

University of West Florida Libraries

# Annual Report FY2018

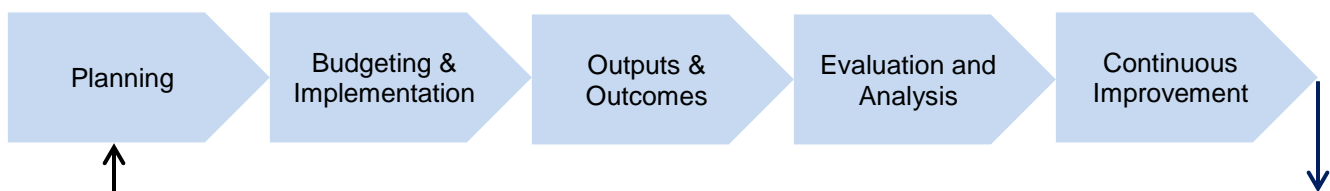
University of West Florida Libraries  
April 10, 2019

## University of West Florida Libraries: Annual Report FY2018

The University Libraries' purpose is to provide information-related resources and services to support the University's learning, teaching, research, and community service missions. It intends to inspire the total individual, encouraging personal, social, and intellectual growth through the acquisition of information and knowledge. The Libraries do this through the following nine objectives:

- Objective 1.0 Provide student-centered, personalized services and relevant intellectual content to support access, learning, and success, regardless of geographic location.
- Objective 2.0 Provide assistance to students, faculty, and staff seeking information, and for using the library and its resources, services, and programs.
- Objective 3.0 Coordinate a comprehensive information literacy program that provides opportunities to demonstrate student learning outcomes in support of academic achievement, career success, and lifelong learning.
- Objective 4.0 Invest in supporting research and creativity through in-house and shared collection development and management, interlibrary loan, and expanding the scope and depth of the libraries' institutional repository.
- Objective 5.0 Empower library faculty and staff in their jobs through professional development opportunities and shared celebration of successes.
- Objective 6.0 Act as a community resource by partnering with local schools and organizations to provide information literacy support and relevant public programming.
- Objective 7.0 Create and manage a flexible, safe, functional, and inviting physical environment that supports all forms of learning, discovery, exchange, and instruction.
- Objective 8.0 Support access to resources and productivity by deploying and managing information technologies including workstations, the online integrated library system, and the libraries' website.
- Objective 9.0 Demonstrate the libraries' value to the institution and other stakeholders.

We have aligned our budget and expenditures to the libraries' objectives and cross walked our plan with the University's Strategic Directions and the Academic Affairs Strategic Master Plan. Our planning cycle emphasizes

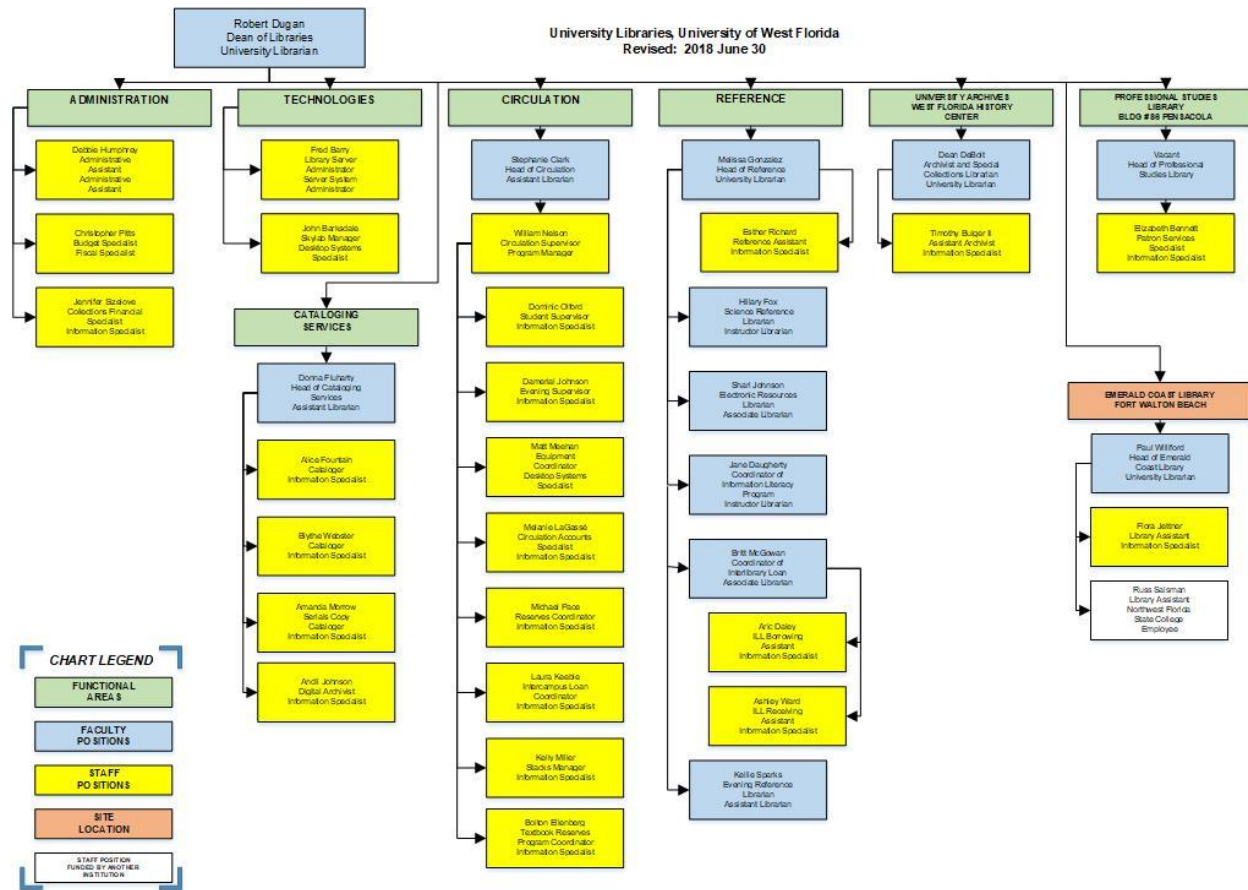


## Staffing

The personnel of the three libraries are classified as faculty, staff, or student assistants. As of the end of June 2018, there are 12 members with faculty status. Library faculty are not tenured, but are classified within four ranks and can be promoted: Instructor, Assistant Librarian, Associate Librarian, and University Librarian. Staff are classified by the University's Office of Human Resources (OHR) based upon their respective job descriptions. The UWF Libraries have 24 staff positions: 18 information specialists; 1 senior administrative specialist; 1 fiscal specialist; 1 program manager; 1 desktop system specialist; 1 server system administrator; and, 1 computer support specialist. Student assistants are paid on an hourly basis and classified as other personnel services (OPS). A student must be enrolled in at least one course to be hired as a student assistant by the Libraries.

<b>FY2018 PERSONNEL ROSTER (July 1, 2017 - June 30, 2018)</b>	
<u>ADMINISTRATION</u>	<u>EMERALD COAST LIBRARY</u>
Robert Dugan, Dean (F)	Paul Williford (F)
Debra Humphrey (S)	Flora Jettner (S)
Robin Crosby (S)	
left 11/6/2017	<u>REFERENCE</u>
Chris Pitts (S)	Melissa Gonzalez (F)
replaced Robin Crosby 4/30/18	Shari Johnson (F)
Fred Barry (S)	L. Britt McGowan (F)
John Barksdale (S)	Kellie Sparks (F)
Jennifer Sizelove (S)	Hillary Fox (F)
	Jane Daughtery (F)
<u>CIRCULATION</u>	Esther Richard (S)
Stephanie Clark (F)	Aric Daley (S)
Bolton Ellenberg (S)	Ashley Ward (S)
D. Michael Ford (S)	
left 8/25/17	<u>CATALOGING SERVICES</u>
Andii Johnson (S)	Donna Fluharty (F)
moved to Cataloging 7/2/17	Alice Fountain (S)
Damerial Johnson (S)	Amanda Morrow (S)
replaced D. Michael Ford 10/8/17	Blythe Webster (S)
Laura Keeble (S)	
Melanie LaGasse (S)	<u>UNIVERSITY ARCHIVES/WEST FL HISTORY CENTER</u>
Matthew Meehan (S)	Dean DeBolt (F)
Kelly Miller (S)	Tmothy Bulger (S)
replaced Andii Johnson 7/30/17	
William "Billy" Nelson (S)	<u>PROFESSIONAL STUDIES LIBRARY</u>
Edward "Dominic" Ollford (S)	Amanda Ziegler (F)
Michael Pace (S)	left 5/25/18
	Elizabeth Bennett (S)
(F) = Faculty; (S) = Staff	

# Organizational Chart as of June 30, 2018



<b>Staffing</b>	<b>FY2016</b>	<b>FY2017</b>	<b>FY2018</b>
<b>Total Library in FTE</b>	46.08	45.42	44.25
total professional/administrative librarians, FTE	11.96	11.43	12.10
total support staff librarians, FTE	23.58	23.50	22.50
total student assistants, FTE	10.54	10.49	9.65
<b>Total of Salaries, Wages and Fringe</b>	<b>\$2,244,735</b>	<b>\$2,257,737</b>	<b>\$2,321,914</b>
aggregate salaries and wages	\$1,677,178	\$1,688,194	\$1,730,887
librarians and professional staff	\$786,510	\$752,491	\$803,716
support staff	\$693,291	\$754,920	\$764,358
student assistants	\$197,377	\$180,783	\$162,813
fringe benefits	\$567,557	\$569,543	\$591,027

<b>Staffing Costs Per Transaction</b>			
	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Total of Salaries, Wages, and Fringe	\$2,244,735	\$2,257,737	\$2,321,914
Headcounts (UWF - Common Data Set)	12,798	13,002	13,071
Visits (entrances) into the Libraries	554,577	519,356	484,639
Total Circulation and Reserves	148,021	141,964	149,617
Reference Transactions	37,975	33,482	32,407
Salaries, Wages, and Fringe Expenditure:			
per student (headcount)	\$175.40	\$173.65	\$177.64
per visit (entrances)	\$4.05	\$4.35	\$4.79
per circulation/reserve transaction	\$15.16	\$15.90	\$15.52
per reference transaction	\$59.11	\$67.43	\$71.65

### *Noted Library Faculty Publication*

Library faculty members Kellie Sparks and Hillary Fox co-authored a chapter on the library's zen zone for Recipes for Mindfulness, to be published by ALA in 2018. Ms. Sparks also published "Applying the Creative Process to Library Branding" for *Marketing Libraries Journal* (Vol. 1, 2017) and co-authored a chapter, The Power of Incubation: Slowing Down to Speed Up Creativity, accepted for McFarland's book *Creativity for Success and Personal Growth for Librarians*. As part of Banned Books Week, Britt McGowan contributed a blog post, Inside Tavern 451: Conversations from the Banned, to ALA's Office of Intellectual Freedom Blog. Dean DeBolt contributed a feature on the Galvez battle to the *Pensacola Historic Preservation Society Newsletter* (May 2018) and co-authored Digital Collections of the University of West Florida Archives and West Florida History Center with Tim Bulger (Archives and WFHC staff member) for the *Journal of Electronic Resources Librarianship* (Vol. 30, No. 1). Mr. DeBolt also contributed a book chapter, West Florida in the Cuban Missile Crisis, to *The Edge of Armageddon: Florida and the Cuban Missile Crisis*.

Library faculty also presented. Hillary Fox and Kellie Sparks presented a poster session, Get Fit While You Sit: UWF Libraries FitDesks, at the 2017 Panhandle Library Access Network annual meeting. They also presented a poster session, Muse Meditation: Mindfulness, Zen, and Academic Stamina Through the Library, at the 2018 Florida Library Association annual conference. Kellie Sparks presented Sparks: the Science and Art of Creativity at the 2017 New York Library Association annual conference and Keeping the Spark Alive: the Science and Art of Sustaining Creativity as a Library Marketer at the 2017 Colorado Association of Academic Libraries annual conference. Hillary Fox collaborated with UWF Nursing faculty to present a poster session, Ethical Considerations for Evidence Implementation and Quality Improvement, at the 2018 Sigma Theta Tau International Honor Society of Nursing 10<sup>th</sup> Anniversary Celebration & Igniting a Spirit of Inquiry Scholarly Program. Ms. Fox also collaborated with UWF Nursing faculty to present Diagnosing Information Literacy Among Pre-Licensure Nursing Students at the 2018 Conference on Teaching and Learning. Stephanie Clark presented a poster session, We Buy Textbooks So Students Don't Have To, at the 2017 Access Services Conference. Dean DeBolt presented West Florida in the Movies and was panel chair for Civil War in West Florida at the Gulf South History and Humanities Conference in October 2017. Mr. DeBolt also

presented Advice from the Archival Trenches at the 2018 Society of Florida Archivists Annual Conference.

## Facilities

The University Libraries create and manage a flexible, functional, and inviting physical environment that supports all forms of learning, discovery, exchange and instruction. As such, the libraries are designed for students to meet, study, and collaborate.

Over the course of the FY2018, the Library has received great support from Facilities in the form of painting and new flooring. The 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors have had walls repaired and repainted; the new flooring has been installed on the 2<sup>nd</sup> and 3<sup>rd</sup> floors. The “storefront” windows on the 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors overlooking the Cannon Green were also replaced. Green Fee funds provided 3 new water bottle filling stations which have been popular with staff and students.

The 1<sup>st</sup> floor Reference collection was reduced by 50% and the shelving repurposed for use primarily on the 2<sup>nd</sup> floor for the Juvenile, Maritime, and Leisure Reading collections. The bound journals were also heavily weeded in anticipation of removing the shelving between the emergency stairwell and Cannon Green windows in FY2019 to create more student study space.

The space gained by reducing the size of the Reference collection was repurposed as the “idea space.” In collaboration with the Center for Entrepreneurship and Hal Marcus College of Science and Engineering, the “idea space” is used for programming related to entrepreneurship and STEM tutoring. HMCSE generously provided 16 mobile nesting tables and 32 chairs to create a welcoming and inviting space for STEM tutoring sessions. On Wednesday afternoons, the Center for Entrepreneurship hosts programming open to the campus and local community. The Center provides sound, lighting, and recording equipment as well as pizza to attract participants.

The Library looks to increase seating whenever possible. During FY2018, 6 mobile tables and 12 mobile chairs were added on the 2<sup>nd</sup> floor in the SmartBoard area. Four lounge chairs were added in the “leisure reading” area to create a comfortable spot for enjoying the paperback, comic book, and McNaughton “hot picks” collections. Temporary tables and chairs used on the 1<sup>st</sup> floor prior to HMCSE purchasing furniture for their tutoring was relocated to the 3<sup>rd</sup> and 4<sup>th</sup> floors to provide additional seating/study options. SkyLab chairs were replaced in December 2017, and the Circulation and Reference service desks also had staff seating replaced.

## Collections

The UWF Libraries have three physical sites with the main library and a branch library on the Pensacola campus, and a branch library on the Emerald Coast Campus in Fort Walton Beach, Florida. Its collections are in a multiplicity of formats supporting the teaching, research and service mission of the institution.



<b>Collections (at end of fiscal year)</b>	<b>FY2016</b>	<b>FY2017</b>	<b>FY2018</b>
Books, serial backfiles, and other paper materials	826,679	814,358	771,012
monographs			
volumes held at end of fiscal year	718,011	704,692	698,513
titles held at end of fiscal year	514,684	516,747	513,020
serial backfiles (bound and unbound periodicals)			
volumes held at end of fiscal year	108,668	109,666	72,499
titles held at end of fiscal year	6,127	6,181	4,316
graphic materials (e.g., prints, pictures, photographs)			
held at end of fiscal year	1,077	1,077	1,077
government documents			
volumes held at end of fiscal year	14,043	14,088	14,300
E-book titles available electronically through the catalog (UWF)	163,860	161,313	162,431
Microform titles discoverable through the catalog	54,715	54,740	53,415
Audio-visual materials (audio formats and video formats)			
audio materials titles held at end of fiscal year	3,087	3,590	4,654
video materials titles held at end of fiscal year	3,658	3,713	3,774
Current print serial titles in catalog	8,893	8,961	9,520
Current electronic serial titles discoverable	132,960	163,835	159,601
Electronic reference sources and aggregation services			
number of citation indexes and abstracts	35	35	36
number of full-text article databases	95	100	105
number of full-text reference sources	18	18	18
Cartographic materials	516	516	516
UWF Archives and West Florida History Center	1,026,531	1,192,873	1,215,338
Institutional Repository			
total items in the IR via uploads	639	635	913
item usage from the IR	not reliable	2,142	1,787

The Libraries are members of The Center for Research Libraries based in Chicago, and the HathiTrust Digital Library.

### *The Textbook Affordability Project*

Students, and their parents, have identified the “high” costs of textbooks as a financial burden; the news media has discussed the high costs of textbooks as a contributor to student debt. The Libraries started a project in August 2015 to purchase course-required print textbooks to meet three objectives:

- help reduce student costs for purchasing print textbooks by purchasing one copy for loan
- improve course pedagogy and student learning by ensuring that students have access to their course-required print textbooks
- contribute to increasing student retention rates.

UWF Libraries applied recurring funding provided through the Provost’s Office to purchase at least one copy of every faculty-required print textbook for all 1000 - 4000 level courses for the Fall 2017, and Spring and Summer 2018 semesters. The libraries purchased 418 textbooks at a total cost of \$36,492.46. The average cost per textbook purchased was \$87.30.

The textbook collection includes 2,028 items – 1,788 purchased specifically for the textbook collection at a total cost of \$161,371.87. The remaining 240 items in the textbook collection were already owned by the library and moved from the general collection to the textbook collection. Students borrowed the textbooks 19,059 times during the 2018 fiscal year bringing the total circulation of this collection from FY16-18 to 39,976. Using an average cost per textbook of \$90.25, the transaction value of the UWF textbook affordability program was \$3,607,834. For every \$1.00 expended on the textbook program, the return was \$22.36.

### Technologies

The libraries provide access to hundreds of desktop workstations and laptops to support student course-required needs. Hardware and software used by students and library personnel are expertly maintained by staff members Fred Barry, Matt Meehan and John Barksdale. To increase productivity, second monitors on student desktop workstations have been added where space permitted.

### Services

The Pace Library is open 112 hours/week during the fall and spring academic semesters; the Professional Studies Library (PSL) is open 62 hours/week and the Emerald Coast Library (ECL) is open 65 hours/week. The Pace Library was open 312 days during the year.



	FY2016	FY2017	FY2018
<b>Public Service Hours at Pace Library</b>			
hours open per week, academic semester	112.0	112	112
number of staffed service points	6	6	6
number of days open during the fiscal year	320	317	312
<b>Gate count (sum of entrances)</b>	<u>554,577</u>	<u>519,356</u>	<u>484,639</u>
Pace Library	485,613	454,405	421,019
Emerald Coast Library	46,464	43,384	41,258
Professional Studies Library	22,500	21,567	22,362
<b>Total hours open at the Pace Library</b>			
Pace Library	4,769.0	4,729	4,654
Gate counts during extended hours open	64,035	61,129	57,545

### *Circulation Services*

Circulation staff are responsible for opening and closing the library, monitoring the physical and security condition of the facilities, collections management including ensuring information resources are in the right place on the shelf, checking out and in resources and equipment loaned, and answering questions when the public Reference Desk is unstaffed among a multiplicity of other tasks.

<b>Circulation Transactions</b>	FY2016	FY2017	FY2018
<b>Total circulation and reserves</b>	<u>148,021</u>	<u>141,964</u>	<u>149,617</u>
circulation transactions, exclude reserves	90,495	78,248	73,406
reserve collection transactions (no renewals)	56,856	63,033	75,494
classroom technology	670	683	717
	FY2016	FY2017	FY2018
Student headcount (UWF Common Data Set)	12,798	13,002	13,071
Per student headcount circulation transactions	11.6	10.9	11.4

### *Reference Services*

Reference is one of the Libraries' most important and effective services. The Reference Desk at the Pace Library is staffed by full-time library faculty and staff for 81 hours each week during the fall and spring academic semesters, including Sunday through Thursday nights, and eight hours each weekend day.

<b>Reference Services</b>			
	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Information services to individuals	<u>37,975</u>	<u>33,482</u>	<u>32,407</u>
Reference interactions under 20 minutes	36,500	30,910	29,009
in-person	31,275	25,480	23,223
virtual	<u>5,225</u>	<u>5,430</u>	<u>5,786</u>
e-mail and text questions	924	914	1,130
reference chat client (ask-a-librarian)	533	549	612
telephone	3,742	3,879	3,963
mail (letter/other)	26	88	81
Reference consultations over 20 minutes	1,475	2,572	3,398
in-person	1,145	1,896	2,626
virtual	<u>330</u>	<u>676</u>	<u>772</u>
e-mail and text questions	268	530	566
reference chat client	4	21	44
telephone	54	103	145
mail	4	22	17
	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Student headcount (UWF Common Data Set)	12,798	13,002	13,071
Per student headcount circulation transactions	3.0	2.6	2.5

### *Interlibrary Loan Services*

UWF Libraries increase user access to information content through resource sharing arrangements with other libraries. UWF's Interlibrary Loan (ILL) services are an effective operation.

<b>Interlibrary Loan (ILL) Services</b>			
	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Interlibrary loans & document provided to others	7,837	6,406	5,224
Interlibrary loans & documents received from others	5,503	6,114	6,150
Net lending ("-" means we are net borrower)	2,334	292	-926

### *Library Instruction Services*

The UWF Libraries' active instruction program promotes information literacy by helping students develop core skills and gain in-depth knowledge of resources in their disciplines supporting their academic coursework and careers. There are 2 group instruction areas in the Pace Library. The primary area used is the Instruction Room on the first floor. A second area is the fifth floor's Skylab. This multimedia lab was designed and constructed to provide a backup instruction area when the first floor Instruction Room was already scheduled and is seeing increased use each semester. Additionally, library faculty are often requested to teach in classrooms located throughout campus.

	FY2016	FY2017	FY2018
<b>Instruction Sessions provided by librarians</b>			
number of instruction sessions provided	225	234	265
total attendance at instruction sessions	4,728	5,847	5,956
average number of students per instruction session	21.0	25.0	22.5
	FY2016	FY2017	FY2018
Student headcount (UWF Common Data Set)	12,798	13,002	13,071
Per student headcount circulation transactions	33.9%	45.0%	45.6%

### *Online Learning*

The UWF Libraries' website is the primary means of 24/7 online access and support. Library faculty have created online research guides to support online learners and provide help to all when the library is closed. These guides provide support information on specific academic subjects and disciplines as well as guides for specific courses. Library faculty have also created self-paced, point-of-need, online tutorials to support information literacy skills and courses. Many of these text and video-based tutorials also contain quizzes that may be assigned by the faculty to assess skills attainment. The online tutorials include basic library orientation, finding books and articles, getting started with a research topic, evaluating sources, and properly citing sources.

<b>Support for Online Learning</b>			
	FY2016	FY2017	FY2018
<b>Electronic Resources and Services</b>			
number of logins via the proxy server	436,293	494,842	653,925
number of successful full-text article requests	560,191	660,818	761,763
number of uses of online library tutorials/orientations	601,212	1,396,254	1,750,253
number of uses of online subject guides (LibGuides)	38,575	34,363	59,718
number of logins for video services		20,391	28,448
<b>Virtual Visits from Outside of the Library</b>			
number of virtual visits to library's website	677,560	643,476	564,677
number of virtual visits to library's catalog	194,625	164,199	159,405

### Library Development

Library faculty and staff were awarded three grants in FY2018. Library faculty members Hillary Fox and Kellie Sparks received a Panhandle Library Association Network (PLAN) Innovation Grant of \$4,780 to purchase Zen Zone virtual reality and various mindfulness tools. The Circulation Department was awarded a \$14,656 Technology Fee project grant to replace 30 iPads in the Student iPad Program. The University Archives and West Florida History Center was awarded a \$2,700 student research award from the UWF Office of Undergraduate Research.

## Outreach

Members of the external general community may use the libraries. With a Libraries-issued card, community patrons may borrow four books and three media, use specific desktop computer workstations with an issued username and password to access the Internet and productivity software, and print to specific printers. Community members borrowed 958 books in FY2018.

Library personnel also engage the community. Library faculty are often asked to interact with K-12 schools either on campus or in the community. The Emerald Coast Library has hosted several community-based art exhibits over the past years.

Library news and events are communicated to library users via the monthly edition of the *Stall Street News*. Social media, such as Facebook and Twitter, are also used to communicate with both internal and external communities.

## Return on Investment

### *Institutional Perspective*

The institutional return on investment (ROI) looks at the values of eight student services and their use:

- studying in the Pace Library
- borrowing a book from the general collection or a DVD from the Media Collection or an e-book from the collection or a course-required textbook on reserve
- borrowing a laptop
- asking reference questions
- receiving an individual research consultation from a reference faculty member
- attending a library instruction session
- using a day study carrel
- using a database from off-campus

The ROI for these services was \$6.56 returned for every \$1.00 invested by the institution in the libraries during FY2018.

We also calculate a ROI from the student's perspective, "How can I get my tuition money's worth from the library?" based upon the 10 most used library services. These services were:

- studying in the Pace Library for one hour during the academic year;
- asking one question of the reference staff or using two research guides developed by the library's faculty;
- use one print textbook on reserve during the academic year rather than purchasing it
- accessing and downloading twelve full text scholarly articles;
- using the library's proxy server to access and download full text articles while at home or while at work to save the student gasoline from having to physically travel twice to campus to do course-based research;
- borrowing two books from the general collection;
- borrowing one book from another library via Interlibrary Loan rather than buying the book;
- borrowing one video for a course or entertainment;

- borrowing a library laptop computer once; and,
- using a library desktop computer workstation once.

A full-time student paid about \$404 of their tuition to support the libraries in FY2018. If they used the minimum level of all of the services above, they would have realized a service value of \$465.68 from the libraries during FY2018. Additionally, the libraries have mounted a Web-based Personal “Return on Investment Calculator” for students to help them determine their personal ROI from their use of the University Libraries.

## A Statistical Profile of the UWF Libraries as of June 30, 2018

LIBRARY RESOURCES		
Collections	FY2017	FY2018
Print monographs		
volumes held	704,692	698,513
titles held at end of fiscal year	516,747	513,020
Serial (bound and unbound periodicals) volumes	109,666	72,499
Graphic materials (e.g., prints, pictures, photographs)	1,077	1,077
Government documents volumes	14,088	14,300
Microform titles	54,740	53,415
Cartographic materials	516	516
E-book volumes held at end of fiscal year	161,313	162,431
Audio media units	3,590	4,654
Video media units	3,713	3,774
Serial titles available through the online catalog	8,961	9,520
print title subscriptions	216	182
electronic titles through databases and title subscriptions	163,835	159,601
Electronic reference sources and aggregation services		
citation indexes and abstracts	35	36
full-text article databases	100	105
full-text reference sources	18	18
Staffing	FY2017	FY2018
Total number of staff in FTE	45.42	44.25
number of professional staff (faculty) in FTE	11.43	12.1
number of support staff in FTE	23.5	22.5
number of student assistants in FTE	10.49	9.65
Technology	FY2017	FY2018
Total productivity / research workstations	255	280
desktop workstations	201	226
SMART Boards	13	13
instruction room workstations	31	31
dedicated online catalog workstations	7	7
microform readers	3	3



	-	-
<b>Facilities</b>	<u>FY2017</u>	<u>FY2018</u>
Total square feet, gross	207,767	207,767
Pace Library	184,802	184,802
Professional Studies Library	2,465	2,465
Fort Walton Beach Library	20,500	20,500
Total user seats at the Pace Library	1,311	1,350
at equipment	281	300
not at equipment	1,030	1,050
<b>LIBRARY EXPENDITURES</b>		
	<u>FY2017</u>	<u>FY2018</u>
Total expenditures	\$3,878,763	
Salaries, wages, and fringe	\$2,257,737	\$2,321,914
Information resources	\$1,304,517	\$1,357,107
Other operating	\$316,510	\$356,625
Expenditures per student (headcount)**		
Total expenditures	\$298.32	\$308.75
Salaries, wages, and fringe	\$173.65	\$177.64
Information resources	\$100.33	\$103.83
Other operating	\$24.34	\$27.28
**previous annual reports used FTE		
<b>THE LIBRARIES AS AN INFORMATION CENTER</b>		
<b>Access</b>	<u>FY2017</u>	<u>FY2018</u>
Hours open per week, academic semester	112	112
Total hours open at the Pace Library	4,729	4,654
Number of days open during the fiscal year	317	312
Gate count (all three libraries)	519,356	484,639
<b>Library Instruction Services</b>	<u>FY2017</u>	<u>FY2018</u>
Number of librarian-led instruction sessions provided	234	265
Total attendance at instruction sessions	5,847	5,956
<b>Information Services (Reference) Transactions</b>	<u>FY2017</u>	<u>FY2018</u>
Total interactions and consultations	33,482	32,407
in-person	27,376	25,849
virtual	6,106	6,558

Interactions under 20 minutes	30,910	29,009
in-person	25,480	23,223
virtual	5,430	5,786
Consultations over 20 minutes	2,572	3,398
in-person	1,896	2,626
virtual	676	772
Reference-developed and supported course pages	20,585	27,010
<b>Interlibrary Loan (ILL) Services</b>	<u>FY2017</u>	<u>FY2018</u>
Interlibrary loans & documents provided to others	6,406	5,224
Interlibrary loans & documents received from others	6,114	6,150
<b>Electronic Resources and Services</b>	<u>FY2017</u>	<u>FY2018</u>
Number of searches (queries) in databases or services	40,534,185	
Number of successful full-text article requests	660,818	761,763
Number of off-campus logins enabled via our proxy servers	494,842	653,925
Number of uses of online library tutorials/orientations	1,396,254	1,750,253
Number of uses of online subject guides	34,363	59,718
Number of logins for video services	20,391	28,448
Number of virtual visits to library's website	643,476	564,677
Number of virtual visits to library's catalog	164,199	159,405
<b>Circulation Transactions</b>	<u>FY2017</u>	<u>FY2018</u>
Total circulation transactions	141,964	149,617
initial circulation and renewals	78,248	73,406
reserves	63,033	75,494
classroom technologies	683	717
Circulation by select format type (does not include renewals)		
print books (total)	15,325	13,802
audio and visual media (total)	2,305	1,790
equipment (excluding laptops, iPads, and cameras)	14,251	16,745
network cables	435	251
Ti-84 calculators	1,465	2,442
camera tripods	228	253
headphones	6,603	7,474

LCD projectors	400	396
miscellaneous equipment	1,373	2,441
SMART Board accessories	3,705	3,345
equipment loaned through the SkyLab	42	143
laptops (total)	12,272	10,482
iPads and Kindles (total)	2,582	2,158
cameras (still and video total)	901	1,099
study carrels (total)	8,914	8,439