Walter E. Helmke Library
2013-2014 Annual Report

Introduction

Library Mission Statement
Walter E. Helmke Library creates a virtual and physical environment that supports the IPFW community in efforts to discover and access vital information. Helmke Library provides high-quality information resources, expert information services, and innovative instruction fully integrated with the educational goals of IPFW. As members of the IPFW community, we collaborate within and outside the university to increase information literacy and student success. We value equity of access to and ethical use of information, respect for the privacy of library users, and intellectual freedom. Helmke Library is dedicated to providing stewardship of the human record by collecting, describing, and organizing information. Employing technology wisely, the library offers responsive delivery of resources, customized research consultation, and an environment that encourages independent exploration in the pursuit of academic excellence. (Adopted by the Library Operations Council, June 22, 2005; Reviewed and affirmed, January 2012)

2013-2014 Library Goals and Objectives

Goal 1: Develop Quality of Place and Experience
- Complete library renovations that upgrade infrastructure and create a learning-centered library facility; maintain quality library services during renovation period
- Develop future-directed, multi-year general fund budget that is based on academic program needs
- Develop supplemental funding strategy to achieve library priorities
- Determine campus commitment to a fully-funded, sustainable university archives and plan accordingly

Goal 2: Foster Learning and Create Knowledge
- Continue to develop information literacy (IL) as the library's academic program
- Continue to develop expertise in creating and managing digital materials, including new forms of scholarship, teaching and learning resources, special collections, and research data

Goal 3: Contribute to the Development of the Northeast Indiana Region, especially IPFW Community
- Develop an assessment plan that demonstrates the library's impact on the university's academic missions, goals and objectives
- Expand campus partnerships and projects in assessment activities and reporting to communicate library value and impact
- Improve library's communication of its resources, services and programs to the IPFW community and beyond

Dean's Summary Statement

IPFW Helmke Library completed its first Academic Program Review and Self-Study in 2013-2014 which resulted in a new strategic plan, supported by IPFW administration that will guide the library's priorities for the next 3-5 years. The library's achievements in 2013-2014 are based upon six priorities: library renovation; establishing a realistic budget process based upon academic priorities and needs; strengthening the information literacy program; building digital collections; establishing effective assessment measures; and improving communication of resources, services, and programs.

In 2013-2014 we began working on the $11 million renovation of the library. This includes: addition of the Honors Program Center in the second floor Learning Commons; new HVAC, lighting, power, and network throughout the building; exterior foundation work ; redesigned work and public areas, new teaching/learning classroom and new finishings, including carpet, furniture, equipment as the budget allows.

This project will have a major impact on library staff, students, faculty and the community as the library must stay open and operational during the 2-3 year renovation.

For the campus budget process, the library prepared an analysis of the academic materials market, library expenditures on academic materials, and materials needed based upon academic priorities, with the recommendation that this become an annual or biennial report and process that incorporates increases in the materials budget as needed. This approach was successful for 2014-2015 budget year. The library used its program review and self-study analysis to determine personnel needs and requested that an open administrative position be converted to a tenure-track librarian in the Sciences and Scholarly Communication. We anticipate a hire by fall 2014.

Information literacy is the library's academic program; our goal is integration of information literacy competencies into the curriculum. At the first 30-credit hour level we have received a VCAP (Vice Chancellor for Assessment) grant to develop information literacy modules (tool kits) to integrate into Gen Ed courses that have significant information literacy outcome requirements. Working with Writing Program faculty, modules are being developed and will be pilot tested in selected W131 and W233 fall 2014 classes. For students in the major, we continue to encourage librarians to become "embedded" within the teaching, learning, and research areas of their liaison departments.

Digital Collections Management and Scholarly Communication are important new growth areas for academic libraries. The library maintains two digital collection programs - mDON and Opus. The library's goal is to create a unified Digital Collections and Scholarly Communication unit comprised of current staff working together to accomplish campus priorities.

Association of College and Research Libraries (ACRL) Standards, Indiana State mandates, and campus program and budget priorities demand effective assessment of achievement of the campus mission. Our Program Review included traditional library data - circulation, instructional sessions, library hours, reference transactions - useful in documenting work performed and comparing ourselves to peer ACRL libraries, but not very effective in demonstrating the library's penetration (to use a marketing term) in campus activities and initiatives. A library Assessment Task Force is working to identify quantitative and qualitative measures for effective assessment of 1) librarian information literacy instruction; 2) student learning of information literacy competencies; 3) institutional role and value of library services and resources.

Results from faculty and student surveys conducted as part of the library's program review highlighted the need to improve the library's communication of its services and resources to the IPFW community and beyond. The library has revived its Marketing Group and added representatives from its Learning Commons partners to develop a communication plan that uses the library renovation as a vehicle to communicate what's happening in the building as well as virtual options for services and resources during renovation.

Part I. Student and Faculty Learning and Success
1. **Library Renovation**
   a. An Academic Program statement that determines the infrastructure and public and work space needs for the building based upon Library and Learning Commons (LC) resources, services and programs offered was developed with library, LC, ITS, and Honors Program participation, keeping the teaching-learning needs of faculty and students as the top priority.
   b. Library Dean worked with Physical Plant to select an architectural firm (Ratio).
   c. Exploring options to enlarge the library's virtual footprint to insure access to resources, people and materials, off-site during construction, such as more ebooks, virtual research consultations via Skype, text and IM, and embedding librarians in the Colleges/School departments

d. Worked with Physical Plant and construction crews to accommodate student study needs during reading and finals weeks Spring 2014, including adjustment of construction schedule and working with the Registrar to schedule classrooms across campus for student study.

e. Established a library renovation communication group to provide continuous updates to the IPFW community on library services, programs, resources, and construction issues. The group has established "branding" for the renovation. (See #6)

f. Identified Library and Learning Commons fund raising priorities not covered by the renovation budget, including equipment, furniture, and teaching, quiet study and group study spaces, and submitted to VCAA.

2. **Budget Process and Additional Funding Efforts**
   a. Upon request of the deans, prepared a recommendation for instituting a per credit hour library fee as a way of funding materials and technology needs.
   b. VCAA and University Budget Committee advocated for library materials increase which was approved by the University Executive Committee. Additional funds will support the curricular and research needs of students and faculty.
   c. Prepared needs-based budget request for Learning Commons student wages (funded) and S & E (not funded).
   d. Accomplished goal of adding a separate library section to all new undergraduate program proposal forms insuring that library resources are addressed in all requests for new programs.
   e. Finished migration of most library ITS operations to campus ITS or cloud services.
   f. Worked with IPSGA to fund new tables and chairs for the Learning Commons and to fund wages for 24/7 hours staffing during reading and finals weeks in fall and spring semesters.
   g. Worked with Student Affairs to fund purchase of equipment for Learning Commons, including white boards, easels, and a laptop, projector, and sound system used for Learning Commons events.
   h. Prepared STEM-related book list for a $3,000 ODMA Perkins Grant to support STEM students.
   i. Funded over $30,000 in faculty Special Needs grant requests to purchase materials for new and existing courses and programs.

3. **Information Literacy**
   a. Provided information literacy instruction in classroom sessions to 2,538 students, online or face-to-face.
   b. Provided 4,957 one-on-one, in-person or online information and research consultations.
   c. The library has made a concerted effort to work with IPFW's Collegiate Connection program and to reach not only the high-school students but also their teachers, counselors and the high school librarians. In 2013-2014, 137 Collegiate Connection students from three high schools (Northside, Northrop, and Southern Wells) attended librarian-led information literacy instruction sessions at Helmke. In addition, the library sponsored, for the second year, an IPFW Collegiate Connection Workshop for high school librarians.
   d. Increased online services in efforts to enhance access to library services and resources 24/7, including:
      ➢ Implemented an online calendar and self- scheduling system for students, faculty and, Indiana citizens to make appointments with librarians. Began implementation of EBSCO discovery system software which provides a one-search option to access materials from online journals, databases, IUCAT, mDON, and Opus and other resources. Think Google for library materials!
      ➢ Will implement a trial of a pop-up help link in summer 2014. A popup window offering library assistance and a link to IM chat will appear if a library web page or Topic Guides page is viewed for 30 seconds with no activity
      ➢ Worked with faculty, ITS, and CELT to transfer course materials from the library's electronic reserves system (REX) to Blackboard Learn, to eliminate the need for students and faculty to use a separate database and to house reserve readings with other course content
   e. For the second year, the library worked with Research, Engagement and Sponsored Programs (RESP), Graduate Studies, and Honors Program on the Annual Student Research and Creative Endeavor

Symposium. The planning group offered workshops on developing content for posters, technology for creating a compelling poster, and research assistance to student participants. The 2013-2014 Symposium increased from 50 posters to 71 posters and included entries from all Colleges and Schools. Sixty-two faculty served as judges and mentors.

f. Provided library orientation during fall and spring semesters for the first time to ELS Language Center students.

g. Continued to partner with the Writing Center, IT Services, Studio M, and IPSGA in the Learning Commons to provide one-stop service for students by connecting research and writing with technology support in the Learning Commons.

h. Increased contacts with students through collaboration with campus professionals who, like the library, are directly engaged in supporting student academic success, such as Student Life, the Center for Academic Support and Advancement, student organizations, TRIO Student Support Services, the Office of Military Support Services, International Student Services, Career Services, New Student and Housing RA orientations, the Admissions Office, the Honors Program, Chapman Scholars, returning and online students.

i. The library was added as an internship site for IPFW Career Services and has hosted two interns; we are also now involved in career-information classes.

4. **Digital Collections Management and Scholarly Communication**

a. Added one new collection to mDON; three new collections in process.

b. Added mDON collection of *TROIS* (Three Rivers' One in Six) newsletter, 1980-1987, the first from the archive of the Northeast Indiana Diversity Library. This archive is the richest collection of primary source material from the LGBT community in northeast Indiana.

c. Partnered with Dr. Carr to introduce his graduate special projects class to the philosophy, standards, and process of creating digital collections for research purposes. Students selected items from the Fort Wayne History Center collection on movie-going in Fort Wayne in the late nineteenth and early twentieth century and researched the digitized items to provide the metadata for the materials. The collection will be added to mDON.

d. Indiana has become a state hub for the Digital Public Library of America (DPLA). mDON collections that are part of Indiana Memory Digital Collections will become part of the DPLA. IPFW staff will be part of the Indiana statewide working groups on transfer of collections.

e. In 2013 the library expanded its Opus services for faculty and students. Library staff entered faculty works into Opus, increasing the number of works entered by 23%. In addition, librarians worked with faculty in their departments and in new faculty orientation, Promotion and Tenure workshops, and writing workshops to solicit more full-text content for Opus. The number of full-text entries increased 204%. (See Opus 2013 Annual Report)

f. The library continued to add undergraduate and graduate research and creative endeavors to Opus, including the 2014 Student Research and Creative Endeavor Symposium, Undergraduate History Conference, CEIT, MCET, and Engineering senior design projects, Professional Studies Graduate Special Projects, and master's theses. For students, inclusion in Opus is an excellent introduction to open access and provides a permanent, cite-able repository for the beginning of their scholarly output. Student work in Opus also provides an institutional advantage of highlighting the significant research and co-publishing opportunities for undergraduates at IPFW.

g. Coordinated inventory of IPFW multi-media assets for the IU Digitization Master Plan and hosted IU Digitization Master Plan Forums on IPFW campus.

h. The library expanded its efforts to provide information about open access and author copyright management at new faculty orientations and Tenure and Promotion workshops where we emphasize our services and expertise for faculty research and publishing, citation analysis, altmetrics, publishing and copyright. In partnership with CELT and SoTL group we have designed and taught a growing number of sessions on writing, publishing and copyright/intellectual property.

i. The Senate Library Subcommittee has endorsed an Open Access resolution and Open Access Policy draft that they will present at a faculty forum in the fall of 2014 and to the Senate body for approval.

5. **Assessment**
    a. The library implemented the READ (Reference Effort Assessment Data) scale for its information and research data collection tool. The READ scale allows us to track which of the Association of College and Research Libraries information literacy competencies (from finding to citing information sources) is being addressed during the reference interaction.
    b   Information literacy tool kits being developed for Gen Ed courses will include pre- and post-tests that librarians and faculty can use to "close the loop" that is, determine which competencies have been acquired and which need to be re-introduced.
    c. The Library has participated in the 2013 and 2014 MAP-Works surveys. We initially chose multiple choice questions on services and resources in the library and Learning Commons to inform our Academic Program review, website redesign and renovation planning. In fall 2013 we asked an open-ended question "What would encourage you to use the Library more?" We are continuing to work with MAP-Works and library staff to best use the data to provide optimal services and resources for students.
    d. We developed a simple spreadsheet, the *Collaboration Index*, to document library outreach and collaborative activities as well as librarians' involvement in campus committees and projects. In 2013-2014 we documented collaborations with nine community organizations and almost fifty IPFW administrative units, student organizations, and campus projects and events. We have worked through various channels to demonstrate and infuse the value of the library across many campus priorities, from student learning to faculty research, from student retention and graduation to community engagement, and from administrative information needs to global recognition of scholarly and creative output. We are refining the data and beginning to use it to describe and quantify the library's impact, value and integration with campus mission and goals to increase student recruitment and retention.

6. **Communication**
    a. Created a marketing team with librarians, students, and faculty to develop and implement a communication plan for the library renovation. The group has created branding for the renovation, a website for renovation news and updates, developed print and digital signage for library and other areas across campus, and began a photo log of renovation progress. The construction walls around the Honors Program Center are being used to display news about the Honors Program and library renovation. A new IPFW fine arts graduate completed a painted mural on-site. All of this will remain on display for parents and students during the summer New Student Orientation.
    b. Continued to use Facebook, library newsletter and other venues to provide information to IPFW community

Part II. Curricular Improvement
1. Librarians have identified Gen Ed courses that require Information literacy outcomes and mapped to ACRL information literacy competencies. The VCAP information literacy (IL) modules (tool kits) to integrate into Gen Ed courses that have significant IL outcome requirements will be tested in fall 2014 with several English composition courses.
2. Librarians design and create online course and subject guides that incorporate information literacy standards and provide easy access to relevant, quality resources and to librarian expertise via phone, IM, email and in-person appointments. Use of the online guides is up 9% over last year.
3. Two librarians (Boatright, School of Business and Johnson, Department of Nursing) are appointed members to school/department curriculum review committees.
4. Librarian Skekloff added a library component for all PSYC 100 classes and began using videos for the online versions of these classes.
5. Librarian Johnson is embedded in multiple Blackboard courses each semester, where she provides reference services to students from inside the course itself as well as creating and maintaining instruction materials that

relate directly to the class assignments. She has worked with Nursing faculty to develop the transitional course for RN to BSN students, NUR-36100, and teaches a unit of the course.

Part III. Outstanding Individual Accomplishments

Adkins, Tiff
   Service
   ➢ Invited Member, IPFW's Committee for the Advancement of Scholarly Teaching and Learning Excellence ([CASTLE](#)) which develops activities and projects that support scholarly teaching and research on teaching and learning.
   ➢ Member, IPFW Promotion and Tenure Task Force. Created online [Resource guide](#) for faculty
   ➢ Chair, Library Faculty Council. LFC completed library's new Tenure and Promotion Criteria and shepherded through final Senate approval SD13-5

Anderson, Susan M
   Grants, Honors, and Other Awards
   ➢ Excellence in Teaching Award for Business and Professional Programs, University of Chicago Graham School of Continuing Liberal and Professional Studies. Susan teaches the online course "MEDLINE and Beyond: Web-Based Databases, Fact-Finding and Research" for the Certificate in Medical Writing and Editing.
   Scholarship
   ➢ Anderson, S. (2013 August) [Creating and Communicating: Library Involvement in a Student Research Poster Symposium.](#) Indiana University Libraries Information Literacy Colloquium, Bloomington, IN
   ➢ Anderson, S. and C. Truesdell (2013 October) [Superheroes Revealed: Library Program Review.](#) Indiana Library Federation, Indianapolis, IN
   Service
   ➢ Member, Senate Gen Ed Committee. Reviewed and provided input on Gen Ed courses for compliance with the new state mandated information literacy core competency outcomes**.**
   ➢ Member, Honors Program Council. Reviewed course proposals submitted for the new Honors curriculum, served as liaison to Honors students, and evaluated student presentations at the Honors Showcase.
   ➢ Submitted, with faculty partners, a successful honors course proposal, *Multilingualism and Linguistic Diversity: Contexts and Perspectives* (Spring 2015).
   ➢ Member, IPFW 50th Anniversary Committee. Planning a display of faculty publications and an Archives photo ID social event in fall 2014.

Baden, Marla
   Service
   ➢ IU regional campuses representative on Academic Libraries of Indiana (ALI) Shared Print Management project being funded by a Lilly grant and ALI.
   ➢ Member, University Budget Committee
   ➢ Member, IPFW CIO Search Committee
   ➢ Member, IPFW Prioritization Task Force

Boatright, Beth
   Scholarship
   ➢ Boatright, B. (2014, February) [Getting Things Done: Techniques and Tech Tools for Productivity](#). Reboot 2014: Indiana Library Federation – Library Information Technology Division Conference, Plainfield, IN
   ➢ Boatright, B. & Johnson S (2014, February) [Tablets in Libraries: A Roundtable](#). Reboot 2014: Indiana Library Federation – Library Information Technology Division Conference, Plainfield, IN
   Service
   American Library Association

- Chair, Reference and User Services Association/MARS Emerging Technology in Reference Program Planning Committee, 2014-2015
- Co-chair, Reference and User Services Association/MARS Hot Topics in Reference Planning Committee, 2012-2015
- Chair, New Member's Roundtable Nominating Committee, 2012-2014

Bowen, Brandon

Scholarship

- Bowen, B., Brown-Harden, K. & Dabney, C. (2014, April/May) Indiana's Government Information Day: Tips, Tricks, and Lessons Learned. Federal Depository Library Council Meeting, Washington, DC
- Bowen, B. (2014, April/May) The Apps are Coming! Investigating Popular Government Information Apps. Federal Depository Library Council Meeting, Washington, DC
- Bowen, B., Frasur, R. Mehringer, L. & Sanders, C. (2013, October) It's a Bird! It's a Plane! No, it's The Indiana Library Leadership Academy. Indiana Library Federation Conference, Indianapolis, IN
- Bowen, B. (2013, July) Crowdsourcing the Fed: The Most Popular Government Information Apps. INDIGO Spring meeting. South Bend, IN

Buhr, Denise

Creativity

- Presented 10-minute play "Buried Alive" at the Mid-America Theatre Conference. This marks the third year Denise has had a play selected and presented in this venue.

Service

- Member, IPFW 50th Anniversary Committee. Received a grant to plan and host an Archives photo ID social event in October 2014.
- Providing extensive assistance to students, faculty and the community researching information for IPFW's 50th anniversary.

Johnson, Shannon

Grants, Honors and Other Awards

- Project manager for *Indiana Library Services and Technology Act* grant of $18,000 to digitize materials related to Girl Scout history in Northern Indiana and Michiana over the last one hundred years.
- Board member, OLRC. Involved in successful grant of $47,328 from *Rotary District 6540 Signature Project* for the Ontulili Literacy Project.
- Received *Thanks Badge, Girl Scouts of Northern Indiana – Michiana*, the highest volunteer award in the Girl Scouts organization

Scholarship

- Goodson, L., Coussement, M., & Johnson, S. (2013, November) Faculty Writing Circles: Freedom to Explore and Flourish. 38th Annual Professional and Organizational Development (POD) Network Conference, Pittsburgh, PA
- Strasen, T., Johnson, S., & Toscos, T. (2013, November) Engaging Patients in Underserved Populations with Health Information Technology (HIT). American Medical Informatics Association 2013 Annual Symposium, Washington, DC
- Johnson, S.F. (2013, October) *Fanfiction 101: Customizing Your Superheroes*. Indiana Library Federation Annual Conference, Indianapolis, IN

Service

- Worked with the American Library Association Health Sciences Interest Group to develop ACRL Information Literacy Competencies for Nursing adopted October 2013
- Board Member-at-Large, Indiana Academic Library Association, 2014-2016
- Chair, American Library Association, Association of College & Research Libraries, Health Sciences Special Interest Group, Web Programing Working Group, 2011-present
- President, Indiana Health Sciences Librarian Association, 2013-2014

Mugambi, Florence

   Grants, Honors and Other Awards

> - Received a $1,000 Momentum Press Travel Stipend to attend American Society for Engineering Education 2014 in Indianapolis.
> - Received a $700 Research Incentive grant award from Indiana University Librarian's Association (InULA) to support ongoing literacy project
> - Board member, OLRC. Involved in successful grant of $47,328 from *Rotary District 6540 Signature Project* for the Ontulili Literacy Project.

Skekloff, Susan

   Service

> - Member, IPFW Curriculum Review Subcommittee. Successfully advocated for the addition of a separate library section to all new undergraduate program proposal forms.

Truesdell, Cheryl

   Scholarship

> - Baich, T., Scherer, D., Smith, C., Tolbert, J., Truesdell, C. & Whipple, B. (2013, October) What is Scholarly Communication and Open Access: An Introduction. Indiana Library Federation Annual Conference, Indianapolis, IN
> - Anderson, S. & Truesdell, C. (2013, October) Superheroes Revealed: Library Program Review. Indiana Library Federation Annual Conference, Indianapolis, IN

   Service

> - Member, Search Committee for IU Kokomo Library Dean
> - External reviewer, Indiana State University faculty promotion and tenure case
> - Secretary, Academic Libraries of Indiana (ALI) Executive Board, 2014-2015
> - Secretary, ALI Scholarly Communication Committee
> - Treasurer, IPFW Chapter Phi Kappa Phi

Part IV. Community Connections and Engagement

1. Librarian Adkins conducted two on-site library sessions with Fort Wayne South Side High School's, International Baccalaureate degree candidates (18 students).

2. Librarian Anderson wrote successful application for the Muslim Journeys grant and bookshelf collection awarded to the Library in 2013. The grant, a project of the National Endowment for the Humanities, conducted in cooperation with the American Library Association, provided a collection of books and films, and funding for a book club, film, and discussion series. Local support was provided by the Helmke library and the Allen County Public Library. Events in 2013 and 2014 included three films screened at the IPFW campus and the Public Library and five book discussion events. The Planning Committee and expert speakers included both IPFW faculty and speakers from the community.

3. Hosted National Library of Medicine exhibits Binding Wounds Pushing Boundaries: African Americans in Civil War Medicine, (May-July 2013) and *A Voyage to Health* (February-March 2014).

4. *Fusion of Concert Colors* artwork by children from kindergarten to 8th grade was displayed at Helmke. *Fusion of Concert Colors* is a program of Foundation for Art and Music in Education (FAME) which teaches cultural arts to K-8 students in northern Indiana.

5. With COAS UC^2, hosted Col. Jerry Ross, astronaut, for meeting with IPFW's Society of Physics Students and book presentation on *Spacewalker: My Journey in Space and Faith*.

6. Hosted Remnant Trust collection and events in collaboration with UC[2], 2012-2014

7. Hosted therapy dogs in library for finals week during fall and spring 2013-2014

8. The library is playing a major role in IPFW's 50th Anniversary, planning library events and assisting campus and community in locating historical information about IPFW from the University Archives.

Part V: 2014-2015 Library Goals and Objectives

1. Continue library renovations that upgrade infrastructure and create a learning-centered library
   - Solicit campus-wide input during the design phase, fall 2014-winter 2015
   - Work with Ratio to develop construction phases
   - Develop and implement library plan of operation during renovation

2. Develop future-directed, multi-year general fund budget based upon review and analysis of academic program needs and actively pursue additional sources of funding
   - Work with VCAA, Deans and university budget committee to develop an annual report that provides relevant information for materials budget allocation
   - Pursue IPSGA funding for Learning Commons' laptops and white boards
   - Work with Office of Advancement on fund-raising for Library and Learning Commons

3. Determine campus commitment to a fully-funded, sustainable university archives and plan accordingly

4. Continue to develop information literacy as the library's academic program
   - Implement VCAP grant pilot project, evaluate, and make recommendations for use in relevant Gen Ed courses
   - Continue to integrate information literacy into library services, programs and IPFW curriculum, especially in the virtual environments via online guides, tutorials, Blackboard Learn courses, etc.
   - Expand library's digital footprint to include more e-books, virtual information and research consulting hours, and implementation of discovery software

5. Continue to develop expertise in dealing with digital materials, including new forms of scholarship, teaching and learning resources, special collections, and research data
   - Organize Digital Collections and Scholarly Communication unit: train staff, develop workflows and prioritize projects
   - Hire tenure-track library with part-time responsibilities for Scholarly Communication

6. Develop an assessment plan that demonstrates the library's impact on the university's primary academic missions, goals and objectives
   - Define quantitative and qualitative uses for Collaboration Index data that will assist the library in demonstrating impact on university mission and goals
   - Collaborate with institutional research staff to determine ways to leverage or shape library data to demonstrate library services and program impact on student recruitment and retention

7. Improve library's communication of its resources, services and programs to the IPFW community and beyond
   - Implement library information and marketing plan for the 3-year renovation project
   - Highlight library services and resources, especially virtual, that are available during the renovation

Appendix: Selected Library Statistics

Library Services

Academic Year	Library Visits	Circulation	Document Delivery			Instruction & Training Participants	Information & Research Interactions
			Borrowing	Lending	Total		
2013-2014	387,435	Not available	12,118	11,900	24,018	2,538	4,957
2012-2013	393,311	27,668	14,594	10,843	25,437	2,403	10,083
2011-2012	362,780	35,007	29,980	10,608	40,588	5,484	11,094
2010-2011	308,661	40,369	32,643	12,317	44,960	6,961	9,348
2009-2010	340,746	39,531	30,216	13,166	43,382	8,370	14,426

Circulation data not available due to problem with IUCAT

Library Collections

Academic Year	Print Vols.	E-books	E-Journals	Databases & Indexes	Audio, film, and Video	Digital Collections		Other (maps, music scores, MF)	Total
						mDON	Opus		
2013-2014	366,519	246,525	86,261	174	7,849	47,213	8,208	285,767	1,048,516
2012-2013	366,918	233,907	78,730	201	7,745	46,936	7,462	488,556	1,221,165
2011-2012	369,101	224,048	62,783	151	7,927	46,135	6,534	545,187	1,261,866
2010-2011	417,208	167,405	61,493	147	7,787	41,113	5,331	547,732	1,247,216
2009-2010	433,644	166,653	51,728	150	7,500	39,160	3,000	543,674	1,245,507

Online Library Course and Subject Guides

Academic Year	# of Guides	# Page Views	Top Guides
2013-2014	234	203,649	Nursing, History, W131, App-Ed
2012-2013	234	187,554	Nursing, Biology, Music, Financial Ratios, Communication

Selected Assessment Data

Librarians and Information Assistants track who they helped (UG, Grad, Faculty, Staff, community), what method was used (in-person, phone, email, IM), the difficulty of the question answered, and the information literacy competencies addressed during the interaction. The data should help the library identify what current demands are and adjust staffing, information literacy needs, and outreach efforts accordingly.

2013-2014 Information and Research Transaction Users

UG	Fac	Grad	Collegiate Connection	Staff	Alumni	Community	Other
2, 342	740	321	17	116	26	383	1,012
47%	15%	6%	<1%	2%	1%	8%	20%

2013-2014 Information and Research Transactions by Method Received

In-person	Email*	Telephone	IM	Virtual Meeting	N/A
54%	27%	11%	7%	<1%	1%

*Includes DDS verification

2013-2014 Level of Difficulty (READ Scale, see pg. 5, #5.a.)

1. Simple: hours directional, & equipment	2. Basic: policies & referrals,	3. Reference interview & IL instruction	4.Mid-level research & IL instruction	5. Subject Specialist	6.Faculty-level research expertise
33%	28%	31%	7%	1%	<1%

2013-2014 Information Literacy Competencies Addressed

Ask the Right Questions	Find the Best Resources	Consider the Quality	Complete Your Project	Credit Your Sources
25.5%	43%	18%	7.5%	6%

Monday, June 30, 2014