

IUPUI UNIVERSITY LIBRARY

# FACT BOOK 2017–2018

# IUPUI University Library

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.

- University Library serves thousands of undergraduates, graduate, and professional students. In 2017-18, library staff answered over 2,500 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 hours during final exams.
- Last fiscal year, librarians provided 1,279 instructional sessions and research consultations, making contact with over 8,000 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 313 borrower's cards in 2017.
- In the spring, the library underwent a [major renovation](#) of the third and fourth floors. The last significant update was in 1993! The space was renovated to create more study space and more diverse study space for students, including 400 new seats, expanded collaborative study space, new flexible group seating, new group quiet rooms; more white boards, desks, study tables, USB and electrical outlets, and nooks.
- In the last five years, [IUPUI ScholarWorks](#) has multiplied by more than five times – from 2,609 items at the beginning of 2013 to 15,339 items today.
- In 2018, the library supported the digital publishing of the new open access journals, Journal of Legal Aspects of Sport and Journal of Islamic Faith and Practice. The University Library currently supports 17 open access journals, and these journals have had 191,154 views this year alone.
- A historical exhibit was created by University Library staff and Museum Studies students for IUPUI's 50th anniversary in the Joseph and Matthew Payton Philanthropic Studies Library. Additionally, [an exhibit on IUPUI's neighborhood history](#) for the Welcoming Campus Initiative was created in the Science & Engineering Laboratory.
- Herron Library is home to a growing and notable Fine Press / Book Arts collection, approaching 1000 items. This collection offers unique expressions of art that reflect the qualities, functions, and structure of the book.
- University Library supplied 24,533 items to patrons through IU Request Delivery, Interlibrary Loan, and Article Delivery Services, filling 95% of requests.
- At its inception in 2015, the Articles on Demand service averaged a delivery time of 2 hours 5 minutes to the user. In 2017-2018, the program averaged 52 minutes, with a median of 2 minutes.
- The library employs an average of 40 students annually. 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 2017-18, students reserved study rooms 26,733 times.

## 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 of information to new and more accessible formats.

**COLLECTIONS AND INFORMATION ACCESS**

Open over 100 hours each week during regular semesters, the IUPUI University Library serves over 20,000 undergraduate students and over 8,000 graduate and professional students, with the largest incoming class in IUPUI history! We serve a full- and part-time campus teaching staff of over 6,000 faculty, librarians, specialists, resident appointees, and research fellows. All can access over 80,000 electronic serial titles and thousands of eBooks and databases online at any time.

The University Library and Herron Art Library together hold over 1 million titles and provide access to 1 million unique e-books, 145,000 e-journals, and over 500 e-databases and online collections.

Volumes Held	17-18	16-17	15-16
University Library	1,402,844	1,337,410	1,395,657
Herron Art Library	36,105	35,390	34,879
TOTAL	1,438,949	1,372,800	1,430,539
Volumes Held by Type	17-18	16-17	15-16
Microform	64,587	67,372	65,459
Government documents	8*	9*	47,869
Computer files	2,086	1,646	465
Audio	4,832	4,890	3,599
Film and video	10,144	53,640	17,326
Manuscripts and archives (linear feet)	5,708	5,592	5,322

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

\*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.

**Digital Collections**

In 2017, IUPUI’s digital archive, IUPUI ScholarWorks, had 111,365 downloads, 146,209 abstract views from 190 countries. 3054 IUPUI articles were published that year, from 924 authors. You can view more details in the IUPUI Open Access Policy: Annual Report for 2017 (2018, May) at <http://hdl.handle.net/1805/16208>.

From January to June 2018, open access faculty articles had 135,841 views and the theses, dissertations, and doctoral papers had 256,207 downloads.

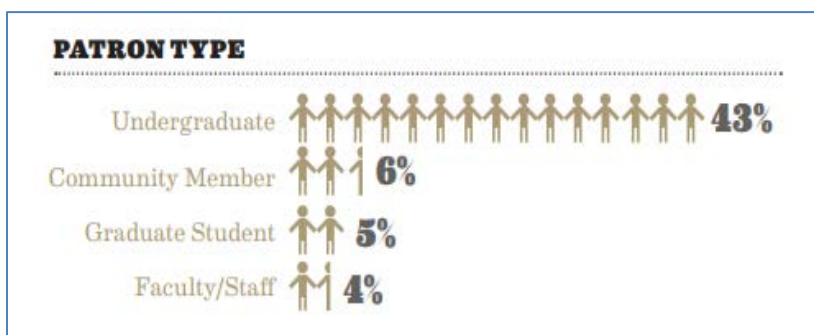


Archives & Special Collections Digital Repositories:

- Ruth Lilly Special Collections and Archives' eArchives has had 41,955 cumulative visits/views (4,396 views in 2017-2018) with access to 8,959 items.
- Foundation Literature Online/FOLIO had 50,876 cumulative visits/views (1,659 views in 2017-2018) with access to 1,268 items.
- Philanthropy Resources Online/PRO has been viewed 20,556 times (3,219 this year), providing access to 544 multi-page items.

## 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.



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.

Cards Issued	2018	2017	2016
January	28	24	24
February	23	31	32
March	33	28	40
April	20	17	18
May	29	24	28
June	24	41	27
July	*	24	32
August	*	33	17
September	*	27	43
October	*	36	29
November	*	20	31
December	*	8	17
<b>TOTAL</b>	<b>*</b>	<b>313</b>	<b>338</b>

Source: IUPUI University Library Access Services

\*Data not yet available



## Gate Count

Count by Month	17-18	16-17	15-16
July	25,964	27,813	34,833
August	58,325	57,476	47,918
September	94,974	102,115	109,044
October	98,583	93,361	99,598
November	91,058	93,108	93,574
December	56,787	62,747	71,352
January	73,628	72,949	65,291
February	88,493	91,062	98,532
March	77,308	83,181	85,045
April	101,415	96,162	96,825
May	41,388	40,463	40,989
June	29,666	25,465	29,425
<b>FY TOTAL</b>	<b>837,585</b>	<b>845,902</b>	<b>872,123</b>

Source: IUPUI University Library Access Services

## 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 for 45 days. Faculty can borrow up to 500 items for 120 days; and university staff and graduate students can borrow 125 items for 120 days. All users must return audio-visual material within 14 days. Other items, such as calculators, phone chargers, data cables, wireless presentation remotes, portable DVD drives are also available for short time frame loans

Transaction Type	17-18	16-17	15-16
Charged/circulated	26,427	36,046	40,007
Recalled	1,170	1,574	1,898
Renewed	82,425	116,592	120,500
Browsed	5,365	8,486	7,904

Source: IUPUI University Library Access Services

## Interlibrary Loan

Materials requested through Interlibrary Loan (ILL) come from a network of local, national, and international libraries. Over the past academic year, the University Library accessed nearly 25,000 books, films, and articles for users via this shared network and lent another 21,000+. Most articles are delivered within 8 to 48 hours. Sharing materials with other institutions allows the University Library to leverage its resources by delivering information on demand.

<b>ILL Lending</b>	<b>University Library</b>	<b>17-18</b>	<b>16-17</b>	<b>15-16</b>
Originals	Within IU System	9,151	9,976	10,177
Originals	Outside IU but in Indiana	2,863	3,106	3,411
Originals	Outside of Indiana	1,022	1,314	1,221
Originals	TOTAL	13,036	14,396	14,809
Photocopies	Within IU System	1,445	2,219	2,987
Photocopies	Outside IU but in Indiana	3,330	3,315	4,002
Photocopies	Outside of Indiana	3,881	4,790	4,943
Photocopies	TOTAL	8,626	10,324	11,932
Total Items Lent	Within IU System	10,596	12,195	13,164
Total Items Lent	Outside IU but in Indiana	6,163	6,421	7,413
Total Items Lent	Outside of Indiana	4,903	6,104	6,164
Total Items Lent	TOTAL	21,662	24,720	26,741
Requests Received	TOTAL	30,517	33,067	36,368
Fill Rate		70.98%	74.76%	73.53%

Source: IUPUI University Library Resource Sharing & Delivery Services

<b>ILL Borrowing</b>	<b>University Library</b>	<b>17-18</b>	<b>16-17</b>	<b>15-16</b>
Originals	Within University Library	2,790	3,272	4,013
Originals	Within IU System	6,941	7,116	7,726
Originals	Outside IU but in Indiana	745	910	1,063
Originals	Outside of Indiana	843	900	1,223
Originals	TOTAL	11,319	12,198	14,025
Photocopies	Within University Library	2,530	3,247	3,332
Photocopies	Within IU System	445	226	318
Photocopies	Outside IU but in Indiana	394	308	329
Photocopies	Outside of Indiana	10,064	8,951	10,390
Photocopies	TOTAL	13,214	12,824	14,416
Total Items	Within University Library	5,320	6,519	7,345
Total Items	Within IU System	7,167	7,434	8,091
Total Items	Outside IU but in Indiana	1,139	1,218	1,392
Total Items	Outside of Indiana	10,907	9,851	11,613
Total Items	TOTAL	24,533	25,022	28,441
Requests Received	TOTAL	25,889	26,460	30,235
Fill Rate		94.76%	94.07%	94.57%

Source: IUPUI University Library 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 366 classroom visits to IUPUI and non-IUPUI courses in addition to providing online research guides and tutorials.

Teaching and Learning Activity	2017	2016	2015
Instructional visits	342	387	413
Librarian research consultations	937	708	932
Number of classes	102	118	109
Number of students in instructions	7,355	9,798	7,913
Tours and similar activities	34	67	22
Tour participants	974	1,367	588
First Year Experience	33%	30%	28%
100 and 200 level courses	61%	62%	66%
300 and 400 level courses	32%	33%	29%
Graduate level	7%	5%	5%

Source: IUPUI University Library Teaching, Learning and Research

## 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.

Services & Information Desk	2017-2018	2016-2017	2015-2016
Reference questions	2,005	2,316	1,914
Service questions	4,022	6,066**	8,585
Chat reference (LibraryH3lp)*	519	507	692
TOTAL TRANSACTIONS	6,545	8,889	11,191

Source: IUPUI University Library Access Services via LibAnalytics

\*Chats answered and lasting more than 45 seconds.

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

## LIBRARY SPACE AND TECHNOLOGY

With over 350 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 MakerBot printers and 3D scanners to design and create 3D teaching aids, research projects, and coursework. In 2017-2018, 147 such projects were conducted using our studio. In late 2017, our Virtual and Augmented Reality Lab opened as the first of its kind on campus.

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](http://www.ulib.iupui.edu/tech/computer_availability).

The 2018 renovated spaces will improve the library's function as the informal learning hub of the campus. The new design will improve private, quiet study spaces on the 3rd floor, and it will increase the amount and quality of collaborative, group study spaces on the 4th floor. More than 400 new private study carrels, tables, couches, and other seats were added to the renovated floors. In addition, the renovation brings more than 400 new power outlets and USB ports to the building. Student feedback had a strong impact on the renovation design plan, and campus was kept updated about renovation progress through the library's Community Outreach Group. <http://www.ulib.iupui.edu/space/home>

### Computer Technology

Public Workstation Type	Total Computers
Traditional cluster/independent workstation	355
Information Commons/collaborative workstation/rich media area	39
Group study rooms	45 (35 reservable and 10 non-reservable)
Computer classrooms	112
TOTAL	551

Source: IUPUI University Library Client Support

### Public Computer Use

University Library is home to over 350 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	2017	2016	2015
IU user logon total	234,143	79,578	278,502
Guest user logon total	232,955	78,425	7,349
TOTAL	467,098	158,003	285,851

Source: IUPUI University Library Operations



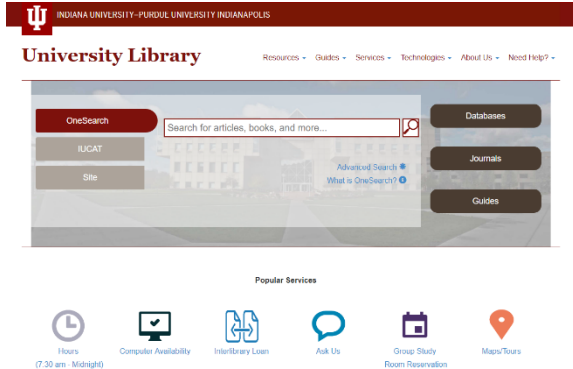


## Unique Computer Logons

Unique Logons	2017-2018	2016-2017	2015-2016
July	1,523	941	2,390
August	5,360	2,439	5,831
September	7,336	3,639	6,344
October	7,296	3,471	8,471
November	6,711	3,780	6,648
December	5,519	3,898	3,778
January	5,441	5,527	3,499
February	5,921	5,914	4,813
March	5,623	5,903	4,411
April	6,175	6,348	4,954
May	3,373	3,655	2,477
June	1,645	1,725	1,243
<b>TOTAL</b>	<b>61,923</b>	<b>47,240</b>	<b>54,859</b>

Source: IUPUI University Library Operations

## Website



The library's website, [www.ulib.iupui.edu](http://www.ulib.iupui.edu), connects users with resources, such as full-text articles, databases, books, digital collections; and services, like study room reservations, faculty toolboxes, interlibrary loans, and articles on demand.

University Library Web	2017-2018	2016-2017	2015-2016
Visits/sessions	751,791	1,004,409	1,067,119
Page views	1,109,054	1,784,533	1,805,990
Unique visitors	379,791	540,862	528,024
Average duration of visit	2:10	2:17	2:15

Source: IUPUI University Library Operations via Google Analytics

## Public Meeting Rooms

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	2017-2018	2016-2017	2015-2016
July	136	121	249
August	236	236	291
September	451	372	434
October	425	325	413
November	397	311	278
December	187	162	199
January	455	213	284
February	371	301	285
March	358	330	302
April	375	307	350
May	288	175	249
June	258	172	196
<b>TOTAL</b>	<b>3,937</b>	<b>3,025</b>	<b>3,530</b>

Source: IUPUI University Library Client Support via Event Management Systems

## Student Group Study Room Usage

The University Library has 35 student group study rooms managed through an online reservation system that is accessible for vision-impaired students. These reservable rooms include 10 small, 10 medium, 10 large rooms, and 5 rich media/video production rooms. In 17-18 study rooms were in use for more than 52,000 hours, making more than 26,000 reservations.

Study Room Usage	2017-2018	2016-2017	2015-2016
Study room reservations	26,733	24,713	24,547
Hours of use	52,257	46,703	41,292

Source: IUPUI University Library Client Support

## LIBRARY ORGANIZATION

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	2017-2018	2016-2017
Librarians	27	30
Professional staff	23	20
Clerical and technical staff	26	27
Regular hourly (non-student)	2	3
Student hourly (undergrad and graduate, including work study)	36	55
TOTAL	135	135

Source: IUPUI University Library Business Administration Team

## Library Budget

Annual Operating Budget	2017-2018	2016-2017	2015-2016
Salaries and benefits	5,732,462	5,506,908	5,378,318
Student wages	284,500	210,000	200,000
Materials: books, journals, subscriptions, etc.	3,642,122	3,677,122	3,822,078
Life Cycle funding: computers and other technologies	190,320	145,320	145,320
Supplies, equipment, travel	529,506	465,500	330,605
TOTAL	10,378,910	9,995,850	9,967,440

Source: IUPUI University Library Business Administration Team



INDIANA UNIVERSITY

FULFILLING *the* PROMISE