



# Indiana University of Pennsylvania

## IUP Libraries



## Message from the Dean...



“The library connects us with the insight and knowledge, painfully extracted from Nature, of the greatest minds that ever were, with the best teachers, drawn from the entire planet and from all our history, to instruct us without tiring, and to inspire us to make our own contribution to the collective knowledge of the human species.”

*Cosmos* Carl Sagan

Higher education prepares students to become vanguards for the next generation and advances knowledge in ways that will auspiciously serve local and global communities. Academic libraries support their parent institution’s missions of re-

search, scholarship and teaching by connecting students to the greatest minds that ever were, and the best teachers. In spite of the rapidly changing technological milieu, academic libraries remain essential university assets, doing what they have always done, but in a new way.

For years, IUP libraries have been moving beyond their traditional role of storehouses of printed materials, with hushed spaces for individual study, to institutions which provide content in flexible formats and space for both quiet individual study and more lively group work. There has been a shift from an earlier static and prescriptive role to a dynamic responsive one that listens to its users and reacts to changes in student learning behaviors with adaptations in library services, spaces, and resources to promote student learning outcomes.

Visitors to our libraries are greeted with state-of-the-art information resources. Whether the libraries’ facilities are utilized onsite or accessed via our website, the IUP community is greeted by skilled and professional staff. The library faculty is always ready to engage, assist and enable our users in the discovery, reflection, and creation of new knowledge.

This annual report highlights some of the activities and services delivered by the IUP Libraries during the 2010-2011 academic year. During that period, the Libraries and staff provided an environment conducive to a range of learning activities in addition to continuously fostering and encouraging excellence in information literacy. I remain grateful for the hard work each of the library faculty and staff has delivered this last year. We hope to exceed previous public service records in this upcoming year, just as we hope to improve the quality and accessibility of the services offered by the University Libraries.

Luis J. Gonzalez  
Dean of Libraries

# IUP Libraries: Supporting Academic Success

Learning management systems, streaming video, e-books, blogs, and wikis are now common elements in any IUP student or faculty's experience. As instructional and information technology develops, IUP Libraries embrace new tools to support the academic endeavors of IUP students and the instructional and research projects of IUP faculty. As a result, last year our libraries were more popular than ever with an estimated 611,366 visitors coming through our doors.



## Library Learning Spaces and Resources

Historically, libraries have been learning spaces, and IUP Libraries continue to provide spaces that foster learning. In the past, libraries were quiet places where students and faculty physically came to read and study alone. At that time, lamps, pencils, and typewriters were the only equipment required. Things have changed. Libraries continue to provide spaces for quiet individual study, but in response to changing information formats, class assignments, and student study preferences, we now provide spaces for group study and equipment to facilitate the access, use, and manipulation of information in a variety of formats.

Foremost among those needs is access to computers. Our computer lab—the busiest on campus—is located on the first floor, but additional computers can be found on all floors for a total of 130 machines. Students who desire a more solitary study experience can borrow laptops and net books and access the Internet via Wi-Fi anywhere within the building. This past year, laptops circulated 6,125 times and 745,012 sheets were printed on our printers.



Today's students are often assigned to work in groups. They find many group study spaces in the Library including new booth and counter seating with electrical outlets near our popular Java City Coffee Bar, which allows students to recharge their laptops, so they can study longer without interruption.

## Improved Information Commons

Across the nation, academic libraries offer information or learning commons areas where services which support the discovery and use of information are brought together to facilitate student academic success. For many years, IUP Libraries have been developing our own Information Commons.

This year, we were able to enhance our commons services with the expansion of hours and services available from our Information Commons Technology Support Desk. During the spring term, the desk began serving clients from the time we open at 7:45 am to our closing time, which was extended to 12:45 am.



Currently, for our information commons, students have three service desks in close proximity. The Reference Desk, staffed by professional librarians, offers student and faculty assistance with locating information in the building or on the Internet, evaluating such information, and using it ethically in their assignments and projects. Nearby, students find the Media Equipment Desk where they can borrow multi-media materials and equipment for media projects from DVDs to digital video cameras and video lighting. Next, they can go to the Technology Support Desk for help with basic technology issues, wireless configuration, and assistance using the multimedia pods for media projects. Media pods, other computers, and lots of space for group study make the information commons a perfect place for students to do projects of all kinds.

## Instruction Spaces

The Library is not only a place where students learn on their own, but it is also a location for formal instruction. Faculty from across campus hold class sessions here, Librarians offer formal and informal information literacy instruction sessions in credit-bearing classes, requested library instruction sessions, workshops and individual consultation sessions.. This year librarians taught 351 library instruction sessions to 6,257 students.



At any time, classes may be going on in our classrooms and computer labs. Faculty also hold less formal classes in our open spaces and meet with students for individual consulting sessions in our Java City Lounge Area.

## Electronic Tools Deliver Information Faster Than Ever

New technology has made it possible for IUP students and faculty to get what they need from the Library with lightning speed. Through our webpage, students can do a multitude of things from asking a question or requesting materials not owned by the library to watching movies or downloading the contents of an e-Book or audio book to a desktop computer or hand-held device.



### Online Reference Service

LibAnswers is an online reference service that enables IUP student and faculty to email or text questions to reference librarians and receive rapid responses. It also includes a knowledge base that logs questions frequently asked by library clients. The answers to these questions can be found in this knowledge base to assist users when a librarian is not available for consultation. This year, either in person, over the phone, by email, text, or chat, IUP Librarians answered 10,854 user inquiries.

### Online Research Guides

This year, librarians have continued to add to our collection of LibGuides, web accessible research guides designed specifically for classes and topics of local interest. These interactive guides include features like RSS feeds, embedded videos, widget boxes, and online polls which help improve access to our resources and help students and faculty pursue research interests.

### Streaming Video for Instruction and Research

Finding documentary films to support classroom and distance instruction became easier than ever with the adoption of streaming video collections such as *Films on Demand*. This Netflix-like service provides access to over 5,000 educational films in many subject areas. Now, students and instructors won't have to pick up and can return DVDs and will find it easier to view segments of videos. All *Films on Demand* videos include public performance rights so they can be shown to university or community groups without worrying about copyright compliance issues. *Films on Demand* are also valuable for distance education courses since videos can be viewed over the Internet, at any location, with proper IUP authentication.



## **Circulation, Reserve, and Interlibrary Loan Remain Popular Services**

Circulation and Reserve services (whether traditional or electronic) remain popular. For 2010-2011, books circulated on 78,575 instances and reserve items were circulated or accessed 74,081 times.

Interlibrary Loan, the service which allows our users to borrow items from other libraries is more popular than ever. IUP Libraries borrowed 7,040 books and 1,129 journal articles. We provided 8,138 books and delivered 2,014 journal articles to other libraries.



## **Library Collections**

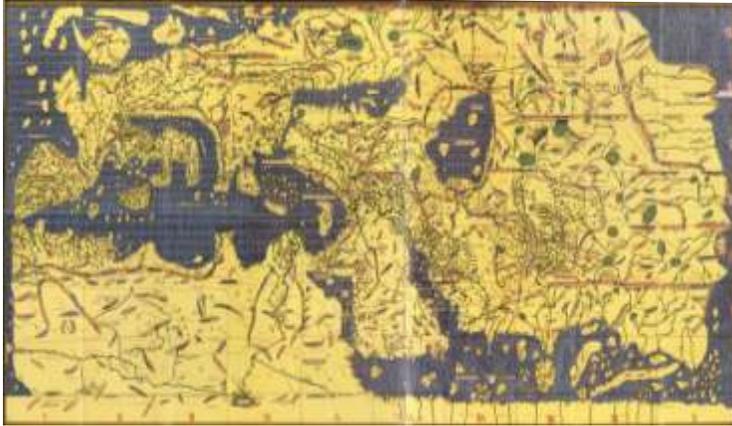
IUP Libraries strives to make the best in traditional print and new electronic resources available to its users. Our Collection Development process chooses books through collaborative efforts with liaison faculty from across campus to provide our users with the most appropriate scholarly and popular resources. This year, our total volume count grew to 884,379. Each item is chosen specifically to support students and faculty scholarly and curricular needs. In addition, we continue to build our electronic book collections. This year, our eBook collection grew to 20,566.



Our print books are now easier to find than ever. Our cataloging staff has continued the multi-year LC conversion project. This year, they converted 12,974 books, bringing us close to the end of this massive project. A continuous weeding program, which removes duplicate and other non-needed items, makes newer more desirable materials easier than ever to locate.

In addition to paper items, improved technology and cooperative purchasing enable us to increase user access to resources, whether eBooks, dissertations, popular or scholarly journals, streaming video and music not available otherwise freely on the web.

Many of these electronic resources are available through over 283 general and specialized databases to which we subscribe. Last year, our databases were searched at least 5,624,540 times. Our journal collection, which is becoming increasingly electronic, includes access to the full text of over 80,000 journals with 27,718 current titles.



## Special Collections

Some of our most unique and valuable materials are historic documents and other memorabilia held in our Special Collections and Archives Department.

Recent additions to our collections have included the donation of a map of the Earth from 1154. Dr. Maher Y. Shawer, Professor Emeritus, donated a rare copy of a map of the Earth, a facsimile of which is now hanging on the first floor of the Stapleton Library between the Circulation and Reference desks. This map is a copy of the original drawn by Muhammad al-Idrisi in 1154 for King Roger II of Sicily. This is an excellent example of early cartography that portrays the known world more than 800 years ago.

## Library Events

Throughout the 2010-2011 year, IUP Libraries hosted a number of new and continuing events for the enrichment of students, faculty and staff. The events included book sales, book talks, lectures, video contests, concerts and for the first time, a Library Expo.

### Library Database Expo

With more and more of our acquisitions money being spent on electronic materials, it has become more important than ever for users to be aware of the electronic resources we subscribe to, and how to search them.

To promote these valuable collections, in October of 2010, IUP Libraries hosted the first IUP Libraries Database Expo.



The exposition included representatives from our most popular online databases including ProQuest, EBSCOhost (Academic Search Complete, Agricola, America: History & Life, etc.), Web of Science, Films on Demand, WilsonWeb, Gale, Sage, and Elsevier. The representatives were on hand to answer questions and do training sessions. Visitors could sign up to win donated prizes including an I-Pod Shuffle, a Kindle, and a \$50 gift card to Amazon.com.

## National Library Week

In April, IUP Libraries celebrated National Library Week with its theme of “Create Your Own Story.” Library displays played upon this theme and events from concerts to video contests, book sales and lectures were held.



The “Music in the Orendorff Commons” series began National Library Week with a concert of accordion and piano music featuring Brent and Crista Buswell. A used book sale early in the week drew large crowds. Later in the week, a panel discussion sponsored by the IUP Libraries, Women’s Studies and the President’s Commission on the Status of women called attention to Pay Equity Day . It featured Dr. Allyson M. Lowe, chair of Political Science at Carlow University, and Dr. Kay Snyder, IUP Sociology Department.

The week also featured a video contest which invited students to describe the many ways they use the library and its resources. Winning entries included one which declared “Like a Good Tutor, the Library is There.” Winning entries from this and former years can be viewed at: <http://libraryguides.lib.iup.edu/content.php?pid=213033>.



## Scholarly Activities

IUP Libraries' faculty contributed to the library profession with a wide variety of scholarly presentations and publications.

Dr. Carl Rahkonen, Music Librarian and Professor at IUP, shared his extensive knowledge of music to audiences across the country as the Finlandia Foundation Lecturer of the year. This lecture series is a national program designed to help American audiences better understand Finland and the Finnish-American connection.



This year our librarians traveled across the country from Hawaii, to Marquette, Boston, San Francisco and Philadelphia to do 23 presentations, lectures, or workshops, and 5 poster sessions at regional, national, and international conferences.

In addition, our faculty authored books, book chapters, book reviews, or articles. They were also active in writing grants for travel to present at conferences, to study in specialized collections, or to preserve our collections or digitize them. This year, funds in excess of \$34,000.00 were granted to IUP libraries and its personnel from private donors or through state and federal funding agencies.



## Library Employees for 20010-2011

<i>Name</i>	<i>Title</i>
<b>Acquisitions</b>	
Pang, Jin	Acquisitions Librarian
Clawson, Janet	Receiving Support Staff
Payne, Melonie	Media Acquisitions Support Staff
Sisko, Cindy	Fiscal Assistant Support Staff
<b>Administration</b>	
Gonzalez, Luis	Dean of Libraries
Cornman, Patti	Assistant to the Dean of Libraries
Berkey, Nan	Administrative Secretary Support Staff /Dean's Secretary
<b>Cataloging</b>	
Shively, Dan	Cataloging Coordinator
Brown, Karen	Cataloging Librarian
Jen, Rosa	Media Cataloging Librarian
Hunter, Brian	Cataloging Support Staff
Rittenberger, Terry	Cataloging Support Staff
<b>Circulation/Reserve/Interlibrary Loan</b>	
Bouton, Judy	Circulation Manager
Corcoran, Michele	ILLIAD Support Staff
Hamilton, Ron	Circulation Support Staff
Farabaugh, Beth	PALCI Support Staff
Kensey, Joyce	Circulation/Reserve Support Staff
<b>Collection Development</b>	
Janosko, Joann	Collection Development/Electronic Resources/ Serials Librarian
Lenhardt, Judy	Serials Support Staff
<b>Education Librarian</b>	
Heider, Kelly	Education Librarian
<b>Government Documents</b>	
McDevitt, Theresa	Government Documents Librarian
<b>Library Technology and Security</b>	
Zimmerman, Ed	Library Technology & Security Manager
Pittman, Doug	Information Technology Technician
Respet, Vickie	Media Resources Support Staff
Shumar, Doug	Graphics Illustrator Support Staff

## Library Employees for 2010-2011 (Continued)

### Reference

Connell, Carol	Reference Librarian
Diaz, Portia	Reference/ Electronic Services Librarian
Drummond, Susan	Reference Instruction Librarian
Janicki, Sandra	Reference Librarian/Dept. Chair
Knupp, Blaine	Reference Librarian/Coordinator

### Science Librarian

Clouser, Christopher	Science Librarian
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### Special Collections

Wick, Harrison	Special Collections Librarian
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### Music Library

Rahkonen, Carl	Music Librarian
Krulikowski, Laura	Music Library Support Staff

### Northpointe Regional Campus Library

Hooks, James	Northpointe Regional Campus Librarian
Daugherty, Bill	Northpointe Campus Support Staff

### Punxsutawney Regional Campus Library

Diaz, Portia (Wednesdays)	Punxsutawney Regional Librarian
Asamoah, Carol	Punxsutawney Regional Support Staff

# Statistics

## IUP Libraries 2010-2011

	<u>2009-10</u>	<u>2010-11</u>
Libraries and LTS		
Staffing	FTE	FTE
Librarians	16	16
Other professional/management staff	4	4
Appointed Staff	17.5	17.5
Student Assistants	<u>38.81</u>	<u>38.81</u>
Total Staffing	76.31	76.31
 <u>Expenditures</u>		
Salaries and Wages		
Librarians and professional staff	\$1,702,171	\$1,813,364
Other appointed staff	665,719	634,503
Student assistants	<u>366,023</u>	<u>332,664</u>
Total salaries and wages	\$2,733,913	\$2,780,531
Information Resources		
Books, serial microforms and other materials:		
Paper and microform	\$308,156	\$217,789
Electronic	0	34,000
Current serial subscriptions, search services:		
Paper and microform	477,640	349,195
Electronic	854,734	852,054
Audio/visual materials	19,917	16,073
Document delivery/Interlibrary loan	43,219	38,937
Preservation	<u>37,095</u>	<u>40,000</u>
Total Information resources	\$1,740,761	\$1,548,048
Operations		
Furniture & equipment with maintenance	\$29,476	\$12,809
Computer hardware and software	35,839	44,239
Bibliographic utilities, networks, consortia	104,524	100,518
Other operations	<u>43,015</u>	<u>66,376</u>
Total operations	\$12,854	\$223,942
Total Expenditures	\$4,687,528	\$4,552,521
Employee fringe benefits	\$828,943	\$1,089,027

*Statistics cont..*

	<u>2009-10</u>	<u>2010-11</u>
	<u>Total No.</u>	<u>Total No.</u>
Expenditures from non-state funds Included in above totals		
Federal Work Study	268,783	268,783
Grants	0	0
Foundation	30,674	0

Library Collections 2010-2011

	<u>Total No.</u>	<u>Total No.</u>
Books, serial volumes, etc.		
Books - volumes	740,878	742,217
Serials - volumes	145,082	142,162
Total volumes	885,960	884,379
Books - titles	609,311	612,385
Serials - titles	10,903	11,785
Microcard	200,444	200,444
Microfiche	2,146,246	2,147,193
Microfilm	<u>79,063</u>	<u>79,347</u>
Microform units total	2,425,613	2,425,613
Electronic titles	112,322	112,471
Current serial subscriptions		
Paper and microform	1,285	1,240
Electronic	23,127	32,309
Government documents not otherwise counted	34,708	34,278
Percentage of documents selected	24%	24%
Manuscripts and archives (linear feet)	4,882	4,916
Audiovisual material units	58,069	50,101

Library Services

Document delivery/ILL provided to others		
Returnable (books, etc.)	3,282	4,489
Non-returnable (journal articles, etc.)	<u>1,819</u>	<u>2,014</u>
Total provided	5,101	6,503
Document delivery/ILL received from others		
Returnable (books, etc.)	1,889	2,671
Non-returnable (journal articles, etc.)	<u>2,439</u>	<u>1,129</u>
Total received	4,328	3,809
PALCI (Direct borrowing within PA)		
Books provided to academic libraries	5,044	3,649
Books received from academic libraries	6,899	4,369
Uborrow		
Books provided to academic libraries	62	0
Books received from academic libraries	82	0

*Statistics cont..*

	2009-10 <u>Total No.</u>	2010-11 <u>Total No.</u>
Circulation		
General Collection	91,335	78,575
Reserve collection, paper & electronic	<u>84,592</u>	<u>74,081</u>
Total	175,927	152,838
Use of Online Catalog, Webpage, Databases		
Voyager online catalog hits	664,245	936,543
Database searches, approximate, partial		5,624,540
Hours open during semester per week	103	103
Hours of Reference Service during semester/week	81.25	81.25
<u>Internal Ratios and Comparisons</u>		
FTE Students	13,157	13,415
Circulation/FTE Students	13	11
Volumes/FTE Students	67	66
Library expenditure/FTE student	356	339
Library collections expenditure/FTE student	132	115
Total library spending by major components		
Ratio of salary & wages to total (no benefits)	0.58	0.61
Ratio of collections to total	0.37	0.34
Ratio of operations & equipment to total	0.05	0.05
<u>LTS Services</u>		
Equipment distributed	1873	1383
Production work	612	650
Library Technology Services		
Hours open per week	103	103
Average use/hour	20	*n/a
Total sheets printed	729,648	745,012
Wireless Laptop Circulation	6,205	6,125
Public Computer available	130	130

\*counts not available due to unstaffed lab



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