I am pleased to present the 2017-2018 annual report of the IU South Bend Libraries. The stories presented here demonstrate the libraries’ strong commitment to supporting the mission of IU South Bend and to building a strong foundation for student success, research excellence and lifelong learning. As you will see, some of our most successful initiatives were aimed at expanding access, reducing costs, and removing obstacles for students and scholars alike. Without an amazing cadre of librarian faculty, staff, and student employees, we just could not have accomplished all we did! I extend a heartfelt thanks to them for embracing a culture of quality and continuous improvement. We also are very grateful to you, our supporters, for helping us supplement our collections, recognize student achievements, and provide programming and outreach to the campus and local communities.

While we have made great strides in several areas, we still have much to do in terms of enhancing our learning spaces in the Schurz Library. Most of the space has not changed since the library opened almost 30 years ago. It is time to start renovating and expanding our group and informal study spaces, updating our classroom instruction lab, and tending to our important rare and special collections. We invite you help us turn these visions into a reality. More information can be found at https://library.iusb.edu/about-us/donation.html or by directly contacting my office.

As always, we would love to have you visit (both physically and virtually) the Franklin D. Schurz Library and Dorothy J. Wiekamp Educational Resource Commons and see us in action!

Vicki Bloom, Dean of Library Services   vdbloom@iusb.edu  574-520-4448
Highly Successful Program Review

Every 10 years, the libraries’ have an opportunity to identify values, strengths, areas for growth, and strategic goals in a systematic way through a self-study process. Using the Association of College and Research Libraries (ACRL) Standards for Libraries in Higher Education as our framework, every staff member participates in assessing our performance. The process culminates in an external peer review.

Our 2018 external review was conducted by Michael Somers, Director of Library Services at Bridgewater State University, who concluded:

“For almost every indicator [outlined in the standards], the Libraries met, partially met, or exceeded expectations; on the whole, there are very few indicators where expectations were not met. This demonstrates the Libraries’ organizational and operational successes, its capacity to support its user populations, and to thrive within the competing interests of the academic and administrative needs of the university itself.”

He also noted that IU South Bend Libraries has an “enviable history of accomplishments serving its communities and stakeholders.”

Supporting Research

reference and research consultations

Hundreds of library users received reference and research assistance in person, by phone, or online. Those disciplines with the most reference questions were: Social Work, Nursing and Women & Gender Studies. Ninety-two students and faculty took advantage of our in-depth research consultation service.

interlibrary loan and document delivery

Thanks to the efforts of our Interlibrary Loan team, Maureen Kennedy and Adrian Esselstrom, 4,316 items were obtained for our researchers from other libraries. An additional 1,629 articles and 39 titles from our own collection were provided, along with 508 items delivered to faculty and students through our FastBook door-to-door service.

“I love Interlibrary Loan!”
Dr. Louise Collins, Department of Philosophy
sharing scholarship around the world

We are committed to making IU South Bend research and creative works more widely available by adding them to IU’s open access repository, IUScholarWorks. This allows anyone using Google or other search engines to find these publications without having to subscribe to expensive licensed databases.

This past year, we completed the digitization of all master’s theses and issues of student journals and added them to IUScholarWorks.

The journals alone were accessed a total of 31,805 times and total use exceeded 86,000! IU South Bend is the only regional campus in IU to make this kind of impact.

Moreover, Craig Finlay Scholarly Communications Librarian, has another 767 faculty articles identified as copyright permissible for deposit, and is awaiting approval of a campus Open Access Resolution. He plans on adding several new collections, including Master of Public Affairs capstone projects, Aspire magazine, and the resurrected IUSB Review being published by CERES, the new Center for Excellence in Research and Scholarship.

Providing Quality Collections

Libraries across the world are challenged by annual price increases of journals and databases that are twice those of consumer inflation rates. This year, the IU South Bend Libraries were fortunate to receive monies from campus to offset inflation for the next two or three years. We also obtained access to 17 new databases through an IU-wide license.

Along with this, Director of Collection Services Susan Thomas, Acquisitions Technician Elizabeth Bell, and Head of Electronic Services Feng Shan continued to trim high-cost/low-use resources, aggressively negotiate prices, take advantage of lower-cost vendors, and purchase more titles based upon demand. As a result, we were able to significantly increase the number of e-books, streaming media titles, and e-journals for our students, faculty and staff! A few significant additions include:

- **Chronicle of Higher Education**, higher education’s top newspaper
- **Safari Tech Books Online**, 37,000+ technology related books, plus 30,000 videos/tutorials
- **Statista**, a portal to statistics, market research and business intelligence
In addition to purchased materials, **1,417** gift books, scores, and media were added to the collection – **thank you, donors!** Director of Access Support **Scott Opasik** and staff members **Steve Sigety** and **Karen Eggermont**, along with **Feng Shan** ensured that new materials were cataloged and easy to access.

**collection review**

 librarians began reviewing the print collection to identify dated, damaged, and superseded titles. Over 6,400 circulating titles, 10,000 government publications, and 259 bound periodical volumes were removed from the general collection, with 771 sent to the IU Bloomington Libraries’ remote storage facility. To date, 221 books have been rebound or replaced with newer editions as part of the collection review.

**encouraging pleasure reading**

Since research studies suggest that pleasure reading can help students relax, foster empathy, supplement students’ background knowledge, and boost vocabularies, we boosted our popular reading and graphic novel collections. Faculty and staff also love having easy access to the latest fiction and non-fiction, too!

**making distinctive collections accessible**

More of our unique collections are accessible online. There are now 500 items available in IU’s **Archives of Institutional Memory** (AIM), including many of the campus bulletins, several years of Academic Senate minutes, commencement addresses, and more. We now have **203** digitized photographs by local photographer **Richard Feingold** in IU’s **Image Collections Online**.
Our new archivist, Scott Shoger, made great headway in verifying, organizing, and assessing our archives and special collections. He discovered 166 “new” rare books that were in the library but never added to IUCAT - the online catalog - including rare 16th and 17th century titles and items published in Michiana.

Scott also uncovered valuable items from a malfunctioning safe, which revealed the large E. J. W. Fink autograph collection of such notables as J. Edgar Hoover, Eddie Cantor, Jefferson Davis, and Clara Barton! Also in the safe were 12 volumes of the *Journals of the Continental Congress* from September 5, 1774 to November 5, 1787, records of the daily proceedings kept by the office of its secretary, Charles Thomson.

Promoting Student Success

warm and welcoming service

We continually strive to be student-centric, welcoming students in the Schurz Library and Wiekamp Educational Resource Commons (WERC), as well as at Welcome Week, department orientations, IU Family Fest, housing, club meetings, and classrooms.

Pictured left to right: Susan Thomas, Scott Shoger and Steve Sigety
identifying free or low cost textbooks

By showing ways that student textbook costs could be reduced, Craig Finlay received funding from Academic Affairs to offer a five-week faculty summer institute in June. Twenty-four faculty from across the campus attended to learn more about open, free educational resources, available e-texts provided in library electronic resources, and scholarly self-publishing. His institute received high marks from several faculty, many of whom revised their syllabi and assigned fewer high cost textbooks.

Faculty also placed 11% more required and supplemental materials on course reserve, ensuring that students had easy and equitable access. Thanks to Barbara Allen Simpson for her excellent work coordinating this service.

instruction services and fake news

Coordinated by Head of Information Literacy Nancy Colborn, full- and part-time library faculty taught 44 sections of Introduction to Information Literacy, a one-credit general education requirement. The course content and learning objectives were updated to follow the Association of College and Research Libraries information literacy framework, which addresses the current dynamic and often uncertain information ecosystem. One of the new modules in our information literacy course focuses on Fake News, a subject that often appears in today’s headlines. During fall semester, Nancy also taught the graduate course, Topics in Information Literacy, required for all students in the Master of Liberal Studies program.

In addition, librarians provided a total of 61 course-related instruction sessions to 1,389 students. Thirteen of these sessions were taught by Vincci Kwong to students in the Judd Leighton School of Business and Economics. Congratulations to librarians Vincci Kwong, Julie Elliott and Judith Falzon on their receipt of a campus Vision 2020 grant to experiment with Breakout EDU, an immersive learning games platform in the Q110 course.
We use our displays in both the Schurz Library and WERC to educate, highlight new resources, promote diversity, and tell important stories on a wide variety of topics. Below is a great exhibit celebrating Black History Month.

providing quiet and group study

With 254,455 visits to the libraries, quiet study and collaborative spaces for group work continued to be in high demand. The study rooms in Schurz were booked in advance 3,052 times, our two conference rooms 1,171 times, and the One Button Studio 161 times.

Our media equipment (cameras, microphones, etc.) was checked out 592 times and our board games continue to be very popular!

offering on-site tutoring

For the past two years, the Academic Centers for Excellence (ACE) have resided on the 4th floor of the Schurz Library. Students love the new location and extra services that are now offered. ACE Director Dr. Virginia Heidemann reported that the total number of ACE contacts rose to 7,250, a 21% increase over last year.
partnering with clubs

The libraries partnered with **Honors Students** on a book sale held in April. Library staff and student employees worked side by side to sell $1,309.44 worth of materials, with proceeds split evenly between the two groups. Special thanks to Dr. **Dr. Neovi Karakatsanis**, faculty advisor to Honors, **Susan Thomas** Director of Collection Services, and Business Operations Manager **Angie Huff** for coordinating a successful sale.

extending the reach of the WERC

The Wiekamp Educational Resource Commons (WERC) continues to provide needed services and collections for both the campus and local education community.

The number of tours to both constituencies increased by **48%** and the number of participants by **60%**.

Pictured: School of Education Associate Professor, Dr. Terri Hebert, and now retired Supervisor of the WERC, Kim Parker

Our 3D printing service overseen by **Ryan Weber** continued to soar and poster printing remained in high demand, as well. New this year, we added Indiana CORE test review booklets in numerous subjects to help education majors studying for the Educator Licensure.

In the external reviewer’s report for the Libraries’ self-study, Mr. Somers was very impressed by what he learned about the WERC, noting:

> "Throughout my visit, I encountered stakeholders who expressed admiration for how well the WERC supports learning, research, and new pedagogies embracing group projects and high impact educational practices."

recognizing exceptional students

Student employees are an invaluable part of the libraries’ team. Plain and simple, we just could not do all we do without their contributions.
Due to the generous **Michele C. Russo Library Services Student Worker Scholarship Endowment**, we are able to recognize a few exceptional student employees each year who demonstrate both academic excellence and outstanding work in our libraries. This year’s recipients were **Madeline Allin, Carissa White** and **Oyata Bulaya**.

Along with this scholarship, we sponsor the **Library Prize for Undergraduate Research**, which rewards and celebrates sophisticated research skills, reflection on strategies used, and the adept application of library resources. This year’s very deserving winner of the **$500** prize was **Kayla M. Sweet** for the research project titled, “Potential of Mindfulness and Art Therapy for Emergency First Responders”.

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For the third year in a row, IU South Bend honored six distinguished alumni at its **Alumni of the Year** luncheon. Among them was **Anthony (Tony) Smith**, a former student employee whose experience working in the library inspired him to complete an advanced degree in library science from IUPUI. Since that time, Tony has been highly successful – first as the Curator of Collections at the Studebaker National Museum, and then as an Archivist for the College of American Pathologists, the leading association of board-certified pathologists. He established their Records and Information Center and greatly expanded services.

Two years ago, Tony assumed a new role as Sr. Manager of Membership Operations, a very large job given the association’s over 16,500 members. I do want to note that on Tony’s first day as a Schurz Library student assistant, he met his lovely wife,
Engaging the Community

The campus has been preparing to apply for a Carnegie Community Engagement Classification, which recognizes an institutional commitment to deepen the practice of service and to further strengthen bonds between campus and community. Here are a few ways that we reach out to the community:

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<th>Library instruction and tours</th>
<th>Food for Fines</th>
<th>Veterans Book Club, comprised of students, faculty and community members funded by Dorene and Jerry Hammes</th>
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<td>for junior high and high school students, local educators and groups</td>
<td>Proceeds goes to local food banks</td>
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We also participated in a grant-funded community reading program directed by Associate Professor James Vanderveen and Rhiannon Carlson, Veteran Services Coordinator & Counselor, focusing on the powerful book, The Things They Carried, by Tim O’Brien. We devoted our first fall Veterans Book Club to this book and held exhibits in the Schurz library showcasing military art and historical items. Information about the Veterans Book Club is available at https://vetsbookclub.wordpress.com/.
Welcome **Scott Shoger**, the new Archivist and Special Collections Librarian.

And a happy retirement to longtime Supervisor of the Dorothy J. Wiekamp Educational Resource Commons, **Kim Parker**.

Pictured to the left is Kim accepting the **Student Government Association/Student Life 2018 Staff Member of the Year Award**. She will be greatly missed! This October, we hired her replacement **Elizabeth (Betsey) Miller**!

While there are too many individual accomplishments among the librarians and staff to list, I do want to highlight Director of Research/Instruction/outreach **Linda Fisher** for her exceptional leadership as one of three faculty co-chairs overseeing the extensive Higher Learning Commission review of the university.

Please join me in saluting our **incredible team** of library employees for providing the highest level of services and collections to our users.

**Kim Parker**  **Scott Opasik**  **Kirby Cheng**  **Angie Huff**  **Scott Shoger**  
**Adrian Esselstrom**  **Elizabeth Bell**  **Feng Shan**  **Vincci Kwong**  
**Barbara Simpson Allen**  **Linda Fisher**  **Maureen Kennedy**  
**Josephine Johnson**  **Steve Sigety**  **Nancy Colborn**  **Susan Thomas**  
**Ryan Weber**  **Karen Eggermont**  **Shabaun Flanagan**  
**Rhonda Culbertson**  **Julie Elliott**  **Kathy Plodowski**  
**Craig Finlay**  **Elizabeth Miller**