University of West Florida Libraries

# Annual Report FY2017

University of West Florida Libraries
January 12, 2018

## Please Note

Activities and data content in this FY2017 Annual Report has been significantly reduced from the FY2015 Annual Report.  For example, the data reported in most of the charts in this Annual Report include only FY2015, FY2016 and FY2017 data, replacing the five to ten fiscal years of data reported in the FY2015 Annual Report. Also, the peer institution benchmarking data in the FY2015 Annual Report has been eliminated.  The sole reason is length; the FY2015 report was 43 pages; the objective was to reduce the page length for this report.

Please refer to the FY2015 Annual Report for considerably more about the Libraries' past activities and longevity data.
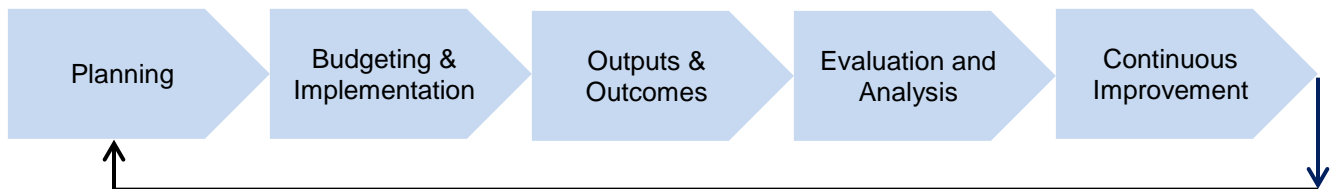
**Robert E. Dugan**
**Dean of University Libraries**
**University of West Florida**
**January 2018**

# University of West Florida Libraries: Annual Report FY2017

The University Libraries' foster environments through which staff provide resources, services and programs supporting learning, teaching and research, and enhances institutional effectiveness through its seven core directions:

- Objective 1.0 Develop and manage relevant intellectual content, balanced across appropriate information formats, to support teaching, research, and service regardless of geographic location.
- Objective 2.0 Provide assistance to users 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 Support access to resources and productivity by deploying and managing information technologies including workstations, the online integrated library system, and the libraries' website.
- Objective 5.0 Create and manage a flexible, functional, and inviting physical environment that supports all forms of learning, discovery, exchange and instruction.
- Objective 6.0 Provide administrative structure and support to manage and achieve the strategic objectives of UWF and the UWF Libraries.
- Objective 7.0 Demonstrate the libraries' value to the institution and other stakeholders.
    We have aligned our budget and expenditures to the libraries' core directions and cross walked our plan with the University's Strategic Plan and the Academic Master Plan.  Our planning cycle emphasizes

Planning → Budgeting & Implementation → Outputs & Outcomes → Evaluation and Analysis → Continuous Improvement
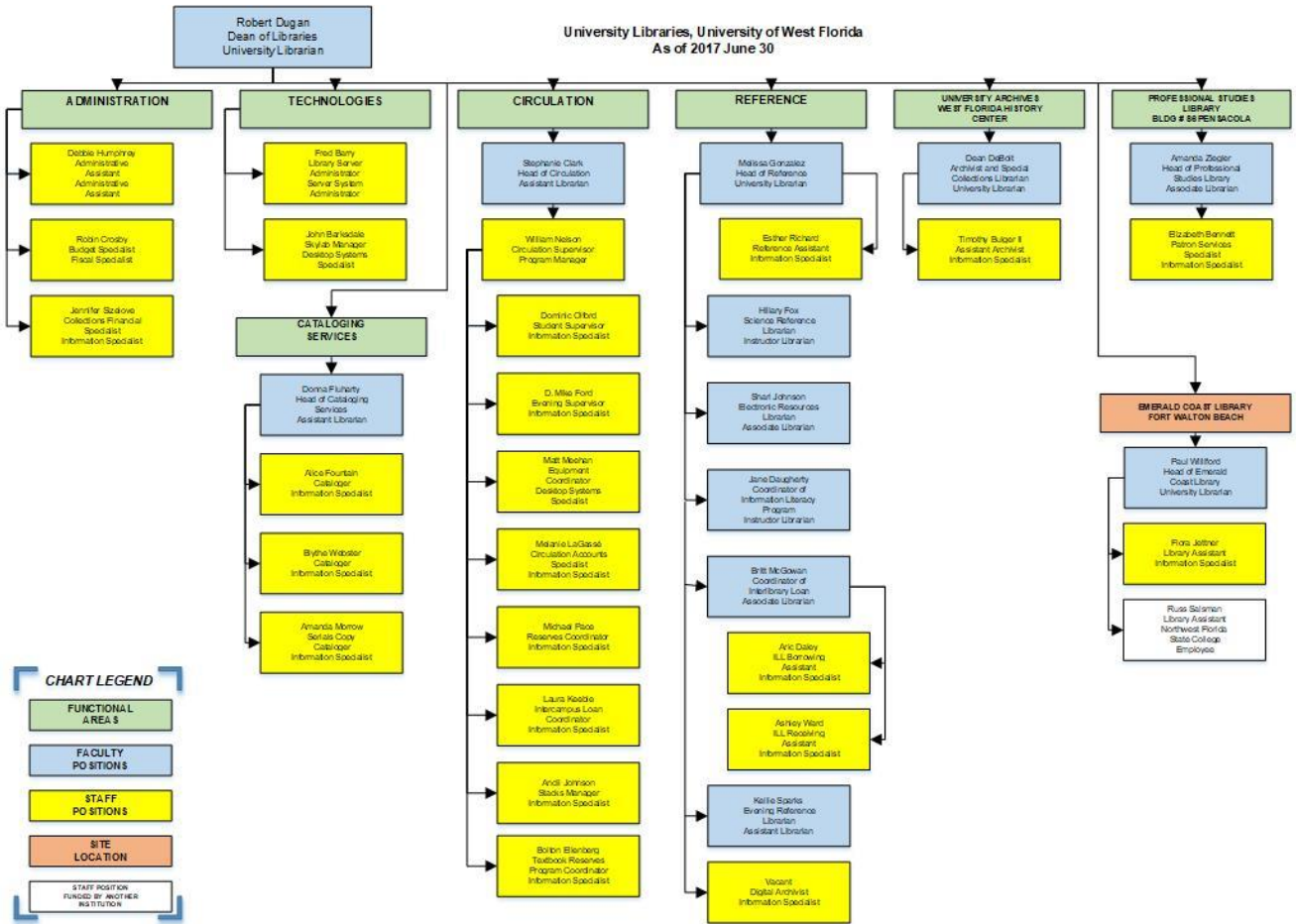
## Staffing

The personnel of the three libraries are classified as faculty, staff, or student assistants. As of the end of June 2017, 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.

| FY2017 PERSONNEL ROSTER (July 1, 2016 - June 30, 2017) ||
|---|---|
| ADMINISTRATION | EMERALD COAST LIBRARY |
| Robert Dugan, Dean (F) | Paul Williford (F) |
| Debra Humphrey (S) | Flora Jettner (S) |
| Robin Crosby (S) | |
| Fred Barry (S) | REFERENCE |
| John Barksdale (S) | Melissa Gonzalez (F) |
| Jennifer Sizelove (S) | Shari Johnson (F) |
| | L. Britt McGowan (F) |
| CATALOGING SERVICES | Kellie Sparks (F) |
| Donna Fluharty (F) | Hillary Fox (F) |
| Alice Fountain (S) | Jane Daughtery (F) |
| Amanda Morrow (S) | replaced C. Thompson on 4/04/2017 |
| Blythe Webster (S) | Esther Richard (S) |
| | Aric Daley (S) |
| CIRCULATION | Ashley Ward (S) |
| Stephanie Clark (F) | Brooke Troutman (S) |
| Laura Keeble (S) | left on 6/02/2017 |
| Matthew Meehan (S) | |
| Michael Pace (S) | UNIVERSITY ARCHIVES/WEST FL HISTORY CENTER |
| Melanie LeGasse (S) | Dean DeBolt (F) |
| Andrea Golanka (S) | Stephanie Johnson (S) |
| left on 8/22/2016 | left on 7/29/2016 |
| Edward "Dominic" Ollford (S) | Tmothy Bulger (S) |
| replaced A. Golanka on 12/05/2016 | replaced S. Johnson on 9/19/2016 |
| D. Michael Ford (S) | |
| Andii Johnson (S) | PROFESSIONAL STUDIES LIBRARY |
| William "Billy" Nelson (S) | Amanda Ziegler (F) |
| Bolton Ellenberg (S) | Elizabeth Bennett (S) |
| | |
| | (F) = Faculty; (S) = Staff |

## Organizational Chart as of June 30, 2017



University Libraries, University of West Florida
As of 2017 June 30

| Staffing | | | |
|---|---|---|---|
| | FY2015 | FY2016 | FY2017 |
| | | | |
| Total Library Staff in FTE | 46.37 | 46.08 | 45.41 |
| | | | |
| total professional/administrative librarians, FTE | 11.07 | 11.96 | 11.43 |
| total support staff librarians, FTE | 23.55 | 23.58 | 23.5 |
| total student assistants, FTE | 11.75 | 10.54 | 10.49 |
| | | | |
| Total of Salaries, Wages and Fringe | $2,148,870 | $2,244,736 | $2,257,737 |
| aggregate salaries and wages | $1,593,705 | $1,677,178 | $1,688,194 |
| librarians and professional staff | $733,171 | $786,510 | $752,491 |
| support staff | $659,048 | $693,291 | 754,920 |
| student assistants | $201,486 | $197,377 | 180,783 |
| fringe benefits | $555,166 | $567,557 | 569,543 |

Staff productivity enabled the Pace Library to increase its hours to open on Sundays at noon, and close Sunday through Thursdays at 2:00 am during the fall 2016 and spring 2017 academic semesters. Hours open are extended to 24/5 (Sunday at noon through Friday at 10:00 pm) the week before and during finals.

| Staffing Costs Per Transaction | | | |
|---|---|---|---|
| | FY2015 | FY2016 | FY2017 |
| Total of Salaries, Wages and Fringe | $2,148,870 | $2,244,736 | $2,257,737 |
| Headcounts (UWF - Common Data Set) | 12,602 | 12,798 | 13,002 |
| Visits (entrances) into the Libraries | 567,252 | 554,577 | 519,356 |
| Total Circulation and Reserves | 141,703 | 148,021 | 141,964 |
| Reference Transactions | 40,534 | 37,975 | 33,482 |
| | | | |
| Salaries, Wages and Fringe Expenditure: | | | |
| per student (headcount) | $170.52 | $175.40 | $173.65 |
| per visit (entrances) | $3.79 | $4.05 | $4.35 |
| per circulation / reserve transaction | $15.16 | $15.16 | $15.90 |
| per reference transaction | $53.01 | $59.11 | $67.43 |

*Noted Library Faculty Publication*

Library faculty members Amanda Ziegler, Kellie Sparks and Britt McGowan co-authored a chapter on Window Graffiti for The Library Outreach Cookbook, to be published by ACRL in 2017. Ms. Ziegler also co-authored a case study with library faculty member Melissa Gonzalez on the Online Personal Librarian program for Library Services for Online Patrons: A Manual for Facilitating Access, Learning and Engagement to be published by ABC-CLIO/Libraries Unlimited in Spring 2018. Ms. Sparks contributed a column for the American Libraries, "The Scoop," blog on "Strengthening Our Voice for Sustainability."

Dean DeBolt (library faculty) contributed the following:
- "Mohammedans in West Florida," Pensacola Historic Preservation Society Newsletter, August 2016, pp. 3-4.
- "The St. Nicholas Girl: Pensacola in 1916," Pensacola Historic Preservation Society Newsletter, December 2016, pp. 3-4. Also in the Genealogical Society of Okaloosa County Newsletter, December 2016.
- "Exploits of Maxine the Elephant," Pensacola Historic Preservation Society Newsletter, February 2017, pp. 3-4; also in Genealogical Society of Okaloosa County Newsletter, February 2017.
- "Pensacola's Connection to the Oxford English Dictionary" -- Part One, Pensacola Historic Preservation Society Newsletter, May 2017, pp. 3-4; Part Two, Pensacola Historic Preservation Society Newsletter, June 2017, pp. 3-4.
- Cuban Missile Crisis in West Florida. Manuscript chapter accepted for publication in late 2017 in a book compilation on Cuban Missile Crisis in Florida from Arcadia Press.

Library faculty also presented. Amanda Ziegler presented "Apples vs. Oranges: Comparing E-book hits to Print Circulation When Making Budget Decisions" poster at the American Library Association Annual Conference June 24, 2017. Hillary Fox & Kellie Sparks presented a poster,

"3-Pronged Approach to UX: Examining the Space, Website Usability, and User Perspectives," and also hosted a roundtable discussion on sustainability of UX practices at 2016 Academic Library Association of Ohio annual conference. Ms. Sparks spoke on "Complementary Therapies in Libraries: A Future Perspective" at 2016 Library Association of City Universities of New York (LACUNY) Institute.  Bob Dugan conducted the following workshops and webcasts:

- "IPEDS Academic Library Definition Changes for 2016–2017."  One of six presenters on a webinar hosted by the ALA/ARL/ACRL Joint Advisory Task Force on the IPEDS Academic Libraries Component, July 28, 2016.
- "Financial Management for Middle Managers."  All-day workshop delivered at the 2016 Triangle Research Libraries Network Management Academy in Chapel Hill, NC, October 3, 2016.
- "Data-Driven Informed Library Budgeting."  Presenter of a 1.5-hour webcast for ACRL on October 13, 2016.
- "ALLStAR Hands-On Workshop." Presenter of two, two hour workshops on using the ALLStAR library metrics portal at the NELLCO Symposium on March 9 and 10, 2017 at Garden City, NY.
- "LLAMA Webinar: Evidence-based Advocacy at National, State and Local Levels." Co-presenter of a 1.5-hour webcast for LLAMA (a division of the American Library Association) on June 7, 2017.

## 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.

The libraries always look to increase seating as well as improve the quality of its spaces. During the fall 2016 semester, 12 mobile tables and 24 mobile chairs were acquired and installed on the second floor of the Pace Library, creating a "mobile collaboration" area. In February 2017, a recently vacated room on the 5th floor was converted into a "Makerspace" supporting Skylab's 3D printing services.

A security gate system (book theft detection) was acquired and installed at the two public doors at the Emerald Coast Library on the Fort Walton Beach campus.

## 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.

| Collections (at end of fiscal year) | FY2015 | FY2016 | FY2017 |
|---|---|---|---|
| | | | |
| Books, serial backfiles, and other paper materials | | | |
| monographs | | | |
| volumes held at end of fiscal year | 725,772 | 718,011 | 704,692 |
| titles held at end of fiscal year | 513,125 | 514,684 | 516,747 |
| serial backfiles (bound and unbound periodicals) | | | |
| volumes held at end of fiscal year | 108,526 | 108,668 | 109,666 |
| titles held at end of fiscal year | 6,037 | 6,127 | 6,181 |
| graphic materials (e.g., prints, pictures, photographs) | | | |
| held at end of fiscal year | 1,153 | 1,077 | 1,077 |
| government documents | | | |
| volumes held at end of fiscal year | 117,346 | 14,043 | 14,088 |
| | | | |
| E-book titles available electronically through the catalog (UWF) | 163,625 | 163,860 | 161,313 |
| | | | |
| Microform titles discoverable through the catalog | 8,440 | 54,715 | 54,740 |
| | | | |
| Audio-visual materials (audio formats and video formats) | | | |
| audio materials titles held at end of fiscal year | 4,684 | 3,087 | 3,590 |
| video materials titles held at end of fiscal year | 3,785 | 3,658 | 3,713 |
| | | | |
| Current print serial titles in catalog | 7,706 | 8,893 | 8,961 |
| | | | |
| Current electronic serial titles discoverable | 86,782 | 132,960 | 163,835 |
| | | | |
| Electronic reference sources and aggregation services | | | |
| number of citation indexes and abstracts | 54 | 35 | 35 |
| number of full-text article databases | 94 | 95 | 100 |
| number of full-text reference sources | 18 | 18 | 18 |
| | | | |
| Cartographic materials | 1,261 | 516 | 516 |
| | | | |
| UWF Archival Collections | | 1,026,531 | 1,192,873 |
| number of queries conducted | | 99,101 | 147,421 |
| | | | |
| Institutional Repository | | | |
| items contributed to the IR via uploads | 1,384 | 639 | 635 |
| item usage from the IR | not reliable | not reliable | 2,142 |

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.

The Pace Library renovated its Circulation space at the end of FY2016 to accommodate additional shelving to expand the course-required print textbook program. Students could borrow the textbooks for two hours at the main library and its two branches.

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 2016, and Spring and Summer 2017 semesters. The libraries purchased 883 textbooks at a total cost of $79,332.73. The average cost per textbook purchased was $89.84.

Students borrowed the textbooks 16,486 times during the 2017 fiscal year. Using the average cost per textbook, the transaction value of the UWF textbook affordability program was $1,481,102. For every $1.00 expended on the textbook program, the return was $18.67.

## Technologies

The libraries provides access to hundreds of desktop workstations and laptops to support student course-required needs. Hardware and software used by students and library personal are expertly maintained by staff members Fred Barry, Matt Meehan and John Barksdale. The number of installed desktop workstations continue to increase. For example, in FY2017, three desktop workstations were installed in the public space on the Pace Library's 4th floor. Another initiative is to install a second monitor on student desktop workstations whenever physical space permits.

## 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 4,729 hours and 317 days during the year.

| | FY2015 | FY2016 | FY2017 |
|---|---|---|---|
| **Public Service Hours at Pace Library** | | | |
| hours open per week, academic semester | 106.5 | 112.0 | 112.0 |
| number of staffed service points | 6 | 6 | 6 |
| number of days open during the fiscal year | 317 | 320 | 317 |
| | | | |
| **Gate Count (sum of entrances)** | 567,252 | 554,577 | 519,356 |
| Pace Library | 494,625 | 485,613 | 454,405 |
| Emerald Coast Library | 46,535 | 46,464 | 43,384 |
| Professional Studies Library | 26,092 | 22,500 | 21,567 |
| | | | |
| **Total Hours Open** at the Pace Library | 4,575.0 | 4,769.0 | 4,729.0 |
| | | | |
| Gate counts during extended hours open | 83,832 | 64,035 | 61,129 |

## *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.

| **Circulation Transactions** | | | |
|---|---|---|---|
| | FY2015 | FY2016 | FY2017 |
| | | | |
| Total circulation and reserves | 141,703 | 148,021 | 141,964 |
| circulation transactions, exclude reserves | 95,410 | 90,495 | 78,248 |
| reserve collection transactions (no renewals) | 45,728 | 56,856 | 63,033 |
| classroom technology | 565 | 670 | 683 |
| | | | |
| As of October 15 each year | 2014 | 2015 | 2016 |
| | | | |
| Number of student headcount (UWF Common Data Set) | 12,602 | 12,798 | 13,002 |
| | | | |
| Per student headcount circulation transactions | 11.2 | 11.6 | 10.9 |

## *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.

| Reference Services | | | |
|---|---|---|---|
| | FY2015 | FY2016 | FY2017 |
| | | | |
| Information services to individuals (sum) | 40,534 | 37,975 | 33,482 |
| | | | |
| Reference interactions under 20 minutes | 38,379 | 36,500 | 30,910 |
|   in-person | 32,790 | 31,275 | 25,480 |
|   virtual | 5,589 | 5,225 | 5,430 |
|     e-mail and text questions | 842 | 924 | 914 |
|     reference chat client (ask-a-librarian) | 319 | 533 | 549 |
|     telephone | 4,428 | 3,742 | 3,879 |
|     mail (letter/other) | | 26 | 88 |
| | | | |
| Reference consultations over 20 minutes | 2,155 | 1,475 | 2,572 |
|   in-person | 2,008 | 1,145 | 1,896 |
|   virtual | 147 | 330 | 676 |
|     e-mail and text questions | 66 | 268 | 530 |
|     reference chat client | 8 | 4 | 21 |
|     telephone | 72 | 54 | 103 |
|     mail | 1 | 4 | 22 |
| | | | |
| As of October 15 each year | 2014 | 2015 | 2016 |
| | | | |
| Number of student headcount (UWF Common Data Set) | 12,602 | 12,798 | 13,002 |
| | | | |
| Per student headcount reference transactions | 3.2 | 3.0 | 2.6 |

Costs are calculated for answering a reference question:

| Reference Transactions Costs | |
|---|---|
| | Cost to Answer a Reference Question |
| FY2012 | $5.21 |
| FY2013 | $7.03 |
| FY2014 | $8.56 |
| FY2015 | $5.87 |
| FY2016 | $12.75 |
| FY2017 | $13.36 |

*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.

| Interlibrary Loan (ILL) Services | FY2015 | FY2016 | FY2017 |
|---|---|---|---|
| | | | |
| Interlibrary loans & document provided to others | 8,959 | 7,837 | 6,406 |
| Interlibrary loans & documents received from others | 4,958 | 5,503 | 6,114 |
| | | | |
| Net lending ("-" means we are net borrower) | 4,001 | 2,334 | 292 |

The calculated transaction costs were:

| Interlibrary Loan Transactions Costs | | |
|---|---|---|
| Fiscal Year | Cost to Fill a Request to Borrow a Book or Article via ILL | Cost to Fill a Request to Lend a Book or Article via ILL |
| FY2012 | $9.67 | $4.18 |
| FY2013 | $11.17 | $3.71 |
| FY2014 | $11.10 | $6.83 |
| FY2015 | $10.99 | $4.75 |
| FY2016 | $9.61 | $5.39 |
| FY2017 | $9.81 | $5.84 |

## *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 and less used 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. Additionally, library faculty are often requested to teach in classrooms located throughout campus.

| Library Instruction Services | | | |
|---|---|---|---|
| | FY2015 | FY2016 | FY2017 |
| | | | |
| Instruction Sessions provided by librarians | | | |
| number of instruction sessions provided | 171 | 225 | 234 |
| total attendance at instruction sessions | 3,410 | 4,728 | 5,847 |
| average number of students per instruction session | 19.9 | 21.0 | 25.0 |
| | | | |
| As of October 15 each year | 2014 | 2015 | 2016 |
| | | | |
| Number of student headcount (UWF Common Data Set) | 12,602 | 12,798 | 13,002 |
| | | | |
| Percentage of student headcount attending a session | 27.1% | 36.9% | 45.0% |

## *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.

| Support for Online Learning | | | |
|---|---|---|---|
| | FY2015 | FY2016 | FY2017 |
| | | | |
| Electronic Resources and Services | | | |
|    number of logins via the proxy server | 312,746 | 436,293 | 494,842 |
|    number of searches (page views) in databases or services | 14,044,650 | 22,933,669 | 40,534,185 |
|    number of successful full-text article requests | 571,093 | 560,191 | 660,818 |
|    number of uses of online library tutorials/orientations | 297,134 | 601,212 | 1,396,254 |
|    number of uses of online subject guides (LibGuides) | 27,385 | 38,575 | 34,363 |
|    number of logins for video services | n/a | n/a | 20,391 |
| | | | |
| Virtual Visits from Outside of the Library | | | |
|    number of virtual visits to library's website | 618,835 | 677,560 | 643,476 |
|    number of virtual visits to library's catalog | 192,412 | 194,625 | 164,199 |
| | | | |
| Reference-developed and Supported Course Web-based Pages | 8,501 | 11,229 | 20,585 |

## Library Development

Library faculty and staff were awarded three grants in FY2017.  Library faculty member Shari Johnson received a $33,696 Technology Fee project grant and acquired the MarketLine Advantage Academic product. John Barksdale, Skylab Manager, received a $17,500 Technology Fee project grant and created a 3D Printing MakerSpace on the Pace Library's 5th floor. Library faculty members Hillary Fox and Kellie Sparks received a Panhandle Library Association Network (PLAN) Innovation Grant of $616.00 and installed two FitDesks on the second floor of the Pace Library.

## 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 1,028 books in FY2017.

   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 $6.72 returned for every $1.00 invested by the institution in the libraries during FY2017.

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 $391 of their tuition to support the libraries in FY2017. If they used the minimum level of all of the services above, they would have realized a service value of $451.24 from the libraries during FY2017. 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, 2017 | | |
|---|---|---|
| | | |
| **LIBRARY RESOURCES** | | |
| | FY2017 | FY2016 |
| Collections | | |
| Print monographs | | |
| volumes held | 704,692 | 718,011 |
| titles held | 516,747 | 514,684 |
| Serial (bound and unbound periodicals) volumes | 109,666 | 108,668 |
| Graphic materials (e.g., prints, pictures, photographs) | 1,077 | 1,077 |
| Government documents volumes | 14,088 | 14,043 |
| Microforms titles | 54,740 | 54,715 |
| Cartographic materials | 516 | 516 |
| | | |
| E-books volumes held at end of fiscal year | 161,313 | 163,860 |
| | | |
| Audio media units | 3,590 | 3,087 |
| Video media units | 3,713 | 3,658 |
| | | |
| Serial titles available through the online catalog | 8,961 | 8,641 |
| print title subscriptions | 216 | 252 |
| electronic titles through databases and title subscriptions | 163,835 | 132,960 |
| | | |
| Electronic reference sources and aggregation services | | |
| citation indexes and abstracts | 35 | 35 |
| full-text article databases | 100 | 95 |
| full-text reference sources | 18 | 18 |
| | | |
| **Staffing** | FY2017 | FY2016 |
| Total number of staff in FTE | 45.41 | 46.08 |
| number of professional staff (faculty) in FTE | 11.43 | 11.96 |
| number of support staff in FTE | 23.5 | 23.58 |
| number of student assistants in FTE | 10.49 | 10.54 |
| | | |
| | | |
| **Technology** | FY2017 | FY2016 |
| Total productivity / research workstations | 255 | 242 |
| desktop workstations | 201 | 191 |
| SMART Boards | 13 | 13 |
| instruction room workstations | 31 | 31 |
| dedicated online catalog workstations | 7 | 4 |
| microform readers | 3 | 3 |
| | | |
| **Facilities** | FY2017 | FY2016 |
| 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 | <u>1,311</u> | <u>1,246</u> |
| at equipment | 281 | 265 |
| not at equipment | 1,030 | 981 |
| | | |
| **LIBRARY EXPENDITURES** | | |
| | **FY2017** | **FY2016** |
| Total expenditures | <u>$3,878,763</u> | <u>$3,800,913</u> |
| Salaries, wages and fringe | $2,257,736 | $2,244,735 |
| Information resources | $1,304,517 | $1,218,793 |
| Other operating | $316,510 | $337,385 |
| | | |
| Expenditures per student FTE | | |
| Total expenditures | <u>$381.17</u> | <u>$373.52</u> |
| Salaries, wages and fringe | $221.87 | $220.59 |
| Information resources | $128.20 | $119.77 |
| Other operating | $31.10 | $33.16 |
| | | |
| **THE LIBRARIES AS AN INFORMATION CENTER** | | |
| | | |
| **Access** | **FY2017** | **FY2016** |
| Hours open per week, academic semester | 112.0 | 112.0 |
| Total hours open at the Pace Library | 4,729.0 | 4,769.0 |
| Number of days open during the fiscal year | 317 | 320 |
| Gate count (all three libraries) | 519,356 | 554,577 |
| | | |
| **Library Instruction Services** | **FY2017** | **FY2016** |
| Number of librarian-led instruction sessions provided | 234 | 225 |
| Total attendance at instruction sessions | 5,847 | 4,728 |
| | | |
| **Information Services (Reference) Transactions** | **FY2017** | **FY2016** |
| Total interactions and consultations | <u>33,482</u> | <u>39,975</u> |
| in-person | 27,376 | 32,420 |
| virtual | 6,106 | 5,555 |
| | | |
| Interactions under 20 minutes | <u>30,910</u> | <u>36,500</u> |
| in-person | 25,480 | 31,275 |
| virtual | 5,430 | 5,225 |
| | | |
| Consultations over 20 minutes | <u>2,572</u> | <u>1,475</u> |
| in-person | 1,896 | 1,145 |
| virtual | 676 | 330 |
| | | |
| Reference-developed and supported course pages | | 11,229 |
| | | |
| **Interlibrary Loan (ILL) Services** | **FY2017** | **FY2016** |
| Interlibrary loans & document provided to others | 6,406 | 8,959 |
| Interlibrary loans & documents received from others | 6,114 | 4,958 |

| Electronic Resources and Services | FY2017 | FY2016 |
|---|---|---|
| Number of searches (queries) in databases or services | 40,534,185 | 22,933,669 |
| Number of successful full-text article requests | 660,818 | 560,191 |
| Number of off-campus logins enabled via our proxy server | 494,842 | 436,293 |
| | | |
| Number of uses of online library tutorials/orientations | 1,396,254 | 601,212 |
| Number of uses of online subject guides | 34,363 | 38,575 |
| Number of logins for video services | 20,391 | |
| | | |
| Number of virtual visits to library's website | 643,476 | 618,835 |
| Number of virtual visits to library's catalog | 164,199 | 192,412 |
| | | |
| **Circulation Transactions** | **FY2017** | **FY2016** |
| Total circulation transactions | 141,964 | 148,021 |
| initial circulation and renewals | 78,248 | 90,495 |
| reserves | 63,033 | 56,856 |
| classroom technologies | 683 | 670 |
| | | |
| Circulation by select format type (does not include renewals) | | |
| print books (total) | 15,325 | 16,726 |
| audio and visual media (total) | 2,305 | 2,366 |
| equipment (excluding laptops, iPads and cameras) | 14,251 | 14,979 |
| network cables | 435 | 571 |
| Ti-84 calculators | 1,465 | 1,953 |
| camera tripods | 228 | 291 |
| headphones | 6,603 | 6,462 |
| LCD projectors | 400 | 508 |
| miscellaneous equipment | 1,373 | 1,282 |
| SMART Board accessories | 3,705 | 3,831 |
| equipment loaned through the SkyLab | 42 | 81 |
| laptops (total) | 12,272 | 13,829 |
| iPads and Kindles (total) | 2,582 | 2,528 |
| cameras (still and video total) | 2,901 | 996 |
| study carrels (total) | 8,914 | 8,925 |