2018 - 2019

Indiana University South Bend Libraries Annual Report
I am pleased to present the 2018-2019 Annual Report of the IU South Bend Libraries. You will read about our many accomplishments fostering student success, expanding access to needed resources, preserving historical materials, and supporting an array of campus initiatives. We just could not have accomplished all we did without an amazing cadre of librarian faculty, staff, and student employees! Many thanks to them for providing superb customer service and continuously striving to improve and grow. Our appreciation extends to campus administration, faculty, and staff who advocate on our behalf. In addition, we are very grateful to our loyal supporters who provide gifts that enable us to supplement the collections, offer programs, and recognize student excellence.

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 (WERC) and see us in action! A few special sites:

Paintings by emeritus Art faculty member, Anthony Droege, Franklin D. Schurz Library, 4th and 5th floors

3D printers, t-shirt and new laminators, Dorothy J. Wiekamp Educational Resource Commons

Vicki Bloom, Dean of Library Services    vdbloom@iusb.edu   574-520-4448
By the numbers

160,688 visitors at Schurz Library
25,014 visitors at the Wiekamp Educational Resource Commons
104,691 website visits
628 conference room bookings
1,731 study rooms scheduled

Trending Up

- Donations
- Access to Archives & Special Collections
- WERC gate count
- Poster printing
- Website visits and visitors
- Research and copyright consultations, Archives questions
- Graduate student use of Interlibrary Loan
- Number of e-journals
- IUScholarWorks, open access repository
- Items placed on Course Reserves
- Circulation
- Digitized media
- Newsletters

Reference Questions

- 1,191
  - Research Consultations
  - 121

Print Books
- 340,990

E-journals
- 161,292

E-books
- 953,821

Databases
- 475

Streaming Media
- 220,749

Image Collections
- 260

Media Collections
- 625

IUScholarWorks
- 325

Provided 5,407 items via Interlibrary Loan
Teaching information literacy and research skills

Key Accomplishments:

- Course-related instruction reached 1,892 students
- Subject, course and how-to guides accessed 18,012 times
- New IU Information Literacy Toolkit
- Began transition to tagged IL courses

The advent of the Internet has led to an unprecedented exchange in information. That is why it is especially important that students achieve a solid foundation in information literacy, which includes the ability to find, evaluate, and use information effectively and ethically. Headed by librarian Nancy Colborn, librarians at the Schurz Library taught 43 sections of the undergraduate information literacy course, Q110, and 1 section of the graduate course, Q510. They also collaborated with faculty to teach 58 course-related instruction sessions in a variety of disciplines. At the Wiekamp Educational Resource Commons, Betsey Miller and other WERC staff provided 19 instruction sessions to 608 students, staff, and faculty members – more than in the previous year.

Along with these efforts, librarians and staff provided tours, participated in online course learning systems, and created or revised guides that organize and highlight library resources specifically for disciplines and courses.

This year, Nancy worked with other instruction librarians across Indiana University to develop the IU Information Literacy Toolkit. Through a series of online teaching modules, faculty are shown how to integrate information literacy concepts more fully into their courses. There are also modules and videos geared to students.

### Most popular Subject Guides:

1. Nursing
2. Social Work
3. Health Sciences

Beginning in fall 2021, the long-running Q110 information literacy course will no longer be required as part of the General Education curriculum. Instead, the Academic Senate approved that existing courses be “tagged” as including an Information Literacy component. While students will be able to fulfill their Information Literacy tag by taking Q110, Nancy, Julie Feighery and Vincci Kwong have begun planning a new delivery model. This includes identifying possible courses and interested faculty, constructing research assignments, revising learning outcomes, and developing assessment measures. A big task indeed!
Recognizing exceptional students

The Schurz Library and Wiekamp Educational Resource Commons could not operate effectively without our phenomenal student employees. Comprising one half of the library’s workforce, they are instrumental in opening and closing the buildings, staffing key service points, shelving and processing materials, updating the website, and so much more!

On the left are two of our exceptional student employees, Madeline Allin and Oyata Bulaya, recipients of the 2019 Michele C. Russo Library Services Student Worker Scholarship. Biology majors, Madeline and Oyata exemplify outstanding work performance while maintaining high academic standards.

The Library Prize for Undergraduate Research 2019, sponsored by gifts from donors, was awarded to a group of students from Dr. Anurag Pant’s fall 2018 M303 Marketing Research class. The research project was titled “Campbell’s Soup” and winning students were Erin Cessna, Andrea Giger, Daniel Miller, Nolan Rhodes, Shazad Singh, and David Yankosky III. This is the first time a business project won the prize!

Congratulations to Interlibrary Loan student worker, Joseph Walls, who won the Undergraduate Research Conference award for Best Presentation in Humanities: https://dt.iusb.edu/viewtopic.php?f=3&t=1344/

Along with these student endeavors, our Library Student Advisory Council helps us hear first-hand from students across campus on how we are doing and what we can do better.

“Working in the library has taught me extensively about organization, time and goal management, as well as customer service. I have always prided myself on organization, but working in this environment has definitely amplified what I already knew. Working in the library has been a wonderful opportunity and has allowed me to grow and learn.”

Madeline

Dr. Pant with student winners
Fostering research excellence

Key Accomplishments:

- 32% increase in research consultations
- 250% rise in questions answered by Archives & Special Collections
- 5,407 items provided by Interlibrary Loan
- Partnership with CERES

The IU South Bend Libraries provides several points of contact for students, staff and faculty seeking research and information assistance, including in-person, phone, email and chat. Despite this, the number of reference questions have been steadily declining. We are not unique, however; this is a nationwide trend in academic libraries. Given this change in service, we revised reference hours and staffing patterns at the Schurz Library.

On the other hand, the number of students and faculty requesting one-on-one research consultations with subject librarians dramatically rose by 32%. Susan Thomas, subject librarian for the health sciences, and Julie Feighery, subject librarian for Liberal Studies, English, Women and Gender Studies, and Theater accounted for 70% of these consultations. They also handled a majority of the reference questions that came directly to librarians’ email accounts. Also of note is the huge upsurge in questions answered by the Archives and Special Collections department.

Also in support of the research enterprise, scholars and readers on campus count on our interlibrary loan staff to obtain materials not available or accessible on campus. Thanks to the efficiency and expertise of Interlibrary Loan Supervisor Maureen Kennedy and assistant Adrian Esselstrom, it is among one of our most popular and applauded services.

We embarked on a new partnership with the Center for Excellence in Research and Scholarship (CERES), created to enhance researcher productivity and improve campus research infrastructure. In collaboration with the CERES director, Librarian Craig Finlay is resurrecting the defunct campus magazine, IUSB Review. Along with hiring and training a student worker to do layout, he solicited and edited faculty submissions. The new issue will be released soon.
Maintaining quality collections

Key Accomplishments:
- 29% increase in e-journals, 6% increase in e-books
- Initial circulation increased 19+%
- Review of print collections
- New shelving for oversized materials
- Subject collection policies completed

Through careful stewardship of our collection funds, we strive to offer the widest possible access to scholarly materials for learning, teaching and research. This is quite challenging given that vendors and publishers impose annual serials price increases between 5-8%. To contain costs, we had to cut $74,418 worth of low-use journals and databases in favor of requesting articles from other libraries or purchasing on-demand. We ordered fewer books, supplemented the collection with 625 donated materials, and carefully moderated streaming media orders. Acquisitions Assistant Liz Bell also found great discounts!

We are fortunate that many of our online resources are available free or at reduced cost by the Indiana State Library, the Indiana University Libraries at Bloomington, and through consortia buying partnerships. This has boosted our holdings, particularly of e-journals and primary resources. For example, our students, faculty and staff now have access to American Indian Newspapers, J Walter Thompson Advertising America, and Medieval Family Life, all sources obtained by IU Bloomington.

Some resources, however, we did need to acquire on our own, including Access World News, which includes the South Bend Tribune and other local newspapers; Orbis, a database of private company data; and Psychotherapy.net, a collection of streaming counseling videos.

Highlighting collections for Hispanic Heritage Month

Using completed subject collection policies as their guide, the subject librarians continued to review the print collection, looking for gaps, damaged materials, and outdated items. As a result, we sent 930 volumes to IU storage’s facility, 308 items were re-bound, 132 titles were updated or replaced, and hundreds of outdated books and second copies were withdrawn.
Director of Research/Instruction/Outreach Linda Fisher, who oversaw government publications, also reviewed our depository collections.

In addition to evaluating the print collection for age and condition, Head of Collection Services Susan Thomas developed a collection plan that identifies data points, such as use, cost, circulation, interlibrary loan borrowing, and expenditure per major that will drive future allocation and purchase decisions. We discovered the most circulated print and media titles come from these call numbers:

<table>
<thead>
<tr>
<th>PZ5-1</th>
<th>PN1993-1999</th>
<th>PS3550-3576</th>
<th>BF1-1000</th>
<th>HV-6001-9999</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Juvenile Literature</td>
<td>Motion pictures</td>
<td>American literature, 1961-</td>
<td>Psychology</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Criminology and Penology</td>
</tr>
</tbody>
</table>

Most widely used full-text databases

- JSTOR
- Academic Search Premier
- ScienceDirect
- Wiley Online Library
- PsycARTICLES
- Science Magazine Online
- SpringerLink
- CINAHL Plus with Full Text (Nursing) - 66% increase
- Business Source Complete
- SocINDEXC with Full Text - 72% increase

Most accessed e-journals

- PLOS One (Public Library of Science)
- The New York Times (1923-Current file)
- American Journal of Public Health
- The Information Society
- Journal of Applied Psychology
- The Atlantic Monthly
- Journal of Consulting and Clinical Psychology

At the Schurz Library, oversized materials were moved to the second floor and arranged horizontally on the shelves. This was done to better preserve their binding and make handling easier. In order to accommodate these new oversized materials, Circulation Supervisor Kathy Plodowski and a small cadre of student workers shifted the entire second floor of periodicals that houses 53,831 volumes!
Expanding access

Key Accomplishments:
• Cataloged and added 83 historical photos to Image Collections Online, 155 documents to Archives of Institutional Memory, 72 items to IUScholarWorks and 460 recordings to Media Collections Online
• Cataloged 743 streaming films
• Doubled the finding aids for Archives/Special Collections
• 146 media items digitized, including 29 films

Since the inception of the very first library, access to information has always been a library’s core mission. We know that learning and knowledge is nurtured when information is accessible and easy to find. Our fantastic team of catalogers and metadata experts, which includes Director of Access Support Scott Opasik, and staff members Steve Sigety, Karen Eggermont, Shabaun Flanagan, and Adrian Esselstrom, were instrumental in making our collections more discoverable. Many others contributed to ensuring our historical, digitized, and growing online collections were accessible as well, including Scott Shoger, Archives and Special Collections librarian, Kirby Cheng, and Head of Information Technology, Feng Shan, Head of Electronic Resources and Scholarly Communication Librarian, Craig Finlay.

Images uploaded to Image Collections Online

Of the numerous treasures that are now online, you will see photographs from the IU South Bend Archives and Special Collections (above), view a speech by Henry Kissinger from 1979, and hear Jorge Muñiz, Professor of Music and composer’s performance of Shakespeare’s Love : An Evening of Songs.
Head of Web Services Vincci Kwong, took measures to ensure that the Libraries’ webpages and room booking system are accessible for users of assistive technology. In conjunction with the Schurz Library Circulation department, Vincci gathered information for a geo-mapping project to enhance IUCAT, the IU online catalog. Now records in IUCAT tell you exactly where a particular item is located on the shelf! Circulation and WERC staff and students also made significant progress in searching and processing 915 missing titles for removal from the catalog.

Getting the word out

Key Accomplishments:
- Successful outreach to graduate students
- Library newsletters rose 100%
- Increased use of poster printing services
- Participation in IU Bicentennial

Creating awareness about library services, collections and programs are vital for any library. Throughout the year, we participated in many activities to welcome and orient new students and faculty, as well as increase the use and visibility of library services and resources. For example, Julie Feighery, Head of Research and Outreach Services and Maureen Kennedy, Supervisor of Interlibrary Loan, promoted interlibrary loan and document delivery to graduate/professional students, resulting in a 55.7% increase in requests for articles. Julie also prepared more newsletters highlighting library activities and collections. Ryan Weber, Assistant Supervisor of the WERC, gave a 3D printing presentation at an Occupational Therapy conference held on campus.

Librarian Rhonda Culbertson and staff members Josephine Johnson, Barb Simpson Allen and Angie Huff also contributed to several outreach efforts. Scott Shoger, Archives and Special Collections Librarian, was tapped throughout the year to assist with Bicentennial planning. Check out an article about IU South Bend Archives and Special Collections in 200: The Bicentennial Magazine.

Community engagement

Key Accomplishments:
- Library instruction for 15 high school classes
- Instruction and tours for K-12 at the WERC
- Hammes Veterans Book Club
Community engagement is an integral part of IU South Bend’s mission. Therefore, it is fitting that the campus submitted an application to receive the Carnegie Engaged Campus Classification. We provided many examples of library outreach and engagement, including instruction and tours for K-12 students, our partnership with Better World Books, Food for Fines proceeds going to the Food Bank of Northern Indiana, and the Hammes Veterans Book Club (https://vetsbookclub.wordpress.com/).

“Freeing” knowledge through Open Access

Key Accomplishments:
- Growth of scholarly depository
- First IU Regional campus to pass Open Access policy

Through the efforts of Craig Finlay, Scholarly Communications Librarian, the Libraries took a leadership role in facilitating free and open access to scholarly, research and creative works produced by the IU South Bend academic community. By depositing their publications into IUScholarWorks, IU’s Institutional Repository, our researchers widen the distribution and impact of their scholarship. There are 325 IU South Bend publications in IUScholarWorks, the most of any regional campus! Craig’s advocacy efforts also resulted in the passing of an Open Access Policy by the Academic Senate, which allows publisher-permissible articles to be added automatically into IUScholarWorks.

Making education more affordable

Key Accomplishments:
- Led 5-week OER faculty workshop
- Awarded faculty grants to create OER textbooks
- Joined the Open Textbook Network

Textbook costs are rising at an alarming rate. Expected to pay $1,200 a year on texts, many college students skip buying required texts at some point in their college career because of a lack of affordability. To address this issue, Craig Finlay, with the assistance of the subject librarians, expanded faculty awareness and availability of Open Educational Resources (OERs). For the second year in a row, Craig taught a five-week faculty institute about open,
free educational resources, available e-texts provided in library electronic resources, and scholarly self-publishing. He also worked with Academic Affairs to award four grants to faculty interested in writing open educational texts. In addition, Craig participated on an IU system-wide committee to secure a membership to the Open Textbook Network. On another front, Assistant Circulation Supervisor Barb Simpson Allen worked with faculty to place 85% more materials on Reserve so all students could check out course material.

**Looking ahead**

We are poised to start the coming year with a sense of accomplishment and excitement about our future. Our new Strategic Plan provides a clear vision and set of attainable goals. Among our aspirations is transforming the Franklin D. Schurz Library into a modern, welcoming 21st century nexus for learning, study and research. Should you be interested in helping us Renovate to Educate, contact my office at 574-520-4448 or Dina Harris, Director of Development, at diharris@iusb.edu - 574-520-4131. You may also contribute directly at: https://library.iusb.edu/about-us/donation.html.

**The Best and the Brightest**

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

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

Welcome new Archives & Special Collections Assistant – Tyler Davis

**Happy retirement** to longtime librarian, Linda Fisher, acquisitions assistant, Elizabeth Bell, and gifts cataloger, Karen Eggermont. While we were sad to see these wonderful colleagues leave, we were equally happy to see them so excited about their next phases in life, and we wish them all the best in their retirements.