantage of low-cost produce provided by Legacy Taste of the Garden family farm truck.

IUPUI University Library has been selected as an award recipient of the 2019-2020 Greater Midwest Region of the National Network of Libraries of Medicine (NNLM) All of Us Ambassador Program, a program of the National Institutes of Health. The library will receive \$96,184 to support the consumer health needs of Indianapolis residents, empowering them to make informed health decisions and become more involved in their individual medical care.

The grant is a collaboration between the NNLM All of Us Community Engagement Network, Indianapolis Public Library (IndyPL), plus numerous community organizations and individuals from across Marion County. Over the next year, three librarians will plan and host a series of health education programs for the public at three IndyPL branches on nutrition, diabetes, high blood pressure, maternal and child health, and avoiding heavy metal contamination in urban gardening projects. IUPUI and the IUPUI University Library have a long-standing commitment to community engagement and outreach. This award will sustain and grow the library's community connections, as well as bringing benefits to the Indianapolis community.



UL librarians Caitlin Pike (far left) and Mahasin Martinson (far right) are working with IndyPL branch library directors Fiona Duke and Mary Agnes Hylton to implement consumer health information kiosks sponsored by the National Network of Libraries of Medicine Greater Midwest Region.

# The Herbert Simon Family Dean of IUPUI University Library



Kristi Palmer presents at the launch event for the Indianapolis Recorder digital collection. Photo by John Gentry

In Spring of 2018 University Library Dean David Lewis retired and was recognized as the Association of College & Research Libraries' Librarian of the Year. Dean Emeritus Lewis led a strong, forward-thinking, plan for moving academic libraries generally, but IUPUI University Library specifically forward, supporting the research and learning needs of all our valued constituents. Stepping into the Interim Dean role, I had the responsibility to help the organization navigate a time of transition. My goal was to maintain a balance between stability while introducing a few strategic goals that would well position the library to advance our work as reflected throughout this annual report.

One goal for 2018 was a programmatic focus on providing quality, professional level, mentored learning experiences through our student employment opportunities. I want us to become the premier student employment opportunity on campus. We have a long history of students working in a variety of roles within the library from shelving and checking out books to digitization, organization of archival collections, and technology support. Our goal is to standardize the high quality of these experiences, to ensure that every student employee gains not just a convenient on-campus job but a professional-level experience that stands out on their resumes.

University Library continued to embrace IUPUI's community-engaged mission, supporting: 3D and VR digital collection development working with the Madame Walker Legacy and Indiana School for the Blind and Visually Impaired; Health education and outreach with the Indy Public Library; and connecting with high school students to both enrich their research skills and introduce IUPUI as a college choice.

Now serving as the inaugural Herbert Simon Family Dean, I am honored to have the opportunity to lead the library in our next phase, developing a new strategic plan, values defining, and vision. Our new vision: Be an essential partner in the research, teaching, and learning endeavors of our diverse community, reflects our commitment to the students, staff, faculty, and community of IUPUI and stretches to be sought out by those partners as a paramount component of their success.

With cheer for our 2018 accomplishments and excitement for our future,

Kristi L. Palmer





200 YEARS

**INDIANA UNIVERSITY**  
BICENTENNIAL

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