Mission

Vision/Mission:

Wisdom demands the sharing of knowledge. We therefore collect, organize, and assist in the use of the record of human understanding. We preserve the records of the past; we help individuals inform themselves in the present, and we shape the information environment for the future.

The IUPUI University Library honors tradition, but looks to the innovative application of technology and new forms of engagement with our various publics as our path to excellence.

Vision: To be the innovative leader among urban university libraries

Mission:

- To promote excellence in learning
- To serve as a gateway to information vital for research and scholarship
- To create unique scholarly resources with an emphasis on philanthropic studies, IUPUI generated research, and materials relating to central Indiana
- To be the primary informal learning space on the IUPUI campus
- To enhance the availability of scholarly information for the residents of Central Indiana

The mission of the IUPUI University Library is derived from and aligned with the IUPUI Mission Statement.

Values: IUPUI University Library is committed to:

- Creativity and innovation
- Collaboration and teamwork
- Individual and organizational learning
- Trust
- Diversity
- Opportunity
- Accountability
- Academic and intellectual freedom

In support of these values, IUPUI University Libraries endorses the American Library Association’s Library Bill of Rights.

Goals and Objectives

A. Excellence in Teaching and Learning

1. Integrate librarians into curriculum development and delivery in order to teach the critical thinking skills related to information for entry students by contributing to Learning Communities and Gateway Courses.

   Campus Planning Theme: Teaching and Learning

   Strategic Goals:
Secondary Goals:
**Sub Unit:** Client Teams
**Time Frame:** On-going

**Actions taken for 2004-2005:**

In 2004-05 librarians participated in all learning communities. This is consistent with our involvement in past years. Librarians are engaged in all of the major teaching and learning initiatives on the campus including the Gateway Initiative, the Electronic Portfolio Project, the development of the critical inquiry courses, and the Summer Bridge program. The Texas Information Literacy Tutorial (TILT) was modified for the IUPUI environment and was ready to be used through OnCourse beginning in the fall of 2003. Because of this development there was some purposeful decline in the face-to-face instruction provided in some learning communities.

**Evidence of Progress for 2004-2005:**

In 2004-05 librarians participated in all learning communities. This is consistent with our involvement in past years. Librarians are engaged in all of the major teaching and learning initiatives on the campus including the Gateway Initiative, the Electronic Portfolio Project, the development of the critical inquiry courses, and the Summer Bridge program. We continue to use and develop inflite, the library’s web-base tutorial. In 2003-04 the library conducted 362 tours, orientations and instructional sessions that reached 8,925 people. In 2004-05 338 sessions were presented; 7,690 people were reached. In both cases there were modest declines.

**Activities planned for 2005-2006:**

We will continue our current approach to and level of engagement. Some changes in the leadership of the library’s instructional activities may be considered in order to assure that the appropriate focus an priority is maintained.

- Provide more advanced students with discipline-based library skills by working with departments and schools.

  **Campus Planning Theme:** Teaching and Learning
  **Secondary Goals:**
  **Sub Unit:** Client Teams
  **Time Frame:** On-going

**Actions taken for 2004-2005:**

A variety of efforts were made and some progress was made in expanding our involvement with upper level courses. Our work with the PULs supported this activity. This will need to remain a focus as progress in this area is often dependent on the level of faculty interest in a given department or school.

**Evidence of Progress for 2004-2005:**

No statistical evidence available. We know we have developed new programs with several departments and expanded them in several schools and departments.
Activities planned for 2005-2006:

The liaisons for the various schools and departments will begin working with these units to establish library and information skills that are needed for students as they enter their majors and what they are expected to know when they graduate. This may be done in the context of the PULs. In conjunction with the units the library’s liaisons will begin developing programs that meet these requirements. Some changes in the leadership of the library’s instructional activities may be considered in order to assure that the appropriate focus on an priority is maintained. Better data on this activity will be captured as part of the electronic annual report which will be deployed in January 2006.

3. Develop systems that enhance the ability of users to effectively use the library’s collections and services.

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

Sub Unit: Client Teams, Digital Library Team, Operations Team, Reference Team, and Client Support Team

**Time Frame:** On-going

Actions taken for 2004-2005:

We continue to provide reference support and computer assistance. The computer support operation continues to be refined. The relocated the computer support desk and the instant messaging support system continue to be successful as is the student mentor. We replaced our library specific chat-based reference service with a opensource chat service in September 2005. A review of the public service points and our service strategy was begun, but has not yet been completed. We continue the development of the electronic reserve system and are investigating a new vendor who will be able to provide additional processing functionality. Intellectual property issues continue to be an impediment to the smooth operation of electronic reserves. We continued to develop the library’s web site as a research resource for the campus. We deployed MetaSearch, a federated search engine and portal to library resources. This was a major initiative, which we only rolled out for operation in the fall of 2004. Unfortunately this software is more difficult to work with that we had anticipated and our progress as been less than was hoped for. For the fall semester 2004, we deployed a system for linking from OnCourse to library resources. This system uses the MetaSearch e-shelf. This system allows faculty to easily create a reading list which can be located inside OnCourse. Many, but not yet all, electronic full-text resources licensed by the library can be made available using this system. We believe we are one of the first libraries in the country to put a system like this in place. Unfortunately OnCourse CL does not support this or any other library services.

**Evidence of Progress for 2004-2005:**

Reference transactions increased 0.5% from 48,967 in 2003-04 to 49,227 in 2004/05.

Activities planned for 2005-2006:

Continue to develop MetaSearch and continue the integration of these products into Oncourse (including developing Sakai compatible versions of the systems) and OneStart. With the other IU libraries, develop a library component for Oncourse CL. Evaluate and refine the new chat-based reference service. Implement the reference portal software developed by the Bloomington Libraries. Bring new electronic reserve system into production. Review the technical infrastructure of the libraries web pages and develop a more robust system if this is feasible.

4. Maintain the quality of the space and technology in the University Library facility. Provide support for the use of the
technology, information resources, and collections housed in the library.

**Campus Planning Theme:** Teaching and Learning

**Secondary Goals:**

- **Sub Unit:** Client Support Team, Access Services Team, Reference Team, Herron Team
- **Time Frame:** On-going

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**Actions taken for 2004-2005:**

The library continues to maintain approximately 350 public computer workstations on a three-year replacement cycle with a full set of software resources available on the machines. During the summer of 2005, 17 group workstations were created on Level 2 as the first step in redeveloping this core space. About a third of the current periodical space was cleared and used in this deployment. A year-long planning process with RJE Business Interiors and Knoll involve librarians, students, and members of the library’s Community Board. This is an experimental space which purposely uses a wide variety of furniture and technology configurations. A significant portion of the resources used in this project were raised externally. In July of 2005 the library began charging a penny a page for printing. In fiscal 2004-05 the library gave away 4.6 million prints at the cost of over $50,000. This charge has reduced the printing done in the library by about half. There also has been a slight reduction in the number of user log-in to library computers which might indicate that some students are going elsewhere to use computers. The School of Library and Information Science moves from Level 1 to Level 3. This move resulted in the loss of six group studies. A slightly larger number of faculty studies were converted to student use. In the late spring of 2005 a group study was converted to a presentation rehearsal room. The space which is designed to provide student groups a place to practice group presentations in furnished with computer projection and has proved to be very popular. We continue to be challenged with difficulty in managing noise (particularly cell phones) and in trying to find ways to provide groups with good access to our group study spaces. In the fall of 2005 the Writing Center relocated their second service operation from the University College to Level 4 of the library. We anticipate moving this operation to Level 2 in the summer of 2006 and making part of the Academic Commons. The new Herron Library opened in the summer of 2005. It is a significant improvement over the old library.

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**Evidence of Progress for 2004-2005:**

The gate count for the library went from 985,553 in 2003/04 to 912,033 in 2004/05, or a decline of 7.5%. Log-ins to library workstations went from 514,375 in 2003/04 to 526,352 in 2004/05, or an increase of 2.3%. Log-in per gate count went from .52 in 2003/04 to .58 in 2004/05, or a 10.6% increase. Hits on the library’s web site have increased at the rate of about 20% per year for the past two calendar years. For the January to September period 2005 the number of hits is up about 10%. The number of hits per month during this period were 1.1 million. The September 2004 versus September 2005 figures show the impact of the pay-for-print implementation. In September 2004 there were 65,636 log-in and 562,352 prints. In September 2005 there were 53,244 log-ins and 285,042 prints. Log-ins declined 18.9% and prints declined 49.3%. Satisfaction with the library hours, as measured by the IMIR student satisfaction survey fell slightly from 2003 to 2005. This continues a trend of small decreases in satisfaction from the 1997 on. Satisfaction with library hours remains the 9th highest area of satisfaction. Since library hours have not changed, this change in satisfaction is likely the result of changes in the nature of the student body with more traditional students and the fact that there are more resident students.

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**Activities planned for 2005-2006:**

Continue the development of the Academic Commons by developing plans and raising funds. We hope to be able to install 40 to 50 new workstations in the summer of 2006. Rachele Applegate, a faculty member in SLIS, is studying the initial installation and this should provide guidance on design. Space is already cleared as the result of reduction in the
size of the print reference collection. Over the next several years we hope to redevelop all of the south side of Level 2. Install large display cases and storage for the Artist Book collection in Herron. This is an externally funded project which will be finished in the late fall of 2005. Install a gate in the lobby that will allow the library to open and have access limited to Level 2. This will allow the library to extend hours without having the whole building open. This increases safety and reduced the staffing required so that we should be able to extend our hours to respond to changing student needs.

B. Excellence in Research, Scholarship, and Creative Activity

1. Develop collections, in print and electronic formats, to support the instructional and research programs of the schools supported by the University Library.

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: Client Teams, Herron Team, Acquisitions Team, and Cataloging Team
Time Frame: On-going.

Actions taken for 2004-2005:

We have continued to communicate with schools and their faculty on this collection development issues. The material budget increased $150,000 for 2005/06. There was an increase of $300,000 from Commitment to Excellence funds and a reduction for $150,000 in base funds. 2005/06 will be the last year of Commitment to Excellence funds. The three years of increases to the materials budget made it possible to increase the purchasing power of all of school funds. The extent of the increase in purchasing power differs by school and is dependent on the percentage of the materials fund dedicated to a particular school is used for serials and what percentage is used for books. We continue to review our approval plans to increase the number of titles that are acquired in this way. The library conducted a review of the United States government documents depository collection. It was decided that because we are receiving significantly fewer items that changes at this time are not warranted. The IU system is making significant progress on redefining the federal documents arrangements for the whole university. When this is complete it should allow us to reduce the resources required to manage this collection.

Evidence of Progress for 2004-2005:

Circulation of printed materials declined from 388,659 in 2003/04 to 319,218 in 2004/05, or 17.9%. The number of current periodicals reshelfed declined 15.9% from 12,873 in 2003-04 to 10,821 in 2004-05. Student satisfaction, as measured by the IMIR student survey, with the use of the library and the information needed for coursework and research was the same in 2005 as in 2003. However satisfaction with both is among the top areas of satisfaction 8th and 10th in rank on the survey. Use of electronic resources continued to grow. It is nearly impossible to get use statistics from all of the suppliers of electronic resources, and the statistics that we get from different sources often do not measure the same things, however it is clear that there is a continued increase. From 2003/04 to 2004/05 the number of journal articles retrieved in four of our most used databases (for which we can get good statistics) -- Lexis/Nexis Academic Universe, JSTOR, INSPIRE, and the Marion County Internet Library -- went from a total of 533,419 to 635,696. This is an increase of 19.2%. The use of e-book, though not of the magnitude of electronic journals, has been increasing the use of the three collections mentined above went from 18,029 accesses in 2003/04 to 32,488 accesses in 2004/05, or a 80.2% increase. If an e-book access can be equated with a circulation (which is an untested assumption), then 9.2% of the book use for the library was for e-books. While we have no solid data on what sort of use a circulation entails, we do know that the average e-book access has nearly 15 page views. What is clear is that e-books are no longer curiosities and that they are receiving significant use.
Activities planned for 2005-2006:

We have begun working with the School of Science to prepare for journal cuts. Despite the Commitment to Excellence increases the school will need to take some cuts for 2007 if budgets are as predicted. This is a result of the continued inflation of scientific journals (at about 10% per year) and the fact that 95% of the funds used to purchase materials to support the school are used to purchase journals. Continue to refine the approval plan to purchase additional materials in this way. Continue to work with other IU libraries to develop a new approach to US federal documents. Continue to reduce printed journal collections and to build electronic collections.

2. Migrate from print-based collections to web-based collections or other delivery mechanisms that are clearly superior to commercial providers at the undergraduate level, and which provide 50% to 75% of the support for research in science, technology, and in a majority of the professional programs.

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: Client Teams, Herron Team, Digital Library Team, Acquisitions Team, and Cataloging Team
Time Frame: Accomplish by 2004/05

Actions taken for 2004-2005:

Beginning in July of 2005 the University Library took over the management of the Marion County netLibrary e-book project form the Indianapolis marion County Public Library. The collection was redefined and now has a significantly more academic bend. The three major e-book collections - netLibrary, ebrary, and Books 24x7 -- give the campus access to well over 60,000 e-books. We continue to migrate our journal collections from paper to digital collections. Print subscriptions have declined 8% in the past five years to 4,280 (many of these are required to get the electronic title). We currently have access to approximately 18,000 electronic journals. The acquisition of ARTSTOR by the Herron Library gives the campus access to a collection of several hundred thousand art images.

Evidence of Progress for 2004-2005:

The percentage of the materials budget used to purchased electronic resources increased from about 25% in 2002-03 to nearly 30% in 2003-04. The number of current periodicals and bound periodicals two years or less old that were reshelved in 2003-04 was 12,872. in 2004/05 this figure was down to 10,821. This is about 2.3% of the number of articles that were downloaded from the INSPIRE databases. This is a very imprecise comparison, but it is at least indicative of the proportion of use made of the paper and electronic journal literature. The number of e-books available increased from about 35,000 this time last year to about 65,000 today. In 2003-04 e-book accesses made up 4.4% of the library's total circulations (if you assume an access equals an external circulation). In 2003-04 this increased to 9.2%. E-books are becoming a well used resource. See the data provided above. The use of most electronic journal resources continues to increase. These resources now make up the vast majority of the use of the journal literature.

Activities planned for 2005-2006:

Work with partners in the IU system and elsewhere to increase collaborative access to e-books. Review paper journal collections to reduce duplication between paper and electronic resources.

3. Develop mechanisms to provide access to materials not owned by the University Library.

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: Access Services Team  
Time Frame: On-going  

Actions taken for 2004-2005:  
Condensed the development of the ILLiad interlibrary loan system and refined processes to use it. Explored direct delivery to patrons of articles received from trusted lenders. Continued to develop policies and procedures for the direct delivery system inside the IU system. Worked with ALI (Academic Libraries of Indiana) to expand access to other libraries in the state. Tested a purchase rather than borrow program for books. Demonstrated that in some circumstances it is cheaper and quicker to purchase a book, using Amazon or similar fast purchase option, than to borrow it from another library.

Evidence of Progress for 2004-2005:  
For 2004/05 the total ILL requests submitted by IUPUI users (excluding Request Delivery) was 9,855 with 6,762 requests filled for an overall fill rate of 69%. This was 4% Decline from previous year’s total requests submitted -- in 2003/04 10,291 requests were submitted. However, there was an increase in total requests filled through ILL of 22% over previous year -- in 2003/04 5,564 requests were filled. This suggests that we are cancelling fewer requests, possibly a combination of request delivery catching on or just being lucky about the types of things people request that we can fill. In 2004/05 there were 3,022 book requests received and 1,739 book requests filled. That’s 58% filled, 42% cancelled. Majority of cancelled requests are because books can be acquired through Request Delivery (n=724 / 24% of total requests). Removing duplicate requests, requests that we own in one format or another, and requests from users not affiliated with our library (n=556 / 28%) makes our fill rate a respectable 80%. In 2004/05 6,833 copy requests were received and 5,023 were filled. That is 74% filled, 26% cancelled. 1,519, or 22% of all requests were cancelled because we own them, the patron is not a UL patron, or were duplicates. Removing that makes the fill rate 95%. In 2004/05 the total requests received from other libraries, excluding request delivery, was 23,677. 15,323 of these requests were filled for a fill rate of 65%. This was a 2% decrease in total requests received from last fiscal year. 1.5% decrease in number of requests filled. The University Library borrowed 4,589 items from other IU libraries through the request delivery system and loaned 13,389 items to other IU library users. 724 requests came through ILLiad that were then cancelled in ILLiad and transferred to request delivery. In 2003/04 there were 3,051 request delivery items for University Library users, so there was an increase of 50% in this area in 2004/05. There were 7,139 items sent from the University Library to other IU libraries in 2003/04, so there was an 88% increase in this area. All total there were approximately 40,000 items coming or going in ILL and request delivery or roughly 150 items a day. Much of the request processing is initially done through computers and has sped up through years because of systems like ILLiad and Request Delivery. But we still must physical handling each of these 40,000 items.

Activities planned for 2005-2006:
Continue to refine workflows and explore alternatives for more effectively using the available technology.

☐ 4. Develop the premiere philanthropic studies collection in the country, in all formats.

Campus Planning Theme: Research, Scholarship and Creative Activity  
Secondary Goals:
Sub Unit: Special Collections Team  
Time Frame: On-going
Actions taken for 2004-2005:

The Philanthropic Studies Collections Advisory Group, a group with national representation was updated on collection development and management issues related to our philanthropic studies collections. PRO (Philanthropic Resources Online -- http://indiamond.lib.iupui.edu/PRO/) a web-based repository of important documents in philanthropic studies continues to grow. The Philanthropic Studies Index (http://cheever.lib.iupui.edu/psipublicsearch) also continues to grow. Planning for FOLIO (Foundation Literature Online), an online repository of digital foundation publications, proceeded in conjunction with the Foundation Center.

Evidence of Progress for 2004-2005:

Reference use in FY 2004/05 of the Philanthropic Studies Collections in the Philanthropic Studies Library and the Special Collections and Archives remained about even with the previous year. (PSL = 587, Archives = 371). Tours were conducted for over 72 visitors, including groups from the Lake Family Institute on Faith and Giving, the World President’s Association, The Fund Raising School and the Advanced Professional Issues Seminar (formerly Executive Leadership Institute). Use statistics (FY 2004/05) for the Philanthropic Studies Index indicate nearly 24,000 hits during over 6,700 visitor sessions, resulting from over 3,000 unique visitors. These figures represent approximately a 20% increase over the previous year. During this same period, 300 new citations for journal articles were added to the database. In an effort to expand coverage provided by the Index, citations for 470 online working papers were also added. During the year, a dozen new titles were added to the current PRO databases. Thirty more were imaged and stored for future addition. Use statistics for PRO for a thirty day period show 1,700 hits during 436 visitor sessions, resulting from 253 unique visitors. Among the top 20 referring sites are Nanhua University (Taiwan), the National Center of Nonprofit Organizations, and the Nonprofit Resource Center of Alabama.

Activities planned for 2005-2006:

Continue to grow print and archival collections. Continue to grow PRO: Philanthropy Resources Online. Migrate the PRO database from DLXS to Content DM. Continue to grow the Philanthropic Studies Index. Develop FOLIO (Foundation Literature Online) in conjunction with the Foundation Center, and possibly other partners and funders. Continue to seek advice from the Philanthropic Studies Collections Advisory Group.

5. To create unique scholarly resources with an emphasis on philanthropic studies, IUPUI generated research, and materials relating to central Indiana

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit: Digital Librarians Team, Operations Team, Special Collections Team, others
Time Frame: Ongoing

Actions taken for 2004-2005:

As noted above we continue to develop digital collection in philanthropic studies. We made significant progress on the Indianapolis Foundation funded grant to digitize historical materials for Indianapolis. Sandborn maps and several city directories were digitized. The library received three LSTA grants from the State Library to digitize materials as part of the Indiana Digital Library. The first is a join project with the State Archives to digitize the Governor Morton Civil War telegraph books. The second is a joint project with IU Bloomington to digitize historical maps of Indiana. The third is a joint project with the Historic Landmarks Foundation of Indiana to digitize slides from their collection of historic Indiana buildings. We have continued to develop digital collections for the Herron Library, though there are some difficulties that
Evidence of Progress for 2004-2005:

Philanthropy collections continue to grow and are regularly used. Digital projects funded by the Indianapolis Foundation and the State Library are on schedule for completion. The IUPUI Image Collection now contains over 6,400 digitized photographs. IDEA development has lagged expectations, though progress has been made it is slower going than we had hoped. We have developed a robust production scanning operation with the capacity to digitize a variety of formats -- books, maps (and other large format items), and slides.

Activities planned for 2005-2006:

We will continue to develop the philanthropic studies program. We hope to get the FOLIO program up and running with external funding. We will continue to be involved in the Indiana Digital Library and to seek LSTA funding from the State Library for additional projects. Continue to promote the IDEA. Begin deposit of digital copies of IUPUI thesis and dissertations. Continue to develop collections in Herron, including digitizing slides for instructional purposes. Bring DSpace as a means of preserving archival collections into production.

C. Excellence in Civic Engagement

1. To enhance the availability of scholarly information for the residents of Central Indiana. Welcome non-IUPUI users to the University Library and make the community aware of the services that are available to them.

   **Campus Planning Theme:** Civic Engagement  
   **Secondary Goals:**  
   **Sub Unit:** Access Services Team, Reference Team, External relations Team, others  
   **Time Frame:** On-going

Actions taken for 2004-2005:

The library established an Advisory Board that was formally begun in January 2003. This group has helped the library focus on engaging with the central Indiana Business community, especially in the areas of technology and life sciences. Much of the library’s efforts in the last year has been focused on developing the information commons. The library hosted a number of exhibits and receptions. Working with the campus administration the community scholar program was instituted. This program will allow the library to provide remotely access to the library’s resources to a limited number of people in the community who have a relationship with the campus.

Evidence of Progress for 2004-2005:

Based on a variety of indicators, including circulation of books and the library’s annual survey approximately 10% of the use made of the library is by individuals not affiliated with the university.
Activities planned for 2005-2006:

Continue promoting the library and hosting local groups, particularly from high schools. Continue to promote the library to the business community and look to develop services that can be appropriately provided in support of economic development initiatives. Work in the community to raise funds for the creation of an information commons on level 2 on the library.

2. Develop programs that take advantage of the University Libraries facilities to expand cultural and scholarly activities on campus.

   - **Campus Planning Theme:** Civic Engagement
   - **Secondary Goals:**
     - **Sub Unit:** External Relations Team, Others
     - **Time Frame:** Ongoing

Actions taken for 2004-2005:

The library is a co-sponsor of the Rufus Reiber Creative Reading Series. Working with the University College the library is in the process of rethinking and revising the Bookmarks program. The library continues its relationship with the Herron School to bring art into the library. The library continues to revise its room use policy to balance access to the facilities for campus groups and arrangements that can be managed with existing resources.

Evidence of Progress for 2004-2005:

Ongoing partnerships, collaborative programming and continued requests for facility use provide strong indicators of consistent interest and support of the UL programs and services. Individual correspondence of acknowledgement from patrons and those using the facility also indicate satisfaction and areas of concern, which are reflected in organizational planning.

Activities planned for 2005-2006:

Review and revise policies on the use of the library’s exhibit space.

3. Contribute to cooperative programs with other libraries in activities that enhance the library and information resources available to Indianapolis and the state of Indiana.

   - **Campus Planning Theme:** Civic Engagement
   - **Secondary Goals:**
     - **Sub Unit:** A variety of library staff
     - **Time Frame:** Ongoing

Actions taken for 2004-2005:

Librarians from the University Library have played a major role in the creation and continued development of INSPIRE, the state-wide project to provide electronic resources to all the residents of Indiana. Librarians from the University Library have played a leadership role in the creation and continued development of the Marion County Internet Library
Library have played a leadership role in the creation and continued development of the Marion County Internet Library, a project of the Indianapolis Foundation Library Partners to provide web-based resources to the residents of Marion County. A number of librarians were involved in various programs of the Indianapolis Foundation Library Partners. Librarians have played a leadership role in ALI (the Academic Libraries of Indiana) which has developed a number of resource sharing programs. Librarians from the University Library were engaged in the creation of the Academic Libraries of Indiana. Several library staff were involved in the Digital Summit sponsored by the State Library. A number of library staff have been involved in the work of the Indiana Geographic Information Council.

Evidence of Progress for 2004-2005:

The IUPUI receives free access to web-based resources that would cost well in excess of $100,000 to provide. Partnerships with other organizations have lead to the development of projects for which we can expect external funding.

Activities planned for 2005-2006:

Continue involvement in the various programs and project especially the Indiana Digital Library.

4. Other Contributions.

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:** Various staff

**Time Frame:** Ongoing

Actions taken for 2004-2005:

The library annually conducts a "Baseketball and Books" program which uses a book sale in the library to provide books to a local school. In 2003-04 the school was Washington Community School. The library is a central player in the Computer Loan Program which provides computers that would otherwise be surplus to IUPUI scholarship students.

Evidence of Progress for 2004-2005:

The Computer Loan Program has given out over 25 machines last year. Given the drop in the price of new computers this will probably be the last year of this program.

Activities planned for 2005-2006:

Continue "Baseketball and Books" program.

D. Best Practices

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:** Dean and External relations Team

**Time Frame:** Ongoing
Actions taken for 2004-2005:

In 2004/05 the library raised just over $67,000 in cash and $70,000 in known planned gifts. The total of $137,000 is down from previous years where the amount of cash raised was well over $100,000. This was in part the result of a focus on the 10th Anniversary Gala and changes in staff. In addition, our telefund response was notably less than in previous years. Cash raised in 2005/06 (as of the end of October) is already beyond the 2004/05 level. We also have received an important in-kind contribution in 2005/06. The library’s Community Board continues to develop and is taking a leadership role in the funding of the information commons.

Evidence of Progress for 2004-2005:

See dollars raised figures cited above.

Activities planned for 2005-2006:

The focus of the fund raising for 2005/06 will be on the information commons. We will be seeking sponsorships from local businesses. We are facing some challenges as the result of the campus priority on fund raising for the Campus Center. The Indiana University Foundation will be pulling back its CIDS funding from the library. This will require a reallocation of about $40,000 to continue our development operation at its current level.

Improve Library Operations

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit: All Library Staff
Time Frame: On-going

Actions taken for 2004-2005:

The information/academic commons has proved to be a focus for reconsidering both the best configuration of library study space and the models for providing service. In the past year there has been much discussion and consideration of both issues and we have advanced our understanding of what needs to be done in both areas. This will be a continuing focus for the next year. We continue to refine our approach to instruction and try to expand our work with upper level courses. We refined our approach to group study spaces and continue to try to balance the needs for various kinds of study space -- quiet and group. We continue to look to enhance our technological capacities. We modified our chat technology in the past year. We have worked with other IU libraries to integrate library resources and services into the new version of Oncourse. We deployed DSpace to provide an ability to archive campus digital materials becoming one of the first libraries in the country to use this system in this way. We have committed to migrating our book digital collections from DLXS to the new version of ContentDM thus reducing the number of digital library platforms we maintain and simplifying the work flows for creating digital versions of books. The library continues its strong commitment to staff and organizational development by conducting three several day library-wide events per year. A special training allotment was provided for CL, TE, and PA staff to meet training needs identified by this group. We have begun discussions about how the library might reorganize in light of upcoming retirements.
Evidence of Progress for 2004-2005:

The library continues to be recognized as a leader in library services, particularly those relating to and applying technology. During the January 2005 Organizational Week a nationally recognized library consultant noted the effectiveness of the library and its ability to openly discuss difficult issues and to arrive and productive outcomes. In her view we were exceptional in the regard among academic libraries.

Activities planned for 2005-2006:

Develop the academic commons as a model for library service and student academic support. Plan for library reorganization following retirements in the 2007/08 academic year. Complete migration from DLXS to ContentDM. Complete migration to the new electronic reserve system. Fully develop chat as a tool for supporting users and for internal library communication. Working with other IU libraries, integrate library services and resources into the new version of Oncourse. Bring the Reference Portal and new website management software into production. Continue organizational development by conducting three Organizational Weeks. Use the Birkman instrument to review organizational, team and individual work styles.

Fiscal Health

*** Fiscal health report for 2005-06 is attached as PDF file.***

Reallocation Plan

Other Question(s)

Doubling goals. In what ways has and will your responsibility center contribute to the Chancellor’s doubling goals for enrollment (retention and graduation rates and degree conferrals), research and scholarship (grants and contracts), and civic engagement (service learning, internships, community collaborations)?

We believe the continued enhancement of the library space, particularly to enhance the space available for group work supports the degree doubling goal. As the services in Academic Commons develop we expect the synergies of Writing Center and librarian interactions to support student success. Our focus on providing high quality scholarly resources in electronic formats which can be used on campus and off also supports this goal. We continue to look for ways to provide students access to the expertise of librarians in the classroom and out of it. We are looking for ways to develop campus traditions that are academically focused. At the end of the fall semester, in conjunction with the Kelley School of Business, we will hold the first I-Core Eve event. The evening before the I-Core assignment is due we will be open all night, serve coffee, and have bagels at 6:00 a.m. We continue to build collections and provide librarian support for the research activity. Working with the Medical School Library, we have deployed an institutional repository to provide a mechanism to archive and provide access to the results of research on the campus. In a modest way the library has increased the grant support we receive for our digital library program. We have been particularly active in the area of Philanthropic Studies and in projects relating to the history and culture of Indiana. We anticipate that we will be able to continue to be successful in these areas. The library is active in a community collaborations with other libraries in central Indiana. We expect to continue and expand these activities particularly as they relate to the Indiana Digital Library. An example is our collaboration with the Historic Landmarks Foundation of Indiana. We are working with the to digitize 5,000 photographs of historic buildings in the state.

Diversity. What actions have you taken and what results have you achieved in diversifying your student body (particularly in improving the success rates of minority students) and your faculty and staff?
IUPUI University Library is trying to determine how to attract minorities into the library profession in an effort to increase the numbers of minority librarians. This is a national problem in the library profession. Five student focus groups were convened this past spring to identify what motivates students in choosing their career path. We will continue in these efforts in collaboration with the School of Library and Information Science so that we can encourage minorities to consider this vocation. University Library continues to encourage minorities for any open positions that become available and we hope in the future to engage with the Howard University students in some internship within the Library. This fall we engaged one minority graduate student in our GA program and will most likely renew this contract for the next academic year. Many of our hourly student positions are filled by minority students and we continue this practice to encourage student retention. In the use of library, it is interesting to note that in the most recent student satisfaction study (2005) both African Americans, and Hispanics and Asians, have significantly higher satisfaction with using the University Library in person to obtain information needed for course work and obtaining this information from the library website. We are gratified by this finding, but since we do not have any special programs that target minority students, we are at a loss to understand it.

_Campus coordination and cooperation._ Are you willing to work with an adjudicative group in resolving conflicts in course and program offerings in the spirit of reducing campus duplication and overlap? If so, what forum or format would be most helpful to you? Please cite examples of your cooperation with other units in resolving such conflicts.

N/A

4) What actions have you taken to promote the retention of all students, and in particular, individuals who would diversify the student body, e.g., ethnic, racial, and gender minorities?

5) What uses are you making of the student technology fee?