

IUPUI  
University Library

Planning Conversation Documentation

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Introduction

The following outlines the accomplishments of the University Libraries in 1999 and sets forth our goals for 2000.

Absent from the presentation is consideration of the budget requirements needed to meet our goals. Since there is little or no money available, this is reasonable. I do however believe that it is appropriate to comment briefly on the financial state of the library.

The library has faced two financial challenges in the recent past. In 1999 one of these was resolved when resources were put in place to allow life cycle funding of the library's technology. This was done with support from the campus and from the Vice President for Information Technology. The second challenge \_ the unreasonable escalation of scholarly journal prices continues. There is no short term solution in sight, although I am hopeful that in the longer term solutions may be found. We expect to cut some journals that support the School of Science. Other schools may feel some pressure on materials budgets, however it should be manageable.

The library will need to draw down reserve funds next year, but with the expected standard base increase we should be able to maintain services and collections at current levels and to advance our most important initiatives.

## Part One: University Libraries Achievements for 1999

Goal 1: Improve and enhance the ability of IUPUI Faculty, Staff, and Students to use information.

### Performance Measures:

- Enhance the Effectiveness of the Instructional Team Initiative.
- Enhance the Effectiveness of Reference and Research Services.

### Evidence:

Questions asked at the main reference/information desk declined 6.9% from 62,417 in 1998 to 58,124 in 1999.

- Developed a model web-based tutorial for learning communities.
- Introduced web based general reference service in January 2000.

Goal 2: Support the development of printed, electronic and archival information resources.

### Performance Measures:

Enhance Quality, Quantity, and Effectiveness of the University Library's Electronic Resources.

Create Significant Electronic Resources.

Monitor Collection Use and Develop Clear Policies to Guide Resource Development.

Effectively Use Resource Development Funds.

Enhance Effectiveness of Cataloging and Acquisitions.

### Evidence:

General circulation remains roughly constant. In 1998 it was 215,035, and in 1999 it was 214,333.

Use of a number of major library electronic resources was up. Use of the ERL server, which houses many of our most important index and abstract services was up 15.8%. Use of JSTOR a web-based collection of scholarly journals was up 135.2%. Use of the Inspire databases was up 69.6%.

Student satisfaction with the availability or "reference" materials in the library rose 6.0% from the 1997/98 to the 1998/99 student satisfaction surveys.

In the 1998 faculty survey (released in early 1999) the University Library was ranked the campus service with the most perceived importance. The perceived quality increased 3.5% from the 1986 survey and was second (to the Medical Library) in perceived quality of campus services.

Added a number of new web-based reference tools, most notably the Web of Science.

Continued to added access to web-based scholarly journals. The library interface currently lists 578 titles which are available on campus.

Continued to migrate electronic resources from CD-ROM to the web thus making remote access easier.

Goal 3: Maintain the technology excellence of University Library.

### Performance Measures:

Enhance Remote Access to University Library Resources.

Enhance Public Computing Environment in the University Library.

Develop and Maintain an Effective Integrated Library System.

Enhance the Library Information System (LIS).

Enhance Technology to Support Library Staff.  
Enhance Technology Infrastructure.  
Prepare for Year 2000.

Evidence:

Use of the primary applications on the scholars workstations rose 23.6%. (This is based on comparing January to June in 1998 and 1999. Other data was not available.)

Life cycle funding was put in place for public and staff technology and equipment was put on a three year replacement cycle.

24 scholars workstations were added to the reference area.

The equipment in the library's two classrooms was ungraded.

The library made significant contributions to the SIRSI project to deploy a library management system across the university in 2000/01.

A new version of the Library's Web Page was released to the public in January 2000.

The library experienced no computer failures as a result of Y2K.

Goal 4: Support Instruction and Research

Performance Measures:

Integrate Library Resources into the University's Web Course Delivery Program.

Make Using the University Library's Collections Easier and More Convenient.

Enhance the Library's Ability to Provide Documents from Sources Outside of the Library in a Quick and Cost-Effective Manner.

Enhance the Library Information System.

Evidence:

Increased the number of instructional teams the library was engaged in from 108 to 139.

Involvement in the RUSS project and in the Pew funded redesign of high enrollment courses.

Use of the electronic reserve system declined 6.9% from 62,417 uses in 1998 to 58,124 uses in 1999.

The Library Tool Wizard was deployed as part of Oncourse.

Goal 5: Establish a Development Program to provide significant external funding for library activities

Performance Measures:

Improve the Visibility of the Library in the Community.

Participate Fully in the Comprehensive Campaign.

Increase Number of Donors and Library Supporters.

Acquire Funding from the Community for Digital Community Resources.

Evidence:

The library received a \$1 million dollar endowment gift to support the development of archival collections in Philanthropic Studies.

The library received funding for the second year of the Electronic Atlas of Central Indiana project.

Secured a \$83,000 grant to preserve unique Foundation tax forms from the 1950s and 1960s.

Produced three issues of the Gateway newsletter with a circulation of 2,500.

Began promotion campaign using local media.

Increased our donor base by 25%.

Goal 6: Continue to Improve the Management System of the University Libraries.

Performance Measures:

Provide Opportunities for Library Staff to Develop Their Skills and Abilities.

Study the Effectiveness of Library Services and the Satisfaction of Library Users.

Enhance Effectiveness of Library Procedures.

Evidence:

Began title-by-title monitoring of in-house use of journals.

Reference team enhanced customer service and skills training.

Book vendor, who was hoping to sell us services, declared our book preparation operation more cost-effective than any service they could provide.

Significantly increased the efficiency of the acquisitions process.

With the introduction of duplex printing in the reference area, reduced paper usage in public printers by 20%.

Conducted survey of uses made of the library and satisfaction with library services.

Reconceptualized and revised our Economic Model. Delivery of the model is expected in early 2000.

Continued the library practice of devoting three weeks a year to organizational development.

Goal 7: Provide excellent facilities for study, research, and storage of library collections.

Performance Measures:

Complete the Relocation and Expansion of the Philanthropic Studies Library including the consolidation and enhancement of public service areas on Level 2.

Evidence:

The University Library gate count declined 11.4% from 1,003,102 in 1998 to 888,854 in 1999.

Student satisfaction with library hours rose 1.0% from the 1997/98 to the 1998/99 student satisfaction surveys. (The hours themselves remained unchanged.)

Student satisfaction with individual and group study spaces declined 12.2.0% from the 1997/98 to the 1998/99 student satisfaction surveys.

The Philanthropic Studies Library project was completed.

Goal 8: Enhance partnerships and provide campus and community leadership in the area of information resources.

Performance Measures:

Enhance Campus and Community Relationships.

Share Library Expertise Nationally.

Evidence:

Library staff published 15 books, articles or chapters in 1999.

The IMLS project developed and enhanced library relationship with museums and K-12 schools in central Indiana.

Two librarians deployed to the Center for Teaching and Learning.

Continued close involvement with University College.

Contributed to the development of the state-wide INSPIRE project and the Marion County Internet Library.

Increase use of facilities by outside groups.

Continued to host a variety of visiting groups who come to campus to see our physical facilities and our technology, and to discuss our service programs.

Published a report of library activities covering 1995 to 1999.

Part Two: University Libraries Goals for 2000

1. Support the recruitment of students to IUPUI by being an important and widely used library resource for the central Indiana community.

Performance Measure:

Increase the use of the library by the general public

Increase the use of the library by local high school groups.

Develop community connections, particularly with the developing community college (Ivy Tech and Vincennes University) and the Indianapolis Marion County Public Library and other public libraries in central Indiana.

Increase the number of members of the general public who come to the library for programs and exhibits.

Increase the visibility of the University Library in the community by engaging in cooperative projects with other libraries and educational organizations in central Indiana

Evidence:

Number of tours and instructional sessions given to local high school class groups.

Number of Indiana resident borrowers cards issued.

Number of high school student borrowers cards issued.

Circulation to high school students.

Circulation to Indiana resident borrowers.

Attendance by the general public at programs, exhibits, and meeting in the University Library.

2. Support the retention of IUPUI students by engaging with the curriculum to enhance student learning.

Performance Measure:

Continue involvement with freshman experience learning communities as part of instructional teams.

Increase involvement with other parts of the curriculum. Focus on the redesign of the large introductory courses, integrator and capstone courses, and on working with departments and schools to define information literacy/library skills requirements of their programs and to integrate this into the curriculum in the most appropriate fashion.

Develop innovative pedagogy and technology based resources to support this effort.

Evidence:

Number of freshman experience instructional team.

Number of other instructional teams created and number of instructional sessions provided.

Number of departments and schools with whom we have reached agreement on information literacy/library skills competencies.

Number of faculty served by librarians in the Center for Teaching and Learning.

3. Support the retention of IUPUI students by providing powerful and easy-to-use library and information resources. These resources should be available in the library building and remotely. Focus will be on excellence of digital resources and the technology and human support for them.

Performance Measure:

Increase use of the University Library.  
Use of University Library resources.  
Student satisfaction with library resources and services.  
Increase resources which are available remotely.  
Development of more personalized versions of our electronic interface.

Evidence:

Library gate count.  
Library circulation to students.  
Use of the electronic reserve system.  
Number of reference and information questions asked.  
Use of scholar's workstations in the University Library.  
Use of electronic resources provided by the University Library.  
Student satisfaction and importance ratings from annual student survey.  
Number of web-based scholarly journals available on campus.

4. Support student and faculty research by providing reference support and convenient and increasingly rapid access to appropriate research materials.

Performance Measure:

Provide effective advanced research consultation service.  
Effectiveness of interlibrary loan and document delivery operation.  
Faculty satisfaction with library resources and services.

Evidence:

Number of research consultations conducted.  
Number of interlibrary loan and document delivery requests filled.  
Mean time to fill interlibrary loan and document delivery requests.  
Faculty satisfaction and use ratings from the biennial faculty survey.

5. Enhance the effectiveness and efficiency of library operations by examining and revising practice and implementing new systems and strategies.

Performance Measure:

Complete the implementation of the SIRSI Library Management System.  
Increase the cost effectiveness of internal operations.

Evidence:

Extent of SIRSI implementation.  
Cost of internal operations as measured by the Economic Model.  
The time lags or backlogs in selected operations.

6. Expand the financial resources available to the University Library to accomplish its goals.

Performance Measure:

Participate fully in the Comprehensive Campaign for IUPUI.  
Increase the amount of money raised by fund raising activities and grants.  
Develop the Fischler Society and annual fund.

Evidence:

Amount of money raised through the library's annual fund.  
Amount of money raised through major gifts raised.  
Amount of money raised through grants funded.

### Part Three: University Libraries Noteworthy Achievements for 1999

The library engaged in nearly 140 instructional teams that supported learning communities as part of the freshman experience initiative. The library activity participated in the design and development of this program in conjunction with the University College.

The expanded and relocated Joseph and Matthew Payton Philanthropic Studies Library was opened. This project included the relocation of the current periodical area and the renovation of the reference area, so that 20 additional scholars workstations could be added to the area.

The University Library received a \$500,000 gift from J. Warren and Lois McClure to support the development of resources to support the study of philanthropy. This gift was matched by gifts from the Indianapolis Foundation and Robert and Polly Payton to provide a total endowment of \$1 million.

The IUPUI University Library electronic reserves project was featured in the 1998 Xerox Corporation Annual Report. Xerox nominated the University Library electronic reserves project for the Smithsonian IT Leadership Award for Innovation.

The first year of the Electronic Atlas of Central Indiana project was complete and funding was secured for a second year of the project.

The library played a significant leadership role in the SIRSI project, the university wide library management system.

Evaluation and revision of internal processes resulted in enhanced productivity in acquisitions and cataloging operations.