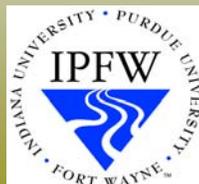


2004

▶ Library Annual Report

Walter E. Helmke Library
Indiana University-Purdue University Fort Wayne
March 21, 2005



Library Annual Report 2004

Message from Library Director Judith Violette

The largest challenge for all libraries and ours in particular is to provide outstanding services on a day-by-day basis as we seek to define our new roles in the ever-changing Information Age. We know from our own experience and from research that the students who come directly from high school are the most connected ever. They use all forms of electronic media, but mostly cell phones and the Internet, to stay connected with others around the clock. Their first choice for any information problem is the Internet. For most, this is the only choice.

Does this mean that students do not use the library? Absolutely not. They use the library resources delivered via the Internet. They also use the library as a place to gather, as a place to study, as a place for special assistance when all else fails. The role of the librarian in this age is clearly to plan and deliver effective Internet-based information and services. However, librarians know that in some cases the best information is only in printed format. From a librarian's perspective this is what information literacy is all about: Helping students define an information problem, establish a search strategy, and find the best information available whether it is electronic, print, or some other format.

Library Goal 1: Develop the Integrated Information Foraging Environment (IIFE) to support and promote professional information services...

At Helmke Library, information literacy is embodied in the continuing goal of developing the Integrated Information Foraging Environment (dubbed IIFE Web). The IIFE Web is the library's overarching framework for the discovery and delivery of information services. In 2004, librarians launched two IIFE interactive tutorials, the Information Literacy Tool Kits. The first focused on the basics of using the online catalog, the second on finding articles using a major interdisciplinary database. The tool kits were moved to a new Web platform, and we began to develop pre- and post-tests to measure student success. Librarians offered extensive training to English composition faculty, Writing Center staff, and others.

Recognizing that assessment can be done most effectively in partnership with faculty, librarians began seeking opportunities to draw information literacy conclusions from the assessment activities in various departments. Our first test case is in the history department as they develop their first program assessment report.

Librarians worked closely with the implementation team for the First Year Experience (FYE) Learning Communities on the IPFW campus. One of the five stated goals of this program is information literacy. In a departure from our normal train-the-trainer mode for beginning-level classes, we offered to work directly with each of the 14 learning communities. As this program matures we will seek new ways to become more involved.

Major Accomplishments

- ❖ Launched initial two Integrated Information Foraging Environment (IIFE) interactive tutorials.
- ❖ Completed renovation of library second floor and began renovation of first floor.
- ❖ Installed workstations for student group work.
- ❖ Implemented IU-Link to provide a mechanism for seamless linking between library resources such as databases and full-text journals. IU-Link was selected by IPFW users nearly 21,000 times in the five months it was available.
- ❖ Implemented new document delivery services (DDS) management software that works with IU-LINK. DDS borrowing in fall 2004 increased by 30% over fall 2003.
- ❖ Added eleven new electronic resources including over 900 new electronic journals.
- ❖ Implemented e-mail notices for library patrons by coordinating load of IPFW data sent to Bloomington.

Library Annual Report 2004

Message from Library Director Judith Violette

The new IU-Link service was accessed nearly 21,000 times in its first five months.

Library Goal 2: Increase and enhance access to information and library resources...

We continue to seek better and more efficient ways for students and others to find the information they need. This year we introduced two important new services. The first, called IU-Link is embedded in the search results of most of our databases and leads users to full-text options or document delivery. The second is software that enhances document delivery so that citations move automatically from a search result to the document delivery form. In the last five months of 2004 after IU-Link was made available, it was accessed nearly 21,000 times! Our document delivery borrowing statistics increased 30% as a result. The extraordinary use of these new services demonstrate that academic library users are still seeking material targeted to an information need not immediately available on the Internet.

Library Goal 3: Provide an attractive library facility...

In 2004 we completed the renovation of the second floor, laying new carpet, creating an attractive study space at the front of the floor with several large tables, and adding four workstations for group study. This quickly became a very popular study area. As we carpeted, we moved every serial and government publication on the floor and added signage. For the first time in many years, all government publications are shelved in one place in call number order.

Although we have no funds to renovate the third floor, we began to move materials into call-number order while at the same time we arranged to space the book ranges according to ADA standards. We will continue to address this task as time allows in 2005.

Library Goal 4: Advance the quality of life in Fort Wayne and the surrounding region...

The library provided candidate and election data for the 2004 elections for each of the eleven counties in northeast Indiana. The library also participated once again in Project Vote Smart, a national non-partisan voter education service.

Library staff provided over eighty book exhibits throughout the year and participated in the IPFW 40th Anniversary planning, contributing substantially to the development of the historic walking tour.

Library staff participated in two organized charity events, filling Easter baskets and Christmas stockings for underprivileged children. In addition, library staff participated in IPFW Homecoming decorating activities.

Library Goal 5: Support the continuous improvement of library operations...

The library continued to provide internship opportunities. This year we had three library science interns, two who worked primarily in the University Archives, and one who prepared a collection study for geosciences and anthropology.

Librarians and staff were awarded over \$15,000 in equity/special merit funds this year and several received special one-time bonuses for their contributions to library goals.

Reference & Information Services

More than 2,800 library users interacted with a reference librarian to learn how to find information.

The Integrated Information Foraging Environment

The information-foraging model directs Helmke Library's general reference and science-related reference services, as well as our instructional services. Librarians support the curriculum by offering instruction within a two-tiered Librarian-Faculty Information Literacy Partnership. This partnership targets (1) instructors of beginning students in required courses, and (2) students in capstone and upper-level research courses. Many of our achievements flow from our concerted effort to build partnerships and develop effective guides, interactive tutorials, and performance measures.

Information Services

Although usage statistics suggest that library users are serving themselves, via our homepage, to the information they need when they need it, we continue to experience demand for our question-answering efforts. Our reference and information services are a major reason that Helmke Library deserves its reputation for highly personalized service and maintains its status as a desirable destination on campus.

Questions Asked of All Library Staff During One Typical Week

	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04
Fall semester	1,313	2,171	1,663	750	1,080	1,083	588	538
Spring semester	1,231	1,385	1,095	838	894	829	503	548

Note: Covers questions answered by all staff, including directional, informational, and equipment-related questions

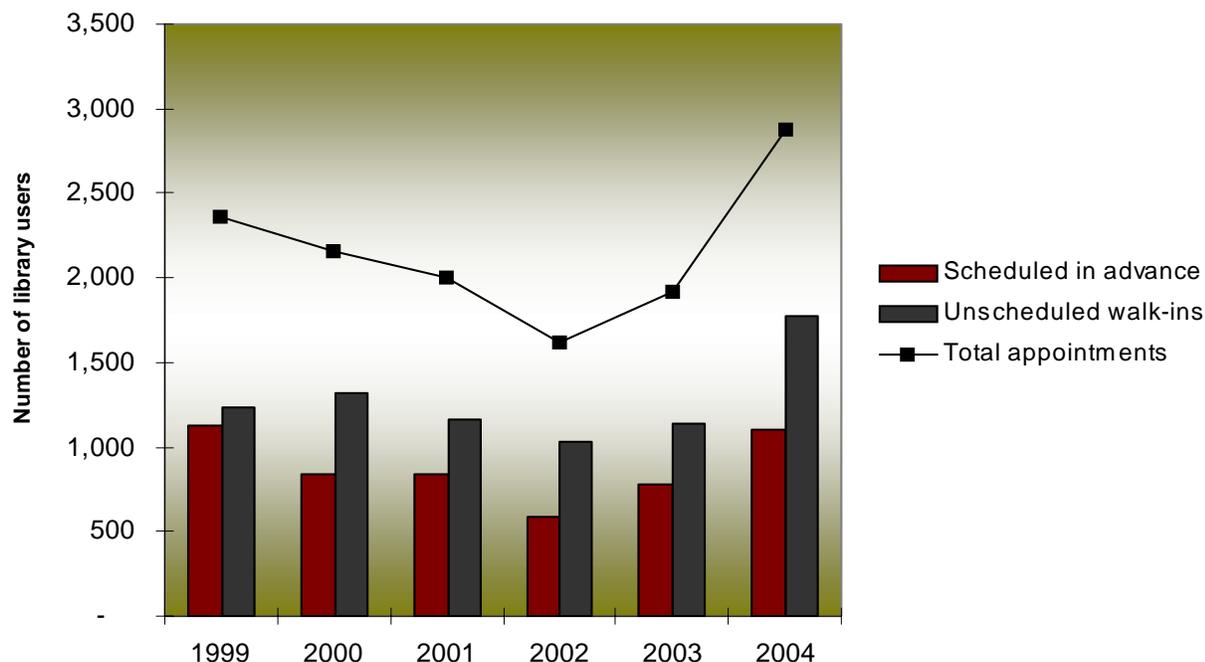


Librarians offer half-hour appointments for individualized consultation and instruction. The majority of our contacts with library users take place in this one-on-one context. We also answer a growing proportion of reference questions by phone and e-mail. During 2004, more than 2,800 library users interacted with a reference librarian to learn how to find, evaluate, and use authoritative sources of information. Our patterns of appointments scheduled in advance (38% of the total in 2004) versus walk-up (unscheduled) appointments (62%) suggest that librarians are known by their clientele, who seek them out specifically for assistance. Busy students appreciate the ability to make an appointment at their convenience with the person who will best help them accomplish their information-seeking goals.

Reference & Information Services

Our instructional sessions served over 1,300 students

Half-Hour Reference Appointments with Librarians



	1999	2000	2001	2002	2003	2004
Scheduled in advance	1,124	844	834	590	774	1,103 (38%)
Unscheduled walk-ins	1,239	1,318	1,164	1,028	1,142	1,776 (62%)
Total	2,363	2,162	1,998	1,618	1,916	2,879

Note: 2004 data includes appointments outside librarians' regular reference shifts.

Instructional and Training Initiatives

We formalized our faculty-workshop offerings in 2004, integrating them within a rich array of library instruction and training offerings. Workshops are designed specifically for instructors of beginning students, who are also invited one-on-one to meet with librarians to improve their own search skills and develop effective classroom assignments that reinforce information literacy concepts and skills.

In addition to the 92 sessions presented by librarians, 53 instructors signed up to use our classroom-lab to introduce their students to the library and demonstrate how to find and evaluate useful information.

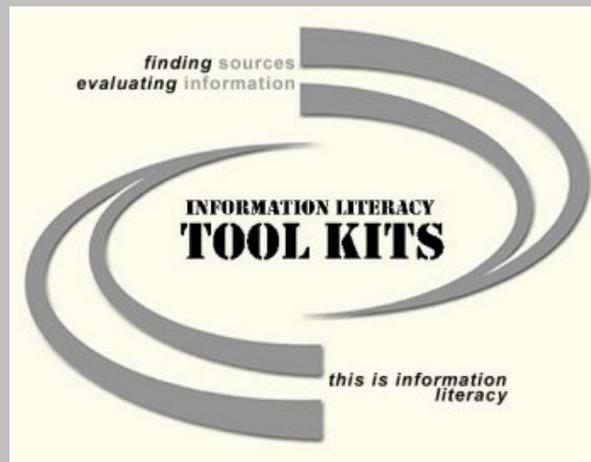
Instructional Services				
	2000/01	2001/02	2002/03	2003/04
Library instruction sessions (in-class and train-the-trainer) offered by librarians	82	73	92	92
Number of students and other attendees	NA	1,069	1,243	1,336
Faculty teaching information literacy in the library's classroom-lab	NA	NA	92	53
Number of students completing library tour and quiz	2,583	2,960	1,742	1,596

60% of targeted courses have course guides.

Information Literacy Tool Kits: Tutorials and Course Guides

Our primary accomplishment of 2004 was the launch of two interactive tutorials, Searching IUCAT, and Finding Articles. These user-friendly tutorials are well suited to self-paced instruction, or they can be used by instructors to guide their students through the basics of finding books and periodical articles. A unique feature of IPFW's tutorials will be their accompanying quizzes, scheduled to launch in January 2005, which are designed to test students' knowledge before and after they explore the tutorials. These two components are the first of several basic-skills tutorials in the planning, all designed to be part of our new Information Literacy Tool Kits.

Along with the Information Literacy Tool Kits, course guides are a primary resource. Like the interactive tutorials, courses guides are also being developed according to a plan envisioned as a campus-wide information-literacy initiative. These guides direct IPFW students to the best resources for particular topics or assignments, and help them develop the course-specific skills they need to locate, evaluate, and synthesize valuable information, and cite sources of information accurately.



These IPFW Helmke Library tutorials will prepare you to explore your information environment. Begin by identifying yourself as a first-time or returning user by selecting the appropriate button below:



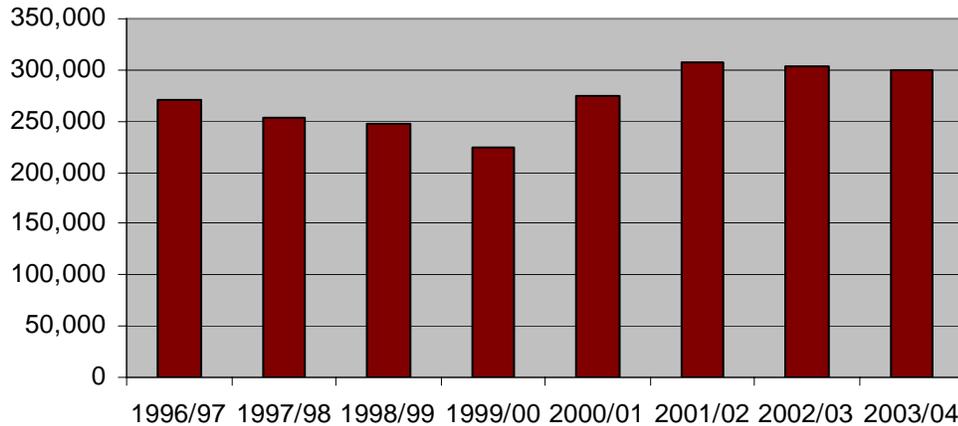
[Resources for librarians and educators, credits](#)

The Information Literacy Tool Kits © 2004 are a product of Indiana University-Purdue University Fort Wayne (IPFW). The Information Literacy Tool Kits incorporate material from inflite © 2003 a tutorial developed by Indiana University-Purdue University Indianapolis (IUPUI) and from Searchpath, a tutorial developed by Western Michigan University, © 2001-2002. The Information Literacy Tool Kits also incorporate material from TILT, a tutorial developed by the Digital Information Literacy Office for the University of Texas System Digital Library © 1998-2002. These materials may be reproduced, distributed, or incorporated only subject to the terms and conditions set forth in the Information Literacy Tool Kits Open Publication License.

Circulation & Reserves

Helmke Library participated in a new reciprocal on-site borrowing program with 67 other Indiana academic libraries.

Library Users



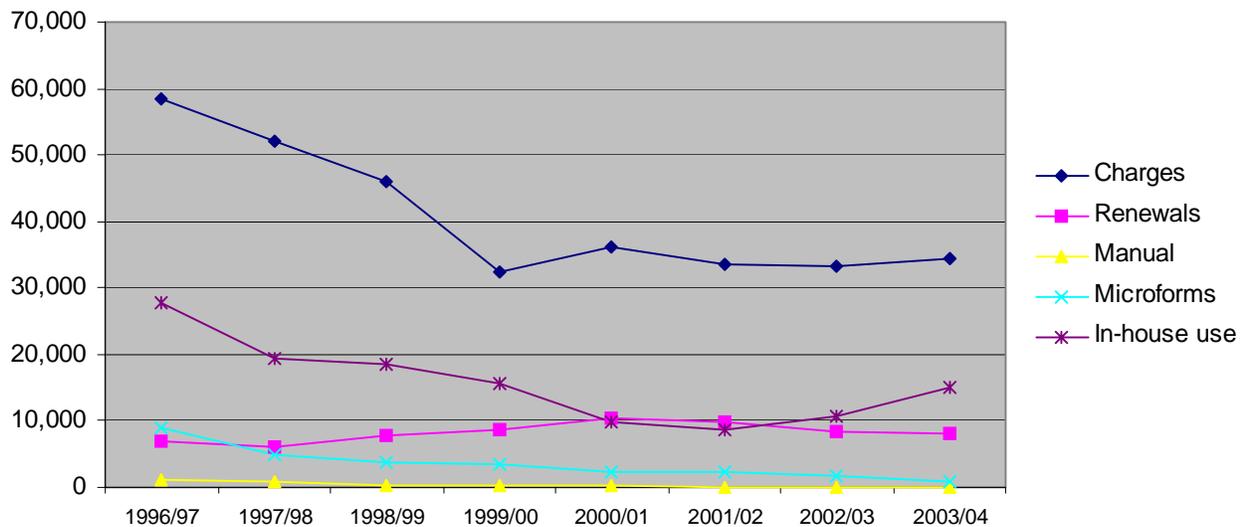
Note: New gate system installed in 2000/2001; data incomplete for 1999/2000.

The Service Desk is the central service point in the library, staffed all 90 hours the library is open each week. Library staff at the Service Desk provide a first level of reference assistance and referral to librarians, circulate and re-shelve materials, prepare materials for course reserves, and help users in many other ways.

This year, Document Delivery Services staff were relocated to an area near the Service Desk. Now users have only one place to pick up materials whether they are on hold from our own library, delivered from other IU libraries via the Request Delivery service in IUCAT, or ordered via document delivery from a non-Indiana University library.

Our data show a steady use of our facility, our collections, and our ReservesEXpress electronic reserves system.

Circulation Statistics

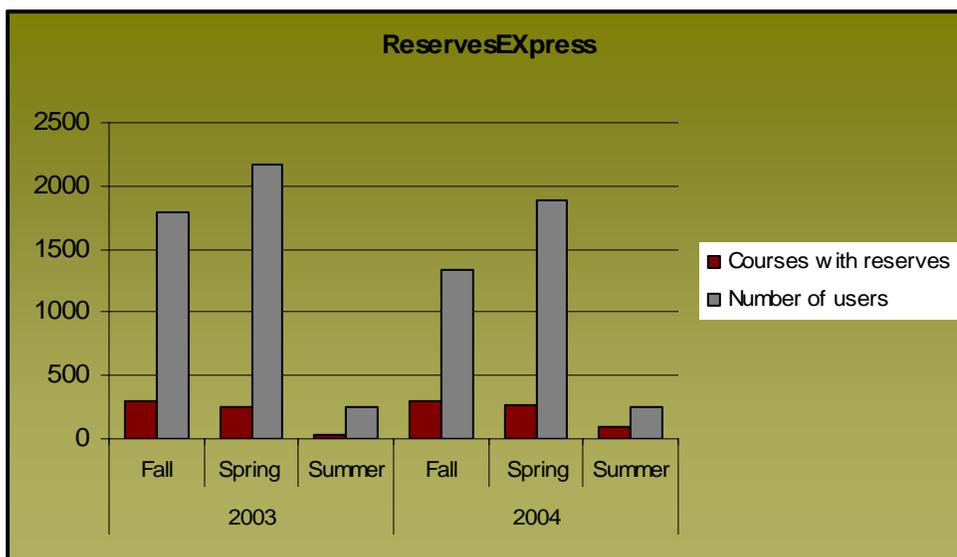


Note: Electronic reserves implemented in 1998.

Circulation & Reserves

Four hundred fifty-two students took advantage of extra hours during finals week.

Students Served During Finals Week for Six Extended Library Hours							
	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04
Fall semester	216	202	NA	143	167	180	252
Spring semester	261	174	131	346	216	220	200



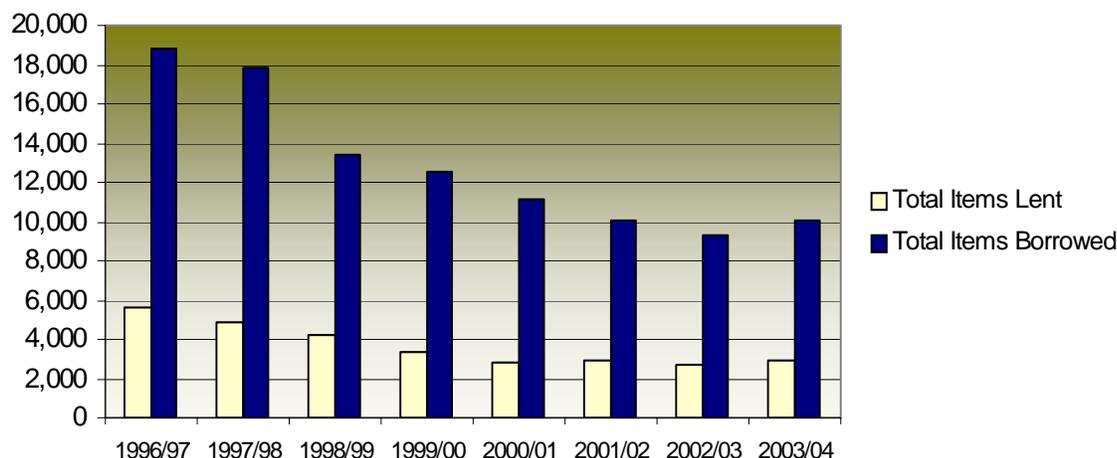
Document Delivery Services

DDS borrowing increased 30% over the previous fall semester.

Document Delivery Services (DDS) is the library's premier service for the support of faculty and student research. With the implementation of a new management software in late summer, users could easily move a citation from a database to the DDS system without re-keying. Borrowing increased 30% over the previous fall semester.

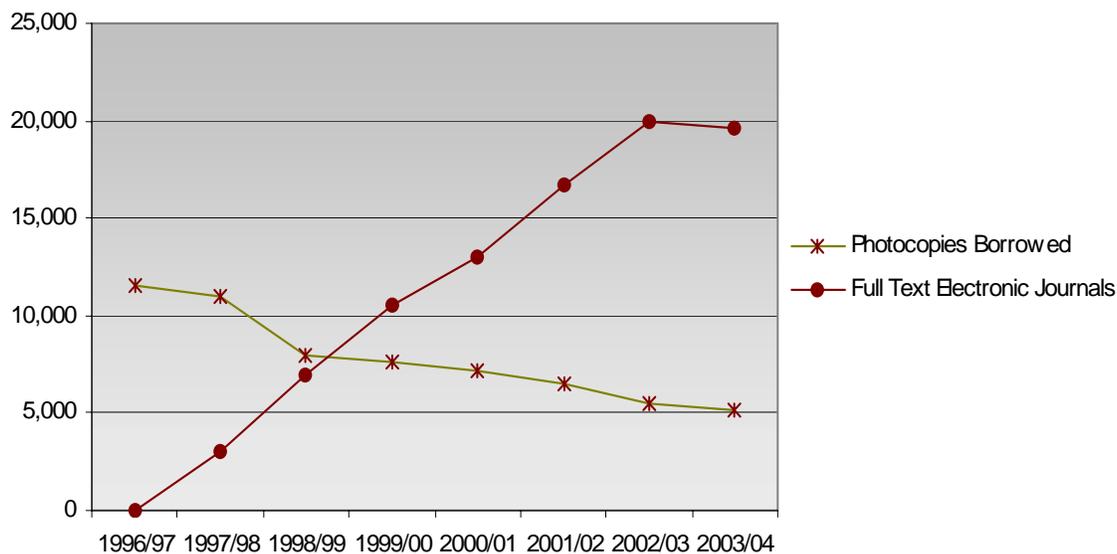
The impact of the IUCAT Request Delivery service, offered to users for the first time in 2003, was also reflected in this increase. Also, for the first time ever more books than photocopies were requested by IPFW users.

Document Delivery Statistics



The Request Delivery feature in IUCAT was implemented in August 2003. The new IU-Link software was implemented in July 2004 followed in August by new document delivery management software. These enhancements give users the ability to request materials not available at IPFW with the click of a button.

Photocopies Borrowed vs. Full-text Journals



Collections

The fastest growing collections are videos/DVDs and CDs.

Collections as of June 30

	1999	2000	2001	2002	2003	2004
Books and bound serials (items)	324,929	333,323	338,113	342,439	346,295	350,667
Government documents*	112,170	112,170	113,164	115,239	114,693	116,052
Microforms (pieces)	523,475	534,097	534,119	536,519	538,169	542,092
Slides, other non-book media	39,573	39,576	39,576	39,576	37,832	37,832
Recordings, cassettes	3,377	3,381	3,381	3,381	3,348	3,367
CDs	875	1,141	1,208	1,402	1,585	1,676
Maps	3,991	4,071	4,084	4,069	4,069	4,141
Videotapes	303	429	505	549	821	1,125
Current print periodical subscriptions**	1,738	1,452	1,586	1,756	1,748	1,733
*excludes microforms and maps						
**excludes government serials and electronic periodicals						

Highlights

- ❖ The library received two major gift book collections, one from IPFW Emeritus professor Gene Phillips, the other from the estate of IPFW faculty member Paul Provost.
- ❖ The library provided support for three accreditation reports (nursing, dental technology, and engineering technology).
- ❖ In-depth collection analyses were developed for film studies, 17th century English literature, and geosciences.
- ❖ Eleven targeted Special Needs grants from the library's endowment were awarded to nine departments.
- ❖ The acquisitions fill rate improved from 86% to 91% between 2002/03 and 2003/04. The fill rate is the percent of orders placed and received within the same fiscal year.

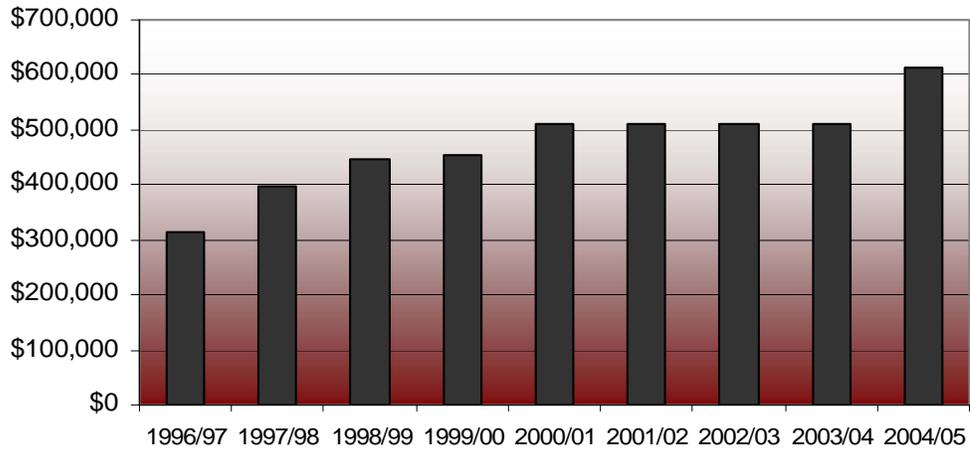
IPFW's Helmke Library is a member of the Indiana University Library System. IU Libraries share one large online catalog, IUCAT, containing references to more than 6 million items. In 2003 enhancements to the IUCAT catalog gave users from any campus the opportunity to use the catalog to request delivery of 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 (see Document Delivery statistics).

E-journals & Research Databases

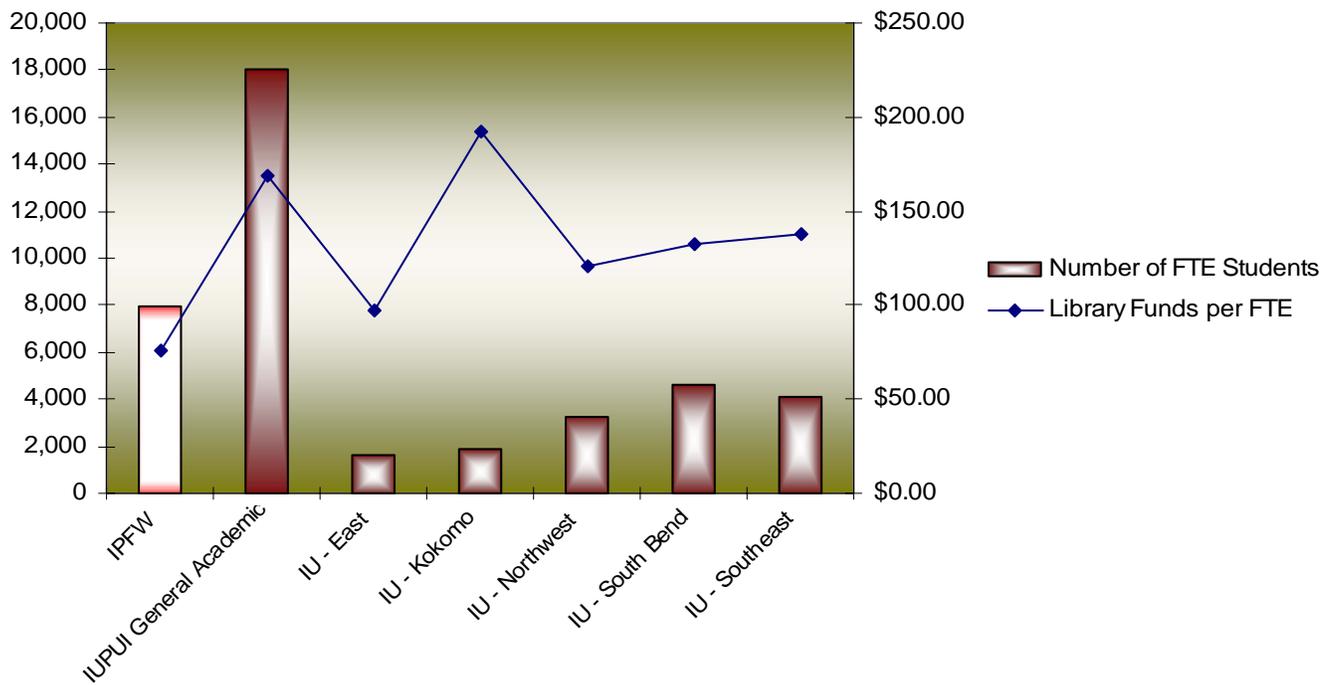
Electronic Resources Added	Print Titles Added	Print Titles Canceled
<p> Anthropology Plus CQ Voting and Elections Collection Criminology: A Sage Full-Text Collection Education Full Text (Wilson) IEEE All-Society Periodical Package JSTOR III JSTOR IV National Newspapers Philosopher's Index Project Muse Women and Social Movements in the United States 1600-2000 </p>	<p> Art Education CQ Politics in America Canadian Art Teacher Canadian Review of Education Art Research & Issues FMR School Arts Studies in Art Education </p>	<p> Angewandt Chemie* Australian Journal of Advanced Nursing Canadian Historical Review Cancer Nursing Earth Surface Processes & Landforms* Employment Relations Today* European Journal of Organic Chemistry* Hospital & Health Networks Human Resource Management* Journal for Specialists in Pediatric Nursing Journal of Clinical Psychology* Journal of Graph Theory* Journal of Health & Social Behavior Journal of Organizational Behavior* Journal of Policy Analysis & Management* Journal of Rehabilitation Journal of the History of Behavior Sciences* Legislative Network for Nurses Managerial and Decision Economics* Nursing Home Long Term Care Management Psychology in the Schools* Research in Nursing & Health* Strategic Management Journal* </p> <p>*continued in electronic format through Wiley Interscience</p>

Budget Issues

Library Materials Budget

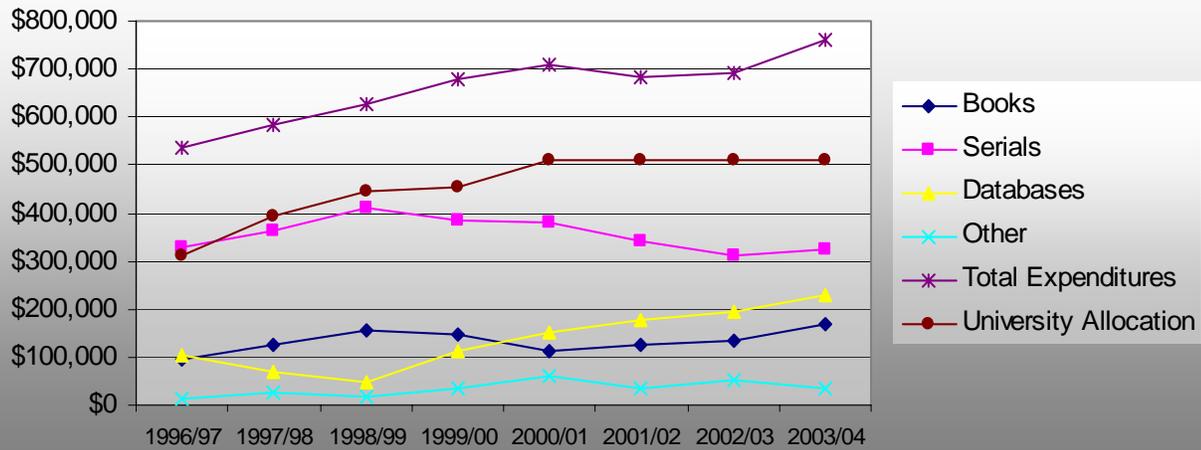


Library Funding - IPFW vs. Other IU Campuses



Budget Issues

Library Materials Expenditures (All Funds)



Note: During 1997/1998 and 1998/1999 Shared Access Project grant support paid for many databases.
Total expenditures reflect all funds, including endowment and gift funds.
Other includes audio, video, maps, DDS, copyright fees.

Librarian Scholarly and Creative Activity

1. Conference Papers and Presentations

Adkins, Tiff. "Selected World Wide Web Resources for Journalists." News-Sentinel Brown Bag Session, Fort Wayne, March 25, 2004. (invited)

Adkins, Tiff, Lora Baldwin, and Sue McFadden. "Using Humor to Teach Critical Thinking Skills: A two Campus Approach." Poster session for the American Library Association Annual Conference, Orland, June 28, 2004. (competitively selected)

Skekloff, Susan. "Dr. Kathryn Whitten, Early Fort Wayne Physician, Author, and Activist." Presentation to the Fort Wayne Chapter of the American Business Women's Association, Fort Wayne, March 1, 2004.

Skekloff, Susan. "Dr. Kathryn Whitten, Early Fort Wayne Physician, Author and Activist." Presentation to the Cedar Creek Women's Club, Fort Wayne, Sept. 28, 2004.

Truesdell, Cheryl. "Distance Library Services on Our Campuses." Panel discussion, Indiana University Librarians Day Conference, Indianapolis, April 23, 2004.

Truesdell, Cheryl. "Copyright and the TEACH Act." ITT Technical Institute workshop for faculty. June 24, 2004.

Violette, Judith and Malcomb, Lou. "Government Information in Our Future: Digital and ALF Storage Initiatives." Indiana University Librarians Day Conference, Indianapolis, April 23, 2004.

2. Civic Involvement

Griffin, Larry

Anthony Wayne Rotary Club, Newsletter Editor and Pianist
Back Collegium, Board member

Sandstrom, Pamela

North Anthony Alliance, co-chair

Violette, Judith

Community Assessment Project (United Way of Allen County), Steering Committee

Librarian Highlights

- ❖ Tiff Adkins co-presented a poster session (competitively selected) at the American Library Association conference in Orlando.
- ❖ Shelley Arvin is president of the Indiana Chapter, Special Libraries Association.
- ❖ Cheryl Truesdell chairs the Interlibrary Loan Discussion Group of the American Library Association and serves as secretary of the Executive Committee of the Indiana Cooperative Library Services Authority (INCOLSA).
- ❖ Judith Violette serves on the board of Academic Libraries of Indiana (ALI) and chairs its Resource Sharing Task Force.
- ❖ Librarians hold thirty-two positions on campus committees, chairing three.

3. Offices Held in Professional Organizations

Arvin, Shelley

Special Libraries Association, Indiana Chapter, President

Baden, Marla

Northeast Indiana Health Sciences Library Consortium, Listserv Manager and Union List Compiler

Sandstrom, Pamela

Central States Anthropological Society, Archivist

Truesdell, Cheryl

Academic Libraries of Indiana, Resource Sharing Task Force, Member
American Library Association, Interlibrary Loan Discussion Group, Chair
INDIGO (professional organization of government documents librarians in Indiana), listserv manager and Web manager
INCOLSA (Indiana Cooperative Library Services Authority), Executive Committee, Secretary
Indiana Library Federation, Circulation & Interlibrary Loan Section, Member at Large
Indiana Library Federation, Committee on Organization, Evaluation, and Support, Member
Indiana Library Federation, Conference Store, Co-Chair
Indiana Library Federation, Long-Range Planning Committee, Member
Indiana University Libraries, Government Documents Group, Member
Indiana University Libraries, SIRSI Working Group Chairs, Member

Violette, Judith

Academic Libraries of Indiana, Board Member and Chair, Resource Sharing Task Force
Indiana University Libraries, Council of Head Librarians, Member
Indiana University Libraries, Future of Depository Libraries Dean's Task Force, Chair
Indiana University Libraries, Government Documents Working Group, Co-chair
Indiana University Libraries, Promotion and Tenure Review Committee, Member

4. Conferences, Meetings, and Workshops Chaired or Organized

Truesdell, Cheryl

American Library Association, Interlibrary Loan Discussion Group. Chair, Midwinter and Annual Conferences, Program Organizer, January and June 2004
Indiana Library Federation, Member of the Annual Conference Planning Committee, April 2004

Staff Highlights

- ▶ The library team "The Bibliotechs" placed second in the Summerfest College Challenge Jeopardy contest.
- ▶ IPFW recognized Judy Graf for 20 years' service, Christine Smith for 15 years; Brandy Valance for 5 years.
- ▶ Librarian Judith Garrison began her IPFW career in August.
- ▶ Staff participated in the IPFW Homecoming decorating contest.
- ▶ Staff filled 12 Easter baskets and 12 Christmas stockings for underprivileged children.
- ▶ Jennifer Leone was selected to participate in the second year-long IPFW PROgram for staff leadership development.
- ▶ Librarians and staff were awarded over \$15,000 in recurring extra merit and equity funds. Several were also awarded special one-time bonuses for contributions to library goals.
- ▶ Graham Fredrick and Shannon Johnson joined the Helmke Library staff in November in support of Document Delivery Services and the Service Desk.
- ▶ The library "garage sale" during Summerfest raised over \$200 for the Virginia Willig Award for Extraordinary Library Service.

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.

Donors , Volunteers, and Interns

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 special needs funds to support 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 2004 donated 302 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

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

Jane Gastineau
Victoria Ferguson
Sue Slick

Sincere thanks to all.