UNIVERSITY OF WEST FLORIDA LIBRARIES

FY2022 ANNUAL REPORT

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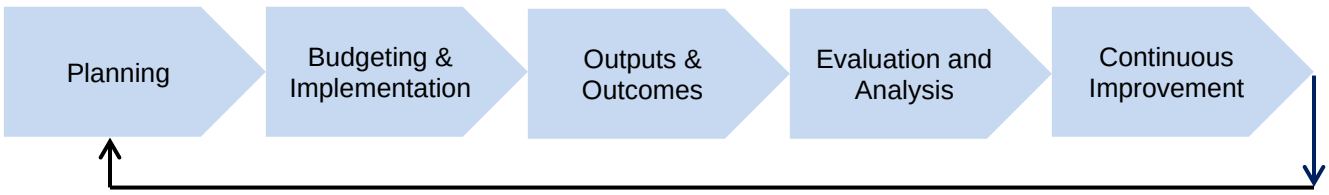
University of West Florida Libraries: Strategic Objectives

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



FY2022 Accomplishments

Adobe Creative Suite Virtual Lab

The Libraries, in collaboration with UWF ITS, provides access to the Adobe Creative Suite through a virtual lab. This service began when the University was closed due to COVID-19, allowing students to use remote desktop software to log into library computers from home to use this particular software suite. It remained a popular service even as the University reopened to students. It's now available to anyone with valid Argonet credentials through ArgoApps and continues to be one of the library's most used services.

Pressbooks

Pressbooks provides an open access publishing platform, allowing users to adapt or develop open access publications. In an effort to expand open educational resource (OER) options and opportunities for faculty to create their own OERs, the library subscribed to Pressbooks. UWF's first Pressbook was published to support a Medical Terminology course, replacing a $60 traditional textbook. Providing this free textbook will save students approximately $35,000 in textbook costs in an academic year.

OER Faculty Awards

The Library, in collaboration with the Division of Academic Affairs and the Center for Teaching, Learning, and Technology (CTLT), offered stipends to support faculty in the development of OERS for use in their courses. Stipends to support adopting an OER, adapting an existing OER, or developing an original OER were offered, and nine awards were made. Each faculty member was paired with a mentor, and student assistants were available through the Office of Undergraduate Research to provide assistance as well. Projected savings for students in textbook costs is $144,000 to $189,000.

BibliU

The Textbook Reserves Program, funded by the Office of the Provost, expanded to include BibliU e-textbooks. BibliU negotiates with publishers to provide licensing for e-textbooks and provides a pricing model that charges for access once a certain threshold is met by student use (usually 10% of the book). This allows students to have access to their textbook through Canvas at no cost, and only bills the library if the student uses the book beyond the threshold level. Currently, some general education courses in CASSH and CEPS are supported through this program (availability of e-textbooks is dependent on the publisher and changes each semester).

Esploro Implementation

The institutional repository is migrating to a research information management system, Esploro. This system will allow us to host faculty profiles that include scholarship, grants, courses, and other activities, providing a fuller view of scholarship and creative activities across the Colleges. As part of a Technology Fee project to fully implement the system, the Libraries are partnering with the Office of Undergraduate Research and Research Administration and Engagement to further develop faculty profiles to allow faculty to designate interest in serving as an undergraduate research mentor and to include tags and metadata so that industry partners can easily find and connect with UWF researchers of relevance to them.

Alma Digital Implementation

Alma Digital (AlmaD) provides a digital object repository that will support assets from Esploro but also provide space for Archives/West Florida History Center collections. Archives/WFHC is migrating from the Islandora platform to AlmaD to provide better local control of collections and integrate the collections into the overall ILS and discovery platform for better accessibility.

ArchiveIt Implementation

The Voyager student newspaper is of high interest to the University Archives but has had limited availability to be appropriately preserved since it's primarily an online publication. A Technology Fee grant provided funding to implement ArchiveIt which is a service that can preserve websites over time. The expectation is we will expand the UWF-related sites this service can crawl to create a digital University Archive to further document the history of UWF.

Faculty/Staff Publications and Presentations

Liza Campbell:

- Florida Association of College & Research Libraries (FACRL) - "Writing DEI policy for Technical Services Cataloging", presented recorded lightning round on Oct 15, 2021.
- Northeast Florida Library Information Network (NEFLIN) - "Writing DEI policy for Technical Services" (live online presentation at their Technical Services Interest Group on Feb 18, 2022.

Dean DeBolt:

- "How General Andy Came to Plaza Ferdinand," Newsletter of the Pensacola Historic Preservation Society, October 2021, p. 3.
- "A Thanksgiving Tale," Newsletter of the Pensacola Historic Preservation Society, November 2021, pp. 3-4.
- "Confederate Postmaster Provisionals," Newsletter of the Pensacola Historic Preservation Society, February 2022, pp. 3-4.
- "West Florida History—Kudzu," Newsletter of the Pensacola Historic Preservation Society, April 2022, pp. 3-4.
- "Early History of the Pensacola Post Office," Newsletter of the Pensacola Historic Preservation Society, June 2022, pp. 3-4.
- Preventing Storm Damage to Your Historic Documents. Virtual presentation to 2021 Florida Panhandle Archaeological Network (Tallahassee, FL).
- From Circuses to Flight Barometer: The Escapades of Maxine. Virtual presentation at Gulf South History and Humanities Conference, Baton Rouge, October 16, 2021.

Michelle Finley:

- Tips for Interviewing in Academic Libraries LibLearnX-American Library Association; January 24, 2022

Melissa Gonzalez:

- "Using Diversity Codes for a Retrospective Assessment of an Academic Library Collection." Florida Association of College & Research Libraries Virtual Conference, October 15, 2021
- "Diverse Experiences on Diversity Audits." (panelist) Michigan Library Association webinar, March 15, 2022

Cindy Gruwell:

- Ewing, R.L. & Gruwell, C.A. (2022). Critical Thinking in Academic Research. Minnesota State Colleges and Universities. https://minnstate.pressbooks.pub/ctar/ [Open Access Book]
- Gruwell, C. (2021). Medicine. In Cheryl LaGuardia (Ed.). Magazines for Libraries, (30th ed.)Proquest, LLC [Chapter]
- Presenter. (2021). Northeast Institutional Repository Day 2021. IR Outreach: Reaching Beyond the Regular
- Presenter. (2022).Florida Library Virtual Campus, OER Summit, Jumpstarting a Stalled OER Project.

Cindy Gruwell and Andii Johnson:

- Presenters. (2022). Southern Mississippi Institutional Institutional Repository Conference (SMIRC), "How did that horse get there? Taming our Policy and Process Chaos Cart?"

Chris Levesque:

- Chris Levesque. Review of Brokhausen, Nick, We Few: U.S. Special Forces in Vietnam. H-War, H-Net Reviews. May, 2022. URL: https://www.h-net.org/reviews/showrev.php?id=52532
- Levesque, Christopher J. "Teaching Colonization and Decolonization During the 'CRT' Panic." The Activist History Review, Winter 2021 (February 11, 2022). https://activisthistory.com/2022/02/11/teaching-colonization-and-decolonization-during-the-crt-panic/
- Levesque, Christopher J. Review of Road to Disaster: A New History of America's Descent into Vietnam by Brian VanDeMark, Journal of American History 107, no. 2 (2020): 537-538.
- "Asynchronous Online Library Instruction for First Year Experience During the Pandemic," presented at Teaching, Learning, & Technology Conference 2022, May 17-18, 2022, College of Charleston. https://tlt.cofc.edu/tltcon/
- "Dissent in the Ranks: Questioning the Conduct of the War from Vietnam to Afghanistan," presented at the Eighty-Eighth Annual Meeting of the Society for Military History, April 28 – May 1, 2022, Fort Worth, Texas.

Britt McGowan and Melissa Gonzalez:

- Baird, Joanne P. E., Adam Anz, James Andrews, Hillary A. Plummer, Britt McGowan, Melissa Gonzalez, and Steve Jordan. "Cellular Augmentation of Anterior Cruciate

Ligament Surgery Is Not Currently Evidence Based: A Systematic Review of Clinical Studies." Arthroscopy: The Journal of Arthroscopic and Related Surgery. 38, no. 6 (June 2022). doi:10.1016/j.arthro.2021.11.056.

Kellie Sparks:

- Sparks, K. (2021). Thoughtful Faculty Outreach. Presented at Panhandle Library Association Virtual Conference on July 16, 2021. {Virtual Lightning Presentation}

Grants

Dean DeBolt:

- National Endowment for the Humanities, Preserving Digital Objects with Restricted Resources
- UWF Technology Fee, Preserving Voyager through Webcrawling (Archive-It)

Cindy Gruwell:

- UWF Technology Fee, Supporting Undergraduate Researchers and Faculty Mentors
- Faculty Open Educational Resources Award, serves as mentor to Dr. Kathy Andresen in adapting an OER for NUR4828 Nursing Systems Management
- Faculty Open Educational Resources Award, serves as mentor to Dr. Andrea Nelson and Ms. Katherine Green in developing an OER for HSC3034 Career Essentials for Healthcare

Shari Johnson:

- Faculty Open Educational Resources Award, serves as mentor to Ms. Emily Harris in adapting an OER for EVR2001 Introduction to Environmental Science

Chris Levesque:

- Faculty Open Educational Resources Award, serves as mentor to Dr. Tim Morse in developing an OER for EEX4254 Instructional Strategies for Teaching Students with Exceptionalities
- Faculty Open Educational Resources Award, serves as mentor to Dr. Jennifer Stark in developing an OER for SCE4310 Teaching Science in Elementary Schools

Britt McGowan:

- Faculty Open Educational Resources Award, serves as mentor to Dr. Judy Young in developing an OER for LIT2000 Introduction to Literature

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.

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.

Since Fall 2017, UWF Libraries has received 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. In FY22, the libraries purchased 377 textbooks at a total cost of $29,897.96

The textbook collection includes 3,632 items with a total cost of $326,092.24 Students borrowed the textbooks 5,726 times during the 2022 fiscal year bringing the total circulation of this collection from FY16-22 to 81,138. Using an average cost per textbook of $79.30, the transaction value of the UWF textbook affordability program was $6,434,243.40. For every $1.00 expended on the textbook program, the return was $19.73.

Funds from the Textbook Reserves Program were also used to support subscribing to Pressbooks, licensing BibliU e-textbooks, and funding the Summer 2022 Faculty Open Educational Resources (OER) Awards. Funding was available to support adopting, adapting, or developing an OER to support courses to be taught as early as Spring 2023 and/or in the 2024 academic year. Each faculty member was paired with a mentor, and student assistants were available through the Office of Undergraduate Research to provide assistance as well. Nine awards were made with projected savings for students in textbook costs of $144,000 to $189,000.

Technologies

The libraries continue to provide access to a variety of technologies to support student course-required and creative needs. Students have access to laptops with creative software, ipads, kindles, still and video cameras, microphones and web cameras that can be checked out for varying periods of time. For most equipment, students can reserve the needed equipment for a customized amount of time to ensure they are able to complete coursework and other projects without interruption. The libraries, in collaboration with University ITS, also provide access to an Adobe Creative Suite virtual lab through ArgoApps.

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 or large screen monitors on student desktop workstations have been added where space permitted. Cameras (still and video), microphones, and creative software are also available to support the increasing use of audio and visual projects in coursework. 3D printers are available in the SkyLab with staff available to assist in creating and executing projects, including a JellyBOX 3D printer kit that allows students to build and customize a 3D printer for a DIY learning experience.

Memberships

The libraries maintain memberships in relevant shared print and cooperative collection building organizations that provide broader access to collections than could be housed in our physical collections.

These memberships include:

- Center for Research Libraries – an international consortium of research libraries that provides access to primary source materials from around the world
- HathiTrust Digital Library – provides a repository for and access to digitized collections as well as contributes to best practices for managing content
- Eastern Academics Scholars' Trust (EAST) – a shared print program supporting over 80 organizations in 13 states to retain unique scholarly resources

Services

Services returned very close to "normal" in FY2022. Hours were restored and service desks were staffed again. Plexiglass remained in place as well as access to hand sanitizer and other cleaning products. Remote work options were offered by the University and several staff pursued working from home one day a week.

Service statistics increased over FY2021 but were not quite as high as pre-Covid semesters. At the same time, many of the changes made to services to make them accessible to remote students remained in place. Instruction sessions were recorded and made available through Canvas. Research consultations could be scheduled in person or virtually to accommodate students regardless of where they were. Equipment reservations continued with flexible loan times determined by the student's needs. The virtual lab remained active and was included in ArgoApps, making it easier for students to find and use.

The UWF Libraries' website is the primary means of 24/7 online access and support. Library faculty continue to create and maintain online research guides to support online learners and provide help to all regardless of their location. 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.

Please see Appendix B for Service Statistics.

Outreach

One of the most well-received outreach activities in FY22 was a collaboration with The Art Gallery (TAG) to host an exhibit by faculty member Dr. Wade Jeffrey of his Antarctica photographs. The exhibit was in the 2nd floor multipurpose room in the library and open to the public. A reception and talk by Dr. Jeffrey was held in November 2021.

Other outreach efforts included virtual presentations by Dean DeBolt, Stories from the Archives, featuring special collections highlighting unique events in the Pensacola area. The Marketing and Outreach Committee also participated in several tabling opportunities at a variety of campus events throughout the year. The Committee was also able to bring Paws 'n' Play back to the library, providing therapy dogs and other destressing activities to students during high stress points in the semester (e.g., midterms and finals).

Library news and events are primarily shared through targeted outreach, the Faculty & Staff Newsletter, and social media, such as Facebook and Twitter, providing updates to the UWF community regardless of where they were located during the academic year.

Return on Investment

Institutional Perspective

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

- studying in the Pace Library
- borrowing a book or an ebook from the general 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
- streaming a video/movie

The ROI for these services was $5.28 returned for every $1.00 invested by the institution in the libraries during FY2022.

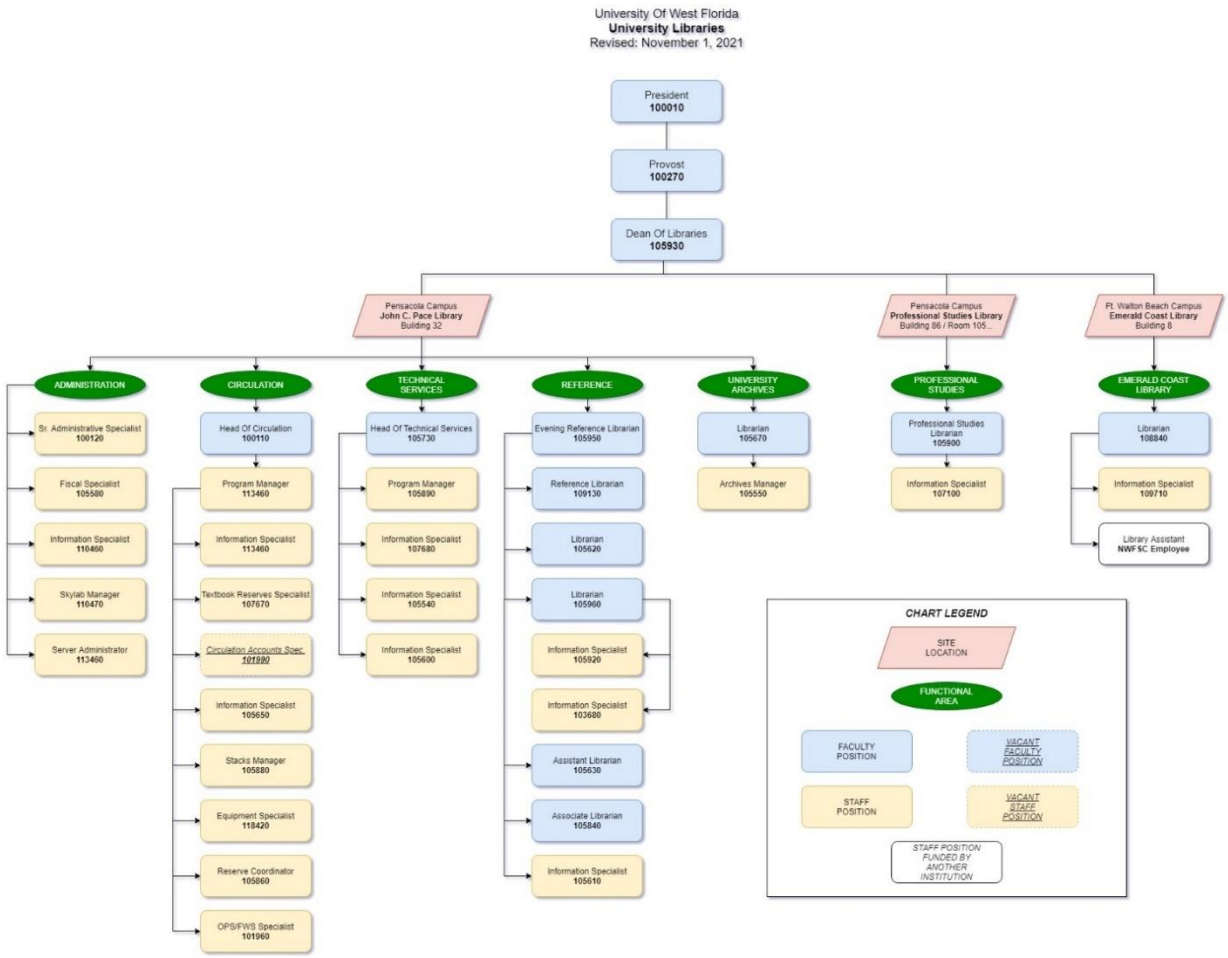
Student Perspective

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 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;
- accessing two ebooks from the collection;
- borrowing one book from another library via Interlibrary Loan rather than buying the book;
- streaming 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 $308 of their tuition to support the libraries in FY2022. If they used the minimum level of all of the services above, they would have realized a service value of $815.94 from the libraries during FY2022. 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.

Appendix A: Organizational Chart and Personnel Roster


University Of West Florida
University Libraries
Revised: November 1, 2021
President
100010
Provost
100270
Dean Of Libraries
105930
Pensacola Campus
John C. Pace Library
Building 32
Pensacola Campus
Professional Studies Library
Building 86 / Room 105...
Ft. Walton Beach Campus
Emerald Coast Library
Building 8
ADMINISTRATION
Sr. Administrative Specialist
100120
Fiscal Specialist
105580
Information Specialist
110460
Skylab Manager
110470
Server Administrator
113460
CIRCULATION
Head Of Circulation
100110
Program Manager
113460
Information Specialist
113460
Textbook Reserves Specialist
107670
Circulation Accounts Spec
101990
Information Specialist
105650
Stacks Manager
105880
Equipment Specialist
118420
Reserve Coordinator
105860
OPS/FWS Specialist
101960
TECHNICAL SERVICES
Head Of Technical Services
105730
Program Manager
105890
Information Specialist
107680
Information Specialist
105540
Information Specialist
105600
REFERENCE
Evening Reference Librarian
105950
Reference Librarian
109130
Librarian
105620
Librarian
105960
Information Specialist
105920
Information Specialist
103680
Assistant Librarian
105630
Associate Librarian
105840
Information Specialist
105610
UNIVERSITY ARCHIVES
Librarian
105670
Archives Manager
105550
PROFESSIONAL STUDIES
Professional Studies Librarian
105990
Information Specialist
107100
EMERALD COAST LIBRARY
Librarian
108840
Information Specialist
109710
Library Assistant
NWFSC Employee
CHART LEGEND
SITE LOCATION
FUNCTIONAL AREA
FACULTY POSITION
VACANT FACULTY POSITION
STAFF POSITION
VACANT STAFF POSITION
STAFF POSITION FUNDED BY ANOTHER INSTITUTION

FY2022 PERSONNEL ROSTER (July 1, 2021 - June 30, 2022)	
ADMINISTRATION	REFERENCE
Stephanie Clark, Dean (F)	Ben Bell (F)
John Barksdale (S)	last day was 2/17/2022
Fred Barry (S)	Aric Daley (S)
Debra Humphrey (S)	Melissa Gonzalez (F)
Chris Pitts (S)	Cindy Gruwell (F)
Jennifer Sizelove (S)	Shari Johnson (F)
	L. Britt McGowan (F)
CIRCULATION	Esther Richard (S)
Madison Atchley (S)	Kellie Sparks (F)
last day was 4/29/2022	Ashley Ward (S)
Josh Camacho (S)	
last day was 1/5/2022	CATALOGING SERVICES
Michelle Finley (F)	Liza Campbell (F)
Bianca Jimmerson (S)	Angela Faircloth (S)
moved to PSL 11/1/2021	first day was 5/2/2022
Laura Keeble (S)	Andii Johnson (S)
Lorrena Matroni (S)	Amanda Morrow (S)
first day was 3/21/2022	Edna Sheppard (S)
Andrea McArthur (S)	last day was 10/22/2021
Matthew Meehan (S)	Blythe Webster (S)
William "Billy" Nelson (S)	
Michael Pace (S)	UNIVERSITY ARCHIVES/WEST FL HISTORY CENTER
Sarah Smith (S)	Dean DeBolt (F)
Lauren Watkins (S)	Tmothy Bulger (S)
first day was 6/13/2022	
PROFESSIONAL STUDIES LIBRARY	EMERALD COAST LIBRARY
Biance Jimmerson	Paul Williford (F)
moved from Circ 11/1/2021	Flora Jettner (S)
Christopher Levesque (F)	
(F) = Faculty; (S) = Staff; (T) = Temporary	

Appendix B: Service Statistics

Staffing

Staffing	FY2020	FY2021	FY2022
Total Library in FTE	42.40	39.15	39.76
total professional/administrative librarians, FTE	10.23	11.88	11.70
total support staff librarians, FTE	24.69	24.31	23.10
total student assistants, FTE	7.48	2.96	4.96
Total of Salaries, Wages and Fringe	$2,334,892	$2,433,057	$2,483,551
aggregate salaries and wages	$1,691,143	$1,698,846	$1,734,033
librarians and professional staff	$749,047	$850,568	$870,291
support staff	$797,581	$794,752	$744,409
student assistants	$144,515	$53,526	$119,334
fringe benefits	$643,749	$734,211	$749,518

Staffing Costs Per Transaction	FY2020	FY2021	FY2022
Total of Salaries, Wages, and Fringe	$2,334,892	$2,433,057	$2,483,551
Headcounts (UWF - Common Data Set)	12,582	13,075	13,317
Visits (entrances) into the Libraries	332,222	81,786	247,417
Total Circulation and Reserves	145,283	111,303	287,615
Reference Transactions	20,916	6,990	7,536
Salaries, Wages, and Fringe Expenditure:			
per student (headcount)	$185.57	$186.08	$186.49
per visit (entrances)	$7.03	$29.75	$10.04
per circulation/reserve transaction	$16.07	$21.86	$8.63
per reference transaction	$111.63	$348.08	$329.56

Collections

Collections (at end of fiscal year)	FY2020	FY2021	FY2022
Books, serial backfiles, and other paper materials	770,997	768,772	756,607
monographs			
volumes held at end of fiscal year	698,088	698,849	697,104
titles held at end of fiscal year	513,266	513,882	439,223
serial backfiles (bound and unbound periodicals)			
volumes held at end of fiscal year	72,909	69,923	52,087
titles held at end of fiscal year	4,317	4,280	3,922
graphic materials (e.g., prints, pictures, photographs)			
held at end of fiscal year	1,077	1,077	96
government documents			
volumes held at end of fiscal year	13,322	13,415	7,320
E-book titles available electronically through the catalog (UWF)	163,910	172,290	296,403
Microform titles discoverable through the catalog	54,347	38,986	10,626
Audio-visual materials (audio formats and video formats)			
audio materials titles held at end of fiscal year	10,530	9,261	10,645
video materials titles held at end of fiscal year	7,088	6,936	6,664
Current print serial titles in catalog	8,063	10,124	
Current electronic serial titles discoverable	452,968	179,501	115,209
Electronic reference sources and aggregation services			
number of citation indexes and abstracts	36	36	36
number of full-text article databases	105	109	109
number of full-text reference sources	2	22	24
Cartographic materials	1,592	1,572	308
UWF Archives and West Florida History Center	1,451,052	1,456,517	1,472,593
Institutional Repository			
total items in the IR via uploads	1,169	1,541	2,064
page views from the IR	9,107	22,952	38,704

Services

	FY2020*	FY2021**	FY2022
Public Service Hours at Pace Library			
hours open per week, academic semester	112	82	112
number of staffed service points	6	6	6
number of days open during the fiscal year	221	266	313
Gate count (sum of entrances)	332,222	81,786	247,417
Pace Library	289,322	72,101	223,566
Emerald Coast Library	26,335	6,239	14,565
Professional Studies Library	16,565	3,446	9,286
Total hours open at the Pace Library			
Pace Library	3,519	2,866	4,621

* Libraries closed March 14 due to COVID-19 pandemic; reopened mid-June for hold pickups only
** Libraries were open reduced hours due to COVID-19 pandemic

Circulation Transactions			
	FY2020	FY2021	FY2022
Total circulation and reserves	169,250	114,135	287,615
circulation transactions, exclude reserves	57,377	38,696	206,315
reserve collection transactions (no renewals)	111,023	74,602	80,879
classroom technology	850	837	421
	FY2020	FY2021	FY2022
Student headcount (UWF Common Data Set)	12,582	13,075	13,317
Per student headcount circulation transactions	13.5	8.7	21.6

Reference Services			
	FY2020	FY2021	FY2022
Information services to individuals	20,916	6,990	7,536
Reference interactions under 20 minutes	19,202	5,413	6,259
in-person	14,629	1,521	3,340
virtual	4,573	3,892	2,919
e-mail questions*	1,416	736	613
text questions	310	497	159
reference chat client (ask-a-librarian)	676	1,526	1,291
virtual consults		137	19
eLearning (CANVAS interactions)		31	153
telephone	2,163	948	680
mail (letter/other)	8	17	4
Reference consultations over 20 minutes	1,714	1,577	1,277
in-person	888	312	627
virtual	826	1,265	650
e-mail questions*	350	399	200
text questions	394	500	236
reference chat client	54	131	84
virtual consults		86	45
eLearning (CANVAS interactions)		101	15
telephone	27	34	55
mail	1	14	15
	FY2020	FY2021	FY2022
Student headcount (UWF Common Data Set)	12,582	13,075	13,317
Per student headcount reference transactions	1.7	0.5	0.6

* includes email and text questions for FY2019

Interlibrary Loan (ILL) Services			
	FY2020	FY2021	FY2022
Interlibrary loans & document provided to others	3,438	3,292	3,172
Interlibrary loans & documents received from others	5,612	4,426	3,079
Net lending ("-" means we are net borrower)	-2,174	-1,134	93

Instruction			
	FY2020	FY2021	FY2022
Instruction Sessions provided by librarians			
number of instruction sessions provided	182	86	151
total attendance at instruction sessions	4,475	1,845	2,888
average number of students per instruction session	24.6	21.5	19.1
	FY2020	FY2021	FY2022
Student headcount (UWF Common Data Set)	12,582	13,075	13,317
Percentage of student headcount attending a session	35.6%	14.1%	21.7%

Support for Virtual Learning			
	FY2020	FY2021	FY2022
Electronic Resources and Services			
number of logins via the proxy server	633,267	717,761	777,688
number of successful full-text article requests	598,634	1,203,810	1,363,294
number of uses of online library tutorials/orientations	1,628,526	1,657,581	1,051,804
number of uses of online subject guides (LibGuides)	84,649	75,754	70,508
number of logins for video services	32,827	32,529	32,814
Virtual Visits from Outside of the Library			
number of virtual visits to library's website	555,304	536,597	1,002,788
number of virtual visits to library's catalog	144,601	143,340	379,520

Technology & Printing			
	FY2020	FY2021	FY2022
	-	-	-
Library workstations - user logons	97,522	23,093	55,040
SMART Board logons	1,575	346	1,949
Unique users	6,796	2,357	4,872
Percentage of student headcount	54%	18%	37%
	FY2020	FY2021	FY2022
Pages Printed in the Library	200,595	65,255	167,198
Percentage of total campus printing	67.2%	68.3%	79.5%

Appendix C: Statistical Profile of the Libraries

A Statistical Profile of the UWF Libraries as of June 30, 2022		
LIBRARY RESOURCES		
Collections	FY2021	FY2022
Print monographs		
volumes held	698,849	697,104
titles held at end of fiscal year	513,882	439,223
Serial (bound and unbound periodicals) volumes	69,923	52,087
Graphic materials (e.g., prints, pictures, photographs)	1,077	96
Government documents volumes	13,415	7,320
Microform titles	54,887	8,715
Cartographic materials	1,572	308
E-book volumes held at end of fiscal year	172,290	296,403
Audio media units	10,559	10,678
Video media units	7,051	6,954
Serial titles available through the online catalog	10,124	51,721
print title subscriptions	190	168
electronic titles through databases and title subscriptions	179,501	115,209
Electronic reference sources and aggregation services		
citation indexes and abstracts	36	36
full-text article databases	109	109
full-text reference sources	22	24
Staffing	FY2021	FY2022
Total number of staff in FTE	39.15	39.80
number of professional staff (faculty) in FTE	11.88	11.7
number of support staff in FTE	24.31	23.14
number of student assistants in FTE	2.96	4.96
Technology	FY2021	FY2022
Total productivity / research workstations	269	284
desktop workstations	215	230
SMART Boards	13	13
instruction room workstations	31	31
dedicated online catalog workstations	7	7
microform readers	3	3

Facilities	FY2021	FY2022
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	1,194	1,285
at equipment	167	167
not at equipment	1,027	1,118
LIBRARY EXPENDITURES		
	FY2021	FY2022
Total expenditures		
Salaries, wages, and fringe	$2,433,057	$2,483,551
Information resources	$1,356,082	$1,366,137
Other operating	$277,814	$250,008
Expenditures per student (headcount)**		
Total expenditures	$311.05	$307.85
Salaries, wages, and fringe	$186.08	$186.49
Information resources	$103.72	$102.59
Other operating	$21.25	$18.77
THE LIBRARIES AS AN INFORMATION CENTER		
Access	FY2021	FY2022
Hours open per week, academic semester	82	112
Total hours open at the Pace Library	2,866	4,621
Number of days open during the fiscal year	266	313
Gate count (all three libraries)	81,786	247,417
Library Instruction Services	FY2021	FY2022
Number of librarian-led instruction sessions provided	86	151
Total attendance at instruction sessions	1,845	2,888
Information Services (Reference) Transactions	FY2021	FY2022
Total interactions and consultations	8,255	7,536
in-person	3,098	3,967
virtual	5,157	3,569
Interactions under 20 minutes	5,413	6,259
in-person	1,521	3,340
virtual	3,892	2,919

Consultations over 20 minutes	2,842	1,277
in-person	1,577	627
virtual	1,265	650
Reference-developed and supported course pages	27,864	23,512
Interlibrary Loan (ILL) Services	FY2021	FY2022
Interlibrary loans & documents provided to others	3,292	3,065
Interlibrary loans & documents received from others	4,426	3,045
Electronic Resources and Services	FY2021	FY2022
Number of searches (queries) in databases or services	16,228,819	13,237,539
Number of successful full-text article requests	1,203,810	1,363,294
Number of off-campus logins enabled via our proxy servers	717,761	777,688
Number of uses of online library tutorials/orientations	1,657,581	1,051,804
Number of uses of online subject guides	75,754	70,508
Number of logins for video services	32,529	32,814
Number of virtual visits to library's website	536,597	1,002,788
Number of virtual visits to library's catalog	143,340	379,520
Circulation Transactions	FY2021	FY2022
Total circulation transactions	114,135	287,615
initial circulation and renewals	38,696	206,315
reserves	74,602	80,879
classroom technologies	837	421
Circulation by select format type (does not include renewals)		
print books (total)	4,724	5,820
audio and visual media (total)	516	342
equipment (excluding laptops, iPads, and cameras)	359	8,527
Ti-84 calculators	155	663
camera tripods	33	136
headphones	100	2,372
LCD projectors	68	205
miscellaneous equipment	3	5,149
equipment loaned through the SkyLab	0	2
laptops (total)	1,126	2,281
iPads and Kindles (total)	106	293
cameras (still and video total)	166	420
study carrels (total)	890	7,012