IU INDIANAPOLIS UNIVERSITY LIBRARY

FACT BOOK 2022-2023

IU Indianapolis University Library

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Herbert Simon Family Dean

MISSION

Inform the IU Indianapolis campus and wider community of learners through our educational resources, technologies, and expertise.

Connect people with our resources, our services, and each other.

Transform the lives of our community members by facilitating discovery, creativity, teaching, learning, and research. The University Library actively partners in the transformation to new and more accessible formats.

A leader among academic libraries, the IU Indianapolis 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 X 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 2022-2023, library staff answered 6,661 reference questions from students.
- Our librarians provided 362 instructional sessions and 765 research consultations.
- IUPUI ScholarWorks boasts 36,354 items today.
- The library supplied 8,982 items to users through IU Request Delivery, Interlibrary Loan, and Article Delivery Services.
- Records for 161 new titles were added to the catalog for the Books on Demand program. There are now over 161,000 titles available in the program.
- Over 980 people voted in the 2022 election at the Marion County voting center housed in the University Library. IUPUI earned title of *Most Engaged Campus for College Student Voting* from ALL IN.
- The first Libraries & Literacy Symposium was organized by the library, with 111 attendees. The symposium focused on children's literacy and targeted the entire state of Indiana.
- Former IUPUI University Library dean, David Lewis, was the recipient of the 2022 Spirit on Philanthropy awardee for the IU Indianapolis University Library.

COLLECTIONS AND INFORMATION ACCESS

The IU Indianapolis University Library serves nearly 26,000 undergraduate, graduate, and professional students in Indianapolis, Fort Wayne, and Columbus. IUPUI, IU Fort Wayne, and IUPUC serve a full- and part-time campus teaching staff of over 7,000 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 almost 2 million titles 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	**22-23**	**21-22**	**20-21**
IUPUI University Library	2,074,073	2,135,485	2,058,569
IUPUI Herron Art Library	36,203	36,113	35,772
IU Columbus	971,471	1,083,157	1,048,051*
TOTAL	3,081,747	3,254,755	3,142,392*

Volumes Held by Type	**22-23**	**21-22**	**20-21**
Microform/microfiche	63,733	63,790	63,791
Computer files	1,383	1,482	2,331
Audio	5,950 (2,631 of which are MP3)	5,814 (2,209 of which are MP3)	5,721 (2,034 of which are MP3)
Film and video	88,834 (81,336 of which are streaming video)	86,255 (78,668 of which are streaming video)	83,283 (75,550 of which are streaming video)

Manuscripts and archives (cubic feet)	6920	6,785	6,681

Source: Indiana University Libraries Database Management; IUI University Library Archives and Special Collections

Digital Collections

1995 Wood Plaza construction

IU Indianapolis' institutional digital repository, ScholarWorks, shares over 36,000 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.

ScholarWorks contains 36,354 titles and had 1,060,057 page views in 2022-2023. 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 averages 147,000 page views/month from 1,871,387 items in CONTENTdm. The most viewed was the Indiana State Library Map collection.

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 use our printing/photocopying services, as well as reference assistance.

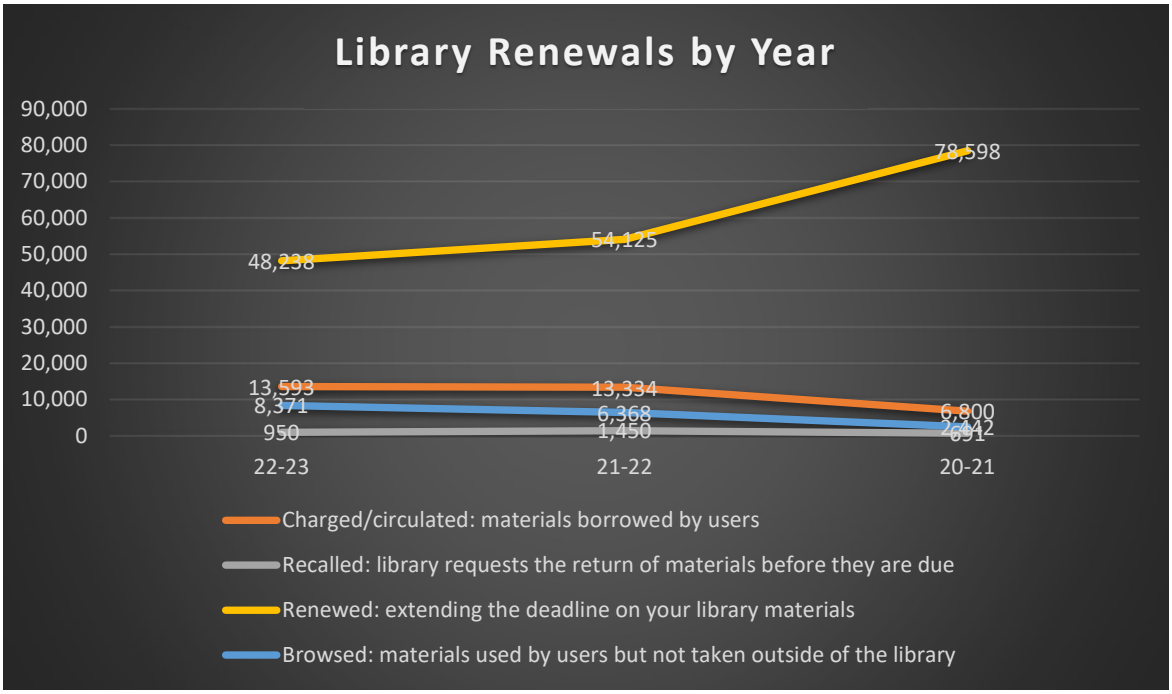
	22-23	21-22	20-21*
Cards Issued	2,523	2,827	1,805
Gate Count	611,824	550,481	153,473

Source: IU Indianapolis University Library Access Services, and Traf-Sys system

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

CIRCULATION

The University Library circulates thousands of books and other materials each year, and IUPUI users are able to renew items online. Undergraduate students may borrow up to 50 items. University staff and graduate students can borrow 125 items. Faculty can borrow up to 500 items. 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.



Source: IU Indianapolis 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 10,867 books, films, and articles for users via this shared network and supplied 8,982. 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 232 articles via on-demand services, and added 161 books (96 ebooks and 65 print) to the University Library collections via the ILL Purchase on Demand program.

ILL Lending	University Library	22-23	21-22	20-21
Total Items Lent	Within IU System	4,648	4,822	3,829
Total Items Lent	Outside IU but in Indiana	1,635	1,659	1,537
Total Items Lent	Outside of Indiana	2,699	3,321	4,390
Total Items Lent	TOTAL	8,982	9,802	9,756
Requests Received	TOTAL	13,097	13,671	15,560
Fill Rate		68.58%	71.7%	62.7%

Source: IU Indianapolis University Library Resource Sharing & Delivery Services

ILL Borrowing	University Library	22-23	21-22	20-21
Total Items	Within University Library	2,134	3,148	2,999
Total Items	Within IU System	1,000	2,999	2,540
Total Items	Outside IU but in Indiana	384	306	597
Total Items	Outside of Indiana	7,349	8,219	8,433
Total Items	TOTAL	10,867	14,672	14,569
Requests Received	TOTAL	11,784	15,658	15,552
Fill Rate		92.22%	93.7%	93.68%

Source: IU Indianapolis 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.

University Library has 29 librarians, 13 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	2022	2021	2020
Instructional visits	362	346	335
Librarian research consultations	723	765	748
Number of students in instructions	Physical + digital: 9,272	Physical + digital: 8,587	Physical + digital: 6,827
Tours and similar activities	58	27	14
Tour participants	713	406	244
First Year Experience	18%	16%	28%
100 and 200 level courses	27%	29%	13%
300 and 400 level courses	43%	42%	45%
Graduate level	6%	7%	8%

Source: IU Indianapolis 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.

2016 Wood Plaza fountain

Services & Information Desk	2022-2023	2021-2022	2020-2021
Reference & service questions	6,661	6,551	4,019
Virtual reference (chat*, IM, SMS)	1,442	1,614	789
E-mail reference	148	103	141
TOTAL TRANSACTIONS	8,251	8,268	4,949

Source: IU Indianapolis 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.

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 Lab, room 4106), open every Monday, Wednesday and Thursday 10 am – 6 pm by reservation. Reservations can be made 48 hours in advance by faculty, students, and staff for lab use and consultations for up to two hours. The lab has 3 XR development desktop PCs, 15 Meta Quest 2 headsets, 2 HP Windows HMDs, a suite of XR development programs, and suite of Meta Quest 2 apps.

The VR Lab currently supports the VRSpeech Program for R110 in the Speaker's Lab; helps create 3D videos for the Psychology Department's Empathy Research; and supports XR coursework for the Luddy School of Technology.

Computer Technology

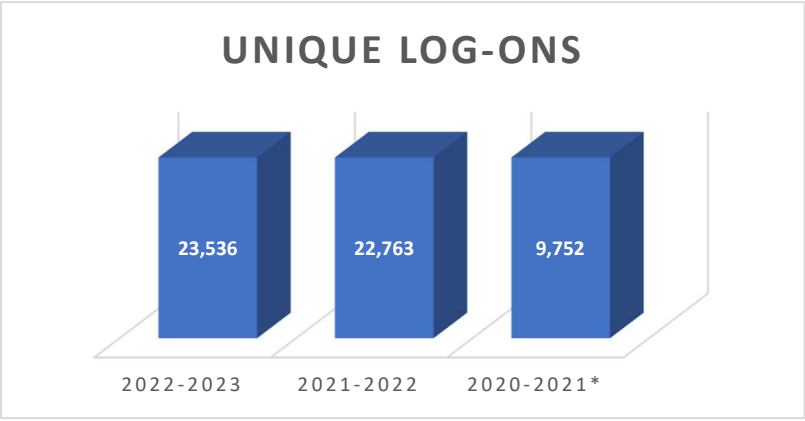
Public Workstation Type	Total Computers
Traditional cluster/Independent Workstation	141
Academic and Information Commons	41
Rich Media Area	19
Group Study Rooms	55
Alcoves	8
Computer Classrooms	104
Conference Rooms	13
TOTAL	**321**

Source: IU Indianapolis 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	2022-2023	2021-2022	2020-2021*
July	589	372	21
August	1,778	1,823	1,032
September	3,087	3,214	1,634
October	2,953	2,776	1,343
November	2,563	2,319	1,022
December	2,055	1,969	373
January	1,820	1,706	412
February	2,222	1,989	878
March	2,271	2,185	1,141
April	2,275	2,347	1,029
May	1,254	1,405	702
June	669	658	165
TOTAL	**23,536**	**22,763**	**9,752**

Source: IU Indianapolis 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	2022-2023	2021-2022	2020-2021
Visits/sessions	733,759	682,520	734,342
Page views	1,773,398	1,687,323	1,069,455
Unique visitors	343,404	284,140	271,538
Average duration of visit	1:12	1:20	1:16

Source: IU Indianapolis 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.

	2022-2023	2021-2022	2020-2021
Room Bookings	1,448	936	19

Source: IU Indianapolis University Library Client Support via Event Management Systems

Student Group Study Room Usage

Study Room Usage	2022-2023	2021-2022	2020-2021
Study room reservations	33,512	28,510	0
Hours of use	67,518	61,500	0

Source: IU Indianapolis University Library Client Support

LIBRARY ORGANIZATION

University Library is an environment with librarians and staff working together in four key areas – Administration, Collections, Educational Services, Technology – each supervised by an associate/assistant dean. The University Library maintains a Library Council 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	2022-2023
Librarians	29
Professional staff	19.5

Clerical and technical staff	25.35
Student hourly (undergrad and graduate, including work study)	7.52
TOTAL	81.37

Source: IU Indianapolis University Library Business Administration Team & IU Columbus

Library Budget

Annual Budget	2022-2023	2021-2022	2020-2021
Salaries and wages	4,351,789	4,242,204	4,315,675
Fringe benefits	1,617,682	1,562,339	1,592,291
Materials and services expenses	3,403,764	3,329,562	3,357,974
Operations and maintenance	734,310	706,883	532,873
TOTAL	10,107,545	9,840,988	9,798,813

Source: IU Indianapolis 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.

1997 Wood Plaza, Orientation Services