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.

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.
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.

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.

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

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 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.

<table>
<thead>
<tr>
<th>Reference Questions During One Typical Week per Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
</tr>
<tr>
<td>Spring</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Reference Appointments with Librarians</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Scheduled in advance</td>
</tr>
<tr>
<td>Unscheduled walk-ins</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>2000/01</th>
<th>2001/02</th>
<th>2002/03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of faculty scheduling EITC &amp; participating in instruction program</td>
<td>NA</td>
<td>NA</td>
<td>92</td>
</tr>
<tr>
<td>Number of library instruction sessions by librarians (including in-class and train-the-trainer sessions)</td>
<td>82</td>
<td>73</td>
<td>92</td>
</tr>
</tbody>
</table>

### Orientation Services

<table>
<thead>
<tr>
<th></th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students completing self-guided library tour and quiz</td>
<td>2583</td>
<td>2960</td>
<td>1742</td>
</tr>
</tbody>
</table>

### Acceptance of New Automated Services

<table>
<thead>
<tr>
<th></th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of document delivery articles delivered online</td>
<td>27.6%</td>
<td>75%</td>
<td>90%</td>
</tr>
</tbody>
</table>
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.

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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!
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.

### Collections as of June 30

<table>
<thead>
<tr>
<th>Collection Type</th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books and bound serials (items)</td>
<td>316,528</td>
<td>324,929</td>
<td>333,323</td>
<td>338,113</td>
<td>342,439</td>
<td>346,295</td>
</tr>
<tr>
<td>Government documents*</td>
<td>110,313</td>
<td>112,170</td>
<td>112,170</td>
<td>113,164</td>
<td>115,239</td>
<td>114,693</td>
</tr>
<tr>
<td>Microforms (pieces)</td>
<td>514,268</td>
<td>523,475</td>
<td>534,097</td>
<td>534,119</td>
<td>536,519</td>
<td>538,169</td>
</tr>
<tr>
<td>Recordings, cassettes</td>
<td>3,375</td>
<td>3,377</td>
<td>3,381</td>
<td>3,381</td>
<td>3,381</td>
<td>3,348</td>
</tr>
<tr>
<td>CDs</td>
<td>495</td>
<td>875</td>
<td>1,141</td>
<td>1,208</td>
<td>1,402</td>
<td>1,585</td>
</tr>
<tr>
<td>Maps</td>
<td>4,067</td>
<td>3,991</td>
<td>4,071</td>
<td>4,084</td>
<td>4,069</td>
<td>4,069</td>
</tr>
<tr>
<td>Videotapes</td>
<td>242</td>
<td>303</td>
<td>429</td>
<td>505</td>
<td>549</td>
<td>821</td>
</tr>
<tr>
<td>Current periodical subscriptions**</td>
<td>2,584</td>
<td>1,738</td>
<td>1,452</td>
<td>1,586</td>
<td>1,756</td>
<td>1,748</td>
</tr>
</tbody>
</table>

*Excludes microforms and maps
**Excludes government serials and electronic periodicals

### Circulation

![Circulation Statistics](image)

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

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.
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)

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)

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.

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.
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.
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 Skelkoff offered insights into Helmke Library’s train-the-trainer program at the Academic Library Association of Ohio.
1. Book Chapters (3)


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)


3. Conference papers and presentations (6)


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).


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.
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  
  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 (INCLOSA), 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 SIRS Interlibrary Loan Working Group, Co-chair  
  Indiana University Libraries SIRSIC (IUCAT) Working Group Chairs Committee (a system-wide library group responsible for the implementation of upgrades to the online catalog), Member

- **Cheryl Truesdell**  
  American Library Association, Interlibrary Loan Discussion Group, Chair  
  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  
  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.