



IUPUI UNIVERSITY LIBRARY

FACT BOOK 2021-2022

IUPUI University Library

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A 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 instruction, and diverse study spaces for individuals and groups. The library focuses on leveraging technology to support student success with 29 full-time librarians, and a Center for Digital Scholarship. The library is the primary informal learning space on campus, and continues to update technology, offer distinct study spaces for different types of learners, and create innovative services for our patrons.

- In 2021-2022, library staff answered 8,165 reference questions from students.
- Our librarians provided 384 instructional sessions and 765 research consultations.
- [IUPUI ScholarWorks](#) boasts 27,504 items today, with an all-time usage of 6.5M page views and 12.3 downloads. IUPUI ScholarWorks is now more than 10 times larger than it was a decade ago and twice as large as IU ScholarWorks—which serves all other IU campuses.
- The library supplied 9,802 items to users through IU Request Delivery, Interlibrary Loan, and Article Delivery Services, filling 94% of requests.
- Records for almost 18,000 new titles were added to the catalog for the Books on Demand program. There are now over 121,000 titles available in the program.
- In 2022, the library became an official voting center for the first time. Over 250 people voted in May primaries at our voting center.
- Our own alumni staff member, James Kendrick (retired after 34 years of service), received the 2022 Spirit of Philanthropy award for his work establishing the George Webster and Odesta Kendra Scholarship in honor of his parents who were unable to finish elementary school.

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.

COLLECTIONS AND INFORMATION ACCESS

The IUPUI University Library serves nearly 27,000 undergraduate, graduate, and professional students in Indianapolis, Fort Wayne, and Columbus. We serve a full- and part-time campus teaching staff of over 6,000 faculty, librarians, academics, clinicians, and staff who teach. All can access electronic serial titles, e-books and databases online at any time.

The University Library and Herron Art Library together hold over 2 million volumes and provide access to over a million e-books and e-journals, and hundreds of databases. 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.

Volumes Held	21-22	20-21	19-20
IUPUI University Library	2,135,485	2,058,569	1,873,769
IUPUI Herron Art Library	36,113	35,772	35,776
IU Columbus	1,083,157	39,850	-
TOTAL	3,254,755	2,134,191	1,909,544
Volumes Held by Type	21-22	20-21	19-20
Microform/microfiche	63,790	63,791	65,724
Computer files	1,482	2,331	1,798
Audio	5,071	5,721 (2,034 of which are MP3)	2,955
Film and video	86,255 (78,668 of which are streaming video)	83,283 (75,550 of which are streaming video)	67,449 (60,195 of which are streaming video)

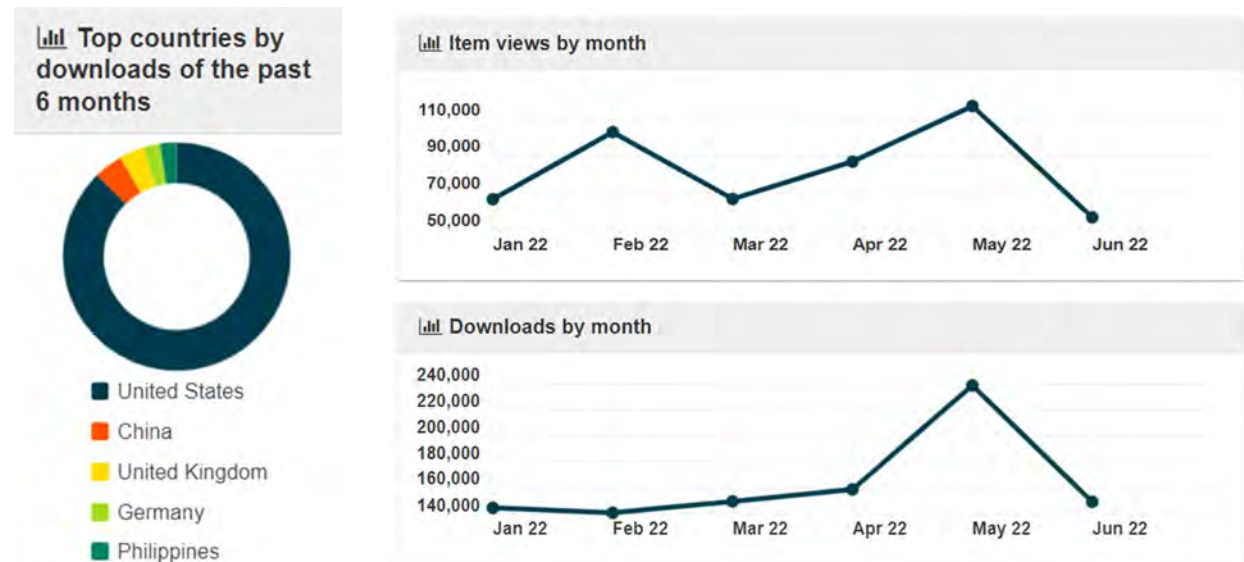
Manuscripts and archives (linear feet)	6,785	6,681	6,657
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Source: Indiana University Libraries Database Management; IUPUI University Library Archives and Special Collections

Digital Collections

IUPUI's institutional digital repository, IUPUI ScholarWorks, shares over 27,000 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 12,262,227 downloads and 6,497,471 page views. In 2021-2022, a total of 1,763,767 files were downloaded, and 1,075,766 items were viewed. The library works to make as many of these articles that are authored by faculty, staff, and students openly accessible so that anyone with internet access can read them without a subscription.



University Library's digital collections had 171,120 page views from 1,840,871 items in CONTENTdm. Of those, Archives & Special Collections Digital Repositories eArchives had 36,586 views, and FOLIO had 96,992 views.

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.

	21-22	20-21	19-20
Cards Issued	2,827	1,805	189*
Gate Count	550,481	153,473	172*

Source: IUPUI University Library Access Services

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

CIRCULATION



Indiana Memory Digital Collections

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	21-22	20-21	19-20
Charged/circulated: materials borrowed by users	13,334	6,800	18,362
Recalled: library requests the return of materials before they are due	1,450	691	1,064
Renewed: extending the deadline on your library materials	54,125	78,598	52,185
Browsed: materials used by users but not taken outside of the library	6,368	2,442	4,804

Source: IUPUI University Library Access Services

Interlibrary Loan

Materials requested through Interlibrary Loan (ILL) come from a network of local, national, and international libraries. Working in a largely virtual environment, over the past academic year the University Library accessed over 14,000 books, films, and articles for users via this shared network and supplied almost 10,000. Most articles are delivered within 8 to 48 hours, with over half delivered in under 24 hours.

Participating in the international ILL ecosystem as both a borrower and lender is a key part of University Library's patron-driven collections model. In the 2021-2022 academic year, UL Resource Sharing supplied hundreds of articles via on-demand services, and added over X books (both ebooks and print) to the University Library collections via the ILL Purchase on Demand program.

ILL Lending	University Library	21-22	20-21	19-20
Total Items Lent	Within IU System	4,822	3,829	6,214
Total Items Lent	Outside IU but in Indiana	1,659	1,537	3,868
Total Items Lent	Outside of Indiana	3,321	4,390	3,276
Total Items Lent	TOTAL	9,802	9,756	13,358
Requests Received	TOTAL	13,671	15,560	21,714
Fill Rate			62.7%	61.52%

Source: IUPUI University Library Resource Sharing & Delivery Services

ILL Borrowing	University Library	21-22	20-21	19-20
Total Items	Within University Library	3,148	2,999	3,503
Total Items	Within IU System	2,999	2,540	4,215
Total Items	Outside IU but in Indiana	306	597	821
Total Items	Outside of Indiana	8,219	8,433	10,466
Total Items	TOTAL	14,672	14,569	19,005
Requests Received	TOTAL	15,658	15,552	19,955
Fill Rate		93.7%	93.68%	95.24%

Source: IUPUI University Library Resource Sharing & Delivery Services

EDUCATIONAL SERVICES

[Teaching librarians](#) at University Library collaborate with instructors to teach undergraduate and graduate students in every major, department, and school. Librarians incorporate diverse educational approaches to engaging learners in classroom instruction through technology online and in-person, at their information desks, during research consultations, in programming and displays, and through student employment.



IUPUI University Library Special Collections and Archives
Indiana Memory Digital Collections

University Library has 29 librarians, many of them serving as subject liaisons to serve specific schools, departments, and programs to support the teaching, learning, and research needs of faculty and students in these areas. <https://iupui.libguides.com/librarians>

Teaching and Learning Activity	2021	2020	2019
Instructional visits	346	335	349
Librarian research consultations	765	748	887
Number of students in instructions	Physical + digital: 8,587	Physical + digital: 6,827	Physical + digital: 10,370
Tours and similar activities	27	14	39
Tour participants	406	244	888
First Year Experience	16%	28%	36%
100 and 200 level courses	29%	13%	27%
300 and 400 level courses	42%	45%	27%
Graduate level	7%	8%	10%

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.

In 2019, the library moved from LibraryH3lp to SpringShare (LibChat) for live chat services.

Services & Information Desk	2021-2022	2020-2021	2019-2020
Reference & service questions	6,551	4,019	6,213
Virtual reference (chat*, IM, SMS)	1,614	789	881
E-mail reference	103	141	107
TOTAL TRANSACTIONS	8,268	4,949	7,201

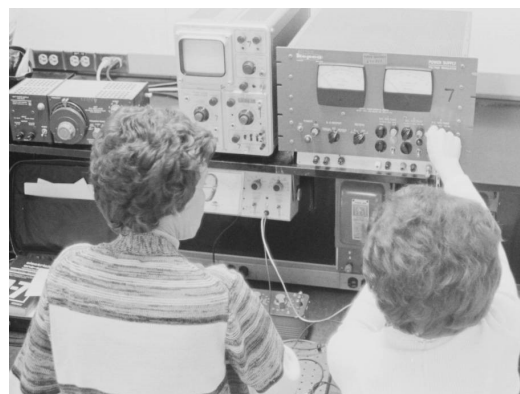
Source: IUPUI University Educational Services via LibInsight

*Chats answered and lasting more than 45 seconds.

LIBRARY SPACE AND TECHNOLOGY

With over 300 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.

Our [3D/VR Initiative](#) is a strategic investment in the future of innovative technologies at IUPUI University Library.



Indiana Memory Digital Collections



Indiana Memory Digital Collections: 1995

On the fourth floor, 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 Digitizer, MakerBot 5th Generation printers, LulzBot 3D printers, Makerbot 3D scanners to design and create 3D teaching aids, research projects, and coursework.

The library also boasts a Virtual and Augmented Reality Lab (VR/AR Lab), which includes Meta Quest 2 HMDs, HP Windows HMDs, MSI VR One Backpack PC, and HTC

Vive HMD. The lab provides IUPUI students, faculty, and staff with research and development space for extended reality technologies. Get an introduction to the lab on YouTube: <https://www.youtube.com/watch?v=rkXVkpwwh4&t=19s>

Computer Technology

Public Workstation Type	Total Computers
Traditional cluster/Independent Workstation	141
Academic and Information Commons	41
Rich Media Area	19
Group Study Rooms	55
Alcoves	8
Computer Classrooms	104
Conference Rooms	13
TOTAL	321

Source: IUPUI University Library Client Support

Public Computer Use

University Library is home to over 300 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 is available at <https://www.ulib.iupui.edu/tech/software>.

Unique Computer Logons

Unique Logons	2021-2022	2020-2021*	2019-2020
July	372	21	1,387
August	1,823	1,032	3,146
September	3,214	1,634	6489
October	2,776	1,343	6261
November	2,319	1,022	5250
December	1,969	373	4713
January	1,706	412	3,732
February	1,989	878	4,820
March	2,185	1,141	3,300
April	2,347	1,029	0
May	1,405	702	0
June	658	165	0
TOTAL	22,763	9,752	39,098

Source: IUPUI University Library Operations

*Most students were not fully on campus until August 2021

Website

The library's website, www.ulib.iupui.edu, connects users with resources, such as full-text articles and books, databases, citation guides, digital collections; and services, like room reservations, interlibrary loans, and articles on demand.

University Library Web	2021-2022	2020-2021	2019-2020
Visits/sessions	682,520	734,342	793,441
Page views	1,687,323	1,069,455	1,111,970
Unique visitors	284,140	271,538	359,530
Average duration of visit	1:20	1:16	1:35

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.

	2021-2022	2020-2021	2019-2020
Room Bookings	936	19	2,447

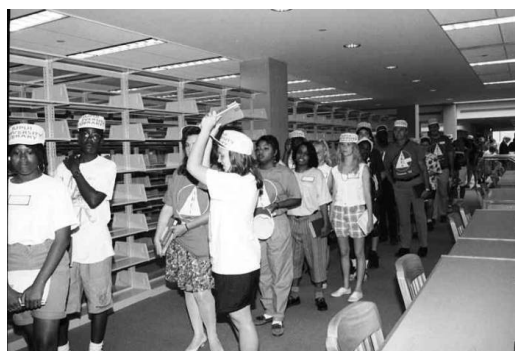
Source: IUPUI University Library Client Support via Event Management Systems

Student Group Study Room Usage

Study Room Usage	2021-2022	2020-2021	2019-2020
Study room reservations	28,510	0	26,201
Hours of use	61,500	0	56,576

Source: IUPUI University Library Client Support

LIBRARY ORGANIZATION



Indiana Memory Digital Collections

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 that helps shape library policies and strategic priorities.

For news directed toward our community, read the University Library's e-newsletters, Bookmark at <https://www.ulib.iupui.edu/about/publications/bookmark>.

Library Staffing (FTE)

Library Staffing	2021-2022
Librarians	29
Professional staff	20.75
Clerical and technical staff	26.89
Student hourly (undergrad and graduate, including work study)	6.46
TOTAL	83.10

Source: IUPUI University Library Business Administration Team & IU Columbus

Library Budget

Annual Budget	2021-2022	2020-2021	2019-2020
Salaries and wages	4,242,204	4,315,675	4,498,164
Fringe benefits	1,562,339	1,592,291	1,629,275
Materials and services expenses	3,329,562	3,357,974	3,735,877
Operations and maintenance	706,883	532,873	513,305
TOTAL	9,840,988	9,798,813	10,376,621

Source: IUPUI University Library Business Administration Team/ACRL data

Student Employment Program (STEP)

The library's many undergraduate and graduate student employees fulfill vital roles across a range of departments, from providing frontline user services and technology help to working on 3D/VR initiatives and supporting ScholarWorks, the IUPUI institutional repository. Annual survey results consistently show that students value the marketable skills they develop working at the library.

The Student Employment Program provides on-going training, resources, and support for supervisors of student employees. Now with a full-time director, STEP is developing programming to enhance students' sense of belonging on campus, and support their academic and career success. Student employees benefit from a dedicated lounge and study space within the library.