

IPFW Helmke Library Strategic Plan, 2007-2011

Final Report

Vision

Helmke Library will be a recognized leader in integrating the library into the mission and life of a regional university.

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

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Goal 1: Create an inviting environment that empowers independent exploration, inspires a community of scholars, and promotes life-long learning.

1.1 We will align the library's physical space with the University's academic programs.

1.2 We will foster an environment conducive to discovery.

1.3 We will provide a variety of quality learning and study spaces.

Action Priority 1: Plan and implement library renovation projects, including the Learning Commons

2007

- Continued planning for the Learning Commons; met with architects to establish design for bridge and concept for 2nd floor; established firm partnership with ITS, CASA, and CELT; explored options for funding

2008

- Created Learning Commons Council consisting of representatives from Student Affairs, ITS, CELT, the Library, Academic Affairs, Physical Plant and agreed on charge and visions statement.
- Created new Library Student Advisory Board to obtain input from students on library resources and services
- Implemented plan to shift collections off 2nd floor to make room for Learning Commons
 - ▶ Removed rooms at the front of the floor to make room for journals on second floor
 - ▶ Interfiled monograph & serials from 2nd floor to 3rd floor
- Reclassed selected government documents from SUDOC to LC and integrated them into collection
- Moved University Archives to former photography studio in basement

2009

- Rooms at the back of the 3rd floor were torn down to make way for shelving to accommodate books and journals LC call nos. A-P. Physical Plant finished renovating the ceiling, lighting, and left concrete floor. Collection LC call number A-H have been moved to third floor.
- IMLS grant submitted for Learning Commons, but not awarded
- Prepared a budget for site visits, consultant visits and donor materials which was approved and funded by the Office of Academic Affairs and Student Affairs
- Organized site visits for 10 people to the University of Michigan and Eastern Michigan University. Information gathered from visits for Learning Commons
- Worked with Learning Commons Council and smaller groups to develop concepts for a collaborative IPFW Learning Commons that would include writing center consultants, peer tutors, ITS student lab consultants, and library information assistants and librarians
- Created a Learning Commons Council collaboration intranet Web site to post relevant documents, articles, and plans.
- Created an IPFW Learning Commons Web site from the library's homepage for the public.
- Developed a donor brochure for the IPFW Learning Commons with University Relations and Communications and the Learning Commons Council. The brochure was vetted by all partners and included a letter of support from the Chancellor.
- Moved IPFW University Archives to Ginsberg Hall after the collection had been moved to the library basement and was threatened by flooding in the area. This is the first time that the IPFW University Archives are housed in one space.

2010

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- Completed the move and interfiling of monographs and serials from 2nd floor to 3rd and 4th floors and integrated the fourth floor science reference collection with first floor reference collection.
- Weeded five ranges of government documents to prepare for Phase 1 of the Learning Commons, making room for Writing Center to move to the library 2nd floor
- Worked with IPSGA to implement furniture and laptop checkout program. Thirty pieces of furniture, selected by students during *Sit on It* survey, were purchased for the second floor Learning Commons.
- Fifteen laptops were purchased and prepared for laptop checkout program
- Created two group study rooms on the second floor in response to need expressed by students for group study spaces with over 1,000 uses during fall and spring 2010-2011
- Surveyed all new services provided in conjunction with the proposed IPFW Learning Commons and results compiled to be used to inform future services:
 - ▶ Statistics on the use of the laptop check-out program
 - ▶ Survey questions on student experience with the laptop check-out program
 - ▶ Study Spaces and Seating Choices Observation statistics
 - ▶ Study-Space Preferences Survey reported by students
- Statistics on the use of the library during 24-hour service during the last two weeks of the semester
- Academic Program Statement completed for renovation of the entire library building
- Academic Program Statement prepared with IPFW Learning Commons Executive Committee and presented to IPFW administration
- Developed phased approach to implementing the Learning Commons including budget and plan for implementation

2011

- Administration agreed to fund the Learning Commons in three phases at up to \$50,000/phase
- Checkpoint system, desensitizer, information desk, and computer workstations installed before Student Services Complex opened November 15, 2011
- Established Learning Commons Planning and Implementation Group to coordinate development of Learning Commons facilities, programs and services
- Established Learning Commons Facilities subgroup to plan and implement the move of the Writing Center and establishment of the Information Desk
- Established the Learning Commons Personnel Group to develop job description, interview, hire and train Learning Commons consultants
- Hired and trained Learning Commons student consultants for the second floor to cover all hours that the library is open
- Writing Center moved to library second floor
- Librarian consulting station moved to library second floor
- Completed shifting of U.S. Government Documents to fourth floor Converted the 4th floor consulting area to office for Writing Center coordinator. Converted 4th floor conference room to group study room
- First floor reference collection consolidated to tall ranges opening 2/3 of north floor space for student study
- Moved IPFW University Archives to Library basement
- Worked with VCAA to develop a plan to re-invigorate the university archives
 - ▶ Archives consultant hired and filed a report on current state of university archives and make recommendations for development of the archives
 - ▶ Report under evaluation by IPFW Chancellor
- Laptop checkout program evaluated at end of spring 2011 and adjustments made to improve process for fall 2011

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Action Priority 2: Implement multi-stage, multi-year weeding project

2007

- Began process of weeding 200,000 volumes, mostly serials, older editions, and documents available electronically
- Completed shifting/interfiling of serials and monographs on the fourth floor to make them more easily accessible; completed initial shift of materials on 3rd floor (moved approximately 250,000 volumes)

2008

- Finished weeding Reference collection A-P, Z which created more study spaces for students
- Began weeding of post 1976 federal government documents
- Began weeding large, out-of-date or older edition sets from stacks
- Began weeding literature (call letter P) collection
- Developed a serials weeding project that replaced print volumes with electronic holdings

2009

- Developed policies and procedures for comprehensive weeding project
- Library of Congress classification A through G culled for second copies and multiple editions of the same work. The books in H through HJ thoroughly weeded. The remainder of the H's, along with the J's, K's and L's in various stages of review by subject librarians. Art collection systematically reviewed and weeded by the art librarian in the 2009. About 6500 books were withdrawn from the collection.
- Weeded the children's literature collection and worked with the science and technology librarians to weed the Science Reference Collection.
- 715 items reviewed for preservation.
- As part of the weeding projects, records of books from the old card catalog that are not in the IUCAT system ("zero IO's") were located or deleted.
- Science reference collection examined in depth and weeded as needed.

2010

- Completed first phase of multi-year weeding project begun in 2008. Over 8,000 volumes were removed from the collection in 2010-2011
- Joined Better World Books (BWB) for disposal of weeded items. BWB first attempts to sell the books with some of the sales money coming back to the library, next selects appropriate items to be sent to Books for Africa, and lastly recycles unwanted books for use in other products
- Integrated science reference books into first floor reference collection

2011

- Technical services deleting weeded volumes from the collection, 2 of weeding project
- Continued to weed print journals as replaced by electronic versions
- Weeded U.S. government documents batch deleted by IU Bloomington
- Weeded U.S. government documents being sorted for discard list and discard per FDLP guidelines

Action Priority 3: Develop signage, displays, etc. to encourage physical use of library

2007

- Installed 2 flat-screen TVs purchased with gift funds to promote library services, resources, and events

2008

- Moved AV equipment to first floor microform room for easier access to help from library staff

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- Moved phonograph record collection to 3rd floor lounge for higher visibility
- Converted the library's public terminals to student access computers to provide students with more access to the full range of application software available on ITS computers
- Created quiet and picturesque study spaces on first floor from space gained by weeding of reference collection
- Physical Plant installed Walter E. Helmke Library sign above the entrance to the library 31 years after the building was named
- Added signage to stairwells and other areas to assist location of materials and services
- Provided continuous displays in library space

2009

- IPFW Travel Photography Exhibition was hung in October. In November the Art-in-the-Stairwell group rearranged and re-hung all the previous years' prints in the library's stairwells to give a fresh appearance to that space.
- In March the Student Art in the Library committee judged and hung the 7th exhibition, featuring works of the Art Students League and awarded the second set of gift cards from United Art and Education. The 8th exhibition went up in October and featured the work of Advanced Photography students.
- Added a public access handicapped workstation in response to need.
- In summer 2009 the overall display theme was that of the popular "stay-cation" idea that arose due to difficult economic times. In one area I featured books about Indiana that encouraged travel called "So Much to See, to Do, to Learn Right Here in Indiana." Another display was about hiking and cycling in Indiana especially the local trails such as the RiverGreenway, one featured the natural resources in Indiana such as state and county parks, and one featured children's writers and illustrators who had ties to Indiana.
- The displays for fall 2009 included themes close to home such as "Johnny Appleseed Was Here," "Why the Mastodon?," "Selected IPFW Faculty Publications," and a celebration of "National Information Literacy Awareness Month" with a tie-in to resources Helmke Library provides to develop information literacy in our students.

2010

- Developed signage template based upon new library graphic identity and new signs created and hung

2011

- Added temporary signage for Learning Commons
- Working with Physical Plant and University Relations to design appropriate signage for LC

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Goal 2: Provide effective, user-centered information services delivered when and where they are needed.

- 2.1 We will expand the digital presence of the library.
- 2.2 We will increase use of collections and information resources.
- 2.3 We will increase and enhance access to information services.
- 2.4 We will develop a suite of reference services promoting science and technology information.
- 2.5 We will experiment with new technologies to develop new services and reach new users.

Action Priority 1: Expand the library's digital presence on and off campus through mDON, the development of an IPFW institutional repository, and related digital initiatives

2007

- Launched mDON History Center Digital Collections, OnStage at IPFW Collection, and Student Art in the Library Collection. 3208 documents available

2008

- Increased number of items in mDON from 3,208 in 2007 to 13,212 in 2008
 - ▶ Launched American Democracy Project/Mike Downs Center for Indiana Politics video collection. First video collection in mDON
 - ▶ Launched Miami Indian collection as part of Historical Collections in collaboration with Allen County-Fort Wayne Historical Society
 - ▶ Obtained \$24,000 grant to build "Making of a People" historical collection of election returns, 1852-1967 and Fort Wayne City Annual Reports, 1894-1915
 - ▶ Added Mike Downs Center for Indiana Politics as mDON partner
 - ▶ mDON Historical Collections added to Indiana Memory Collection portal to Indiana digital collections
 - ▶ Purchased overhead scanner to digitize artifacts and fragile materials
- Created and implemented library presence in new myIPFW portal by adding a library channel located prominently in middle of faculty/advisor tab
- Developed iBidX, database of faculty publications

2009

- Launched IPFW Travel Photography Exhibition, in collaborative with the International Studies Program.
- 327 items were added to OnStage at IPFW. This added 27 plays from 6 more seasons to the collection.
- Images from the 7th and 8th Student Art in the Library exhibitions added to mDON
- Developed mDON Fort Wayne Areas Government Information collection consisting of first mDON collection of Fort Wayne area economic development documents, Fort Wayne area government reports, maps, plans, studies, and historical Fort Wayne Ordinances and Codes from 1866, 1874, 1887, 1901, 1931 and 1946, and city annual reports for the years 1894 through 1915.
- With a grant from the Indiana State Library, and in collaboration with the Mike Downs Center for Indiana Politics, digitized poll books with precinct-by-precinct election results from Allen County, Indiana, covering 1852 to 1967.
- The Allen County Board of Commissioners partnered with IPFW's Walter E. Helmke Library to provide free access to an online version of the *Allen County Code*, including all documents referenced in the code.
- Video content was added to the American Democracy Project/Mike Downs Center for Indiana Politics Collection.
- With University Relations, began development of Remnant Trust at IPFW archive.
- Began work on the library's 4th LSTA grant, "Thirteen Millennia: Native American Life in Northeast

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Indiana," which will include materials from the IPFW Archaeological Survey, Allen County Fort Wayne Historical Society, the WFWA39 community program to accompany the American Experience series *We Shall Remain*.

- As new digital collections are created in mDON they are now submitted to the State Library's Indiana Memory digital site.
- Wrote proposal to replace iBidX with an institutional repository program. Proposal accepted and funds granted to subscribe to commercial system.
 - ▶ Purchased BePress Digital Commons platform in collaboration with Office of Academic Affairs and Office of Research and External Support (ORES) to develop IPFW's institutional repository. With a committee of Deans and the director of ORES chose name, *Opus: Research & Creativity at IPFW* and designed the homepage for the site.
 - ▶ Library worked with BePress to develop a batchload program for exporting iBidX records into *Opus*. Policies and procedures for *Opus* content discussed with VCAA and Deans.

2010

- The name and scope of the mDON collection, IPFW University Archives Photo Gallery, was changed to the IPFW University Archives Gallery and has been expanded to include text-based items from the archives as well as photographs.
- mDON homepage and secondary pages redesigned
- Developed IPFW's institutional repository *Opus: Research & Creativity at IPFW*
 - ▶ Faculty data migrated from iBidX to *Opus*. 2009 data entered from Dean's Reports. 2009 ORES print report of Faculty Accomplishments produced from *Opus*
 - ▶ Developed print guides to *Opus* for faculty use. Faculty from the Departments of History and Fine Arts tested the system
 - ▶ Librarian liaisons worked with faculty in their departments to demonstrate how to submit items to *Opus*

2011

- 2010 ORES print report of Faculty Accomplishments produced from *Opus* items submitted entirely by faculty
- 2010 and 2011 ORES Student Research Symposium abstracts added to *Opus*
- 2009 and 2010 IPFW Department of History Undergraduate Conference student submissions added to *Opus*
- ETCS Senior Design Projects scanned back to 1969 and added to *Opus*
- Department of Education began publishing their journal, scholarly partnerships in *Opus*
- 23 faculty created Faculty Profile pages
- Created *A Checklist for Reviewing Publisher Copyright Agreements* copyright checklist for faculty authors
- Increased mDON items to over 40,000
- Added mDON collection records to WorldCat
- Launched Arts and Sciences Distinguished Lecturer Series video collection, 1989 to present
- Launched Omnibus Lecture Series video collection, 2007 to present
- Launched Mike Downs Center for Indiana Politics Political Memorabilia collection in process
- Fort Wayne Area History, OnStage at IPFW, University Archives, Student-Art-in-the- Library, International Photography, and Fort Wayne Government collections expanded
- Designed and implemented new mDON homepage and secondary pages
- Began work with Internet Archive to digitize and add IPFW *Communicator* to mDON

Action Priority 2: Expand availability of and access to electronic resources

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2007

- Designed the Master Database of information resources providing e-access to databases, indexes, encyclopedias, dictionaries, Web sites, and other reference tools by subject, title, and type (launched December 17)

2008

- Expanded development of Master Database
 - ▶ Created subject, title, vendor, resources, and type categories and made available for selection by the user on the library's homepage.
 - ▶ Populated with all databases and major reference resources
 - ▶ Launched *Find Resources by...* (front end of master database) that dynamically generates lists of resources by title, subject and type
 - ▶ Added cross-references and new icons to enhance accessibility
 - ▶ Analyzed and recommended further enhancements to improve usability
- Converted paper resources to electronic when feasible increasing 24/7 access
- Transformed Playwrights and Their Plays and Monologue Character Guide to a searchable PDF file for theater assignments
- Provided electronic copies of library materials to all students and staff on demand (articles and chapters in books only). Paid for by Continuing Studies
- Purchased and installed microfilm reader/printer/scanner for users to download microform images to jpeg, tif, or pdf images

2009

- Implemented enhancements in library's new *Find Resources By...* database added new type categories for Maps and Images
- Added *Ask a Librarian* call-out box to all *Find Resources By...* subject pages; added cross-references with links to full record (for example a user might search for *Engineering Index* which is now the database called *Compendex*); agreed to use the IPFW designated degree and certificate names as guide for adding new subjects.
- All federal, state, and local government resources were added to *Find Resources By...* database to improve access to and discovery of relevant government information
- Reviewed all serials. Access/ownership criteria, pricing, and usage data was provided to librarians titles under review. As a result of the review process 149 titles were canceled for a savings of over \$60,000.

2010

- Activated off-campus use of following full-text databases Blackwell (Wiley), Emerald, GeoScience World, Highwire, Muse, Single Journals, University of California, University of Chicago, University of Illinois Press
- Tested and implemented Unicode in IUCAT. IUCAT now supports non-roman languages.
- Implemented e-book finder which provides users access to over 260,000 e-books through an integrated platform for searching and accessing e-books across library databases.
- Librarians tested and evaluated a new Web platform for creating online course guides; recommendation was made to the Library Dean and the LibGuides platform was purchased

2011

- Worked with ITS to finish searchable database *Guide to Characters in Plays*.
- Began transferring library online course guides to LibGuides platform
- Increased electronic databases and serials to over 50,000

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Action Priority 3: Implement and expand IM reference service

2008

- Pilot tested IM reference service
- Upgraded IM platform to enable rollover to all available librarians and information assistants creating greater accessibility
- Piloted adding IM to course guides

2009

- Reviewed use statistics and user evaluations of the library's new IM service
- Librarians added links to their IM service on their course guides and *Find Resources By...* subject pages and were encouraged to get involved in this growing service
- Library performed a successful test of the instant messaging service for use by Writing Center consultants, but technical difficulties prevented the icon placement on Writing Center workstations in the fall

2010

- Recommended annual review of IM transcripts and training sessions to update skills and address issues
- Privacy policy for IM services reviewed and updated

2011

- Reviewed IM policies and procedures and added more librarians to first tier roster
- Use of IM services now represents 20% of information questions answered

Action Priority 4: Enhance self-service features of traditional library services

2007

- Added converted VHS and DVD format televised classes to ReservesEXpress

2008

- Implemented FIND IT linking tool that provides direct access to electronic full-text articles from within databases
- Implemented 360 search (metasearch engine) that provides concept searching across over 100 library databases
- Purchased Worldcat Local that provides one-search access to IUCAT and libraries around the world, and worked with IU libraries to develop campus-specific parameters
- Sold flash drives at service desk for student convenience

2009

- Received funds for self-checkout workstation. A vendor and model selected, and workstation purchased.
- Mobile reference service was offered in the Writing Center for 2 hours each week for 10 weeks during the fall semester and 12 weeks during the spring semester.
- Health Science librarian was available three hours a week for mobile reference in the nursing lab in Neff Hall.

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- Librarian added to the Writing Center Consultant's listserv which enabled her to connect more easily with the staff when needed, and to become more familiar with the overall philosophy, scheduling routines, educational issues, etc, of the Writing Center.
- At the end of spring 2009, LITS added a large television near the entrance of Helmke Library to display the number of student lab computers that are available in library student labs as well as t student labs in Walb, Neff, Science, and Kettler. The display is updated every few minutes
- Created an online directory of Prize-Winning Playwrights & Their Plays which is easily available by title or subject in *Find Resources By...*
- Implemented *IPFW WorldCat* as an alternative to *IUCAT*, Indiana University's online library catalog. It provides a number of helpful new resources and services: facets on the left side of the screen to limit searches by author, format, genre, topic, language, or date; results list in relevance-ranked order; search capability for materials using non-Roman scripts; social networking tools such as bookmarking, tagging, writing reviews, and creating and sharing reading list; citation formatting in APA, MLA, Chicago, Harvard, or Turabian style, and exporting of bibliographic citations to EndNote.
- Implemented new interface for *Academic Search Premier*, a multidisciplinary database that indexes over 8,000 journals and includes the full text for more than 4,500 journals.

2010

- Installed, tested, and implemented self-checkout workstation, only the 2nd in the IU library system
- Developed online tutorials for FIND IT and IUCAT Request Delivery

2011

- Implemented laptop checkout for students
- Added mobile Web access to course guides, library hours, and computer and study room availability
- Completed and presented *E-Textbook and Mobile Technology* proposal for IPSGA

Action Priority 5: Develop services and resources for International Students

2009

- The library's Services for International Students and Faculty committee formed and met with the African faculty and students group and discussed library needs and services
- Services for International Students and Faculty committee met with Tarek Elshayeb, Director of IPFW's International Student Services, and proposed placing a link to the library from the International Student Services homepage

2010

- Developed and provided library orientation specifically for new international students
- Co-Hosted the African faculty and students group and discussed library needs and services

2011

- Developed and provided library orientation specifically for new international students
- Co-Hosted the African faculty and students group and discussed library needs and services
- Mounted a display for the 2011 Diversity Showcase

Action Priority 6: Redesign and redevelop library Web site to increase accessibility

2007

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- Completely redesigned library homepage to enhance use of library resources and services (launched Dec. 17)

2010

- Two of the library's virtual information environments underwent evaluation and adjustment
 - ▶ Science & Technology Information Center Web site guides and resources were migrated into the *Find Resources By...* database for easier access and sustainability
 - ▶ Created a new template for the current Public Information Reference Service (PIRS) main page that clearly separates local, state, federal, and international document research services, updated links, and dynamic content through the use of RSS feeds
 - ▶ Resources from the U.S. Government Index and the Indiana Index were integrated into the library's *Find Resources By...* database;
- Attended dotCMS training
- Met with URC and ITS to get a site setup for the library within dotCMS
- Implementation delayed due to upgrade to a new version of dotCMS

2011

- Received library templates designed by URC.
- Began reviewing content to be migrated to new Web site
- Began outlining library Web site in new format

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Goal 3: Develop and promote exceptional librarian-faculty partnerships that improve scholarly and creative accomplishments of students and faculty.

- 3.1 We will increase information literacy awareness.
- 3.2 We will enhance and expand orientation and education regarding library services for students and faculty.
- 3.3 We will partner with faculty to support teaching and integrate information literacy into the academic curriculum.
- 3.4 We will collaborate with faculty on assessment and research to strengthen faculty and student achievement.
- 3.5 We will develop new tools to enhance reference and instructional services and integrate into Tool Kits designed for the specific pedagogical needs of students and faculty.
- 3.6 We will develop programs especially targeted at the freshmen and the first year experience.

Action Priority 1: Develop strategies to support academic department Information Literacy goals, especially as they relate to the Baccalaureate Framework

2007

- Four librarians participated in WebCT courses offered by other faculty
- Developed *IULink* mini-tutorial
- Updated Information Literacy Tool Kits Web site
- Used assessment results from fall 2006 to enhance and promote use of the library's virtual tour, and *Searching IUCAT* and *Finding Articles* tutorials
- The English & Linguistics Dept. accepted library's revision of handbook for writing faculty encouraging use of the tutorials
- Worked with faculty to link library resources in WebCT course pages
- Identified targeted courses for most IPFW programs to concentrate Information Literacy instruction and assessment

2008

- Provided library response to VCAA Baccalaureate Framework (BF) inventory in a matrix
- Established BF Task Force to develop library's plan for teaching and assessing information literacy as part of the learning outcomes for the BF
- Established presence of a librarian in online W233 course within Blackboard (Ask a Librarian forum) and developed media site live presentations
- Became part of new faculty orientation events in August providing an overview of library services and resources to new faculty, chairs, and deans
- Incorporated library instruction session in SOC P560 Sociological Pedagogy class that is offered to graduate students who will be instructors for the introductory SOC 161 Principles of Sociology class.
- Librarian elected to CELT Board, providing essential input into teaching and training initiatives for faculty
- Librarian added as a co-instructor for the first time in Nursing Informatics course
- Librarian appointed to IPFW Distance Learning Task Force. Final report incorporated the following statement "instructors should seek out and inform their students about relevant resources
- Began integration of static pathfinders into *Find Resources By...*
- Created low-threshold tutorials using screen-capture presentation software, including FIND IT tutorial and CINAHL that can be inserted into Blackboard, faculty course pages, and online IM transactions

2009

- Librarian received a Vice Chancellor's Assessment Project (VCAP) grant to support a pilot project for aligning Helmke Library's Strategy for Teaching Information Literacy with current assessment methods

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used by the history department to evaluate their graduating cohort. One long-term goal is to create a model that can be adapted to other disciplines.

- Developed matrix that relates information literacy proficiencies to Baccalaureate Framework learning objectives.
- Correlated existing tools with information literacy learning outcomes.
- Partnered with faculty in five Blackboard nursing courses during the fall semester. These included two sections of Nursing Research, and both the undergraduate and graduate Nursing Informatics courses.
- Updated three of the existing nursing tutorials and combined them into a more sustainable format using Adobe Captivate software.
- Created two new tutorials at the request of nursing faculty, *What is Evidence Based Practice* and *What is a Research Article* and have begun to offer them to other nursing courses for linkage in Blackboard.
- First IPFW librarian gained access to subscription resources limited to IUPUI's students and faculty to allow IPFW to assist their students on our campus with their library needs.

2010

- Provided living laboratory for CNET senior capstone project to develop Helmke Library as a LEED Platinum building
- Provided reference library of books for Consumer and Family Science Hotel and Resource Management courses held in Palm Island, Florida
- Provided Information Literacy instruction to graduate assistants taking SOC P560 Sociological Pedagogy to prepare them to teach SOC 161
- Provided library orientation for Graduate Teaching Assistants
- Evaluated use of bibliometric analysis of History student research papers to determine Information Literacy competencies
- Worked with Nursing faculty to develop informatics modules for use in graduate nursing program and developed tests for proficiencies for each module
- Developed new tools to enhance Information services and instruction
 - ▶ Added new online platform for creating course-specific research guides that includes Web 2.0 features to enhance interaction with students and faculty
 - ▶ Continued to enhance use of Ask a Librarian forum in Blackboard courses, especially online courses
- Developed online guide *Is Your Book Scholarly?* and updated *Information Foraging Worksheet*

2011

- Increased contact hours with students through:
 - ▶ New library orientation session for Residence Halls Assistants
 - ▶ New library orientation, Helmke@Warsaw, for Warsaw students and faculty
 - ▶ New library orientation for international students
- Librarian consulting area located next to Writing Center for easy access to research assistance

Action Priority 2: In partnership with IPFW Learning Commons cohorts and library's Baccalaureate Framework Team develop information literacy program for first 30-hour students

2008

- Incorporated library instruction as part of Honors Freshman Seminar
- Working with IPFW Student Housing involved the library in the first Campus Resources Scavenger Hunt to help students living in the residence halls to get acquainted with valuable campus services and resources.

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- Incorporated 30 minute session on library services and sources into Department of English and Linguistics orientation program for instructors in the Writing program
- Provided library presence in SOAR sessions held on campus
- Offered a new addition to SOAR events – parents tours of the library and PowerPoint or talking points with a question and answer session
- Provided a Welcome Tent during first week of classes offering bottles of water and library handouts
- Librarians appointed members of the First Year Council, Freshman Curriculum Committee and Orientation Committee
- Reviewed library freshman orientation and outreach programs in light of Foundations of Excellence (FOE) results and SOAR revisions
- Revised the distance learning CD to encourage access to library resources

2009

- Coordinated a library presence for 15 Student Orientation Advising and Registration (SOAR) sessions held on campus during the summer of 2009.
- Presented a 30-minute session for writing faculty at the Department of English and Linguistics' annual orientation program. New instructors were also certified to reserve the library's computer classroom during these sessions
- Worked with the Chair of English and Linguistics and the Director of the Writing Program to define the library components of W129, W131 and W233. Identified information goals and library activities already existing within the Department's documentation for Associate Writing faculty which were directly aligned with one or more of our eight information literacy goals
- The Ask the Librarian program was adapted for his W131 Elementary Composition courses. Providing the *Ask the Librarian* program for four sections each semester
- Revised online guides: *Is Your Web Site Credible?* adopting University of California's CRAAP evaluation checklist; *Is Your Journal Scholarly?* creating an easy checklist; *Information Foraging Worksheet*, offering a printable PDF worksheet for developing a search strategy
- Created FIND IT and IUCAT Request Delivery tutorials. The IUCAT Request Delivery tutorial was a pilot for the Adobe Captivate software and was the first tutorial done with the program
- Used Adobe Captivate to create tutorials for *Academic Search Premier* and *PsychInfo* for use with Worth Weller's W131 and W233 (Internet) sections
- Taught "Library 411: Your BFDC" as part of the 2009 Honors Freshman Seminar offered in August 2009

2010

- In the absence of a single contact course for all first 30-hour students, the library concentrated on reaching out to both student affairs and academic affairs to add an information literacy component to as many fye-type activities as possible. Increased contact hours with first 30-hour students through new programs:
 - ▶ New library orientation for Upward Bound Bridge and Summer Bridge Connection
 - ▶ Produced Mastodon Minute for IPFW Cribs video shown to incoming Freshmen during Freshmen Fest
 - ▶ Took part in first *Speeding Ticket, Graduation: Your Fast Lane to Success* program sponsored by IPSGA, Academic Affairs and Student Affairs.
- Increased library orientation for Learning Communities
- Provided information literacy instruction to Honors Freshman Seminar
- Provided writing and information literacy instruction to students preparing for medical, dental, or veterinary schools through the Northeast Indiana Area Health Education Center (NEI-AHEC) MedPOWER Program, in collaboration with the Writing Center, NEI-AHEC, Parkview and other campus and

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community entities

2011

- Provided writing and information literacy instruction to students preparing for medical, dental, or veterinary schools through the **Northeast Indiana Area Health Education Center (NEI-AHEC)** MedPOWER Program, in collaboration with the Writing Center, NEI-AHEC, Parkview and other campus and community entities
- Met with Enrollment Management Director and established presence in Collegiate Connection Program
- Provided on-site instruction at South Side High School for dual credit students

Action Priority 3: Develop strategy to assist faculty in program reviews, accreditations, and curriculum reviews.

2007

- Provided extensive data for two accreditation reports (nursing and business) and one program review (political science)

2008

- Assisted in nursing accreditation report that received an outstanding rating in part due to the library presentation
- Worked with Graduate and Undergraduate curriculum review committees to develop a statement addressing library resources to add to new degree program requests
- Responded to request for graduate certificate in systems engineering

2009

- Participated in Department of Computer Science's successful ABET accreditation process and hosted library tour for accreditation team
- Recommendation for addition of an ETCS librarian resulted in hiring of tenure-track librarian for ETCS
- Librarians on Curriculum Review and Graduate Curriculum Subcommittees are working to reinforce the importance of including library input on resources and services early in the process of requests for new programs
- Responded to request for certificate in Human Rights Studies, Advanced Manufacturing Management, and Special Education

2010

- Developed guidelines and templates for librarians to use when completing program review section on library resources, new program applications, and accreditation reports
- Participated in accreditation for Theatre
- Responded to request for certificate in Small Business Management, Bank Management, and Bachelor of Science with a Major in IT

2011

- Participated in accreditation review of the graduate nursing program
- Participated in accreditation review of the Engineering program
- Responded to requests for minor in Astronomy, minor in Medieval Studies, minor in Professional and Applied Ethics, certificate in Information Systems, certificate in LGBT studies, major in early childhood education, and EdD in Education

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Action Priority 4: Develop policy and procedure on citation searching and journal ranking for faculty

2008

- Purchased, with help from VCAA funds, subscription to Web of Science Journal Citation Reports and provided on-demand citation analysis of faculty research

2009

- Presented faculty workshop on citation-search best practices and co-hosted a Web of Science demonstration with database vendor
- Conducted citation searches for faculty in Health and Human Services, Psychology, Sociology, Education, Business, Engineering, and Computer Science

2010

- Updated citation searching guidelines for faculty on library Web site
- Provided two workshops on citation searching, journal indexing, journal acceptance rates, and journal rankings in conjunction with campus Promotion and Tenure workshops

2011

- Provided workshops on citation searching for faculty

Action Priority 5: Provide Master's thesis format service for IPFW graduate students

2010

- Library worked with Purdue to implement the electronic thesis deposit (ETD) system for IPFW students pursuing a Master of Science degree.

2011

- Added first three master's theses to *Opus: Research and Creativity at IPFW*

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Goal 4: Advance the quality of life in Fort Wayne and northeastern Indiana.

4.1 We will increase collaboration with libraries across the state, the nation, and the world.

4.2 We will offer library training programs and events that enhance the learning experience and are relevant to other libraries and librarians in the region.

4.3 We will increase collaboration with established community partners: Community Research Institute, Northeast Indiana Innovation Center, Future Cities, Northeast Indiana Area Health Education Center (NEI-AHEC), Allen County-Fort Wayne Historical Society, WFWA PBS 39, Allen County Public Library

4.4 We will collect, highlight and develop information resources about IPFW and northeast Indiana.

Action Priority 1: Raise the profile of the IPFW library through quality programming, public relations

2007

- Developed a marketing plan with University Relations and began implementation of the Think Helmke campaign to develop awareness of the library and its services. The campaign included bookmarks, banners, buttons, posters, and other materials
- Established a successful welcome tent in front of the library 2 hours each day during the first two days of the fall semester; in spite of rainy weather, the tent was visited by 368 students

2008

- Appointed head of reference as director of library programs and development
- With University Relations designed and published a glossy, colorful, and professional general library brochure
- With University Relations designed and published learning commons insert
- With University Relations designed and published library facts brochure
- Hosted Welcome Tent during first week of fall classes

2009

- Published in full-color format Walter E. Helmke Library Annual Report, and distributed widely
- Produced first full year of new bimonthly newsletter *Helmke Highlights*
- Hired student graphic designer to improve quality of print and electronic materials
- Promoted news and events from the Helmke Library in IPFW news channels, through press releases, IUL News, ALI (Academic Libraries of Indiana) Web site
- Updated library entries in IPFW Schedule of Classes 2010, Student Affairs Student Handbook Planner, and Undergraduate and Graduate Bulletins on a regular basis
- Began working with University Relations to develop new marketing plan and create a graphic identity for the library
- Hosted annual Library Welcome Tent in August. This year the tent was open two hours a day for two consecutive days during the first week of the semester
- The library's mDON History Center Digital Collections was one of four digital collections highlighted on the Web in April from OCLC's CONTENTdm Collection of Collections (www.oclc.org/contentdm/collections/default.htm)

2010

- Reviewed and updated library marketing plan
- Developed new library graphic identity and byline: Environment for Discovery, Services for Delivery
- Produced and published second public library annual report which won a local ADDY award
- Developed a plan to keep content fresh on library flat screen digital monitors
- Hosted annual Library Welcome Tent in August

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- Created a presence on Facebook
- Produced a ½ page information ad about the library for the *Communicator* SOAR edition and for the first edition of the fall semester
- Provided press releases to URC for library events and achievements

2011

- Hosted annual Library Welcome Tent in August
- Transitioned *Helmke Highlights* newsletter to an electronic newsletter format
- Changed Helmke Highlights to monthly electronic newsletter
- Created a library Twitter account
- Working with University Relations to create a graphic identity for the Learning Commons

Action Priority 2: Raise the profile of the IPFW library through participation in collaborative projects with IPFW units

2007

- Began preparations for Remnant Trust exhibit in 2009

2008

- Hosted display of interim chair, Visual Communication and Design, Jauneth Skinner's illustrated journals
- Served on Remnant Trust Steering Committee and worked on developing programs for 2009
- Collaborated with VPA and Student affairs to host reception for IPFW Student Art in Library Contest winners in the library and provided first monetary awards for 1st, 2nd, & 3rd place
- Collaborated with Writing Center to place reference librarian in Center to answer information literacy questions
- Collaborated with Student Affairs to offer a new outreach activity, a Coffee/Study Break Table, during spring and fall finals week
- Collaborated with a variety of units across campus to provide archival materials for Homecoming theme "Blast from the Past"
- Supported successful grant request by Erik Ohlander from the Purdue Library Scholars program

2009

- Helmke Library was chosen as the focus of activity on campus for three separate venues of the Remnant Trust at IPFW: the Exhibit itself (which transformed the former 24-hour computer lab into prime gallery space; the Lending Library (occupying the library's first-floor lounge); the Schoolhouse (in the library basement); and the Lecture Center (on the second floor), and library displays were coordinated with Remnant Trust themes.
- "Fighting Words: A Dialogue on Women in Combat," written by Denise Buhr, librarian and playwright, and directed by theatre professor Shari Troy was one among numerous special offerings for Remnant Trust
- The IPFW library was selected to host the 2009 Featured Faculty series. The Featured Faculty Lecture Series was held on Thursdays during October and November in IPFW Helmke Library on the second floor. The library featured the lecture series on its Web site and flat screen TV monitor. The videos of the lecture series will be preserved on IPFW's institutional repository, *Opus: Research & Creativity at IPFW*
- The Helmke Library Dean and IPFW Vice Chancellor for Student Affairs promoted the Library Coffee+Study Break Table offered during both spring and fall finals week. It was in operation for 12 hours over the first four evenings of finals week. Volunteer coffee servers came from Career Services,

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the Center for Academic Support and Advancement, Helmke Library, the Indiana-Purdue Student Government Association, Mastodon Advising Center, Student Life, the Dean of the School of Visual and Performing Arts, and Vice Chancellors George McClellan and William McKinney

- Provided library presence at first Chapman Scholars Competition. Hosted a table at the information fair and attended lunch with a student and his parents
- Student-Art-in-the-Library hung its fall and spring exhibitions sponsored by the library, judged by a faculty committee, and prizes funded by student affairs

2010

- Sponsored and hosted first IPFW Faculty Author Series in October 2010. This faculty event featured a book jointly written by Anson Shupe and Christopher Bradley in the department of sociology. It included a 5-minute CATV interview with the authors, a Q & A session in the library and a book signing
- Student-Art-in-the-Library hung its fall and spring 2010 and spring 2011 exhibitions sponsored by the library, judged by a faculty committee, and prizes funded by student affairs
- Hosted Featured Faculty lecture series
- Hosted one University Religious Forum
- Hosted Supplemental Instruction for CASA during 2010-2011 academic year
- Hosted Lunch with a Historian
- Hosted Coffee/Study Break events for students during finals week of fall and spring semesters
- Hosted IPFW Center for Social Research until new space could be found

2011

- Hosted Featured Faculty lecture series
- Hosted one University Religious Forum
- Hosted Career Services Assistance service throughout the spring 2011 semester
- Hosted Supplemental Instruction for CASA during 2010-2011 academic year
- Hosted Lunch with a Historian
- Hosted History Department Undergraduate Conference
- Hosted Coffee/Study Break events for students during finals week of fall and spring semesters
- Hosted IPFW Center for Social Research until new space could be found
- Student-Art-in-the-Library hung its fall and spring exhibitions sponsored by the library, judged by a faculty committee, and prizes funded by student affairs
- Collaborated with IPSGA to open library 24 hours during last two weeks of the spring and fall 2011 semester

Action Priority 3: Raise the profile of the IPFW library through participation in IPFW North Central Accreditation Review

2009

- Dean of the library was a member of member of the IPFW North Central Accreditation Self-Study Team Core Component 3D and prepared a report and appendices for the self-study.

2010

- Prepared part of Chapter three and the library portion of the IPFW North Central Self Study
- Met with accreditation team during site visit

2011

- IPFW campus received maximum year re-accreditation

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- IPFW campus awarded Carnegie Community Engaged Campus. Library collaboration with Allen County-Fort Wayne Historical Society highlighted as one of top 10 community projects

Action Priority 4: Raise the profile of the IPFW library through participation in statewide collaborative projects

2008

- Contributed to ALI Light Archives for Federal Documents project with Indiana University, Purdue University, Notre Dame and Indiana State Library
- Transferred Indiana documents to IU Bloomington for cataloging and preservation
- Coordinated local metadata from digital projects with other state partners to create an Indiana thesaurus of geographic terms that are unique to Indiana
- Joined SOLINET to negotiate vendor licenses for databases. As one of the largest networks in the country provides savings for most of our database purchases

2009

- ALI Light Archives for Federal Documents and CIC group continued to work with Google to digitize all federal documents. Procedures have been determined.
- In October 2009, the Indiana Library Federation (ILF) held its annual conference in Fort Wayne, Indiana. The conference was moved to Fort Wayne, upon the recommendation of, Cheryl Truesdell, Dean of the IPFW Helmke Library and Vice-President/President-Elect of ILF in 2008.
- The IPFW library information technology services staff has become part of BOINC, a distributed-computing project that reuses Information Technology Services' (ITS) discarded lab and staff computers on campus to build a computing cluster that provides free access to distributed-computing projects sponsored by the Berkeley Open Infrastructure for Network Computing(BOINC) client.

2010

- Continued to take part in ALI Light Archives for Federal Documents
- IPFW librarian selected to represent IU regional campuses in development of nationwide academic libraries OLE project
- IPFW library dean asked to serve on IU systemwide Task Force to review library promotion and tenure issues and make recommendations for change

2011

- ILF Annual Conference held in Fort Wayne due to successful conference in 2009
- IPFW Library Dean elected to executive board and secretary for Academic Libraries of Indiana

Action Priority 5: Raise the profile of the IPFW library through building on collaborative partnerships for in the Fort Wayne Community

2007

- Launched the History Center Digital Collections in partnership with the Fort Wayne-Allen County Historical Society with a collection focused on Fort Wayne's location called That Glorious Gate
- Collaborated with PBS39 and others to prepare for *We Shall Remain* program in 2009

2008

- Participated in *We Shall Remain* grant program in collaboration with WFWA Fort Wayne PBS39, Allen County-Fort Wayne Historical Society, Science Central, Miami Indian Tribe, Allen County Public Library and others

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- Prepared and was awarded third LSTA digitization grant with Allen County-Fort Wayne Historical Society and Mike Downs Center for Indiana Politics
- Filled stockings for the Salvation Army's Stuff-a-Stocking program
- Provided outreach services to high school groups including a specialized library instruction session and support materials

2009

- Helmke Library and the Allen County Public Library co-hosted a community book read with a teacher's resource Web page on George Orwell's prescient novel *Nineteen Eighty-Four*. It culminated in an essay contest won by IPFW freshman Michelle Keplar for the Remnant Trust at IPFW.
- IPFW Helmke Library coordinated and hosted a training session with the University of St. Francis and Ivy Tech for the public libraries in northeast Indiana to demonstrate the wide variety of resources and services available online that will assist college students wherever, and whenever, they study off campus.
- IPFW Helmke Library partnered with Science Central, Miami Indian Alliance, Sovereign Miami Tribe of Oklahoma, Allen County Public Library, Allen County-Fort Wayne Historical Society, and WFWA-PBS39 to develop community outreach programs "to help deepen public understanding of Native history and contemporary experiences." Grant funding was awarded by WGBH Boston in conjunction with the PBS five-part mini-series *We Shall Remain*, which presents United States history from the perspective of Native Americans. On Saturday, August 1, 2009, the northeast Indiana *We Shall Remain* partners (with new partners including the Cinema Center and the Whitley County Historical Museum) presented the Kekionga Storytelling Festival at Headwaters Park in Fort Wayne.
- Began a collaborative partnership with Up the Stairs Community Center (UTSCC) to house their library collection and archives at IPFW.
- Provided outreach services to two local high-school groups, Hamilton Wells High School and Keystone Academy.
- Assembled Easter baskets filled with toys and goodies and delivered them to the IPFW Alumni Office for distribution to clients of SCAN (Stop Child Abuse and Neglect).
- Staff participated in the Salvation Army's Stuff-a-Stocking program
- Three library staff and one student donated their hair to Locks of Love

2010

- Continued library partnership with Allen County-Fort Wayne Historical Society, recognized as one of 15 examples used in IPFW's successful Carnegie Community Engagement classification application
- Provided renovated space in library basement for Northeast Indiana Diversity Library and promoted their new location with an open house.
- Hosted Foundation for Art and Music in Education (FAME) exhibit
- Assembled Easter baskets filled with toys and goodies and delivered them to the IPFW Alumni Office for distribution to clients of SCAN (Stop Child Abuse and Neglect)
- Staff participated in the Salvation Army's Stuff-a-Stocking program

2011

- Hosted Foundation for Art and Music in Education (FAME) exhibit 2010 and 2011
- Assembled Easter baskets filled with toys and goodies and delivered them to the IPFW Alumni Office for distribution to clients of SCAN (Stop Child Abuse and Neglect)
- Staff participated in the Salvation Army's Stuff-a-Stocking program

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Goal 5: Support the continuous improvement of library operations

- 5.1 We will increase knowledge, service orientation, and skills of all library faculty and staff.
- 5.2 We will collaborate with other units to optimize availability of new technology.
- 5.3 We will coordinate orientation for new public-services staff, incorporating librarians, information assistants, lab consultants, and student workers.
- 5.4 We will develop and promote instructional workshops and training programs for library staff.
- 5.5 We will continue to seek ways to reward exceptional staff performance

Action Priority 1: Seek additional funding for library materials, equipment, personnel, new service desk, and the Learning Commons

2008

- Prepared earmark request for infrastructure renovation for the Learning Commons and sent to congressional delegation
- Worked with Chancellor and Development Office to design and prepare materials and information for fundraising campaign

2009

- Submitted request to administration for equipment in the amount of \$321,000.
- Submitted request to administration for computer equipment totaling \$27,000.
- Submitted request to administration for personnel including:
 - ▶ tenure-track digital initiatives librarian, not funded
 - ▶ visiting Engineering, Technology and Computer Science librarian, funded
 - ▶ salary upgrade to accompany job upgrade for Digital Projects Coordinator, funded
 - ▶ increased hours for part-time librarian, funded; and part-time hours for librarian to work on conversion of iBidX to Opus, funded
- Compiled report for IPFW Senate Library Subcommittee, "Helmke Library Funding Concerns and Recommendations"
- Worked with IPFW Learning Commons Council, university administration, and development office to create donor materials to aid in fund raising efforts for the IPFW Learning Commons.
- Evaluated use of library endowment and gift funds and set aside some funds for purchase of necessary equipment and software not funded by the administration
- Received 2/3 funding for institutional repository software subscription
- Allocated additional part-time wages for students and part-time librarians

2010

- Compiled report for IPFW Senate Library Subcommittee on the *State of the Library Budget* that was presented to IPFW Faculty Senate URPC by Adam Coffman Library Subcommittee chair
- Worked with university administration and development office to initiate Adopt-a-Book/Adopt-a-Journal program
- Developed three-year personnel needs report
 - ▶ ETCS tenure-track librarian hired
 - ▶ Digital Projects Coordinator established
- Learning Commons funded in three phases of \$50,000/phase
- Allocated additional part-time wages for students and part-time librarians

2011

- Allocated \$29,000 for Learning Commons Student Consultants

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- Allocated additional part-time wages for students and part-time librarians

Action Priority 2: Continue to seek and apply for grants as appropriate

2007

- Received LSTA grant for \$25,000 to continue developing the History Center Digital Collections; the new grant will allow the library to create a collection of materials on the Miami Indians

2008

- Received LSTA grant for \$25,000 to digitize Allen County election poll books and Fort Wayne City ordinances

2009

- Applied for and received LSTA digitization grant \$24,000. As part of the *We Shall Remain* community outreach coalition, Helmke Library will be the digital archive for the activities, documents, and video produced as part of the local *We Shall Remain* programs.
- Applied for IMLS Program grant. Grant was not received.
- Applied for \$100,000 Gladys Brooks Foundation capital grant to develop an IPFW Media Commons. Grant was not received
- Applied for \$50,000 IPSGA grant for furniture and mini-laptop checkout program. Grant was funded for 2010

2010

- Prepared and submitted LSTA digitization grant. Grant not funded
- Received donation of \$3,000 to digitize IPFW student newspaper, *Communicator*

2011

- Applied for LSTA digitization grant. No grants funded due to Federal budget issues
- Received \$3,000 grant for the Learning Commons

Action Priority 3: Enhance library staff and librarian continuing education and rewards for excellence

2008

- Trained all service desk and DDS staff to scan documents to ensure fast turn-around time for faculty and students
- Appointed training and staff orientation coordinator
- Created an Orientation Taskforce to review, revise, and create training checklists for Service Desk student workers, Service Desk Information Assistants, library student lab consultants, and new librarians
- Piloted use of online forum to discuss specific issues
- Hosted a library celebration day to recognize employees for contributions to library services for IPFW faculty, students, and staff
- Held one day library retreat to focus on ideas and service needs for the Learning Commons
- Hosted Balthaser appreciation day to recognize Linda and Ken for their generous contributions to the library
- Hosted a reception for volunteer who had worked for library since 1984 and is 90 years old, attended by the Chancellor and VCAA
- Two staff received the Clerical and Service Staff Pride Plus awards
- Submitted application to Indiana Governor for Distinguished Hoosier Award which was granted to retiring library director

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2009

- Orientation Task Force established to review orientation checklist for librarians, library staff, and student workers. In addition, a senior librarian was assigned to oversee the training of the new librarians. The Task Force reviewed and updated four training checklists (student workers, Information Assistants, lab student consultants, and new librarians) that were approved and added to the Staff Intranet
- Training and Mentoring New Librarians in Helmke's Information Literacy Instruction Program created. The task force is charged to "recommend a training and mentoring plan for new librarians that addresses library instruction protocols and content that reflects the library's information literacy academic program." The three-member committee created a draft program which met with the Library Deans' approval to implement with new librarians.
- Library's staff training program continues to be robust and provides relevant ongoing professional development education for library staff and librarians as well as faculty and staff from local libraries who are often invited to the training sessions.
- Graham Fredrick, Library Information Assistant was nominated by the library for and won the Clerical and Service Staff Advisory Committee Pride Plus Award. This is the second year in a row that library clerical and service staff have won the Pride Plus Award
- Kevin Fredrick, library system administrator and Web project manager, was awarded the Virginia Willig Award by the library administration
- The library held its first annual retreat for staff and librarians. During the retreat all personnel were recognized for exceptional service and provided with a gift certificate. The retreat also featured a guest lecturer from IUPUI's scholarly communication program, and presentations of research by three librarians.
- Deborah Kelley was elected vice-chair of CSSAC, the campus' Clerical and Service Staff Advisory Committee, and subsequently became chair to fulfill the term of the resigned chair

2010

- Held second annual retreat for staff and librarians. During the retreat all personnel were recognized for exceptional service. Guest speaker from Trine University and presentations of research by three librarians
- Amy Wilson, Library Administrative Assistant, was awarded the Virginia Willig Award by the library administration
- Received \$1,000 travel grant monies from VCAA
- Initiated librarian research leave program
- Initiated Travel Supplement Award grant

2011

- Held third annual retreat for staff and librarians. The retreat also featured guest speaker, IU Dean of Libraries, Brenda Johnson and presentations of research by three librarians.
- Librarians rewrote job descriptions to better reflect current expectations
- Received \$1,000 travel grant monies from ORES
- Began review of librarian Promotion and Tenure policies and procedures
 - ▶ Revised mid-tenure review document. Passed by IPFW Senate
 - ▶ Revision of external review letters policy in process
 - ▶ Development of P & T standards document in process
 - ▶ Established research leave program for librarians

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- ▶ Established library additional travel grants process for librarians and library administrative staff

Action Priority 4: Establish an assessment strategy for the library

2007

- New RAMP system provided detailed reference statistics and added an electronic reference forum for communicating and sharing reference and research consulting information among librarians

2008

- Created assessment coordinator in the library and Baccalaureate Framework Committee to develop ways to integrate information literacy into the curriculum
- Provided continuing education opportunities to assessment coordinator to build expertise
- Developed additional automated statistical reports and made available in the library's data warehouse
- Established archive for REfQuery items that improves accessibility to assignments tackled by librarians and approaches developed to help students fulfill these assignments

2009

- Conducted literature review and began evaluation of best practices in evaluating library services.
- During the fall semester the library sent out a call to Student Affairs, Student Government, the deans of each college/school, and athletics to nominate students to a newly constituted Library Student Advisory Board. Ten students were selected.
- As part of the LSTA digitization grant, the library is required to assess the effectiveness of its collection in terms of reaching its intended audiences. Assessment results came from online surveys and testimonials from users.
- Learning Commons seat-sweep and observation study of 24-hour snack/computer lab use completed

2010

- Librarians worked with ITS to design and develop a database to document student and faculty library instruction and information literacy sessions and the IL proficiencies taught during these sessions
- Reviewed results of bibliometric analysis of history student research papers for effectiveness as a tool to measure IL proficiencies in other disciplines

2011

- Conducted and evaluated surveys of library group study rooms, laptop loan program, furniture for Learning Commons, observation of second-floor use, and 24-hour service during last two weeks of semester
- Survey data and analysis provided to university administration

Action Priority 5: Upgrade hardware and software as needed

2007

- Implemented ILLiad upgrade which includes enhancements to the user interface

2008

- Upgraded all staff workstations to Microsoft Office 2007
- Upgraded CONTENTdm software
- Tested and implemented IUCAT upgrade
- Upgraded library card reader security system to increase efficiency of system management
- Installed flash media streaming system

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- Upgraded library firewall
- Replaced all staff monitors and replaced and migrated staff workstations
- Converted tif images to JPEG2000
- Purchased an electronic resources management system to consolidate maintenance of three separate systems from different vendors. The new system also provides more branding ability

2009

- Software upgrades – Library Intranet (SharePoint); IPFW Learning Commons Council Collaboration site; Illiad 7.4 upgrade (DDS); Jing local hosting (online tutorials); PIRS site upgraded; Windows Server 2008 R2 upgrad
- Hardware upgrades – Staff workstations; 24" LCD display; Storage array; LibStats display; Service Desk dual display

2010

- Upgraded Reference Suite computer equipment and tested meeting software
- Upgraded CONTENTdm software
- Implemented LibGuides platform
- Implemented laptop checkout program for students
- Upgraded Document Delivery Services ILLiad system
- Updated building signage as needed (used in-house designs and supplies)
- Created Lib-info display for mobile devices
- Testing and implementation of Symphony 3.3.3
- Install, test, implement, and promote self-checkout

2011

- Learning Commons subnet
- Windows 7 deployment
- Website redesign with Dotcms

Action Priority 6: Develop a system of library policies, procedures, and cost-benefit analysis to improve the decision-making process for library collections

2007

- Reviewed, then completely rewrote the library's collection development policy

2008

- Revised and updated old Collection Development policy to incorporate guidelines for collection of electronic materials.
- Reviewed Special Needs funds grant program to simplify for faculty and improve efficiency for staff
- Joined Better World Books to make ecological and charitable use of discarded books
- Created a task force to study the issue of criteria for purchase of electronic versus print reference resources
- Developed a system for preservation of large number of books found during weeding process in various states of deterioration
- Joined SOLINE, a new network of libraries providing wider access to libraries committed to lending books for free through DDS for students and faculty

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- Joined Japanese Global ILL network in order to borrow items specifically requested by new tenure-track faculty
- Developed policies and procedures for obtaining videos and DVDs for classroom use after LRC eliminated this service

2009

- Purchased Serials Solution Electronic Resource Management (ERM) system which included three modules for better search and serials management. All three parts were evaluated and two parts will be purchased. Again one part will be discontinued
- Established a library staff intranet for easy location of policies and procedures. Library policies, procedures, forms, and other documents were spread throughout various systems within the library. All internal documents were brought together in an organized system on a staff intranet that provides easy and effective access to these materials

2010

- Evaluated 360 Electronic Resource Management (ERM) system and chose to cancel one section of the system resulting in a \$4,000 savings for the library
- Reviewed the collection development guidelines for Purchase on Demand to broaden its scope
- Established MOD (Movies on Demand) service
- Evaluated database and serials subscriptions for use and cost and adjusted subscriptions accordingly
- Continue process of replacing print serials with trusted electronic equivalents when possible
- Instituted MOD (movies on demand) program

2011

- Migrated policies and procedures to Staff Intranet
- Completely revised Privacy Policy

Action Priority 7: Hire highly qualified personnel as allowed by administration

2008

- Hired a reference and information service librarian and liaison to Visual and Performing Arts, first librarian hired dedicated to these departments
- Hired library dean

2009

- Hired two replacement tenure-track librarians: Anthropology, History, Political Science and Government Documents and Health and Human Services and Sciences Librarian.

2010

- Conducted search and screen and hired Head of Public Services and Business librarian
- Hired librarian for ETCS

2011

- Hired evening supervisor for Service Desk
- Hired Head of Public Services
- Hired Business librarian
- Interviewed and hired visiting librarian for Anthropology, History, Political Science, and government documents