A progressive 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 software, librarian chat, live tech assistance, as well as specialized instructional space. The library focuses on leveraging technology to support student success with 30 full-time faculty librarians, plus programs in information literacy and digital scholarship. With millions of library database downloads each year, the library's resources are always available to students. The library is the primary informal learning space on campus, and continues to update technology, offer public and private individual and communal learning spaces, and create innovative goods and services for our patrons.

- The University Library serves thousands of undergraduates, graduate, and professional students. In 2016-17, library staff answered over 2,800 reference questions, in-person and online.
- The library has four staffed service points and is open over 100 hours each week during regular semesters, extending its normal closing time during final exams at IUPUI.
- Last fiscal year, librarians provided 387 instructional sessions, making contact with 9,798 students.
- Last year the University Library had 845,902 visitors including university students and faculty members, conference attendees, and community users. In the process of serving the Indianapolis community, the library issued 338 borrower's cards in 2016
- IUPUI author deposits in the IUPUI ScholarWorks Open Access repository increased by more than 350% from 651 articles at the end of 2015 to 2,955 articles at the end of 2016. The IUPUI ScholarWorks repository currently houses 12,853 items.
- The library sustained the IUPUI Authors Open Access Fund, supporting publication of IUPUI authored research in OA journals that have an authorship fee, by distributing $111,900 for 78 articles.
- The library supported the digital publishing of the new open access journal, *Chronicles of Health Impact Assessment.*
- 9,719 items were added to the University Library digital collections in 16-17. These collections were used 3,500,000 times

- In 2016-17, the Philanthropy Resources Online (PRO) digital library was visited by 4,491 users and provided access to 106,404 items; FOLIO was visited by 9,688 users with access to 1,268 items.
- The University Library supplied 25,022 items to patrons through IU Request Delivery, Interlibrary Loan, and the Article Delivery Services, filling 95% of requests received. An additional 94 article requests were fulfilled through the Articles on Demand service.
- At its inception in 2015, the new Articles on Demand service averaged a delivery time of 2 hours 5 minutes to the user. In 2016, the program averaged 1 hour 10 minutes. It now averages 53 minutes
- The library employs an average of 40 students. Graduate students work as circulation desk supervisors; undergraduate students serve as circulation desk clerks, computer technicians, digital scanning assistants, mailroom clerks, and interlibrary loan clerks. Students at the library often work more than 600 hours/week, with an average of six student workers on duty every hour the library is open.
- In 2016-17, students reserved study rooms 24,713 times. All group study rooms have computers, and many have large flat panel displays specially configured for collaborative work. Additionally, four of the group study rooms are specialty multi-media production rooms outfitted with powerful computers and video editing equipment. All public PC stations are outfitted with *Jaws17*, screen reading software for blind and low vision students, and 76 stations are outfitted with *Kurzweil 300*, text-to-speech software for English language learners, students with learning challenges, and low vision students.

Collections and Information Access

Open over 100 hours each week during regular semesters, the IUPUI University Library serves nearly 19,000 undergraduate students, nearly 8,000 graduate and professional students, and full- and part-time campus teaching staff of over 6,000 faculty, librarians, specialists, resident appointees and research fellows. With over 80,000 electronic serial titles and thousands of eBooks and databases, the library's resources are always available online.

Gate Count

Gate Count by Month	16-17	15-16	14-15	13-14	12-13
July	27,813	34,833	36,970	29,775	30,790
August	57,476	47,918	49,736	70,202	46,078
September	102,115	109,044	112,884	101,815	98,376
October	93,361	99,598	106,235	102,077	104,688
November	93,108	93,574	89,829	101,815	90,701
December	62,747	71,352	74,955	50,645	53,148
January	72,949	65,291	67,204	63,315	79,862
February	91,062	98,532	99,476	90,846	91,534
March	83,181	85,045	92,605	82,069	75,489

April	96,162	96,825	107,239	105,069	109,321
May	40,463	40,989	47,483	63,315	75,489
June	25,465	29,425	36,690	34,818	34,012
Fiscal Year Total	**845,902**	**872,123**	**921,306**	**895,761**	**889,486**

Source: Library Access Services Team

Circulation

The University Library circulates thousands of books and other materials each year, and students are able to renew items quickly and easily online. Undergraduate students may borrow up to 50 items and may most types of items up to 45 days without needing to renew. Faculty can borrow up to 500 items for 120 days; and university staff and graduate students can borrow 125 items for 120 days. A ll users must return audio-visual material within 14 days.

Transaction Type	16-17	15-16	14-15	13-14	12-13
Charged/Circulated	18,193	40,007	43,147	45,204	48,008
Recalled	879	1,898	2,053	2,716	11,214
Renewed	56,560	120,500	106,523	113,756	37,503
Browsed	4,148	7,904	15,082	11,618	10,721

Source: Library Access Services Team

Collections

The University Library holds over 1.3 million volumes, including over 35,000 at the Herron Art Library. Additionally, the library provides access to over 4.7 million e-books, e-journals, and databases.

Volumes Held	16-17	15-16	14-15
University Library	1,337,410	1,395,657	1,311,756
Herron Art Library	35,390	34,879	33,356
Total Volumes	1,372,800	1,430,539	1,345,112
Source: Library Access Services Team, based on ACRL annual survey reporting guidelines.			

Volumes Held by Type	16-17	15-16	14-15
Microform	67,372	65,459	67,500
Government Documents	9*	47,869	47,863
Computer Files	1,646	495	495
Audio (audiocassette + CD)	4,890	3,599	3,599
Film and Video (16 MM, DVD, film, laserdisc, STRVIDEO, VHS)	53,640	17,326	8,770
Manuscripts and Archives (linear feet)	5,592	5,322	5,092
Source: Library Access Services Team and Archives, based on ACRL annual survey reporting guidelines. *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.			

Guest Borrowers Cards

We serve 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.

The University Library limits guest borrower cards for two weeks during finals in order to give IUPUI students access to more computers. Additionally, in 2016, the library stopped issuing borrower cards to high school groups, and no guest passes are given during finals weeks.

PATRON TYPE

Undergraduate 43%
Community Member 6%
Graduate Student 5%
Faculty/Staff 4%

Cards Issued	2017	2016	2015
January	24	24	26
February	31	32	33
March	28	40	41
April	17	18	37
May	24	28	35
June	41	27	31
July	24	32	22
August	33	17	37
September	27	43	26
October	*	29	30
November	*	31	28
December	*	17	16
Total	*	**338**	**372**

Source: Access Services   *Data not yet available

Interlibrary Loan

Materials requested through Interlibrary Loan (ILL) come from a network of local, national, and international libraries. In the course of the past academic year, the University Library accessed around 26,000 books and articles for users via this shared network and lent another 24,000+. Most articles are delivered within 24 to 72 hours. Sharing materials with other institutions allows the University Library to leverage its resources by delivering information on demand.

ILL Lending	University Library	16-17	15-16	14-15	13-14
Originals	Within IU System	9,976	10,177	11,414	11,784
Originals	Outside IU but in	3,106	3,411	3,452	3,444
Originals	Outside of Indiana	1,314	1,221	1,407	1,501
Originals	Total	14,396	14,809	16,273	16,729
Photocopies	Within IU System	2,219	2,987	3,821	3,725
Photocopies	Outside IU but in	3,315	4,002	3,854	3,474
Photocopies	Outside of Indiana	4,790	4,943	5,998	6,712
Photocopies	Total	10,324	11,932	13,673	13,911
Total Items Lent	Within IU System	12,195	13,164	15,235	15,509
Total Items Lent	Outside IU but in	6,421	7,413	7,306	6,918
Total Items Lent	Outside of Indiana	6,104	6,164	7,405	8,213
Total Items Lent	Total	24,720	26,741	29,946	30,640
Requests	Total	33,067	36,368	40,186	40,239
Fill Rate		74.76%	73.53%	74.52%	76.15%

ILL Borrowing	University Library	16-17	15-16	14-15	13-14
Originals	Within University	3,272	4,013	3,650	3,435
Originals	Within IU System	7,116	7,726	8,248	8,159
Originals	Outside IU but in	910	1,063	1,199	1,216
Originals	Outside of Indiana	900	1,223	1,629	1,834
Originals	Total	12,198	14,025	14,726	14,644
Photocopies	Within University	3,247	3,332	4,263	4,335
Photocopies	Within IU System	318	365	397	
Photocopies	Outside IU but in	308	329	406	
Photocopies	Outside of Indiana	8,951	10,390	10,721	9,831
Photocopies	Total	12,824	14,416	15,787	15,047
Total Items	Within University	6,519	7,345	7,913	7,770
Total Items	Within IU System	7,434	8,091	8,645	8,630
Total Items	Outside IU but in	1,218	1,392	1,605	1,626
Total Items	Outside of Indiana	9,851	11,613	12,350	11,665
Total Items	Total	25,022	28,441	30,513	29,691
Requests	Total	26,460	30,235	32,373	31,720
Fill Rate		94.57%	94.07%	94.25%	93.60%

Source: Resource Sharing & Delivery Services

Educational Services

The University Library provided services to freshman seminar courses on campus, including Themed Learning Communities and the Summer Bridge program for incoming freshmen. The University Library created a Common Summer Bridge library curriculum and it is now in its second year. Librarians provided 395 classroom visits to 107 separate courses across campus in addition to providing online research guides and tutorials.

Teaching and Learning Activity	2016	2015	2014	2013
Instructional Visits	387	413	513	697
Librarian Research Consultations	708	932	(not recorded	in previous years)
Number of Classes	118	109	321	335*
Number of Students in Instructions	9,798	7,913	8,300	8,414
Tours and Similar Activities	67	22	38	58
Tour Participants	1,367	588	676	944
First Year Experience	30%	28%	52%	19%
100 and 200 level courses	62%	66%	70%	67%
300 and 400 level courses	33%	29%	25%	25%
Graduate level	5%	5%	5%	8%

Source: Library Teaching, Learning and Research Teams

Information Services

Librarians, staff, and student employees at the one-point Services & Information Desk answer thousands of reference questions. Additionally, subject librarians conduct in-depth one-on-one research consultations for students and faculty by telephone, chat, e-mail, and in-person on choosing a topic, determining information needs, finding library resources, finding internet resources, and evaluating and citing those sources.

Traffic at the Desk during the
DAYS OF THE WEEK

MON	TUES	WED	THURS
20%	19%	21%	15%

FRI	SAT	SUN
9%	7%	9%
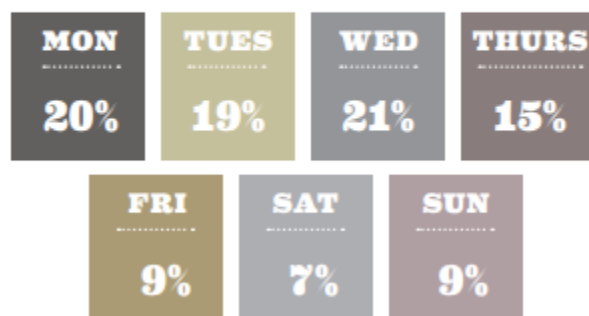
Services & Information Desk	16-17	15-16	14-15	13-14
Total transactions	8,889	11,191	65,316	85,467
Reference questions	2,316	1,914	6,346	8,852
Service questions	6,066	8,585	-	-
Chat reference (LibraryH3lp)	507	692**	1,230	

Source: Access Services via LibAnalytics

*In FY 15-16, the library stats portal was eliminated and only reference transactions were recorded with LibAnalytics.

**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. Five of our group study rooms are specialty multi-media production rooms outfitted with powerful computers and video editing equipment. All public PC stations are outfitted with *Jaws 17*, screen-reading software for blind and low vision students, and 76 stations are outfitted with *Kurzweil 300*, text-to-speech software for English language learners, students with learning challenges, and low vision students.

The library has a 3D Printing Studio where students, faculty, and staff can work with a library 3D modeling expert in using two MakerBot printers and two 3D scanners to design and create 3D teaching aids, research projects, and coursework. In 2016-2017, 96 such projects were conducted using our studio.

Users can determine computer availability (Windows PC, Macs, wheelchair accessible, rich media, academic software installation available) on 2nd, 3rd, and 4th floors before coming to the library at http://www.ulib.iupui.edu/tech/computer_availability.

We have 40 individual and group study rooms, classrooms, and conference rooms available for users on the 2nd, 3rd and 4th levels. Our student group study rooms get over 46,000 hours of use each year.
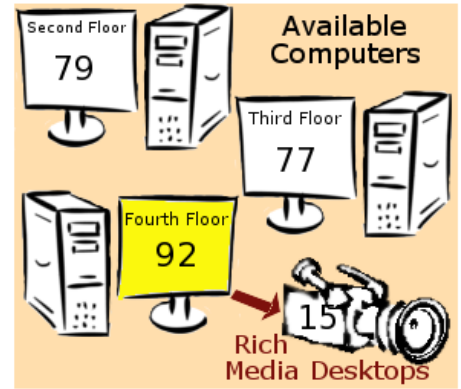
Computer Technology

Public Workstation Type	Total Computers
Traditional Cluster/Independent Workstation	30
Information Commons/Collaborative Workstation/Rich Media Area	138
Group Study Rooms	40
Computer Classrooms (includes 2120 Learning Lab)	100
Total	**308**

Source: Library Client Support Team

Public Meeting Room Bookings

Public meeting spaces in the library include the 100-seat Lilly Auditorium, three large classrooms, three computer labs, and three 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.

Room Bookings	16-17	15-16	14-15	13-14	12-13
July	121	249	124	139	137
August	236	291	187	195	214
September	372	434	352	308	373
October	325	413	389	384	372
November	311	278	247	280	333
December	162	199	144	127	146
January	213	284	214	195	277
February	301	285	287	305	313
March	330	302	303	286	298
April	307	350	346	305	322
May	175	249	129	166	180
June	172	196	110	182	173
Fiscal Year Total	**3,025**	**3,530**	**2,832**	**2,872**	**3,138**

Source: Library Client Support Team

Public Computer Use

University Library is home to over 300 public computer workstations, 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.

Public Computer Use	2016	2015	2014	2013	2012
IU User Logon Total	79,578	278,502	396,146	334,557	342,382
Guest User Logon Total	78,425	7,349	9,674	6,581	9,062
All Logon Total	**158,003**	**285,851**	**405,720**	**341,138**	**351,444**

Source: Library Operations Team

Unique Computer Logons

Unique Logons	16-17	15-16	14-15	13-14	12-13
July	941	2,390	3,223	2,516	2,785
August	2,439	5,831	7,412	7,521	7,605
September	3,639	6,344	11,091	9,546	9,378
October	3,471	8,471	11,335	9,377	9,327
November	3,780	6,648	9,687	8,520	8,884
December	3,898	3,778	9,009	6,642	7,032
January	5,527	3,499	7,927	7,475	7,494
February	5,914	4,813	9,077	8,741	7,740
March	5,903	4,411	8,428	8,331	7,097
April	6,348	4,954	9,776	8,629	8,584
May	3,655	2,477	6,287	6,630	4,237
June	1,725	1,243	3,190	3,076	3,022
Annual Unique Users	**47,240**	**54,859**	**96,442**	**87,004**	**83,185**

Source: Library Operations Team, https://ulib.iupui.edu/node/19302

Website

The library's website, www.ulib.iupui.edu, connects users with resources – full-text articles, databases, books, digital collections, and many more – and services.
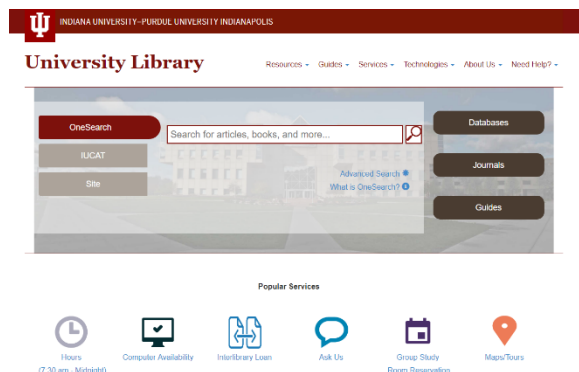
The Digital User Experience (DUX) Working Group continues work to improve the user experience on the library's website by conducting usability testing, developing an efficient information architecture, updating the systems, etc.

University Library Web	16-17	15-16	14-15
Visits/sessions	1,004,409	1,067,119	1,160,418
Pageviews	1,784,533	1,805,990	2,378,981
Unique visitors	540,862	528,024	649,350
Average duration of visit	2:17	2:15	2:43

Source: Library Operations Team/Google Analytics

Student Group Study Room Usage

University Library has 36 student group study rooms managed through an online reservation system. These rooms include 10 small rooms, 10 medium rooms, 11 large rooms, and 5 rich media/video production rooms. In 16-17 study rooms were in use for more than 46,000 hours, making more than 24,000 reservations.

Fiscal Year	Reservations	Hours of Use
13-14	37,487	59,495
14-15	34,163	57,316
15-16	24,547*	41,292*
16-17	24,713	46,703

Source: Library Client Support Team

Library Organization

The University Library is as an environment with librarians and staff working together in four key areas – Administration, Collections, Educational Services, Digital Scholarship – each supervised by an associate/assistant dean. The University Library maintains a Library Council, Management Committee, and Diversity Council (The library's diversity plan can be found at http://ulib.iupui.edu/about/diversity) that all meet regularly. All library employees gather twice a year for a half week of organizational planning which provides focused time for professional development and strategic planning.

For news directed toward our community, read the University Library's e-newsletters, *Bookmark* at http://www.ulib.iupui.edu/about/newsletter.

Library Staffing

Library Staffing, FTE	16-17	15-16
Librarians, FTE	30	30
Professional Staff, FTE	20	17
Clerical and Technical Staff, FTE	27	27
Regular Hourly, FTE (non-student)	3	7
Student Hourly FTE (undergrad and graduate, including work study)	55	43
Total	**135**	**124**

Source: Library Business Administration Team as reported for ACRL statistical reporting purposes

*Estimates due to fluctuation of number of hourly workers throughout the year.

Library Budget

Annual Operating Budget	16-17	15-16	14-15	13-14	12-13
Salaries and Benefits	5,506,908	5,378,318	5,282,891	5,439,552	5,326,571
Hourly Wages	210,000	200,000	200,000	224,068	221,000
Materials	3,677,122	3,822,078	3,818,600	3,818,600	3,778,600
Life Cycle Funding	145,320	145,320	120,320	110,320	130,320
S&E/Travel/Other	456,500	330,605	330,605	374,900	298,762
Total	**9,995,850**	**9,876,321**	**9,752,416**	**9,967,440**	**9,755,253**

Source: Library Business Administration Team