



**IU INDIANAPOLIS UNIVERSITY LIBRARY**

**FACT BOOK 2023-2024**

# IU Indianapolis University Library

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Herbert Simon Family Dean

A leader among academic libraries, the IU Indianapolis University Library offers the campus and community technologically advanced services, specialized instruction, and diverse study spaces for individuals and groups. The library focuses on leveraging technology to support student success with 28 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.

- The IUPUI University Library becomes the [IU Indianapolis](#) University Library.
- IU Northwest, IU Kokomo, IU Indianapolis and IU Southeast were named in the top tier by Third Way in its annual Economic Mobility Index report for the campuses' strong return on investment in 2023.
- IU Indianapolis University Library was a 2024 recipient of *Insight Into Diversity* magazine's Library Excellence in Access and Diversity Award.
- 715 people voted in the November 2023 and 250 in the May 2024 elections at the Marion County voting center housed in the University Library.
- The second annual Libraries & Literacy Symposium had over 100 attendees learning about civic literacy through workshops, presentations, panels, and a traveling exhibit.
- In 2023-2024, library staff answered 5,387 reference questions from students.
- Our librarians provided 316 instructional sessions and 601 research consultations.
- Records for 40,003 titles were added to the catalog for the Books on Demand program. There are now over 161,000 titles available in the program.

## 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.

## COLLECTIONS AND INFORMATION ACCESS

The IUI University Library serves over 27,000 undergraduate, graduate, and professional students in Indianapolis, Fort Wayne, and Columbus. IUI, IU Fort Wayne, and IU Columbus 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](#). IUI continues to be a congressionally designated depository for U.S. Government documents, participating in the [Federal Depository Library Program](#) since 1979.

<b>Volumes Held</b>	<b>23-24</b>	<b>22-23</b>	<b>21-22</b>
IUI University Library	2,033,606	2,074,073	2,135,485
IUI Herron Art Library	36,240	36,203	36,113
IU Columbus	903,774	971,471	1,083,157
TOTAL	2,973,620	3,081,747	3,254,755
<b>Volumes Held by Type</b>	<b>23-24</b>	<b>22-23</b>	<b>21-22</b>
Microform/microfiche	63,731	63,733	63,790
Computer files	1,350	1,383	1,482
Audio	6,086 (2,776 of which are MP3)	5,950 (2,631 of which are MP3)	5,814 (2,209 of which are MP3)
Film and video	102,854 (95,308 of which are streaming video)	88,834 (81,336 of which are streaming video)	86,255 (78,668 of which are streaming video)

Manuscripts and archives (cubic feet)	7,516	6,920	6,785
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Source: Indiana University Libraries Database Management; IUP University Library Archives and Special Collections

## Digital Collections

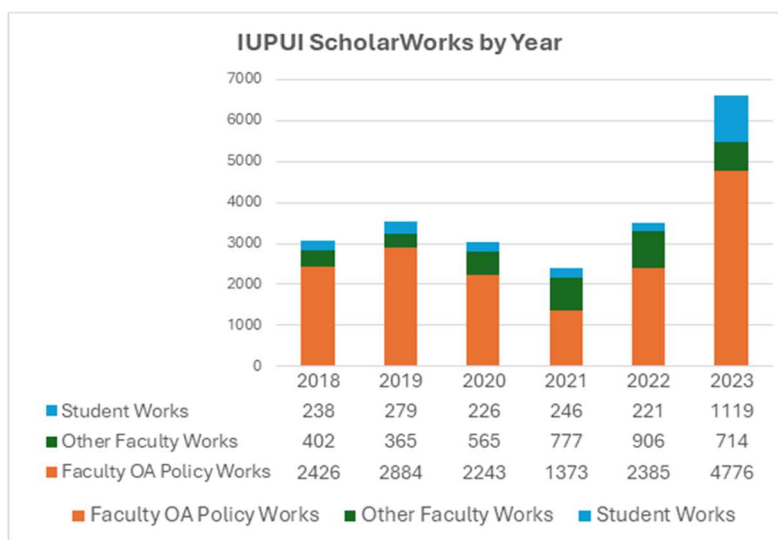
IUI's institutional digital repository, [ScholarWorks](#), shares over 40,000 articles, posters, reports, theses, educational materials and historical documents submitted by members of the campus community in order to address research communities' need for new outlets in scholarly communication.



IUPUI 1960s  
IUI Digital Collection

ScholarWorks contains 40,833 titles in 2023-2024. 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.

Since 2013, the IU Indianapolis Open Access Fund has supported faculty, postdoctoral, and student authors publishing in fully open access, fee-based, peer-reviewed journals. With support from many IU Indianapolis schools and other key stakeholders, the fund has assisted in the publication of [more than 200 articles](#). Along with the [IU Indy Open Access Policy](#), this fund has been a factor in [IU Indianapolis's national reputation](#) for sharing scholarly works at no cost to readers in Indiana and around the world. Reports on the progress of the IUI Open Access Fund are available at the [IU Indy Open Access Publishing Reports Collection](#) in IU Indianapolis ScholarWorks.



IUI Faculty & Student Research in ScholarWorks

University Library’s digital collections averages 40,600 page views/month from 913,310 items in CONTENTdm. This year our collections were segregated from the Indiana State Library collections. The entirety of our collection is now separate from ISL’s site.

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## 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.

	<b>23-24</b>	<b>22-23</b>	<b>21-22</b>
Cards Issued	3,267	2,523	2,827
Gate Count	768,575	611,824	550,481

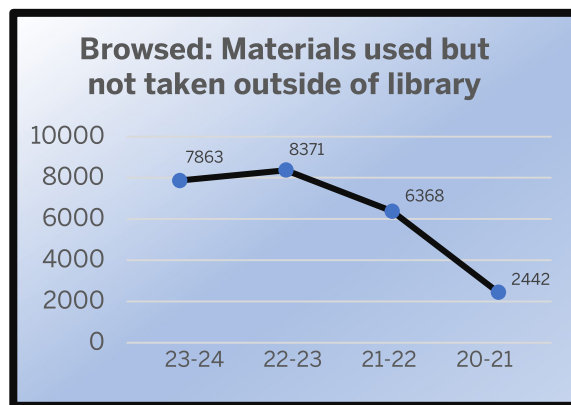
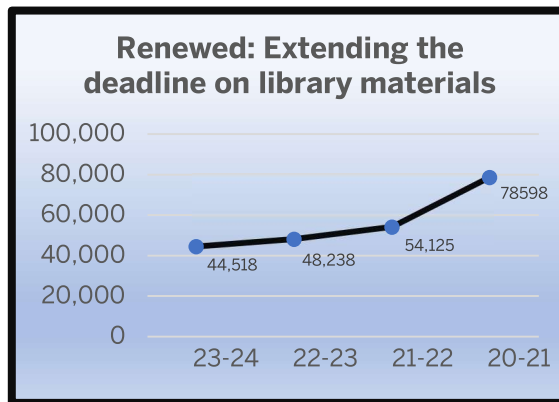
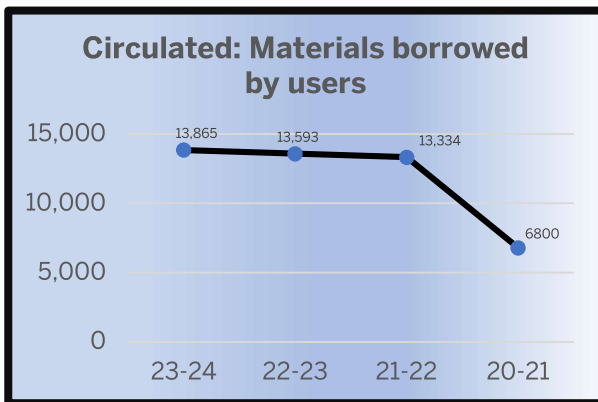
Source: IUI University Library Access Services, and Traf-Sys system

## CIRCULATION

The University Library circulates thousands of books and other materials each year, and IUI 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.



2023 Solar Eclipse at the University



Circulation, renewals, and browsing data 2023-2024

Source: IUI 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 65print) to the University Library collections via the ILL Purchase on Demand program.

<b>ILL Lending</b>	<b>University Library</b>	<b>23-24</b>	<b>22-23</b>	<b>21-22</b>
Total Items Lent	Within IU System	3,769	4,648	4,822
Total Items Lent	Outside IU but in Indiana	1,100	1,635	1,659
Total Items Lent	Outside of Indiana	2,552	2,699	3,321
Total Items Lent	TOTAL	7,421	8,982	9,802
Requests Received	TOTAL	12,129	13,097	13,671
Fill Rate		61.18%	68.58%	71.7%

Source: IUI University Library Resource Sharing & Delivery Services

<b>ILL Borrowing</b>	<b>University Library</b>	<b>23-24</b>	<b>22-23</b>	<b>21-22</b>
Total Items	Within University Library	1,425	2,134	3,148
Total Items	Within IU System	885	1,000	2,999
Total Items	Outside IU but in Indiana	142	384	306
Total Items	Outside of Indiana	7,191	7,349	8,219
Total Items	TOTAL	9,643	10,867	14,672
Requests Received	TOTAL	10,516	11,784	15,658
Fill Rate		91.7%	92.22%	93.7%

Source: IUI University Library Resource Sharing & Delivery Services

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## **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 the information desks, during research consultations, in programming and displays, and through student employment.

University Library has 29 librarians, 15 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://iu.libguides.com/librarians>

The University Library’s assessment report for the [IUI Program Review and Assessment Committee \(PRAC\) report](#) outlines how well students are learning via Educational Services instruction and the library’s Student Employment Program (STEP).

<b>Teaching and Learning Activity</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Instructional visits	316	362	346
Librarian research consultations	601	723	765
Number of students in instructions	Physical + digital: 7,863	Physical + digital: 9,272	Physical + digital: 8,587
Tours and similar activities	74	58	27
Tour participants	1,419	713	406
First Year Experience	14%	18%	16%
100 and 200 level courses	23%	27%	29%
300 and 400 level courses	47%	43%	42%
Graduate level	7%	6%	7%

Source: IUI University Library Teaching, Learning and Research



## INFORMATION SERVICES

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

Services & Information Desk	2023-2024	2022-2023	2021-2022
Reference & service questions	4,386	6,661	6,551
Virtual reference (chat*, IM, SMS)	898	1,442	1,614
E-mail reference	103	148	103
TOTAL TRANSACTIONS	5,387	8,251	8,268

Source: IUI University Educational Services via LibInsight

\*Chats answered and lasting more than 45 seconds.

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## 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 5<sup>th</sup> 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](#) with 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 VR Speech Program in

the Speaker’s Lab; helps create 3D videos for the Psychology Department; and supports XR coursework for the Luddy School of Technology. Below are the year’s statistics collected by the VR lab.

<b>VR Lab</b>	<b>Fall 2023</b>	<b>Spring 2024</b>
Appointments	63	52
Top Duration	30 min – 1 hr	30 min – 1 hr
HMD Bookings	22	33
Space Bookings	10	31
Top Department	Informatics	Informatics

Source: IUI VR Lab

### **Computer Technology**

<b>Public Workstation Type</b>	<b>Total Computers</b>
Traditional cluster/Independent Workstation	141
Academic and Information Commons & Rich Media Area	60
Group Study Rooms & Alcoves	63
Computer Classrooms	87
Conference Rooms	13
<b>TOTAL</b>	<b>364</b>

Source: IUI 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 found at <https://library.indianapolis.iu.edu/tech/software>.

### Unique Computer Logons

Unique Logons	2023-2024	2022-2023	2021-2022
July	681	589	372
August	1,830	1,778	1,823
September	2,700	3,087	3,214
October	2,489	2,953	2,776
November	2,323	2,563	2,319
December	1,720	2,055	1,969
January	1,711	1,820	1,706
February	2,158	2,222	1,989
March	2,005	2,271	2,185
April	2,023	2,275	2,347
May	691	1,254	1,405
June	408	669	658
<b>TOTAL</b>	<b>20,739</b>	<b>23,536</b>	<b>22,763</b>

Source: IUI University Library Operations

### Website

The library's website, <http://library.indianapolis.iu.edu/>, connects users with resources, such as full-text articles and books, IUCAT catalog, databases, our institutional repository ScholarWorks, citation guides, digital collections; and services, like room reservations, course reserve requests, librarian chat services, research guides, interlibrary loans, and articles on demand.

<b>University Library Web</b>	<b>2023-2024*</b>	<b>2022-2023</b>	<b>2021-2022</b>
Visits/sessions	477,000	733,759	682,520
Page views	660,000	1,773,398	1,687,323
Unique visitors	198,000	343,404	284,140
Average duration of visit	0:33	1:12	1:20

Source: IUI University Library Operations via Google Analytics

\*Significant declines in numbers due to changes in Google Analytics and URL changes from iupui.edu to indianapolis.iu.edu

## **Public Meeting Rooms**

Public meeting spaces in the library include the 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. Examples for 2024 room use include the Presidents Faculty Tea, President’s Cabinet, Staff Council, Midwest Nano Day Symposium, Indy Achieves Study Tables, Neuroscience Town Hall, and the Engineering and Technology Town Hall.

## **Public Meeting Room Usage**

	<b>2023-2024</b>	<b>2022-2023</b>	<b>2021-2022</b>
<b>Room Bookings</b>	857	1,448	936

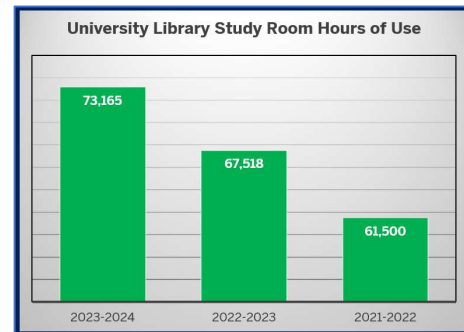
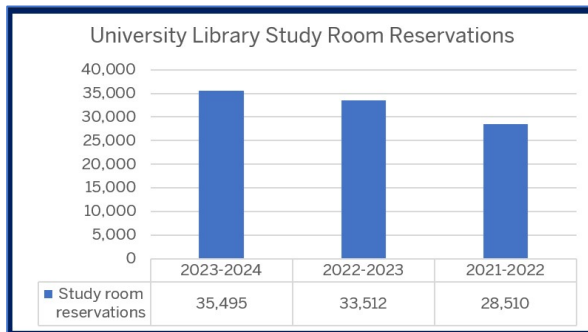
Source: IUI University Library Client Support via Event Management Systems

## **Student Group Study Room Usage**

<b>Study Room Usage</b>	<b>2023-2024</b>	<b>2022-2023</b>	<b>2021-2022</b>
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Study room reservations	35,495	33,512	28,510
Hours of use	73,165	67,518	61,500

Source: IUI University Library Client Support



Library Study Room Statistics for 2023-2024

## LIBRARY ORGANIZATION

University Library is an environment with librarians and staff working together in four key areas – Administration, Collections, Educational Services, Public Services – 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://library.indianapolis.iu.edu/about/publications/bookmark>.



## Library Staffing (FTE)

Library Staffing	2023-2024
Librarians	28
Exempt staff (employees not eligible for overtime pay)	13.50

Non-exempt staff (employees eligible for overtime, and part-time employees)	25.67
Student hourly (undergrad & graduate, including work study)	8.52
TOTAL	75.69

Source: IUI University Library Business Administration Team & IU Columbus

## Library Budget

Annual Budget	2023-2024	2022-2023	2021-2022
Salaries and wages	4,130,233	4,351,789	4,242,204
Fringe benefits	1,539,855	1,617,682	1,562,339
Materials and services expenses	3,392,103	3,403,764	3,329,562
Operations and maintenance	1,026,883 (large increase in grants)	734,310	706,883
TOTAL	10,089,074	10,107,545	9,840,988

Source: IUI University Library Business Administration Team/ACRL data

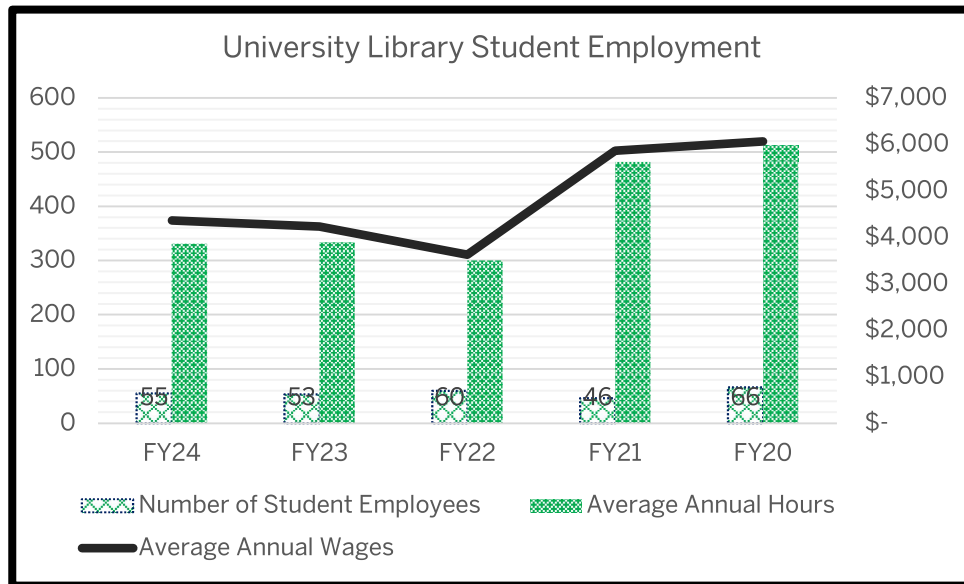
## Student Employment Program (STEP)

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. With 47 students working in the library, representing 9 schools and 25 different degree programs, we continue to be one of the largest employers of students on the IUI campus. The Ruth Lilly Special Collections & Archives, and our Client Support (technology) units have the most student employees.



Student Crossing  
IUI Digital Collection

The Student Employment Program provides on-going training, resources, and support for supervisors of student employees. The long-term goal is to provide all University Library student employees with a work environment and experience that focuses on engaged learning, fosters a sense of belonging, and supports students' personal, academic, and career success.



Student Employees at the Library 2023-2024

For assessment information on the STEP program, see the forementioned [PRAC report](#).



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