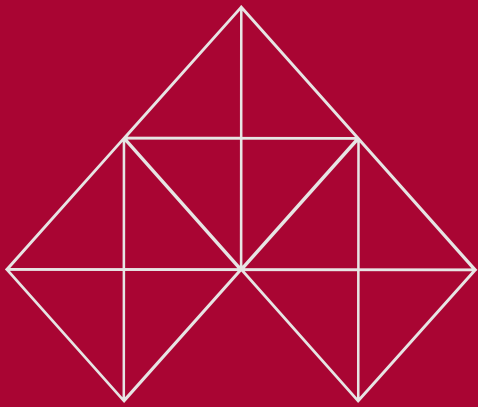# IUPUI UNIVERSITY LIBRARY

2017-2018 Annual Report

## 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.

## TABLE OF CONTENTS

An excellent 21st century academic library upholds many of the values of previous decades but fully incorporates and plans for the assets offered by digital technologies. With these assets also come challenges, and it's these challenges that drive the new academic library.

The near immediate digital access to a world of information necessitates rigorous evaluation of that information. Librarians continue to spend time in the classroom working with students to discover information sources, but they now devote equal, if not more, time conversing with students regarding the relevance, bias, authority, value, and intended purpose of a particular information source. Teaching students and other life-long learners how to navigate the information landscape is a primary role of the academic librarian.

Digital publishing, depending on who is doing the publishing, has both opened and closed doors for libraries and scholars. The majority of publishers are businesses and as such seek profit. As subscription-based journals move from print to digital, the cost to produce the journal reduces, but the cost to gain access to these resources rises, often at rates significantly higher than inflation. Forward looking academic libraries lead the charge to change this scholarly communication model by moving away from solitary reliance on traditional, subscription-, publisher-based journals to new open, and often, library-facilitated models.

Academic libraries are supporting a wide range of services towards this end including: institutional repositories, data repositories, open journals, open textbooks, open monographs, digital humanities platforms, and alternative metrics for evaluating the value of scholarly output. Equally important and core to library values, open scholarship is available to all, not just the fortunate few with means to access costly subscriptions. Consider a scholar of public health whose study of opioid abuse suggests a highly effect intervention method. This information is far more valuable in the hands of government agencies and public health professionals via the open web then locked away in an expensive journals.

The 21st century academic library will invest in supporting new models while at the same time employing the assets of a digital world to more efficiently and cost-effectively meet the immediate research needs of students and faculty. The digital shift allows libraries to meet the on demand needs of scholars at point-of-need rather than purchasing materials just-in-case they might be useful. Instead of buying the academic press book that every other library in the U.S. is purchasing, one can instead wait for it to be requested by a library user and deliver it to that user within a day. With the resource savings this purchase on demand model provides at IUPUI, we can digitize a collection of photos and documents representing the history of Jewish and African American neighborhoods on the southside of Indianapolis; or we can enhance the holdings of one of our special collections in Artists' books or philanthropy—making IUPUI a destination for the study and exploration of these areas.

Investing in unique resources extends to our role as preservers. Preservation of unique print and digital content is a key service of all libraries. Academic libraries take advantage of our networked world and create state, regional, national, and international collaborations for ensuring the product of traditionally published scholarship is preserved. This distributed preservation of the most commonly circulated scholarship allows each library to focus their own preservation efforts again on those unique digital and analog resources.

The rise of the digital library and information, purchase-on-demand, and distributed preservation means library spaces with fewer books; however, it does not mean empty physical spaces. Student surveys and space studies, including the studies mentioned in this report, show that students need and want the rich learning space available within a library more than ever. Students rely on the Library for solo study, group study, breaks in between classes, and recreational time with friends. Academic libraries continue to be hubs of student activity and librarians have used data to inform the development of the spaces for which students clamor.

The 21st century academic library is highly collaborative, networked (both in the people and technology sense), digital, efficient, civically-minded, open, but at its utmost core, deeply invested in student, faculty, and staff success. It is both a space and a set of expert services in support of its university community.

# UNIVERSITY LIBRARY: AN URBAN ACADEMIC LIBRARY

The IUPUI University Library's mission is to INFORM the IUPUI campus and wider community of learners through our educational resources, technologies, and expertise; to CONNECT people with our resources, our services and each other; and to TRANSFORM the lives of our community members by facilitating teaching, learning and research.

The University Library is central to the mission of IUPUI, recognized locally, nationally, and internationally as an urban health sciences research university. Our programs help students succeed academically and our collections, including 2.2 million print and electronic resources, form the foundation for valuable scholarly research, and intellectual endeavors. Similar to IUPUI's commitment to community engagement, the Library is an academic library that is also committed to sharing resources with members of the local community. Any state resident with a valid I.D. is eligible for a library card. With approximately 1 million visits a year, plus staff and resources that support all of IUPUI's 350 degree and certificate programs, the Library is a vital partner for the campus and the community.

IUPUI has grown since its founding in 1969, when it encompassed a total of four buildings to a campus of 534 acres. The Library opened in its present location in 1993. The building, designed by renowned architect Edward Larrabee Barnes, was envisioned as one of the most technologically advanced libraries in the country. Today the Library continues to focus on the importance of technology in the academic library environment, with outstanding programs in information literacy and the digital preservation of rare resources and scholarly research. University Library is also home to the Joseph and Matthew Payton Philanthropic Studies Library, the leading library for the study of philanthropy in the world.

As central Indiana's only public research library, the Library is working to improve the lives of all our users by facilitating discovery, creativity, and lifelong learning. Developing lifelong learners is central to the mission of IUPUI and the Library. By ensuring that students have access to the most up-to-date resources, technology and environments for learning, the Library supports their academic success, as well as their ability to grow throughout their careers and in their future roles as informed members of communities.

## FAST FACTS
2017-18 AY

### Collections
**Volumes in IUPUI University Library:** 1,402,844
**Volumes in Herron Art Library:** 36,105
**Serials:** 116,117
**Electronic books:** 913,688
**Article & bibliographic databases:** 657
**Items in institutional repository:** 13,854
**Items in digital collections:** 158,297
**Digital collections visits:** 3,500,000
**Resource sharing requests:** 25,022

### Services
**Instruction sessions:** 342
**Student/Faculty research consultations**: 1,491
**In-person reference questions answered**: 9,854

### Staff FTE
**Faculty:** 30
**Staff:** 44
**Student Assistants:** 54

# GROUNDED IN VISIONARY LEADERSHIP

In April 2018, IUPUI University Library Dean David W. Lewis retired after 26 years at IUPUI.  Lewis departed the Library with an array of accomplishments, notably being recognized with the highest honor given by the most prestigious professional organization in the Library and information sciences, the Association of College & Research Libraries (ACRL), Academic/Research Librarian of the Year.  In addition, Lewis was awarded a similarly rare honor by Indiana Governor Eric J. Holcomb-- the Sagamore of the Wabash.

"David Lewis is a visionary in academic libraries, and he has shared his vision widely over an illustrious career," said Dr. Jennifer L. Fabbi, chair of the Award Committee and dean of the California State University-San Marcos University Library. "The award committee noted that David has been inclusive in his leadership and service, which has benefited academic librarianship at many levels."

Much of the work described in the pages to follow was guided by Lewis's forward thinking plan for academic libraries of the 21$^{st}$ century, carried out by driven, dedicated Library employees.

*David W. Lewis, Dean Emeritus*
*IUPUI University Library*

## IUPUI University Library Strategic Directions (2015)

1.  Provide informal academic space for students.
2.  Create collections and document delivery options that increase the resources available and do so in more cost-effective ways.
3.  Develop research level special collections with a focus on philanthropy and artist books.
4.  Assure the preservation of and access to the records that document the history of the IUPUI campus.
5.  Assure that students at all levels have the expertise to productively use the information environment so that they can achieve their academic and career goals.
6.  Enhance the ability of IUPUI students and faculty to make their scholarly output widely accessible and to assure its preservation.
7.  Working with partners from the community develop digital collections that document the history and culture of Indianapolis and Indiana.
8.  Create the organizational capacity to develop and deploy the expertise and resources necessary to accomplish these goals.
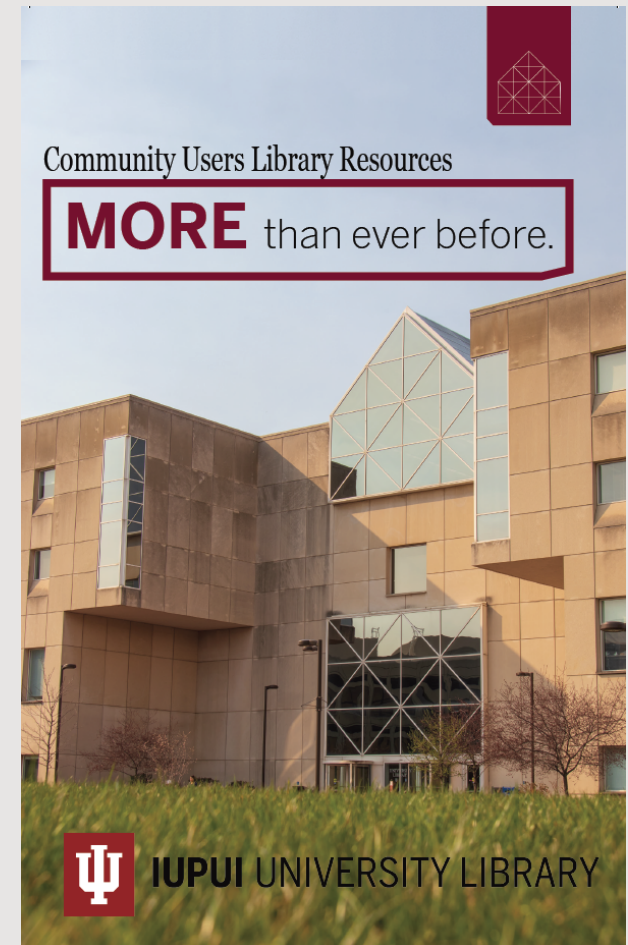
## Serving more than just IUPUI

University Library is not just for IUPUI students, faculty, and staff.  Community members who are not directly affiliated with IUPUI are also welcome to apply for a library card in order to access our resources.  Community users include high school students, persons with a valid Indiana ID, and other university students.  If you are 18 or older, bring a photo ID and proof of current address (find a list of what is acceptable at ulib.iupui.edu/services/ guest_library_cards) to the Service and Information Desk to get a library card.  Once you have your library card, you can check out a total of 15 books for 30 days at a time.

Visiting scholars (students and faculty from colleges and universities outside of Indiana) are eligible to obtain a free 14-day computer pass after providing a current student or faculty ID and completing the Library Visiting Scholar User Agreement.  Computer access maybe extended for a further 30 days, if needed.  Details for this situation can be found on our website at ulib.iupui.edu/about/policies/visiting_scholars.

Community users can get a day pass, for a small fee, to use the computers in University Library for access to software and the internet - alumni get free access to computers.  Community users also have access to our databases, government documents, and Pop Shop.  The Pop Shop allows users to stay current on popular culture via magazines and DVD's.  We will also be adding a new aspect to the Pop Shop by making puzzles and board games available.

Community members, including those without a library card are also welcome to attend various educational and cultural special events hosted by University Library, most of which are free.



Community Users Library Resources

MORE than ever before.

IU IUPUI UNIVERSITY LIBRARY

## GRANTS

While University Library depends on campus support for its day-to-day operations, philanthropic gifts from individuals, foundations, and corporations enable us to go beyond our core services. Among other things, they help us:

- Empower students by providing unique experiential learning opportunities
- Create innovative study environments
- Assess and enhance information literacy instruction programs

Recently, we have secured several grants that will allow us to enhance library collections and programs, specifically with our Center For Digital Scholarship garnering the most. These grants include:

- $55,078 from the Central Indiana Community Fund for "Access and Preservation for the Indianapolis Times Newspaper Collection" (2018)
- $29,500 from LYRASIS for "Advancing 3D Digitization and Metadata Conventions for Libraries, Museums, and Archives" (2018)
- $33,693 from the Indianapolis Foundation for "What do our students know? Measuring Student's Information Literacy Skills and the Impact of Faculty/Librarian Collaboration" (2017)

## DONOR SUPPORT

Thanks to the generosity of some of our long time supporters, IUPUI University Library has received three major gifts this year to support student opportunities within the library. These gifts are:

David W. Lewis Student Opportunity Fund
Established by recently retired Dean Emeritus David Lewis, this opportunity provides an employment experience for students at IUPUI. They will be able to enhance their education with a meaningful position within the Library where they will have a professional supervisor who will help translate their work into a well-developed curriculum vitae at the end of their involvement.

Claudia A. Dille Student Initiative Fund
Claudia Dille is a University Library Community Board Member that created this fund to provide an opportunity for students to work within the Library while supporting their education. With supervisors dedicated to the success of the recipients, this opportunity will provide meaningful employment.

Giles and Dolores Hoyt Student Opportunity
The Hoyts are retired IUPUI faculty members with a deep love of education. Their fund supports student workers in the IUPUI University Library with preference given to student workers in the German Americana Collection.

## DEANSHIP

With the largest gift in the history of IUPUI University Library, Herbert Simon has named the Deanship with an endowed gift of $5 million. This gift celebrates the connection of IUPUI to the city of Indianapolis. As a public academic library, we are committed to sharing the resources and information within our collections while highlighting unique assets of our cultural heritage partners.

Herbert Simon has invested in the Indianapolis community through his real estate ventures, the Indianapolis Pacers, and other philanthropic commitments. With this gift, Simon is securing the ability of the IUPUI University Library to continue providing a place for important Indianapolis collections in perpetuity, giving opportunity to students for meaningful work experiences while at IUPUI, supporting a program for digital scholarship that allows the library to stay on the cutting edge of the 21st century library, and create public programming that will allow enhanced partnerships in the community.

This gift is a wonderful commitment to the IUPUI University Library and to IUPUI and will provide a strong link between the campus and the city of Indianapolis.

Through the arc of its development, Indianapolis has had many important citizens that have moved it up the list of impactful cities. One of these people is Herbert Simon. With this gift to the IUPUI University Library, Simon makes another important investment in the future of this great city.

As we continue in our quest to be a leading academic library, know that we cannot do it without you because your support makes possibilities real. If you are interested in supporting University Library, here are the top areas that need support:

Student Opportunity Initiative
Provides meaningful employment opportunities for students at University Library. By working in the library, students not only earn money to put towards their education, but they also develop a wide range of skills that they can carry with them into the professional world when they graduate.

Collections Fund
As the campus gears up to celebrate our 50th anniversary, University Library's collections will play a major role in telling IUPUI's history through many digitization and research projects.

Center for Digital Scholarship Fund
Provides open access to valuable research resources such as Scholarworks, DataWorks, and Cultural Heritage Collections to students, faculty, staff, and community users.

For more information on how to support University Library, please visit: ulib.iupui.edu/about/donation or contact Cortnee Yarbrough, Director of Development, at 317-274-8061 or cortnee@iupui.edu.

## The loss of two giants

In recent months, University Library has suffered the loss of two very important and influential past leaders. Former Directors of Libraries, Barbara Fischler and Philip Tompkins passed away.

Barbara, Director of Libraries from 1982 to 1995, devoted her career to improving research opportunities for students, faculty, and staff at IUPUI. She also influenced the reduction of campus energy consumption by five percent in a yearlong strategy in 1983 and was largely responsible for the current IUPUI University Library building being built and making it one of the most technologically advanced libraries in the country when it opened in 1993.

Philip served as Director of Libraries from 1995 to 1999. During his tenure the Payton Philanthropic Studies was established, the first of its kind in the U.S. Philip specialized in planning, designing, and operating high-tech libraries.

Both Barbara and Philip were great contributors to the success of University Library and their legacies will live on forever.



*Barbara Fischler & Philip Tompkins*

## Philanthropy Collections

Over the last 30 years, the Ruth Lilly Special Collections & Archives has developed philanthropy collections that support study of the field locally through the Lilly Family School of Philanthropy, nationally and internationally through reference and digital outreach. The 25,000 volumes and electronic resources of the Joseph and Matthew Payton Philanthropic Studies Library support the manuscript collections, which include records of local and national nonprofit organizations, including National FFA, Kiwanis, and Junior Achievement. In addition to manuscript collections, Special Collections is home to an extensive information resource on private foundations, including annual reports going back to 1900 and Forms 990-PF from 1971 to 1997. As the only major research collection about philanthropy in the US, the Library has exploited the potential to provide wide access through digital collections. PRO: Philanthropy Resources Online includes old editions of Giving USA, the Philanthropy Monthly, and historical monographs that may not be readily available elsewhere. IUPUI University Library's manuscript collections also include collections of digitized photographs, newsletters, and records in high demand for reference work.

When the Lilly Family School of Philanthropy secured approval for the Bachelor of Arts in Philanthropic Studies, the Special Collections librarian and archivist were at the table to plan an articulated curriculum that incorporated use of both the Library and archives. The result has been an opportunity to teach students philanthropic concepts in action through the historical record. Librarians are currently in the classroom at the 100, 200, and 300 levels. Archival instruction impacts more than 200 students each academic year in Philanthropic Studies and adjacent fields.

Through a partnership with the Center on Muslim Philanthropy, librarians are developing a resource for the study of Muslim American philanthropic organizations. OBAT Helpers, one of the Library's donor organizations and the Library's first completely 'born digital' collection, provides services to displaced people in Bangladesh. Special Collections is working to document their efforts on behalf of the Rohingya refugees through a collection of over four hundred digital images. In addition to collecting organizational records, IUPUI University Library is hosting the open access Journal on Islamic Faith and Practice.



*Six alpine plants by Rebecca Goodale*

## Artist Books Collection

The Herron Art Library, a full-service branch of the University Library inside IUPUI's Herron School of Art and Design, is home to a growing and notable Fine Press/Book Arts collection approaching 1,000 items. Artist Books offer unique expressions of art that reflect the qualities, functions, and structure of the book. They are creative works produced in a wide variety of structures, themes, materials, and mediums. Artists' books may be produced in small editions or as one-of-a-kind objects works of art – all with the intent to be interactive, intimate, pieces mirroring personal, social, or ecological themes. The Herron Art Library is home to works by important contemporary book artists such as Julie Chen, Rebecca Goodale, and many others.

*In 2016-17, the Library's Philanthropy Resources Online (PRO) digital library was visited by 4,491 users and provided access to 106,404 items; FOLIO, a digital repository of foundation-sponsored research reports was visited by 9,688 users with access to 1,268 items.*

*Four IUPUI Students in the 1970s*
*Courtesy of Ruth Lilly Special Collections and University Archives*

## University Archives

The University Archives support the academic work of the campus, providing materials and archival instruction including courses in Physical Education, History, and Museum Studies. Students use photograph collections to construct 3D images of campus buildings torn down decades ago. Faculty use the collections to document the history of the IU School of Medicine, the Herron School of Art, the Normal College of the American Gymnastic Union, and more.

The IUPUI 50th anniversary celebration has also given library student employees more opportunities to participate in digitizing the Library's  vast collection of campus photographs. One is working on a database of images and stories that portray "A Day in the Life of IUPUI." The IUPUI University Library's Ruth Lilly Special Collections & Archives has also supplied photographs, research materials, and advice to Welcoming Campus Innovation Fund projects, including "Recognizing Those Who Were Here Before" and "Exploring IUPUI Through Internet 3D Technology." The third initiative, "Windows to IUPUI's Past, Present, and Future," will juxtapose images depicting the heritage of IUPUI with the current landscape to show how the campus has evolved in its nearly 50-year history. The project is the collaborative effort of the Library, the Office of the Vice Chancellor for Research, and the Museum Studies program.

World of Information

U.S. Libraries

Indiana Libraries

Indiana University libraries

Other IUPUI Libraries

IUPUI
UNIVERSITY LIBRARY

## Connecting IUPUI to World's Best Information

The IUPUI University Library is one of six campus libraries affiliated with IUPUI. Though the Herron Art Library is administered by the Library, the remaining libraries – Ruth Lilly Law Library, Ruth Lilly Medical Library, IU School of Dentistry Library, and University Library of Columbus – are administered by their respective home units. The Library frequently partners with these libraries to jointly purchase electronic resources and virtually all of these resources are available to all IUPUI affiliated users.

The Library is, of course, also part of the network of Indiana University libraries across the state. IUPUI affiliated users can request the majority of print materials available in this network using IUCAT's Request Delivery feature. Electronic resources, on the other hand, are only available to users affiliated with the purchasing campus. There is some overlap in access due to purchases by multiple campuses or, more commonly, to collaborative purchases managed by Indiana University Bloomington.

IUPUI users also benefit from statewide initiatives such as INSPIRE, an Indiana State Library service that provides all Indiana residents access to a suite of databases; the Marion County Internet Library, which provides all Marion County residents access to a suite of databases thanks to the support of The Indianapolis Foundation Library Fund; and Academic Libraries of Indiana cooperative database subscriptions and Reciprocal Borrowing Program.

Even with the plethora of resources already described, IUPUI affiliated users may find they need research materials not available through any of these avenues. In these cases, researchers may request the purchase of an item or take advantage of the resource sharing services offered by the Library, including Interlibrary Loan (ILL). The Library will locate and borrow research materials from other libraries in the state, nation, and even the world.

> **From July 2016 through May 2018, University Library has borrowed 100 items from libraries in Australia, Canada, China, Denmark, Germany, Italy, Slovenia, South Africa, Spain, Taiwan, Thailand, and the UK.**
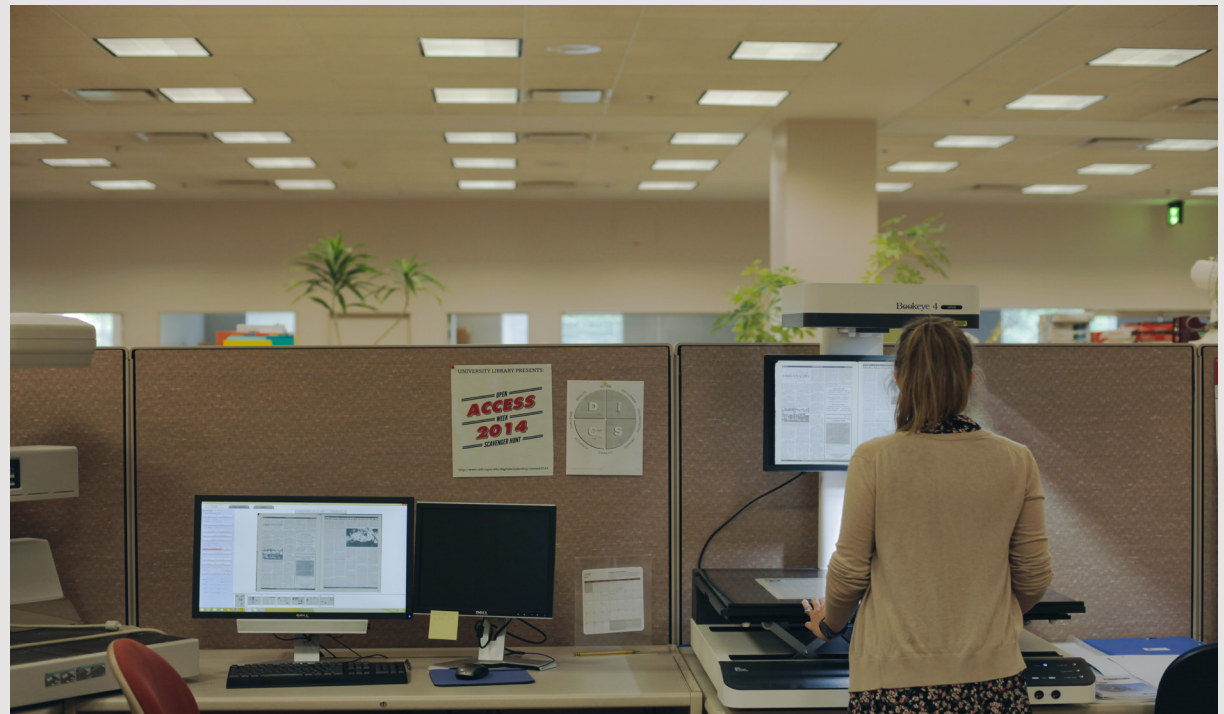
## Digital Collections

IUPUI University Library was an early adopter of digital imaging technology, applying traditional library and archive skills of selecting, organizing, describing, and preserving to digital content. The Library first focused on sharing IUPUI's history. With civic engagement at the core, the Library also partners with local museums, historical societies, archives, and public libraries that have unique collections but no means by which to make them digital.  To date, the Library has collaborated with over 40 Indiana institutions to share their unique stories with the world. A few of the Library's most notable projects include:  The Indianapolis Recorder Newspaper, The Neighborhood of Saturdays (in collaboration with Dr. Susan Hyatt's Anthropology students), the Chris Gonzalez GLBT Archive, the Crispus Attucks Museum, and the Indianapolis Motor Speedway collections.

The Library regularly consults for other libraries looking to start a program of digitization particularly in collaboration with their community. In 2017, the Library received the James J. Bradley Distinguished Service Award presented by the Society of Automotive Historians, recognizing exemplary efforts in preserving motor vehicle resource materials. The Library's digital collections are possible because of the generous support from national and local funding agencies including the Institute of Library and Museum Services (IMLS), the Indianapolis Foundation, The Clowes Foundation, and the Lilly Foundation. Since 2006, the Library has received over $1,000,000 to preserve and provide access to the historic records of Indianapolis.

## 3D Digitization in the Center

Building on the Library's national reputation for community-engaged, 2D digitization, the Library's Center for Digital Scholarship sought to develop equally robust collections for 3D objects. In collaboration with a local 3D scanning firm interested in educational applications of the technology, the Benjamin Harrison Presidential Site, Indiana Red Cross, the Madame Walker Theatre, and the School of Informatics the Library has scanned a variety of cultural objects and spaces for both preservation and re-application purposes.  As faculty researchers, librarians are keen on contributing to the Library standards development of 3D technologies and have partnered with Virginia Tech, Indiana University, Bloomington, and University of Oklahoma to lead the development of an IMLS-sponsored roadmap for libraries implementing 3D and virtual reality services in their institutions.



*The Library's digital collections contain nearly 1 million images. These collections were used 3.5 million times in the 2016-2017 AY.*

# EDUCATIONAL SERVICES

Focused on a future where the free and open exchange of information brings people together and enables them to make the world a better place.

**Bill Orme**
*Associate Dean of Educational Services*

## Educational Services

The guiding mission of the IUPUI University Library's educational services is to contribute to student success by teaching students vital Information Literacy (IL) critical thinking skills (e.g., the ability to find, evaluate, and use information effectively and ethically). The approximately twenty subject liaison librarians do this in a variety of ways. Subject liaison librarians collaborate with faculty in developing assignments, learning outcomes, and/or come to one or more class sessions to teach these IL concepts. Librarians develop online course and subject research guides and learning objects. Librarians meet with students for one-on-one research. Finally, librarians conduct research on teaching practice and learning objects to ensure students are achieving learning outcomes.
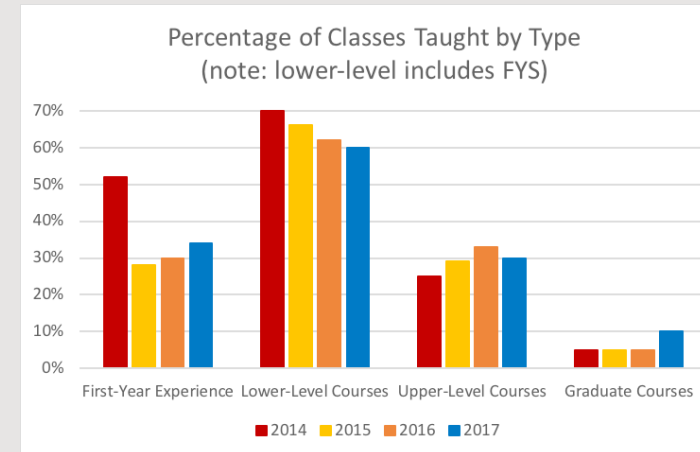
Teaching IL concepts is important to student success while they are at IUPUI, but also after graduation, as students enter the workforce.

## Contributing to Student Success through Faculty Course Collaboration

In 2017, librarians taught 441 classes and 931 one-on-one research consultations across all disciplines.

Historically, the Library's strong collaboration with University College helped shape the campus's First-Year Experience courses.  Recently, the Library developed an IL curriculum for the Summer Bridge program (next page) and librarians have always worked closely with courses that are part of the campus's Themed Learning Community (TLC) program. Librarian collaboration with Bridge and TLCs are just two examples of the Library's engagement with high-impact practices (Kuh, 2008).

Over the past few years, each liaison librarian worked with their disciplinary faculty to identify core courses within each undergraduate degree program which could be enhanced with IL instruction in accordance with the Library's IL curriculum.  This scaffolded approach has enabled librarians to teach students IL concepts at point of need from first through senior-year. Following the implementation of this plan and the development of new online learning objects, librarians have been able to reduce the number of instructional visits to 100 and 200 levels while teaching in more 300, 400, and graduate-leve courses. Without reducing the number of students researched (librarians taught to 23% more students in 2017 (n=10,245) than 2014 (n=8,300), the Library has increased the impact of its IL program across the undergraduate curriculum.



Percentage of Classes Taught by Type
(note: lower-level includes FYS)

In addition to direct course collaboration, librarians consistently contribute to campus discussions on undergraduate education. In fact, Librarian and Archivist Angela White served on the taskforce to revise the Principles of Undergraduate Learning (PULS).

## Learning Objects

Librarians contiue to develop online learning modules, tutorials, along with course and subject research guides to extend the reach of our educational services. Over the past academic year, librarians have developed 19 online modules and tutorials and 34 separate course and subject guides.
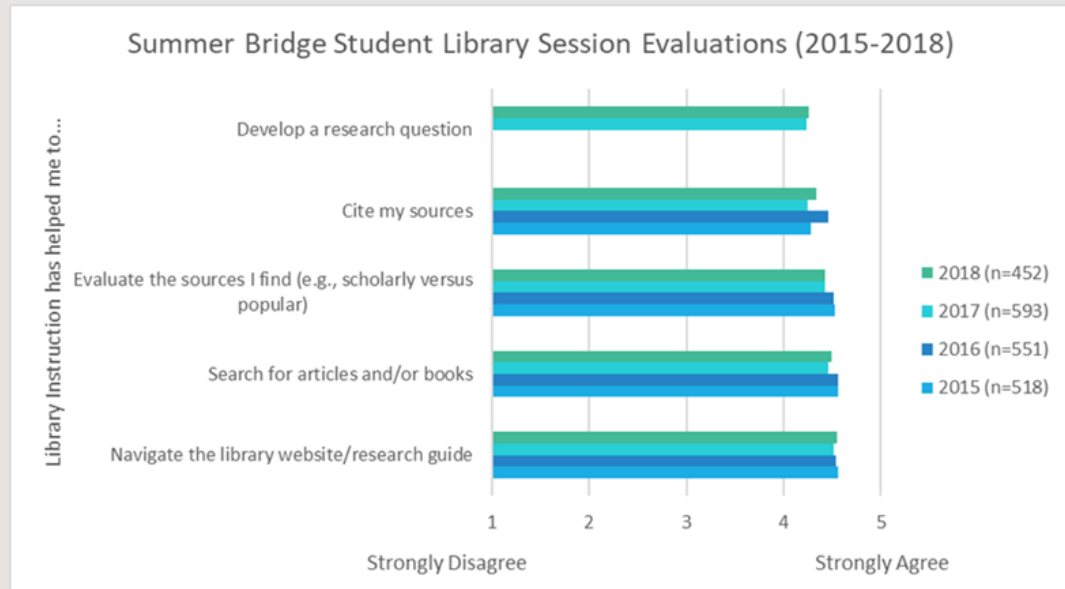
- Subject Research Guides
- Course Research Guides
- Start Your Research tutorial (a self-guided module which teaches students basic research competencies)
- Academic Integrity tutorial
- Literature Review tutorial
- Library FAQ for commonly asked library and research questions

*Contact a subject liaison librarian if you are interested in using any of these tools.*



## Summer Bridge

In 2015, the Library developed an information literacy (IL) curriculum for the Summer Bridge program. Librarians collaborate with bridge faculty to customize the curriculum depending on the scope of the research portion of each section. The curriculum introduces students to: formulating research questions; evaluating sources; citing sources; and knowing what services the Library offers. To assess how well students meet these learning outcomes, students work through a guided research exercise during the instruction session. This year, librarians participated in all 54 sections of Summer Bridge. The following table shows students' perceived benefits of library involvement in the Summer Bridge program.

# SERVING IUPUI STUDENTS

Creating an environment for the next generation of leaders to thrive.

**Willie Miller**
*Informatics & Journalism and*
*Campus Outreach Librarian*

IUPUI University Library has a strong tradition of using outreach programming to engage IUPUI students with library services and resources. A group of librarians and staff have joined together to create the Campus Outreach Group to focus on outreach programming and campus communications.

## Strategic Communication

Communication is at the heart of the Library's strategy for connecting with IUPUI students, faculty, and staff. Subject Librarians are key in communicating the vast wealth of resources that the Library holds. In addition, the Library has built further communication channels through social media. Social media has provided the Library direct and public platforms to advance its mission to connect people with the Library's resources and services and each other. Along with healthy following audiences on Twitter and Instagram, the Library boasts the most likes for any single academic library in the state of Indiana on Facebook. The Library engages these audiences by responding to questions, sharing information, and cultivating a personality for the Library. Through social media, the Library increases discovery of library resources, articulates professional values, and provides point-of-need customer service.

*Social Media Followers: 2,352 Facebook; 1,258 Instagram; 2,569 Twitter.*

## Weeks of Welcome

Every newcomer to campus gets a brief education on the Library during the IUPUI Weeks of Welcome at the beginning of the fall semester. More than 3,000 students, faculty, and staff attend the Library Open House each year, which includes library trivia games, free library giveaways, and opportunities to learn about library resources.



## Finals Week & Extended Hours

The Library extends its hours during finals week. It keeps the goodwill going through the end of the semester by hosting a free late-night coffee bar during finals week extended hours. In addition. the Library offers other "de-stress" activities, including therapy animals and coloring book pages. Since the Library started this "Up Late @UL" programming in 2011, attendance during extended hours has increased by 506% and an average of 1,800 students attend each semester.

## Minority and International Student Outreach

On a campus with a significant minority and international student population, the Library is a intersection of different cultures and backgrounds. A recent study conducted by the campus Office of Institutional Research and Decision Support found that minority and international students are more likely to use the Library to study or hangout than their white, domestic counterparts.

In this context, it has been natural for librarians to conceive of programming that might build on the Library's inherent sense of inclusion. The Library's International Students Working Group has partnered with the Office of International Affairs to host a Speed Friending event for international and domestic students. Librarians continue to expand on work in this area.
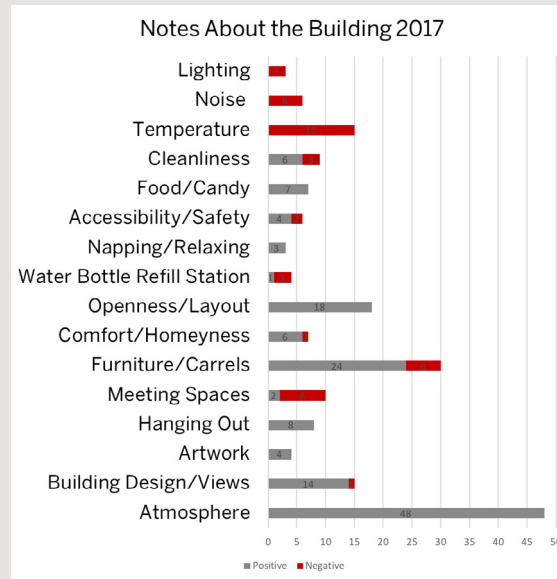
# I ♥ UL

IUPUI University Library staff have developed an outreach program that has a direct influence on the Library's institutional effectiveness, collections, and space—I ♥ UL. Willie Miller, Informatics & Journalism Librarian and Campus Outreach Librarian, conceived this award-winning program in 2011 as a means of finding out, quite simply, what students liked about the Library and what they wanted to change. In this program, students post anonymous notes describing something they like or dislike about the Library during the month of February. The program is invigorated by an event on Valentine's Day, incentivizing submissions with snacks and giveaways. The Library collects an average of 1,800 notes each year.

Like many libraries with similar events, library staff read the notes and try to learn from them. Unlike many other libraries, the University Library puts forth a significant amount of effort in analyzing the notes to spot trends and makes specific changes directly resulting from this student data. Among the changes, the Library has created a popular browsing area called the Pop Shop, replaced technology, improved the room reservation system, replaced furniture, improved collections, and more over the seven years the Library has done the program. Because of its broad scope, I ♥ UL influences nearly every area of the Library. The I ♥ UL data provides a longitudinal view of student perception of the Library, which has been very useful in setting priorities. In 2018, software company SirsiDynix presented the Library with its annual Power of Libraries Award for I ♥ UL.



**Notes About the Building 2017**

| Category | Value |
|---|---|
| Cleanliness | 6 |
| Food/Candy | 7 |
| Accessibility/Safety | 4 |
| Napping/Relaxing | 3 |
| Openness/Layout | 18 |
| Comfort/Homeyness | 6 |
| Furniture/Carrels | 24 |
| Meeting Spaces | 2 |
| Hanging Out | 8 |
| Artwork | 4 |
| Building Design/Views | 14 |
| Atmosphere | 48 |

■ Positive  ■ Negative

## Learning Spaces Study

Since 2014, there has been a trend in I ♥ UL data indicating rising displeasure with the Library's physical spaces. A group of librarians and an administrator worked together to further investigate with a series of studies on the IUPUI University Library's physical space. Starting with a focus group, Library staff were able to delve deeper into which characteristics of the Library's space worked well and which could be improved to better facilitate studying and group collaboration. Next, the group designed an observation protocol to unobtrusively record student behavior and survey tools to gather more detail.

The librarians continued the research into student preferences and behavior to help the interior designer and campus architects create a design plan to meet student needs.

The preliminary results of this research along with the years of I ♥ UL data helped develop a proposal for a library renovation. **Campus and University administration invested $1.75 million in the project to renovate the Library's third and fourth floors**, which are the main study spaces in the building.

## Renovation Outcomes

- Increased the Library's capacity for informal learning by adding 400 new seats in addition to new desks, study tables, and nooks for both collaborative and private study.
- Expanded collaborative study space by creating nine new open study rooms, adding new flexible group seating arrangements, and more white boards.
- Improved the quality of quiet study spaces by creating new group quiet rooms and adding co-study work spaces to the quiet floor.
- Satisfied the increasing needs for power by adding more than 400 traditional and USB electrical outlets.

## Technology Support

Since opening the doors of its current location in 1993, the IUPUI University Library has been one of the most technologically innovative academic libraries in the country. It continues that tradition today by providing IUPUI students and the larger community with opportunities to integrate new and emerging technology into their learning experience.

## 3D Printing Studio

In 2014, the Library was the first location in the IU system to offer 3D print services open to all students, faculty, and staff across campus. The Library makes 3D printing affordable for everyone by only charging for the cost of the plastic used to print an object. The Library also offers in-depth consultations to students and faculty, assisting individuals with project planning and design.

The Library's 3D Printing Studio has been so successful that when UITS began to open labs on other IU campuses, they used it as a model, emulating the Library's website format and service design.

During the first two years of the Library's 3D print program, over 250 projects have been completed for class work, professional, and personal applications. Some memorable projects include:

- Components of a board game about terraforming the planet Mars, created by a supply chain class in the School of Business;

- A race car helmet prototype for a student in a motor sports engineering class in the School of Engineering and Technology;

- A shoulder joint requested by an IU Health University Hospital surgeon in order to practice and prepare for a surgical procedure;

- A "bolus" or tissue equivalent device to help focus radiation therapy, requested by physicians at IU Health University Hospital;

- A dental model of a human jaw and teeth, requested by the School of Dentistry.



## Guided Virtual and Augmented Reality Lab

The success of the Library's 3D Printing Studio inspired library staff to apply for another LSTA grant to pilot a Guided Virtual & Augmented Reality Lab. Funded by an LSTA grant, the lab opened in 2017, and it is free and available to students, faculty, and staff in all disciplines.

Currently, library staff are partnering with the IUPUI School of Informatics and Computing to develop special projects and paid student internships in the lab. Current VR projects on the campus include a virtual model of the historic Indianapolis Bethel AME church and a 50-year virtual history of IUPUI.

IUPUI University Library has developed a number of initiatives designed to ensure that all members of the IUPUI community experience the Library building as an open and welcoming place. Research shows that students learn better in an environment that makes them feel at home. In fact, students frequently refer to the Library as a second home.

To help staff and librarians be welcoming in their interactions with each other, campus users and the wider community, the Library's Diversity Council coordinates a series of cultural competency trainings on a wide range of topics. These have included:

- *Safe Space* and *Trans 101* training through IUPUI LGBTQ+ Center
- *Gender Bias in the Workplace*
- *IUPUI, the Color Line and Urban Displacement*
- *Microaggressions in the Library Environment*
- Screening and discussion with local filmmaker of award-winning PBS film, *Attucks: The School that Opened a City*
- *Unique Needs of IUPUI International Students*
- *Patrons Experiencing Homelessness*
- *Library Support for Students with Disabilities*

Focused on enhancing the work of the Library employees, and by extension, the students and scholars who rely on the Library's services and research resources, the Library's Diversity Council promotes equity and inclusion in Library operations and practice, addressing issues such as facilities and accessibility, search and screen and performance management practices, as well as public services and collections development.

A student-focused program that has grown out of the Diversity Council's efforts is the Library's Diversity Scholars Program. Since 2012, this philanthropically funded program has offered outstanding undergraduates a yearlong, paid internship. Paired with and guided by a librarian or professional staff member, these students work 20 hours per week in the Library, helping to carry out the Library's diversity initiatives and working on special projects, gaining professional experience and valuable research skills as a result.



*"Serving as the Diversity Scholar at the IUPUI University Library in the Center for Digital Scholarship I was exposed to working within an academic library to collaboratively engage with community partners, faculty members, and students to digitize scholarly, historical, and cultural content in both 2D and 3D formats. I was met by a supportive team who coached me on how to compose descriptive metadata to digitized files to enhance the search results and usability of data. I was also shown how to use a variety of scanners to digitize materials and artifacts. My experience as a Diversity Scholar introduced me to working within a library and it was from this experience that I decided to think about furthering my education and career in librarianship."*

Olivia MacIsaac, Scholarly Communications Associate
Butler University Libraries

# STUDENT EMPLOYMENT

Promoting experiential learning and developing transferable skills.

## Students Earn While They Learn

Student employees are important to IUPUI University Library services. Year over year, around 30% of the Library's staff are part-time student employees coming from programs all across campus. In that group, 30% benefit from work-study support, an indicator of significant unmet financial need. Many students select IUPUI because its urban location offers excellent opportunities to work while pursuing a degree.

*More than 75% of IUPUI students are employed 20 hours or more while they are in school.*

A job in the Library offers valuable experience, as well as addressing the financial challenges that can keep students from completing college. The average pay rate for library employees is $10.54 per hour. The Library is one of the largest student employers at IUPUI and spends more than $200,000 annually on student wages.
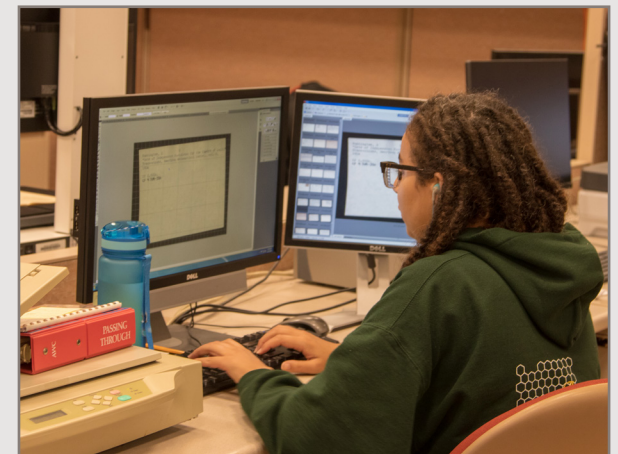


*The average amount of unmet financial need among first-year students is $4,326. The average student's annual income from library employment is $3,432.*

In addition to a wide range of part-time hourly positions that support library operations in very real ways, external support from the community has enabled the Library to develop a number of unique experiential learning opportunities for students.

Mentored opportunities include the chance to work on library outreach and marketing initiatives with the leader of the Library's Campus Outreach Group, coordinating services of the new Virtual and Augmented Reality Lab, and assisting the Director of Information Systems with special projects. Many of the Library's student positions offer the chance to learn valuable skills, such as digitization and metadata creation for students working in the Center for Digital Scholarship, or Dell Tier 1 technology support certifications for students working with the Library's Client Support Team.

Open to all of IUPUI's approximately 30,000 undergraduate and graduate students, library jobs offer students the chance to gain meaningful professional experience in a setting that compliments their academic commitments, rather than competing with them. Through these opportunities, the Library fosters student research and discovery while helping students bridge to the professional world.

The Library's student opportunity initiatives are designed to help students grow and succeed while they are at IUPUI through work that enhances the services and activities of the Library. Developing lifelong learners is central to the mission of IUPUI and the Library. Helping students develop the intellectual abilities of reasoning and critical thinking and a framework for learning how to learn, these programs provide students the foundation for continued growth throughout their careers, as well as in their future roles as informed citizens and members of communities.

### Diann Lindsey

*"My interest in being a life-long learner as well as teaching and training new employees has been important in this position. I went from being the new person to someone that my fellow graduate supervisors and full-time staff can rely on for any number of things. I can work every day of the week and learn something new about how and what we do for the patrons of the University Library. I like to think that this position has not only helped me become more knowledgeable but also a better leader."*

### Luke Brown

*"I am an Undergraduate Senior in the Media Arts and Science Program at the School of Informatics and Computing. I've worked here with University Library as a VR/AR Lab Specialist for about a semester and a half.  Working for the University Library has been an amazingly valuable experience for me.  I've developed career-specific skills for virtual reality, specifically in being able to see how a wide variety of users adapt to the technology.  Also, I have had several valuable networking opportunities, that have helped me in developing my professional network for my fields of interest.  On top of these opportunities, I have also been able to hone my skills as a VR developer."*

### Sara Ryan

*"Working as a student employee at University Library has afforded me the experience of both academic and professional opportunities. There have been many occasions to learn and improve skills specific to my position, as well as soft skills useful for a career outside of the University. The Library offers an environment of respect and growth that is unique. While it is clear that students have certain needs, which are taken into consideration, the responsibilities associated with the position itself are real and I feel as though I can contribute to the team. Working at University Library has helped me gain confidence in a professional environment."*

*(Left) 2016 Winner Jesus Nava hanging his installation "The Falling of the Leaves". (Center) The 2018 winning design "Biblio Corvidae" by Joelle Stille being mounted in the University Library Atrium. (Far right) Ally Alsup and Mandi DeVam hanging their 2014 winning design, "Creation of Thought".*

*"I am very grateful to Barnes & Thornburg, Herron, and the University Library for giving me the chance to install my first public piece and to have the students, who are the audience, be as connected to the piece as I was."*

Jesus Nava, 2016 Atrium Sculpture Artist

## Annual Atrium Sculpture Competition

Coordinated through the Herron Art Library, a full-service branch of the larger library, the IUPUI University Library sponsors an annual art competition for students from IUPUI's Herron School of Art and Design. The competition provides students with funding to create a large-scale sculpture for the Library's central atrium space. Student artists get the chance to develop a project as they would in a professional commission process, while being guided throughout by Herron School of Art faculty and the Library as their client. The student commission fee for the annual sculpture competition is $2,500 per academic year. These funds are meant to defray the cost of supplies and provide a stipend for the student.

Since the program was established in 2003, fourteen winning students have created sculptures for the Library's central atrium.

This year's Association of College & Research Libraries Librarian of the Year, Dean David Lewis retired from IUPUI University Library leaving 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. I will spend my time as Interim Dean furthering our mission to Inform, Transform, and Connect, bringing a fresh lens through which to meet this critical mission and building on the Emeritus Dean David Lewis's established keystone of academic libraries leading in open access and change in scholarly communication. Lewis's vision, carried out by driven library employees, propelled IUPUI faculty to the forefront of necessary change in scholarly communication.

One goal for this year is to **highlight our already robust student-facing services and deliberately connect that student focus with digital scholarship and open access**. We've paved a path with long-established programs such as digitally distributing student theses (over 2,000 now online). With a newly appointed Open Education Resources Librarian leading, we will take a deeper dive into supporting faculty in developing or implanting already developed digital, free/low cost teaching materials, particularly textbooks.

Another student focused goal is **to be more strategic in providing quality, professional level, mentored learning experiences through our student employment opportunities**. 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, ensuring that every student employee gains not just a convenient on-campus job but a professional-level, stand-out experience for her resume.

The University Library will continue to **emphatically embrace IUPUI's community-engaged mission.** We regularly serve community users in a variety of ways, for example: Assisting a fledgling new business owner interested in industry research; Showing a genealogist how to navigate our extensive online history resources, or a high school class on a field trip to dig their toes in college-level research. We take our connection to the community seriously, embracing the call of higher education to support an informed citizenry.

**Data-informed decision-making models will be at our core, building on the good work of existing strategies.** Our I ♥ UL assessment program informs annual improvements to services and most recently shaped the significant space renovation of the third and fourth floors. The majority of our subject liaison librarians are participating in a mass evaluation of student papers, measuring the impact of librarian-led information literacy instruction on the quality of student research. The outcomes of this work will inform the classroom practice. Data will inform adjustment of our collection purchasing models as we combat the unsustainable rise of for profit publishers while still providing access to the research required by all campus citizens.
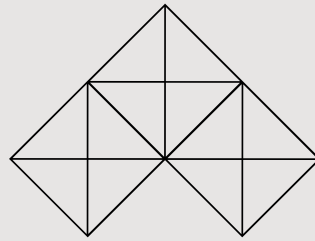
Finally, **I want to focus inwardly, ensure that we retain and attract forward-thinking, diverse employees.** I want our current employees to navigate this interim year with ease and gusto. I've been with University Library for seventeen years and have witnessed the dedication, drive, and ingenuity of so many. As student learning and faculty research methods alter, so too must libraries and library employees shift to continue our highest quality of service. We will identify other skill development areas and support staff in becoming uniquely qualified for new and necessary work.

As is our tradition the University Library will take on this transitional year as yet another opportunity to innovatively lead as a 21st century library.

With excitement about our future,

*Kristi Palmer*

**Kristi Palmer, Interim Dean**
**IUPUI University Library**

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YEARS

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IUPUI

1969–2019

HONORING THE IU BICENTENNIAL