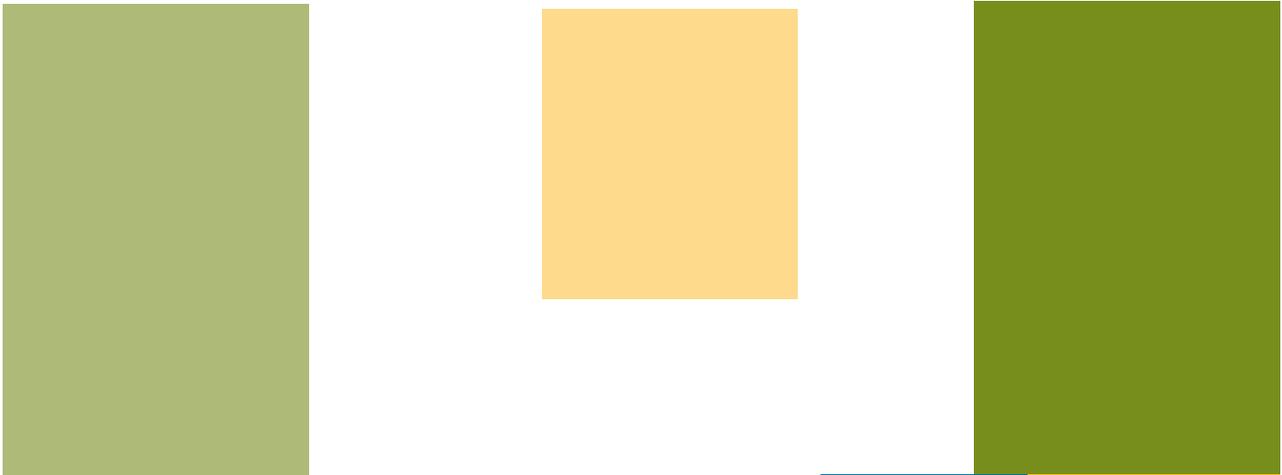




Library Annual Report 2003



**Walter E. Helmke Library
Indiana University–Purdue University Fort Wayne**





Library Annual Report 2003
Letter from Library Director
Judith L. Violette



No doubt about it, libraries are exciting places to be during the fast-paced and ever-changing Information Age. At Helmke Library we support teaching and learning in so many ways, through our growing collection of electronic resources, through our inviting and comfortable spaces for individual and group study, through our expert research assistance and information literacy program.

In 2003, we made substantial progress on all of our service goals:

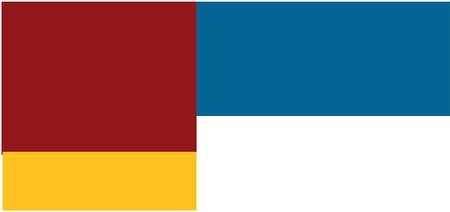
Our goal to **create an Integrated Information Foraging Environment (IIFE)** to support and promote professional information services, information literacy skills for life-long learning, and the scholarly and creative achievements of IPFW faculty, students, and staff continues to develop and take shape.

...create an Integrated
Information Foraging
Environment ...

The Senate Library Subcommittee adopted a set of eight information literacy proficiencies for IPFW students. The information literacy proficiencies rely on teamwork between faculty and librarians and librarians have begun to seek ways to help faculty accomplish and assess them. This year, reference librarians addressed the needs of faculty who teach freshmen courses, especially composition courses, through the development of our IIFE Web site. The site provides an array of helpful information for faculty who are planning library research assignments and emphasizes our collaboration not only with faculty but with academic support programs across the campus.

Our instruction and training programs continue to grow. This year we offered 26 training programs to 309 attendees including library staff, faculty, and other local librarians. Topics ranged from copyright to the archives Web site. Our train-the-trainer initiative for freshman-level composition courses continues to grow in both acceptance and use. We have now prepared course guides for 12 of the 24 courses we have identified as core/required writing or research courses, and targeted for development under the Librarian-Faculty Information Literacy Partnership.





...increase and enhance access to information...

A continuing goal of the library is to **increase and enhance access to information** and library resources.

This year we completed the creation of the Science Information Center by moving the entire science journal collection to the fourth floor to be housed with science-related books and reference materials.

As the following pages demonstrate, we continued to add to our electronic journal collection and now offer over 20,000 titles. (Only eight years ago we subscribed to only 2,500 print titles!!!) We offer more and more electronic books and databases, too, often at a cost savings over print subscriptions. Our data show that as we add more electronic information materials, our reliance on document delivery for articles is diminishing. But the new Request Delivery system is already showing an increased demand for books from other IU campuses. We hope the new system allows us to obtain the materials more quickly at less expense.

Our yearlong “Check It Out” campaign involved many activities aimed at creating awareness of our collections and promoting the circulation of materials. We’ve added new displays throughout the library, moved our browsing collection to the first-floor lounge, and made our entire video collection available for public browsing. The new display units by the library’s Service Desk are especially popular and we change the items displayed several times a week, sometimes focusing on works by visiting lecturers and sometimes on topics of current interest.

...provide an attractive library facility...

Our goal of **providing an attractive library facility** that affords easy access to information and an atmosphere conducive to study, learning, and research is especially important to an institution serving a student body made up of commuters.

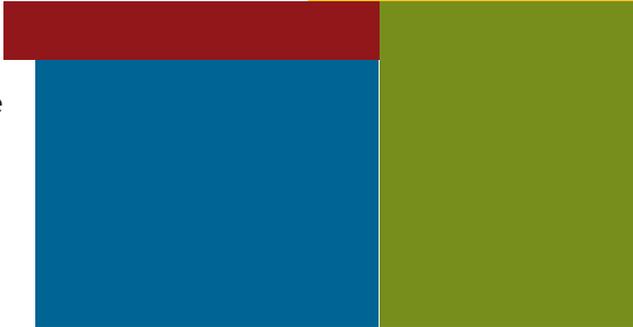
While we wait for funding to add a much-needed addition to the library, we are seeking ways to improve the attractiveness and usefulness of the present facility. This year, in addition to completing the development of the Science Information Center on the fourth floor, we have nearly completed the renovation of the library’s second floor, painting and replacing the worn carpet, creating a secure technical services processing area, removing the small rooms at the front and back of the floor, relocating the remaining serials collection to the back of the floor, and adding lots of new and attractive study spaces for students. This project required moving more than 266,000 serial volumes and several thousand language and literature books. If you have not been in the library recently, come visit! You’ll be amazed at the changes we have introduced, with more exciting changes to come.

...advance the quality of life in Fort Wayne and the surrounding region.

As a regional campus library, and the only public academic library in northeastern Indiana, we take seriously our role to **advance the quality of life in Fort Wayne and the surrounding region**.

A grant from the U.S. government, administered by the Indiana State Library, allowed the library to work with three area public libraries to begin the development of a database of local public officials. This year we concentrated on developing the database structure and testing the interface and search functions. We continue to add data to the database and will seek additional funding to enhance the project before we release it to the public.

The library is open to the public and our resources available to all who visit our facility.



LIBRARY SERVICES

January

The Check It Out campaign to encourage use of the library's collections was launched with new book displays throughout the library.

For the first time, the IU libraries across all campuses agreed on standardized loan periods for books, making it easier to share materials and greatly facilitating the system-wide Request Delivery service implemented later in the year.

The new IPFW University Archives Web site was launched.

February

The library's popular browsing collection, provided regularly by the Allen County Public Library, was moved to the first-floor lounge for more visibility and easier access.

LIBRARY SERVICES

Integrated Information Foraging Environment

The librarians at Helmke Library have developed a dynamic learning environment and information literacy tool kit called the Integrated Information Foraging Environment, or IIFE Web for short. The IIFE Web is a virtual landscape in which IPFW students, faculty, and staff can expect to encounter high-quality information resources and tools designed to improve their foraging success.

As an instructional model, the IIFE Web promotes IPFW's two-tiered Librarian-Faculty Information Literacy Partnership and our eight Information Literacy Proficiencies, both designed to teach IPFW students to become self-sufficient, life-long learners. And successful information foragers!

Reference librarians have devoted much of their efforts this year to creating an integrated teaching and learning information service that includes not only the IIFE Web, but also direct reference assistance, support for freshman-level composition programs, and course-related instruction for specialized upper-level classes throughout the IPFW curriculum.

Reference Questions During One Typical Week per Semester							
	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03
Fall	1313	2171	1663	750	1080	1083	588
Spring	1231	1385	1095	838	894	829	503

Number of Reference Appointments with Librarians					
	1999	2000	2001	2002	2003
Scheduled in advance	1124	844	834	590	774
Unscheduled walk-ins	1239	1318	1164	1028	1142
Total	2363	2162	1998	1618	1916

LIBRARY SERVICES

March

The library participated with more than 300 libraries across the country in the LibQUAL+™ service assessment survey. The survey asked students, faculty, and staff to rank their perceptions of library services in each of four major categories. Preliminary study of results shows that IPFW users have similar desired levels of service in each category, but much higher expectations than those at other colleges and universities. We will use the LibQUAL+ results as a benchmark to improve our library services in the future.

The library video collection was made available for public browsing. Circulation of these materials soared.

The library joined the Allen County Public Library and other local institutions to sponsor and promote the first Allen County Reads Project featuring [Fahrenheit 451](#).

Instructional Services			
	2000/01	2001/02	2002/03
Number of faculty scheduling EITC & participating in instruction program	NA	NA	92
Number of library instruction sessions by librarians (including in-class and train-the-trainer sessions)	82	73	92

Orientation Services			
	2001	2002	2003
Number of students completing self-guided library tour and quiz	2583	2960	1742

Increase and Enhance Access to Information and Library Resources

Acceptance of New Automated Services			
	2001	2002	2003
Percent of document delivery articles delivered online	27.6%	75%	90%
Unique authentications for faculty, staff, and students (new service in May 2001; service redesigned in May 2002 as part of the ReservesEXpress upgrade)	3,880 (May 2001- May 2002)	66,040 (May 2002- Feb 2003)	140,151 (Mar 2003- Feb 2004)

LIBRARY USERS

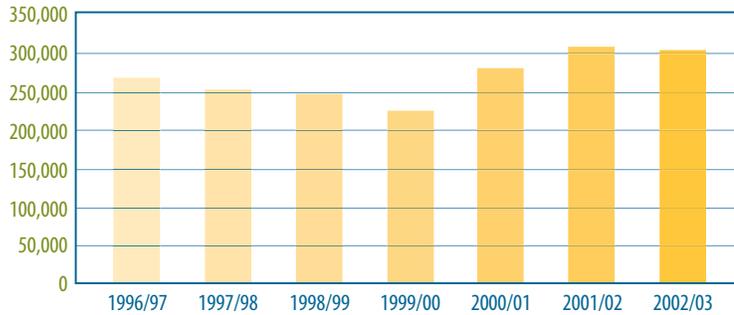
April

The library's nine-minute instructional video, "Making the Grade," began airing on Cable Access Channel 56 between televised classes and continued throughout the semester. The video focused on the importance of asking questions in the library.

Special Needs Funds from the library's endowment were awarded to sixteen departmental proposals covering such needs as materials to cover new film courses and books on Eastern European politics.

Helmke Library participated in a successful two-month pilot project among IU libraries to determine policies and procedures needed to implement a direct request delivery system within IUCAT, Indiana University's shared online library catalog.

Library Users



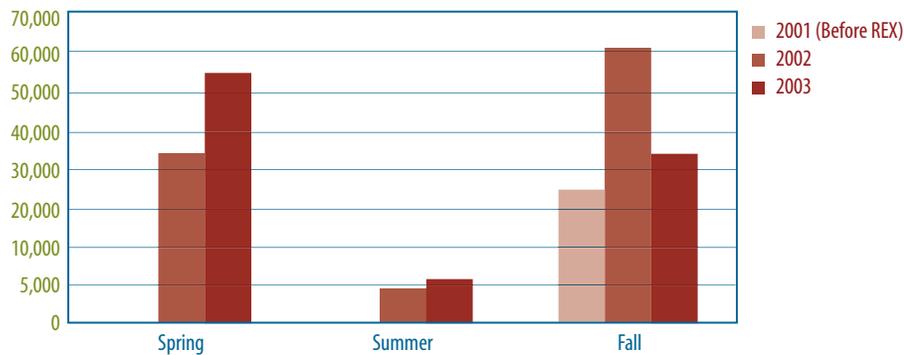
Note: New gate system installed in 2000/2001; data not accurate for 1999/2000

Students Served During Finals Week for Six Extended Library Hours

	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03
Fall Semester	216	202	NA	143	167	180
Spring Semester	261	174	131	346	216	220

RESERVES EXPRESS

ReservesExpress (REX) Document Views



Note: ReservesExpress (REX) was launched in fall 2002. In fall 2003, individual course videos were removed from the system.

DOCUMENT DELIVERY

May

The Check It Out campaign was enhanced by new display shelving for periodicals that allowed the library to expand the number of current titles on display on the second floor.

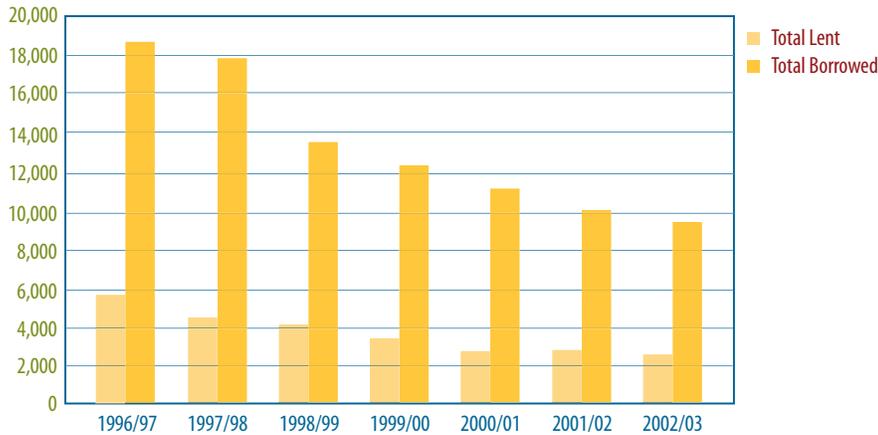
In an effort to allow the library to provide more "people" space without sacrificing access to information, library staff boxed several thousand periodical volumes for storage. All selected titles are available electronically on the Web in a graphic format. Space problems in the library have reached the critical stage.

The Virginia Willig Award for Excellence in Library Service was awarded to librarian Ken Balthaser who retired in May after 37 years of extraordinary service to IPFW.

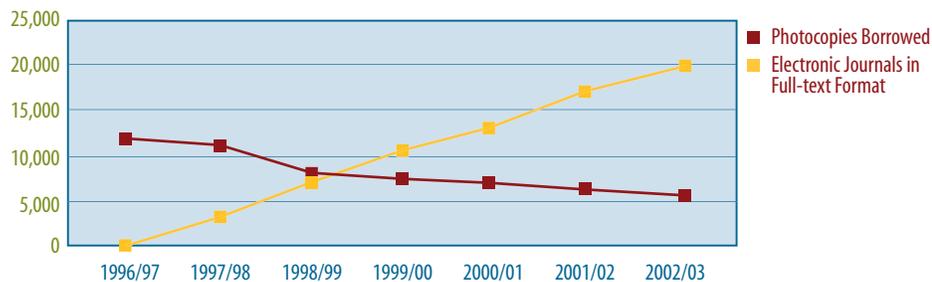
Library director Judith Violette was elected to the board of the newly-formed Academic Libraries of Indiana organization. She chairs the task force devoted to making resource sharing among Indiana's academic libraries faster and more efficient.

ReservesEXpress, our electronic course reserves system, provided over 54,000 document views during the spring semester!

Document Delivery Statistics



Photocopies Borrowed vs. Full-text Journals



COLLECTIONS

June

IPFW's Helmke Library is a member of the Indiana University Library system. The IU Libraries share one large online catalog, IUCAT, containing references to more than 6 million items. In 2003 enhancements to the IUCAT catalog gave users from any campus the opportunity to use the catalog to request delivery of any circulating titles from any other IU library. Our library users no longer have to re-key the information about a title to request it from another library.

Science periodicals were moved from the second to the fourth floor, thereby completing the physical creation of the Science Information Center. All books, periodicals, and reference books about the pure and applied sciences and the health sciences are now located together on the fourth floor in this library within a library. The open and inviting Science Information Center has quickly become the most popular study area in the library.

Two high school librarians served as summer library science interns. One worked on developing a proposal for science education materials; the other considered ways high school libraries, teachers, and the Helmke Library could work together more effectively.

Librarian Cheryl Truesdell chaired the American Library Association's Interlibrary Loan Discussion Group and was responsible for programs at the annual conferences in January and June.

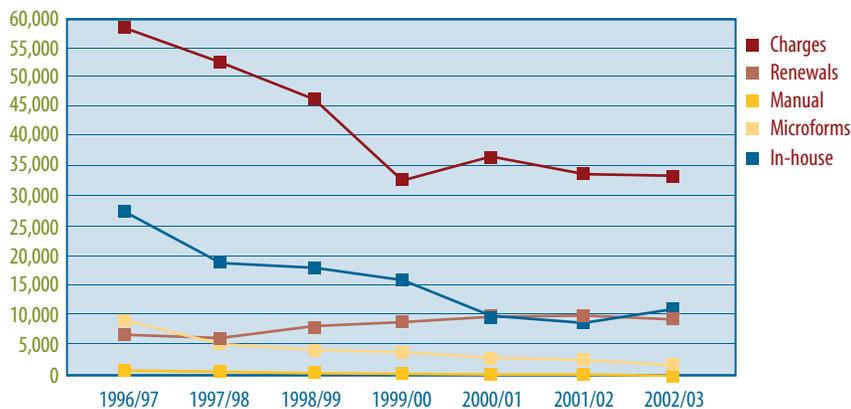
Collections as of June 30						
	1998	1999	2000	2001	2002	2003
Books and bound serials (items)	316,528	324,929	333,323	338,113	342,439	346,295
Government documents*	110,313	112,170	112,170	113,164	115,239	114,693
Microforms (pieces)	514,268	523,475	534,097	534,119	536,519	538,169
Slides, other non-book media	39,583	39,573	39,576	39,576	39,576	37,832
Recordings, cassettes	3,375	3,377	3,381	3,381	3,381	3,348
CDs	495	875	1,141	1,208	1,402	1,585
Maps	4,067	3,991	4,071	4,084	4,069	4,069
Videotapes	242	303	429	505	549	821
Current periodical subscriptions**	2,584	1,738	1,452	1,586	1,756	1,748

*Excludes microforms and maps

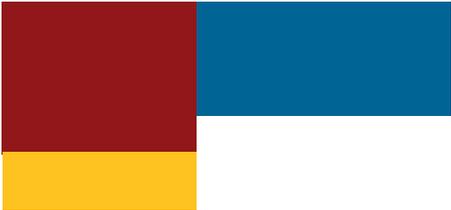
**Excludes government serials and electronic periodicals

CIRCULATION

Circulation Statistics



Note: Prior to 1999/2000, reserve materials were included in circulation counts.



E-BOOKS

Yes, we have electronic full-text books! Thousands of them, in fact. The following e-book collections are available in the library to all and remotely to IPFW faculty, staff, and students:

[netLibrary](#) (over 877 full-text books in a variety of subject areas)

[Early English Books Online](#) (68,641 works, including pamphlets, proclamations, almanacs, novels, and more from 1475 through 1700)

[Eighteenth Century Collections Online](#) (150,000 books published in Great Britain and North America in the eighteenth century)

[History E-Book Project](#) (790 major, scholarly historical studies with links to their book reviews, updated annually)

[Oxford Reference Online](#) (access to over 100 language and subject dictionaries and reference works published by the Oxford University Press)

[Books 24x7 IT Pro](#) (2,856 books in the computer and information science fields, with new content added regularly)

[U.S. government documents](#) (over 259,000 titles are available)

Total: More than 479,408 e-books (including 94,061 linked from the online catalog)

E-JOURNALS AND RESEARCH DATABASES

Quality higher education at IPFW requires quality research databases. At IPFW we have been providing electronic databases for public use since the first databases became available on CD-ROM during the mid 1980s. We were one of the first libraries in Indiana to provide networked access to CD-ROM databases. We currently offer over 200 proprietary databases to our clientele, including the suite of more than thirty databases offered to all Indiana citizens through the very important INSPIRE Project.

In 2003, we added the following new bibliographic databases:

[CCH Internet Tax Research Network](#)

[MLA International Bibliography](#) (EBSCOhost) (new vendor only)

[Worldwide Political Science Abstracts](#) (Cambridge Scientific Abstracts)

The number of journal titles available electronically via the Web continues to grow exponentially. Full-text journals available online allow students to do their library research at any hour of the day or night from any computer connected to the Internet. These journal offerings are extremely popular and we have purchased as many as our budget will allow.

In 2003, we added the following major electronic journal and newspaper collections:

[American Chemical Society Journals & Magazines Archive](#) (more than 30 magazines and peer-reviewed journals published or co-published by the American Chemical Society (ACS), with issues going back to the first volume of most titles)

[BioOne](#) (a collection of more than 65 scholarly journals and online books, from 1998 to the present)

[JSTOR Language and Literature Collection](#) (34 journal titles from their first issue to three years ago; also incorporates 13 titles already available in other collections)

July

The library purchased an additional large academic journal archive, the JSTOR Language and Literature collection, bringing the total electronic journal count to over 20,000. Students and faculty appreciate the access to these resources day and night, seven days a week.

August

Freshman Amber Neff was the winner of the library's first Foraging Gear Contest offered to students who visited the library's booth at the summer SOAR student orientation programs.



BUDGET ISSUES

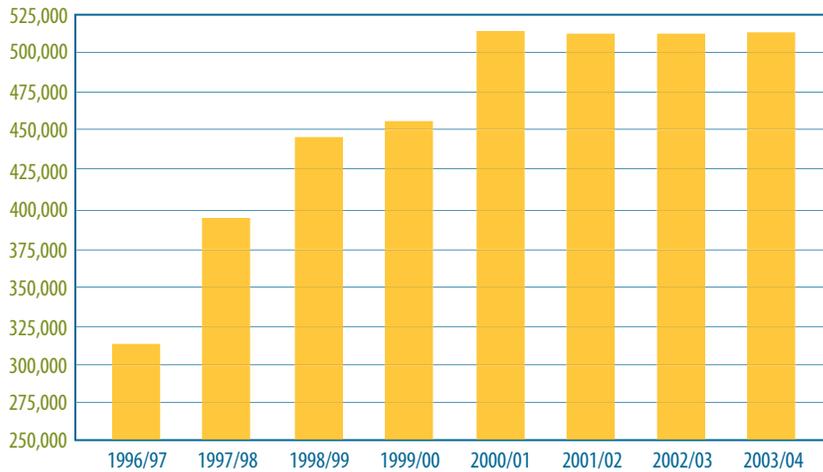
September

The virtual Integrated Information Foraging Environment (known as the IIFE Web) focuses on information literacy and the eight proficiencies adopted by the Senate Library Subcommittee. The site includes search tips and resources for faculty teaching beginning students.

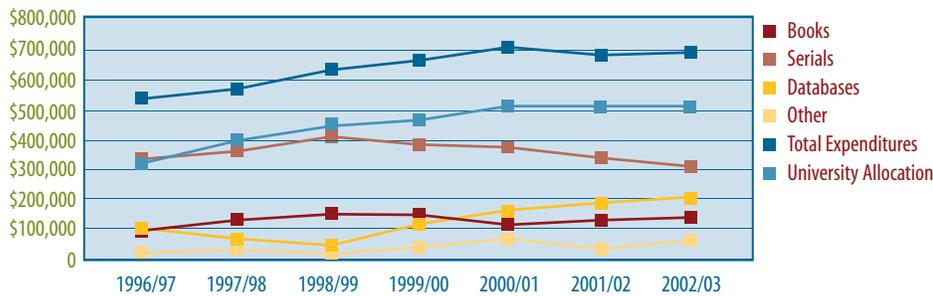
Renovation of the second floor began with the removal of small rooms at the back of the floor and laying of new carpeting. The ultimate goal is to provide easier access to materials on the second floor, a more inviting and useful study area for students (including students working on group projects) and a more efficient work area for library technical services staff.

Librarian Marla Baden served as immediate past president of the Indiana Health Science Librarians Association and co-conference chair of the Midwest Health Science Librarians Regional Conference.

Library Materials Budget



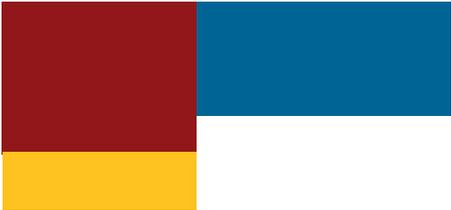
Library Expenditures (All Funds)



Note: 1997/98 & 1998/99 = Grant-supported Shared Access Project paid for many databases
Expenditures from all funds including endowment and gifts
Other=audio, video, maps, DDS, copyright fees

Library Funding - IPFW vs. Other IU Campuses





DONORS AND VOLUNTEERS

We thank our many donors who have contributed so generously to the library's gift and endowment funds this year. These funds help us purchase specialized reference materials, subsidize the much-appreciated online databases and electronic journals, and provide support for special needs such as new programs or course materials. Gift funds remaining from the Campaign for Helmke Library in the late 1990s allowed us to address some renovation needs as well.

Volunteers serve the library in many important capacities and in 2003 donated 483.6 hours of their time and talent in support of library operations. We sincerely thank the following volunteers who gave so generously of themselves this year:

*Ken Balthaser
Linda Balthaser
Art Beal
Diane Davis
Mildred Hibben
Betty VanWinkle
Barbara Vernasco
Dorothy Whisler
Wayne Whisler
Dorothy Wiggs
Dodie Zonakis*

Finally, we thank the following student interns who learned from us while we, in turn, learned so much from them:

*Steve Ankenbruck
Deborah Kelley
Karen Millis
and
Linda Wunderlin*

October

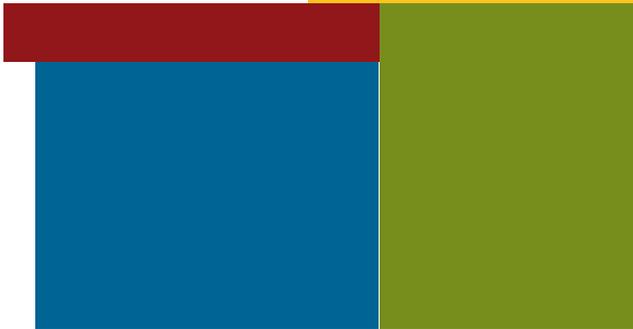
Librarian Pamela Sandstrom was an invited speaker at the plenary session of the American Society of Information Science and Technology annual conference in Long Beach, California.

Librarian Shelley Arvin is president-elect of the Indiana Special Libraries Association.

November

A new service, Request Delivery, was unveiled allowing our students and faculty to make requests for items directly from another IU library without re-keying, thereby speeding the interlibrary process.

Librarians Tiff Adkins and Sue Skekloff offered insights into Helmke Library's train-the-trainer program at the Academic Library Association of Ohio.





SCHOLARLY/ CREATIVE ACTIVITY 2003

December

The library launched a colorful new Web site, designed to make information easier to find and to facilitate current and authoritative data throughout.

In the fall semester, circulation increased 3%, evidence that our Check It Out campaign is having some success! Regularly updated new book displays on the first and fourth floors encourage browsing of new titles and are very popular.

In six additional hours during finals week, the library served over 250 students!

The library goes wireless! The entire library facility was enabled for wireless access to the IPFW network. Students can now use their own laptops, PDAs, and similar devices.

1. Book Chapters (3)

Violette, Judith L., and Pamela S. Schindler. "Exploring Secondary Data." In Business Research Methods, by Donald R. Cooper and Pamela S. Schindler, 278-314. 8th ed. McGraw-Hill, 2003.

Violette, Judith L. "Appendix A: Core Business Reference Sources, Printed and Electronic." In Business Research Methods, by Donald R. Cooper and Pamela S. Schindler, 768-780. 8th ed. McGraw-Hill, 2003.

Violette, Judith L. "Business Reference Sources, Printed and Electronic." In instructional materials on cd-rom that accompanies Business Research Methods, by Donald R. Cooper and Pamela S. Schindler. 8th ed. McGraw-Hill, 2003. (This source list is an expanded and annotated version of the above "Core Business Reference Sources.")

2. Articles in Professional Journals (1)

Truesdell, Cheryl. "U.S. Government Electronic Information Resources: A Start-Up Kit for Small and Medium-Sized Libraries." Indiana Libraries, v.22, no 1 (2003): 32-35.

3. Conference papers and presentations (6)

Adkins, Tiff, and Sue Skekloff. "Herding Cats: Librarians, Support Staff, and Faculty Learning Together." Presentation at the Academic Library Association of Ohio, Dublin, OH (November 14, 2003).

Adkins, Tiff. "Making the Grade: Outreach Video for the Reference Consulting Service at IPFW." Poster session at the Indiana University Librarians Day, Indianapolis, IN (April 25, 2003).

Baden, Marla. "Enhance Your Library Web Site." Presentation at the Indiana Library Federation Annual Conference, Indianapolis (April 15, 2003).

Baden, Marla. "Reading the Signposts: Choosing the Right Road for E-Journals." Presentation at the Midwest Chapter, Medical Library Association Conference, Indianapolis (Sept. 21, 2003).

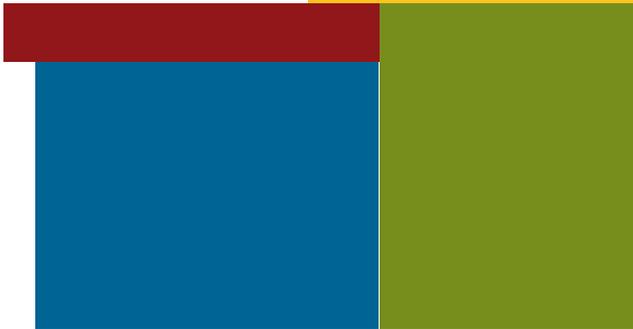
Sandstrom, Pamela. "Anthropological Approaches to Information Systems and Behavior," as an invited plenary speaker, one of three participants in a panel on "Humanizing Information Technology: New Theoretical Issues at Play," at the American Society for Information Science and Technology annual meeting, Long Beach, CA (October 20, 2003). Available in Bulletin of the American Society for Information Science & Technology v.30, no 3(2004): 12-16 at <http://www.asis.org/Bulletin/Feb-04/Sandstrom.html>.

Truesdell, Cheryl, and Judith Violette. "Virtual Government Information Resources Made Easy." Presentation at the Indiana Library Federation Annual Conference, Indianapolis (April 15, 2003).

4. Academic Program Community Partnerships

As part of an Library Services & Technology Act (LSTA) grant received in 2002, library staff worked in partnership with three public libraries in northeast Indiana to establish and test a structure for an historical database of public officials.

Library staff worked with staff from the Allen County Public Library and other local organizations to promote the first Allen County Reads Project featuring Fahrenheit 451.





SCHOLARLY/ CREATIVE ACTIVITY 2003

5. Civic involvement

Griffin, Larry

Anthony Wayne Rotary Club, Newsletter Editor and Pianist
Bach Collegium, Board Member

Truesdell, Cheryl

Allen County Reads, Steering Committee

Violette, Judith

Community Assessment Project (United Way), Steering Committee

6. Offices held in professional organizations

Arvin, Shelley

Special Library Association, Indiana Chapter, President-Elect.

Baden, Marla

Indiana Health Science Librarians Association (IHSLA), Immediate Past President and Chair Nominations Committee
Midwest Chapter, Medical Library Association, Chair, and Program Committee
Northeast Indiana Health Sciences Library Consortium, Listserv Manager and Union List Compiler

Pamela Sandstrom

Central States Anthropological Society (CSAS), Archivist
American Society for Information Science and Technology, Indiana Chapter, Immediate past president

Cheryl Truesdell

American Library Association, Interlibrary Loan Discussion Group, Chair
INDIGO (professional organization of government documents librarians in Indiana), Chair and Chair of Government Documents
Virtual Tour Task Force
Indiana Cooperative Services Authority (INCOLSA), Board Member and Secretary of Executive Committee
Indiana Library Federation, Committee on Organization, Evaluation, and Support (COES), Member
Indiana Library Federation, Long Range Planning Committee, Member
Indiana University Libraries, Holds Task Force, Chair
Indiana University Libraries SIRSI Interlibrary Loan Working Group, Co-chair
Indiana University Libraries SIRSI (IUCAT) Working Group Chairs Committee (a system-wide library group responsible for the implementation of upgrades to the online catalog), Member

Judith Violette

Academic Libraries of Indiana, Board Member and Chair, Resource Sharing Task Force
INDIGO, Chair of State Plan Task Force
Indiana University Libraries, Promotion & Tenure Review Committee
Indiana University Libraries, Search and Screen Committee for Electronic Resources Manager
Indiana University Libraries, Council of Head Librarians, member; Future of Depository Libraries Dean's Task Force, Chair

7. Conferences, meetings, and workshops chaired or organized

Baden, Marla

Midwest Chapter, Medical Library Association, Chair, Program Committee for Annual Conference, Sept. 22-24, 2003.

Truesdell, Cheryl

American Library Association, Interlibrary Loan Discussion Group. As chair, organized programs at the Midwinter and Annual Conferences in January and June
Indiana Library Federation, Member of Annual Conference Planning Committee, April, 2003, and Chair of Conference Store

8. Reviews of publications, grant proposals, or other evaluations

Pamela Sandstrom

Reviewed article manuscript "Information, Knowledge, Data: An Evolutionary Framework for Information Science" by Marcia Bates for Journal of the American Society for Information Science and Technology (68 pages).

In addition to the above, librarians served on 29 campus/Senate committees in 2003.

Helmke Library Mission Statement

The Helmke Library's mission is to anticipate and support the needs of IPFW's undergraduate and graduate students, faculty, administration, and professional community. The library is primarily committed to providing easy access to information and an atmosphere conducive to study and research; a collection development program that includes print, electronic, and other nonprint materials that directly support the needs of the undergraduate students, graduate students, and faculty of IPFW; access services for the timely retrieval of bibliographic data and materials from other information sources to support the research needs of the undergraduate students, graduate students and faculty; and expert professional information services that facilitate thorough and accurate use of the library's resources. In addition, the Helmke Library provides informational and other services for the university as a whole, including the operation of a University Archives. The Library also supports the university's mission by providing access to library materials and services to the community.

Approved as amended by Helmke Library Council, January 22, 1996
Approved as amended by Senate Library Subcommittee, May, 1997

