

News from the  
IUPUI University Library

05

WINTER 2016



*bookmark*



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## FROM THE DEAN'S DESK

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The articles in this issue of the Bookmark are a bit of a hodgepodge. If there is a theme it is people and numbers. The people are members of the library staff. The numbers are about the services we provide.

The issue begins with Kristi Palmer's recognition from the Indianapolis Business Journal as a member of this year's class of Forty Under 40. The award recognizes the best young talent in the city. Being named is quite an accomplishment. I am not certain, but I suspect Kristi is the first librarian to be a part of this group. We are all pleased and proud. The next people article profiles two new librarians, Katharine Macy who has been our business librarian since the beginning of the fall semester, and Paul Moffett who was recently named the Head of Access Services Team. Our final people article is on Kindra Orr, the Assistant Dean for Administration and profiles her as a staff donor to the library.

In the numbers category, the first article reports on a variety of statistics on the frontline services we provide. We have recently changed some of our service strategies and this article

provides a first picture of how these strategies are working. The next number article is on ScholarWorks. This is our institutional repository where IUPUI authors can deposit their works — usually articles or conference presentations — and where they are made accessible and preserved. This service has grown considerably in the past year and sometimes the attention this work gets is surprising. Next comes “Up Late,” probably the library's most appreciated service. We provide students free coffee, tea, hot chocolate and snacks in the evening during exams. The number is 1,807 students served over five nights, though in point of fact many of the students were repeat customers. The final number is one million — the one millionth interlibrary loan request.

So while you won't get a systematic or comprehensive view of the library from this issue you will get a look at some of our people, the library's most important resource. You will also get a sense of some of what we do and why it is important to the campus. ♦



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### LINKS *from the dean*

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**Video**

**Fun Fact**

**Food for thought**

## *Forty Under 40*

Kristi Palmer, the Associate Dean of Digital Scholarship for the IUPUI University Library, was recently recognized as one of the Indianapolis Business Journal's "Forty Under 40." This list honors the most successful and promising professionals in the city. Nominations made by readers and the publication's staff are based on professional accomplishments, community service, and an individual's likelihood of remaining in the Indianapolis area. Palmer is in excellent company: previous honorees include Andrew Luck, quarterback for the Indianapolis Colts, and John Green, author of novels such as *Paper Towns* and *The Fault in Our Stars*.

Palmer is a tireless advocate of the preservation and dissemination of knowledge. She has been instrumental in promoting open digital access to collections of faculty scholarship as well as the documents and artifacts of community cultural heritage organizations. Palmer never expected to have a technology-driven career: "I initially avoided considering technology as a potential career path. In my mind, tech equaled new, characterless and flash-in-the-pan and I wanted the dusty, old, tried-and-true, treasure-trove archives." While she still appreciates working with original documents, Palmer wants to ensure people who cannot visit physical archives can still benefit from their existence.

When asked about the honor, Palmer said "I'm privileged to work with a lot of talented and driven people in an environment that's supportive of active innovation. The Center for Digital Scholarship and University Library are hives of constant collaboration. I'm proud that my work and that of this group has been recognized through the IBJ's Forty Under 40." We are grateful to have talented and dedicated staff members like Kristi Palmer. Congratulations on a well-deserved award! ✨

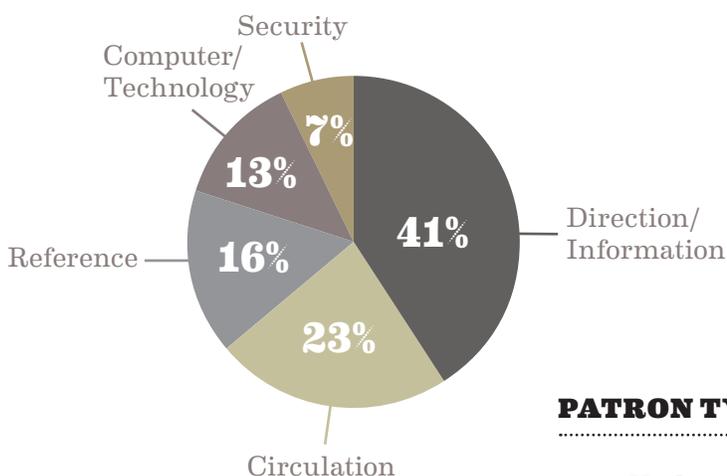


## Front Line Service by the Numbers

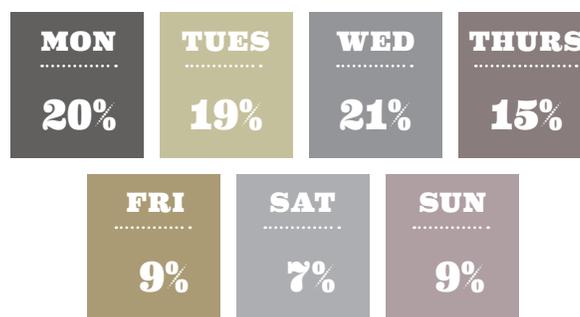
The people who come to the library have many different needs. During the summer of 2013, we pulled all our front-line services into one easy spot at the Service and Information Desk. This includes technology help, reference questions, security needs, and more. Patrons like the ease of having one central location to ask all their questions.

Check out these graphics for an insider view on day-to-day operations at the desk.

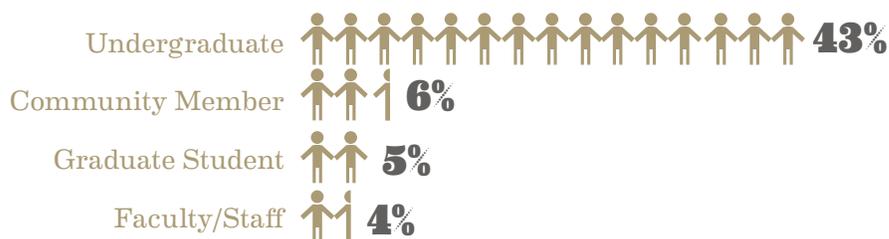
### QUESTION TYPE



### Traffic at the Desk during the DAYS OF THE WEEK



### PATRON TYPE



## TOP 5

### LIBRARIAN REFERRALS

in Fall 2015 from the Access Services Desk



**BRONWEN MAXSON**

Film,  
English,  
Spanish



**TED POLLEY**

Anthropology,  
Economics,  
Government  
Documents,  
Sociology



**CAITLIN POLLOCK**

Africana Studies,  
Classics,  
Philosophy



**KATHARINE MACY**

Business, Finance,  
Management,  
Human Resource  
Management,  
Marketing, Supply  
Chain Management



**YOO YOUNG LEE**

Health and  
Rehabilitation  
Science

## BIOGRAPHIES

### KATHARINE MACY

**TITLE:** Assistant Librarian, Liaison to the Kelley School of Business.

**HOMETOWN:** Vancouver, Washington

**DEGREE:** Master in Library and Information Science, University of Washington; Master of Business Administration, University of North Carolina at Chapel Hill; Bachelor of Arts in Business Administration, Washington State University.

**JOB DESCRIPTION:** As the subject liaison to Kelley School of Business, I provide research and instruction support to faculty, students, and staff within the business school at IUPUI, as well as manage the business physical and electronic collections.



**WHAT LED YOU TO YOUR POSITION AT THE UNIVERSITY LIBRARY?** About five years ago, I was reflecting on my career and realized that my favorite part of my work was helping others access and understand information. This led me to going back to library school mid-career in order to become a business librarian. I wanted to work for an organization whose culture encouraged new ideas and trying new things, so when I learned about the charter group program I was very impressed. I was also encouraged as I learned about the support structure in place for librarians on the tenure-track to ensure they succeed. Overall, the people and the programs indicated that University Library would be a good fit for my career goals.

**WHAT DO YOU HOPE TO ACCOMPLISH WHILE IN YOUR POSITION?** I hope to provide instruction and services that enable faculty at Kelley School of Business to help our students develop business analysis skills that differentiate themselves

from other candidates. This will involve building business information literacy and data literacy into the curriculum.

**WHAT DO YOU THINK LIBRARIES WILL BE LIKE 10 YEARS FROM NOW?** I think we will see less books. Libraries will coordinate to ensure that they have unique collections, not readily available through interlibrary loan. Databases will be critical for accessing content available digitally. Physical library space will be about providing access and assistance to digital content, as well as being a place that allows for the exchange and creation of information. In order to do this, providing technology that encourages collaboration will be important. The role of the librarian in academic libraries will be as important as ever as we provide services that include helping others find and manage data, planning programming that encourages interdisciplinary work and research, managing special and digital collections, and providing instruction in necessary life skills.

**WHAT'S YOUR FAVORITE CHEAP THING TO DO IN INDIANAPOLIS?** I love walking outside and playing with my camera so my favorite cheap thing to do is to visit parks in and around Indy. I can tromp around and experiment with my photography. My level of excitement over learning that in 2016 people can checkout state park passes from the public library was off the charts.

**IF YOU COULD TRAVEL ANYWHERE IN THE WORLD, WHERE WOULD YOU GO AND WHY?** I'd like to walk the Cotswolds in England, an area has rolling hills and small villages. I'd spend a couple weeks exploring, playing with my camera, enjoying afternoon tea, and dropping by a few churches to do some genealogy research. ✨

## BIOGRAPHIES

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### **PAUL MOFFETT**

**TITLE:** Head of Access Services

**HOMETOWN:** Liberty, IN

**DEGREE:** Bachelor of Arts in Comparative Literature, Indiana University and Master in Library Science, Indiana University Indianapolis

**JOB DESCRIPTION:** I oversee the University Library Service & Information desk, where we provide access to resources, both print and electronic, as well as research and technology assistance.



**WHAT LED YOU TO YOUR POSITION AT THE UNIVERSITY LIBRARY?** My first library position was providing customer service at the Circulation desk of the IUPUI Ruth Lilly Law Library, while I completed my MLS degree. While studying at University Library I was attracted to the fast pace and numerous learning opportunities, and when the chance came I transferred to the Access Services department at University Library.

**WHAT DO YOU HOPE TO ACCOMPLISH WHILE IN YOUR POSITION?** I want to ensure that we provide the most useful, accurate, and valuable service to students and scholars seeking access to our collections and study spaces. I'm looking forward to the challenge, and I hope to add new services that will enhance each visitor's experience at University Library.

**WHAT DO YOU THINK LIBRARIES WILL BE LIKE 10 YEARS FROM NOW?** I think libraries will always be important places for learning and discovery. But I think that in ten years libraries will be more keenly focused on how environments within the library, enhanced by technology, can help users collaborate, innovate, and create, guided and informed by library collections, staff, and services.

**WHAT'S YOUR FAVORITE CHEAP THING TO DO IN INDIANAPOLIS?** I love finding the best places in the city to have a great piece of pie.

**IF YOU COULD TRAVEL ANYWHERE IN THE WORLD, WHERE WOULD YOU GO AND WHY?** Alexandria, Egypt—I'm a librarian, after all. 🍷

## Information at Your Fingertips

### SCHOLARWORKS



Scholarworks is an Open Access repository of articles, posters, reports, theses, educational materials and historical documents submitted by members of the campus community. Open Access means anyone can see these materials and download them for free! The range of topics in the repository is wide including stem cell research, medical ethics issues, and charitable giving.

Currently there are **7,084** items but more are added daily.  
In November 2015, Scholarworks was visited over **28,000** times!

**1st Item Added: *Cloning Human Beings*** by the National Bioethics Advisory Commission  
<http://hdl.handle.net/1805/18> Description: At the request of the President of the United States, the National Bioethics Advisory Commission was charged with providing a thorough review of the ethical and legal issues associated with the application of cloning technology on human embryos and disseminating this information in the form of a report.



**AUTHOR WITH THE MOST ARTICLES:**  
**MATTHEW R. ALLEN**

Faculty member in Anatomy,  
School of Medicine

**64**



***Calculating, Interpreting,  
And Reporting Cronbach's  
Alpha Reliability Coefficient  
For Likert-Type Scales***

by Joseph Gliem and Rosemary Gliem  
(<http://hdl.handle.net/1805/344>)



**TOP 3 LIBRARY STAFF  
WITH ITEMS ON  
SCHOLARWORKS:**

**53**

**JERE ODELL**

Scholarly Communications Librarian

**46**

**DAVID LEWIS**

University Library Dean

**40**

**TINA BAICH**

Head, Resources Sharing & Delivery  
Services/ Bibliographic &  
Metadata Services

## *Up Late @ the UL*



Students need fuel during those long study sessions. Each semester during finals week the library does its part in helping the students push through!

**1807 students received hot chocolate, coffee, tea, and snacks during finals week in the Fall!**



## *Beyond Our Walls*

Our resources don't just extend to what we have in our collections. Our interlibrary loan service allows patrons to request items from other libraries. We also send items to other libraries.

On December 4, 2015 we had our 1 millionth Interlibrary Loan request. The item was "***The London Stock Exchange: A History***" loaned to DePauw University.

Although we have had some form of interlibrary loan in our library since we opened, we have been using the current system ILLiad since August 2003.

## *Bringing Red Cross 100 Year History to Life*



For the last 100 years the American Red Cross has prevented, prepared, and responded to disasters and emergencies across the entire state of Indiana. This history has been documented through photographs and artifacts that are dispersed among local chapters. The American Red Cross of Indiana is collaborating with the University Library to create a digital collection that will provide access to images documenting major disaster response efforts, service to the armed forces, preparedness health and safety training and volunteers.

While a significant amount of the digital collection will provide access to photographs, the library is creating a unique user experience by providing access to

three-dimensional (3D) artifacts. A user will be able to view Red Cross uniforms, training devices like Mr. Airway, and other 3D artifacts that capture the significance of the Red Cross.

Jenny Johnson, University library Outreach Librarian who is overseeing this project, says “This collection is allowing the library to use 3D technologies to not only view the artifacts but have the capability to 3D print or download the objects allowing usability in modeling systems within a classroom setting.”

We are not the only ones who value this collection. John Lyter, CEO of the American Red Cross of Indiana had this to say, “As our Red Cross in Indiana plans for the celebration of 100 years of helping Hoosiers, we wanted

to ensure that our rich history is memorialized for the future. Naturally, we turned to another renowned Indiana institution, The IUPUI University Library, and its formidable digital collections to help us with the project. Thanks to the diligent work of the faculty and staff at the University Library, our valuable history will be digitized for the education and enjoyment of generations to come”

In an effort to gather artifacts from local chapters and volunteers, the American Red Cross of Indiana will host two scan-a-thons. The first will take place in Indianapolis on February 17th and the second on March 17th in Ft. Wayne. Volunteers are welcome to bring their assets to be digitized and added to the collection. ❖

## HISTORICAL WISECRACKERS

Historical Wisecrackers, put on by the IUPUI University Library Special Collections and Archives, gives you a chance to attach your silly captions to some of our favorite silly IUPUI photos from our huge collection. Each month, the funniest caption (as judged by the expert judges in Special Collections and Archives) will win a **fabulous prize!**

To add your caption, visit [www.ulib.iupui.edu/captioncontest/](http://www.ulib.iupui.edu/captioncontest/)

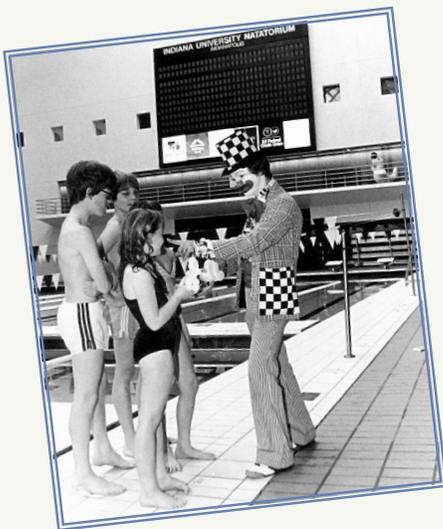
WINNING CAPTIONS



SEPTEMBER

*“We’ll call it, ‘Pushing for Paydar.’ The chancellor will sit in the swing and for a dollar, you can push him while making your donation to the student scholarship fund. People will LOVE it!”*

**Karen Lee**



OCTOBER

*“Balloon animals ARE NOT to be used as floatation devices!”*

**Julia Daley-Backus**

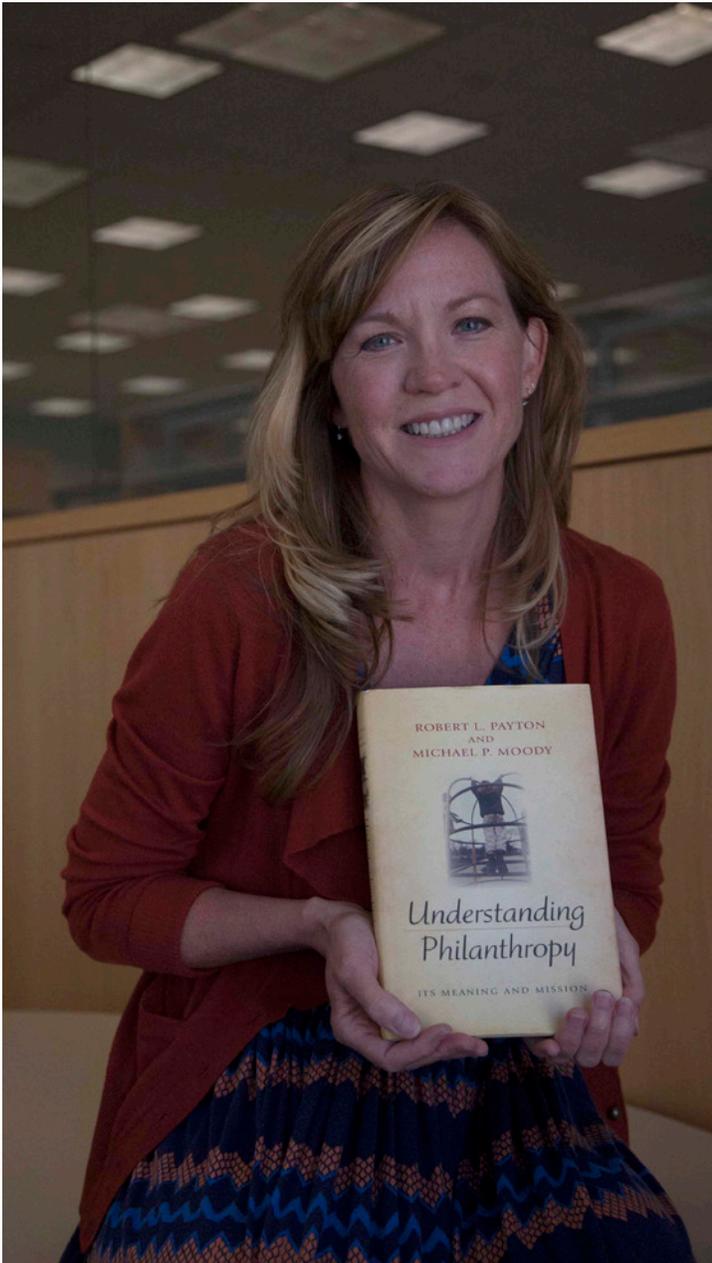


DECEMBER

*“The kids were not exactly happy about Accordion Afternoon, but they were happier with them than there were with Bagpipe Breakfast.”*

**Shanna Reis**

## *Staff Turned Donor*



Kindra Orr has worked at the library for over 9 years, first as the Director of Development and now as the Assistant Dean for Administration. On top of her dedication to her work, she also supports the library philanthropically.

“I made my first contribution to the library when I was serving as Director of Development, because I know it’s important for those who ask for gifts to also make them. I made my second gift because I felt so grateful for the opportunity to be a part of the life of the library and the campus, supporting students and faculty in the important work they do here.

By the time I made my next gift, I was also a student and I gave because, through my course work in the School of Public and Environmental Affairs and the Lilly School of Philanthropy, I was beginning to understand the importance of the nonprofit sector and philanthropic giving in society.

Now, I give because of all the ways being a part of the library and IUPUI has enriched my life, growing my knowledge, expanding my community and my capacity to contribute in a meaningful way to something bigger than myself.

I believe it’s not the size of our gifts, but the fact that we give that matters most. Honestly, no matter how much I give I don’t think I could ever give enough to give back in a way that appropriately reflects how much IUPUI has given me, has changed me, both the way I see the world and what I can do in it.” ❖

## HOW TO CONTACT US



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***Residents of the State of Indiana aged 18 years or older can get an IUPUI University Library Borrower's Card by completing an Indiana Resident Library Card Application and User Agreement at the Library and providing a Photo ID and proof of current address.***



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