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 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 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 2014-15, library staff answered over 7,500 reference questions and helped patrons with tens of thousands of other transactions.

- 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*). In 2013, the University Library moved to a single-service point on the first floor where reference, service, technology, etc. questions can all be answered, as well as sending referrals to librarians and other consultants. In 2014-15, students reserved study rooms 34,000 times. All group study rooms have computers, and many have large flat panel displays specially configured for collaborative work. Additionally, five of the group study rooms are specialty multi-media production rooms outfitted with powerful computers and video editing equipment.

- Last year the University Library had over 900,000 visitors including university students and faculty members, conference attendees, and community users. In the process of serving the Indianapolis community, the library issues around 500 borrower's cards every year.

- During regular semesters the library employs an average of 50 students, including approximately 40 undergraduates working in the fields of information technology, interlibrary loan, circulation and event management. Graduate students work as circulation desk supervisors while a team of undergraduate students serve as computer technicians. 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 to the public.

- In 2014-15, twenty-nine librarians provided 551 instructional sessions making contact with 8,976 undergraduate students, graduate students, and other types of learners.

- The number of interlibrary loan filled requests received from other libraries and providers was 30,513; and the number of interlibrary loan filled requests provided to other libraries was 29,946.

- In 2014-15, the Philanthropy Resources Online (PRO) digital library was visited by 1,051 users and provided access to 14,505 items.

- The University Library was instrumental in the campus' adoption of an Open Access policy (https://openaccess.iupui.edu/) in October 2014. This policy will allow the dissemination of faculty research and scholarship as widely as possible and hence increase the impact of IUPUI research and creativity on a local and global scale; as well as ensure preservation and accessibility to publications in the long-run.

- In the summer of 2015, the University Library completed the renovation of the 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 where 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, o v e r 8 , 0 0 0 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	14-15	13-14	12-13	11-12	10-11
July	36,970	29,775	30,790	32,183	31,083
August	49,736	70,202	46,078	60,782	46,057
September	112,884	101,815	98,376	104,137	103,704
October	106,235	102,077	104,688	100,623	92,246
November	89,829	101,815	90,701	86,875	93,710
December	74,955	50,645	53,148	58,920	61,853
January	67,204	63,315	79,862	37,342	65,319
February	99,476	90,846	91,534	74,685	75,597
March	92,605	82,069	75,489	56,390	87,846
April	107,239	105,069	109,321	54,939	98,643
May	47,483	63,315	75,489	11,798	39,055
June	36,690	34,818	34,012	32,587	32,438
Fiscal Year Total	**921,306**	**895,761**	**889,486**	***711,261**	**827,551**

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. F a c u l t y c a n b o r r o w u p t o 5 0 0 i t e m s f o r 1 2 0 d a y s ; a n d u n i v e r s i t y s t a f f a n d g r a d u a t e s t u d e n t s c a n b o r r o w 1 2 5 i t e m s f o r 1 2 0 d a y s . A ll users must return audio-visual material within 14 days.

Transaction Type	14-15	13-14	12-13	11-12	10-11
Charged/Circulated	43,147	45,204	48,008	56,391	61,400
Recalled	2,053	2,716	11,214	14,029	15,205
Renewed	106,523	113,756	37,503	23,328	23,788
Browsed	15,082	11,618	10,721	12,201	13,449

IUPUI

UNIVERSITY LIBRARY

INDIANA UNIVERSITY–PURDUE UNIVERSITY
Indianapolis

Source: Library Access Services Team

Collections

The University Library holds over 1.3 million volumes, including over 30,000 at the Herron Art Library. Additionally, the library provides access to over 35,000 e-books, e-journals, and databases.

Volumes Held	14-15	13-14	12-13*
University Library	1,311,756	1,345,667	1,280,708
Herron Art Library	33,356	33,497	32,926
Total Volumes	1,345,112	1,379,164	1,313,634
Total Titles	1,062,179	1,090,209	1,026,315

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.
*12-13 corrected data

Volumes Held by Type	14-15	13-14	12-13
Microform	67,500	94,677	94,642
Government Documents	47,863	43,149	31,657
Computer Files	495	397	1,663
Audio (audiocassette + CD)	3,599	2,966	3,199
Film and Video (16 MM, DVD, film, laserdisc, STRVIDEO, VHS)	8,770	8,569	9,803
Manuscripts and Archives (linear feet)	5,092	4,580	4,400

Source: Library Access Services Team, 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.

Cards Issued	2015	2014	2013
January	26	35	45
February	33	40	34
March	41	43	31
April	37	35	64
May	35	32	37
June	31	34	48
July	*	53	26
August	*	34	39
September	*	32	72
October	*	44	35
November	*	41	39
December	*	17	15
Total	*	**440**	**485**

Source: Library Access Services Team   *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 30,000. 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	14-15	13-14	12-13	11-12
Originals	Within IU System	11,414	11,784	11,035	12,141
Originals	Outside IU but in Indiana	3,452	3,444	3,988	4,113
Originals	Outside of Indiana	1,407	1,501	1,840	1,876
Originals	Total	16,273	16,729	16,863	18,130
Photocopies	Within IU System	3,821	3,725	3,942	3,247
Photocopies	Outside IU but in Indiana	3,854	3,474	3,880	3,707
Photocopies	Outside of Indiana	5,998	6,712	7,232	7,277
Photocopies	Total	13,673	13,911	15,054	14,231
Total Items Lent	Within IU System	15,235	15,509	14,977	15,388
Total Items Lent	Outside IU but in Indiana	7,306	6,918	7,868	7,820
Total Items Lent	Outside of Indiana	7,405	8,213	9,072	9,153
Total Items Lent	Total	29,946	30,640	31,917	32,361
Requests	Total	40,186	40,239	41,918	42,690
Fill Rate		74.52%	76.15%	76.14%	75.80%

ILL Borrowing	University Library	14-15	13-14	12-13	11-12
Originals	Within University Library	3,650	3,435	2,566	2,757
Originals	Within IU System	8,248	8,159	7,917	7,365
Originals	Outside IU but in Indiana	1,199	1,216	1,183	1,563
Originals	Outside of Indiana	1,629	1,834	1,719	2,486
Originals	Total	14,726	14,644	13,385	14,171
Photocopies	Within University Library	4,263	4,335	3,428	4,565
Photocopies	Within IU System	397	471	445	381
Photocopies	Outside IU but in Indiana	406	410	529	800
Photocopies	Outside of Indiana	10,721	9,831	9,965	9,309
Photocopies	Total	15,787	15,047	14,367	15,055
Total Items	Within University Library	7,913	7,770	5,994	7,322
Total Items	Within IU System	8,645	8,630	8,362	7,746
Total Items	Outside IU but in Indiana	1,605	1,626	1,712	2,363
Total Items	Outside of Indiana	12,350	11,665	11,684	11,795
Total Items	Total	30,513	29,691	27,752	29,226
Requests	Total	32,373	31,720	30,513	32,094

Fill Rate	94.25%	93.60%	90.95%	91.06%

Source: Library Access Services Team/Interlibrary Loan

Educational Services

In 2014-2015, the University Library participated in all freshman seminar courses on campus, including T h e m e d   L e a r n i n g   C o m m u n i t i e s   a n d   t h e Summer Bridge program, as well as school-based gateway freshman courses. The library continues to collaborate with faculty on the development of curriculum maps which will identify additional opportunities for subject librarians to contribute to the strengthening of students' information literacy abilities throughout their academic careers.

The library continues to work closely with the Center for Teaching & Learning as well as the Center for Research & Learning in support of faculty and student development.

Teaching and Learning Activity	2014	2013	2012	2011
Instructional Visits	513	697	559	551
Number of Classes	321	335	169*	335
Number of Students in Instructions	8,300	8,414	9,893	8,044
Tours and Similar Activities	38	58	10	13
Tour Participants	676	944	237	252
First Year Experience	52%	19%	52%	27%
100 and 200 level courses	70%	67%	66%	64%
300 and 400 level courses	25%	25%	19%	26%
Graduate level	5%	8%	8%	10%

Source: Library Teaching, Learning and Research Teams

*This year, courses, not individual classes were counted.

Reference 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.

Reference Desk	14-15	13-14*	12-13	11-12	10-11
Total transactions	65,316	85,467	14,892	15,255	18,575
Reference questions	6,346	8,852	8,044	8,590	13,016
Chat reference (LibraryH3lp)	1,230				

Source: Library Teaching, Learning and Research Teams

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. In 2014, the library opened its first 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 close to 3,000 events, meetings, and classes each year.

Computer Technology

Public Workstation Type	Total Computers
Traditional Cluster/Independent Workstation	298
Information Commons/Collaborative Workstation/Rich Media Area	67
Group Study Rooms	41
Computer Classrooms (includes 2120 Learning Lab)	122
Total	**528**

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 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	14-15	13-14	12-13	11-12	10-11
July	124	139	137	155	163
August	187	195	214	219	190
September	352	308	373	430	340
October	389	384	372	380	360
November	247	280	333	319	282
December	144	127	146	161	173
January	214	195	277	268	252
February	287	305	313	292	321
March	303	286	298	309	300
April	346	305	322	345	327
May	129	166	180	131	228
June	110	182	173	188	227
Fiscal Year Total	2,832	2,872	3,138	3,197	3,163

Source: Library Client Support Team

Public Computer Use

University Library is home to over 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.

Public Computer Use	2014	2013	2012	2011
IU User Logon Total	396,146	334,557	342,382	347,02
Guest User Logon Total	9,674	6,581	9,062	14,09
All Logon Total	405,720	341,138	351,444	361,11

Source: Library Operations Team

Unique Computer Logons

Unique Logons	14-15	13-14	12-13	11-12	10-11
July	3,223	2,516	2,785	3,598	3,352
August	7,412	7,521	7,605	7,836	7,134
September	11,091	9,546	9,378	9,851	9,445
October	11,335	9,377	9,327	9,432	9,023
November	9,687	8,520	8,884	9,107	8,905
December	9,009	6,642	7,032	7,540	7,458
January	7,927	7,475	7,494	7,418	7,346
February	9,077	8,741	7,740	7,953	7,753
March	8,428	8,331	7,097	7,800	8,209
April	9,776	8,629	8,584	8,565	8,782
May	6,287	6,630	4,237	5,015	6,019
June	3,190	3,076	3,022	2,950	3,599
Annual Unique Users	**96,442**	**87,004**	**83,185**	**87,065**	**20,349**

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.
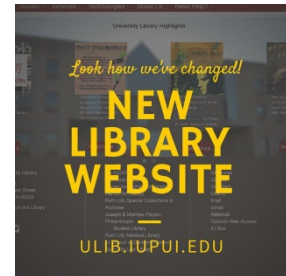
University Library Web	14-15	13-14	12-13
Visits/sessions	1,160,418	1,266,929	1,393,745
Pageviews	2,378,981	2,501,523	2,696,663
Unique visitors	649,350	740,679	837,529
Average duration of visit	2:43	2:47	3:19

Source: Library Operations Team/Google Analytics

Student Group Study Room Usage

University Library has 43 student group study rooms with 27 of them managed through an online reservation system. These rooms include 4 small rooms, 10 medium rooms, 8 large rooms, and 5 specialty multimedia rooms. Multimedia rooms are outfitted with the latest Adobe software and editing tools to allow students to complete complex projects.

Between July 2014 and June 2015 student study rooms were in use for nearly 57,000 hours, with almost 8,000 users making around 34,000 reservations.

Fiscal Year	Reservations	Unique Users	Hours of Use
12-13	37,381	9,561	57,958
13-14	37,487	9,883	59,495
14-15	34,163	7,560	57,316

Source: Library Client Support Team

Library Organization

The University Library is as an environment with librarians and staff working together in four key areas – Administration, Collections, Instruction/Consultation, 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 regularly. 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 organization week ("Org Week") which provides focused time for professional development and strategic planning.

In 2014, the University Library began the process of 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. Charter groups, with a defined set of objectives and outcomes, can enhance the library operations and culture by working outside the library hierarchy.

Library Staffing

Library Staffing, FTE	14-15	13-14
Librarians, FTE	29	27
Professional Staff, FTE	20	18
Clerical and Technical Staff, FTE	29	29
Regular Hourly, FTE (non-student)	6	3
Student Hourly FTE (undergrad and graduate, including work study)	52	59
Total	**136**	**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	14-15	13-14	12-13	11-12	10-11
Salaries and Benefits	5,282,891	5,439,552	5,326,571	5,037,910	4,881,178
Hourly Wages	200,000	224,068	221,000	242,00	208,500
Materials	3,818,600	3,818,600	3,778,600	3,898,600	3,848,600
Life Cycle Funding	120,320	110,320	130,320	120,320	120,320
S&E/Travel/Other	330,605	374,900	298,762	306,777	376,042
Total	**9,752,416**	**9,967,440**	**9,755,253**	**9,605,607**	**9,434,640**

Source: Library Business Administration Team