IUPUI UNIVERSITY LIBRARY

FACT BOOK 2019–2020

IUPUI University Library

Kristi L. Palmer

Herbert Simon Family Dean

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 to new and more accessible formats.

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 28 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.

- University Library serves thousands of undergraduates, graduate, and professional students. In 2019-20, library staff answered over 7,000 reference questions, in-person and online.
- Last fiscal year, librarians provided 349 instructional sessions and 887 research consultations.
- IUPUI ranked #11 in the United States for Free Open Access by the Centre for Science and Technology Studies at Leiden University.
- In the last six years, IUPUI ScholarWorks has multiplied by more than eight times – from 2,609 items at the beginning of 2013 to 21,632 items today.
- The University Library currently supports 24 open access journals, from fields of science, religion, teaching, law, and more. OA journals have had 413,062 views this year.
- 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 448 cubic feet of new materials related to national service have been added to the collection since its introduction.
- The library's Student Employee Program (STEP) continues to engage our 52 undergraduate and graduate student employees who fulfill a range of important functions including: providing reference and circulation services at the Service & Information Desk; managing submissions to our institutional repository; providing research support for librarians; serving as peer tutors in information literacy instruction; digital scanning; building-wide technology support; and mailroom and interlibrary loan duties. Read more about our focused student training in Vine, L. (2020). Training matters. Student employment and learning in academic libraries. *In The Library With The Lead Pipe*.
- Our second year of the Seed Library was adapted as a mail service due to COVID precautions and we ended up mailing over 1,000 seed packets to IUPUI students, staff, faculty, and community members in 56 cities in Indiana.
- University Library supplied 19,005 items to patrons through IU Request Delivery, Interlibrary Loan, and Article Delivery Services, filling 95% of requests.

During the last four months of our fiscal year, the library made significant changes to how we connect with users. With the building closed, faculty and staff working from home, and students unable to use our study spaces, we emphasized the use of electronic resources, shifted to virtual tech support and virtual reference services, and implemented weekly forums via zoom for our employees to stay abreast of changing guidelines, and campus situations.

COLLECTIONS AND INFORMATION ACCESS

The IUPUI University Library serves over 20,000 undergraduate students and over 8,000 graduate and professional students. 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 almost 2 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	19-20	18-19	17-18
University Library	1,873,769	1,704,633	1,402,844
Herron Art Library	35,776	36,205	36,105
TOTAL	1,909,544	1,740,838	1,438,949

Volumes Held by Type	19-20	18-19	17-18
Microform/microfiche	65,724	65,841	64,587
Government documents*	8	8	8
Computer files	1,798	2,122	2,086
Audio	2,955	3,687	4,832
Film and video	67,449 (60,195 are streaming video)	27,789 (19,071 are streaming video)	12,107 (3,553 are streaming video)
Manuscripts and archives (linear feet)	6,657	6,209	5,708

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

IUPUI's institutional digital repository, IUPUI ScholarWorks, shares over 20,000 articles, posters, reports, theses, educational materials and historical documents submitted by members of the campus community in order to address research communities' need for new outlets in scholarly communication.

Cumulatively, *ScholarWorks*, has had 13,834,866 downloads and page views. ScholarWorks averages 150,000 downloads a month. A total of 3,325 items were uploaded into *ScholarWorks* in 2019-2020. Of these, 2,945 were journal articles made openly accessible as a result of the Open Access Policy. During the calendar year, we made over 70% of articles by our authors openly accessible so that anyone with internet access can read them. You can view more details in the IUPUI Open Access Policy: https://scholarworks.iupui.edu/handle/1805/24383.

The Herron Library currently hosts 11,822 items to the library's digital collections. The 16 Herron digital collections had 65,246 page views this fiscal year.

Archives & Special Collections Digital Repositories:

- Ruth Lilly Special Collections and Archives' eArchives had 351,423 views/downloads of 9,552 items in 2019-2020Foundation Literature Online/FOLIO had 201,797 views/downloads in 2019-2020 of 1268 items.
- eArchives had 351,423 views/downloads of 9,552 items in 2019-2020.
- Philanthropy Resources Online/PRO has been viewed 3,589 times, providing access to 106,404 items, and 542 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.

	19-20*	18-19	17-18
Cards Issued	189	300	317

Source: IUPUI University Library Access Services

	19-20*	18-19	17-18
Gate Count	172**	827,881	837,585

Source: IUPUI University Library Access Services

*University Library and Herron Library buildings closed from March-August 2020 due to COVID-19 precautions.

**Initiated use of new people counting system, Traf-Sys, in January 2020.

CIRCULATION

The University Library circulates thousands of books and other materials each year, and IUPUI users are able to renew items online. Undergraduate students may borrow up to 50 items for 45 days. University staff and graduate students can borrow 125 items for 120 days; and faculty can borrow up to 500 items for 120 days. All users must return audio-visual material within 14 days. Other items, such as calculators, phone chargers, wireless presentation remotes, dry erase boards and markers, board games are also available for short time frame loans.

Transaction Type	19-20	18-19	17-18
Charged/circulated: materials borrowed by users.	18,362	32,195	33,936
Recalled: library requests the return of materials before they are due.	1,064	1,575	1,543
Renewed: extending the deadline on your library materials.	52,185	93,218	107,886
Browsed: materials used by users but not taken outside of the library.	4,804	9,111	6,780

Source: IUPUI University Library Access Services

Interlibrary Loan

Materials requested through Interlibrary Loan (ILL) come from a network of local, national, and international libraries. Despite not having access to our physical collection or being able to borrow books for over three and a half months, over the past academic year the University Library accessed over 19,000 books, films, and articles for users via this shared network and supplied another 13,000+. 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 response to the international pandemic and libraries closing their buildings as a result, the International Federation of Library Associations and Institutions (IFLA) partnered with Open Access Button to launch "Resource Sharing during COVID-19" (RSCVD), built on the InstantILL tool that IUPUI University Library helped develop. This pilot project was run as a way to help libraries worldwide fill their patrons' requests despite the pandemic's effects on their usual networks. Between April 21 and July 5, 2020, RSCVD volunteers filled over 2,800 article and book chapter requests, a direct result of work that University Library did in 2019.

ILL Lending	University Library	19-20	18-19	17-18
Total Items Lent	Within IU System	6,214	9,236	10,596
Total Items Lent	Outside IU but in Indiana	3,868	5,053	6,163
Total Items Lent	Outside of Indiana	3,276	4,045	4,903
Total Items Lent	TOTAL	13,358	18,334	21,662
Requests Received	TOTAL	21,714	27,002	30,517
Fill Rate		61.52%	67.9%	70.98%

Source: IUPUI University Library Resource Sharing & Delivery Services

ILL Borrowing	University Library	19-20	18-19	17-18
Total Items	Within University Library	3,503	4,540	5,320
Total Items	Within IU System	4,215	6,237	7,167
Total Items	Outside IU but in Indiana	821	1,131	1,139
Total Items	Outside of Indiana	10,466	9,912	10,907
Total Items	TOTAL	19,005	21,820	24,533
Requests Received	TOTAL	19,955	23,810	25,889
Fill Rate		95.24%	94.55%	94.76%

Source: IUPUI University Library Resource Sharing & Delivery Services

EDUCATIONAL SERVICES

Teaching librarians at University Library collaborate with instructors to teach first-year through graduate students in every major, department, and school. Librarians are experts at Information Literacy, the set of competencies needed to find, use, evaluate, and create information ethically and effectively. Librarians provide synchronous and asynchronous instruction, in addition to developing research guides, learning objects, and tutorials.

Teaching and Learning Activity	2019	2018	2017
Instructional visits	349	423	342
Librarian research consultations	887	807	937
Number of classes	353 classes to support 147 courses	355 classes to support 131 courses	102 courses
Number of students in instructions	Physical + digital: 10,370	9,142	7,355
Tours and similar activities	39	45	34
Tour participants	888	1,005	974
First Year Experience	36%	29%	33% (part of 100/200 level)
100 and 200 level courses	27%	30%	61%
300 and 400 level courses	27%	32%	32%
Graduate level	10%	9%	7%

Source: IUPUI University Library Teaching, Learning and Research

INFORMATION SERVICES

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

Services & Information Desk	2019-2020	2018-2019	2017-2018
Reference & service questions	6,213	7,191	6,027
Chat reference*	881	372	519
E-mail reference	107	NA	NA
TOTAL TRANSACTIONS	7,201	7,563	6,545

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 Replicators, MakerBot Digitizers, LulzBot 3D printers, Makerbot 3D scanners to design and create 3D teaching aids, research projects, and coursework. The studio had 88 individual 3D print projects from July 2019-March 2020. The studio was involved in campus-wide projects such as the Regatta and the IUPUI's 50th Anniversary; and community projects for the Madame Walker Centre, Indiana School for the Blind, and the Indianapolis Colts.

The library also boasts a Virtual and Augmented Reality Lab, which had 550 visits from students, faculty, and community partners from July 2019-March 2020. This year, the School of Engineering and Technology, School of Science, and School of Liberal Arts had the highest levels of engagement with the VR Lab.

In 19-20, study rooms at the library had 26,201 bookings. From March-August, study rooms were closed and not available for reservations.

Computer Technology

Public Workstation Type	Total Computers
Traditional cluster/independent workstation	218
Information Commons/collaborative workstation/rich media area	39
Group study rooms	41
Computer classrooms	102
TOTAL	**400**

Source: IUPUI University Library Client Support

Public Computer Use

University Library is home to 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.

A list of available software on our computers (all workstations, Windows, Macs, rich media clusters, and adaptive technology) is available at https://www.ulib.iupui.edu/tech/software.

Public Computer Use	2019-2020*	2018-2019
IU user logon total	127,389	201,895

Source: IUPUI University Library Operations
*No computer use during mid-March to early August when building closed due to COVID precautions.

Unique Computer Logons

Unique Logons	2019-2020	2018-2019	2017-2018
July	1,387	1,511	1,523
August	3,146	5,159	5,360
September	6489	7,593	7,336
October	6261	7,328	7,296
November	5250	6,256	6,711
December	4713	5,002	5,519
January	3,732	4,950	5,441
February	4,820	5,383	5,921
March	3,300	5,114	5,623
April	0	5,428	6,175
May	0	2,533	3,373
June	0	1,492	1,645
TOTAL	**39,098**	**57,749**	**61,923**

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 is currently building a new website for our patrons. Last semester the library completed a series of information gathering tests and surveys to determine how best to serve the campus and have a website that reflects our commitment to usability and accessibility. Look forward to a sample of the new site and launch in spring 2021.

University Library Web	2019-2020	2018-2019	2017-2018
Visits/sessions	793,441	710,847	751,791
Page views	1,111,970	997,032	1,109,054
Unique visitors	359,530	380,162	379,791
Average duration of visit	1:35	1:48	2:10

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.

	2019-2020	2018-2019	2017-2018
Room Bookings	2,447	3,355	3,937

Source: IUPUI University Library Client Support via Event Management Systems

Student Group Study Room Usage

The University Library has 41 reservable student group study rooms managed through an online reservation system that is accessible for vision-impaired students. In 19-20 study rooms were in use for more than 56,000 hours, making more than 26,000 reservations by 4,329 unique users. Study rooms were not reservable/in-use from mid-March-June.

Study Room Usage	2019-2020	2018-2019	2017-2018
Study room reservations	26,201	33,559	26,733
Hours of use	56,576	73,182	52,257

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, Technology – 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.

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	2019-2020	2018-2019
Librarians	28	29
Professional staff	22	23
Clerical and technical staff	24	25
Regular hourly (non-student)	3	3
Student hourly (undergrad and graduate, including work study)	39	45
TOTAL	116	125

Source: IUPUI University Library Business Administration Team

Library Budget

Annual Budget	2019-2020	2018-2019	2017-2018
Salaries and wages	4,498,164	4,385,491	4,208,519
Fringe benefits	1,629,275	1,575,168	1,522,149
Materials and services expenses	3,735,877	7,407,792	7,555,221
Operations and maintenance	513,305	871,899	3,749,513
TOTAL	10,376,621	14,240,350	17,035,402

Source: IUPUI University Library Business Administration Team/ACRL data

IU

IUPUI
FULFILLING the PROMISE