University of West Florida Libraries
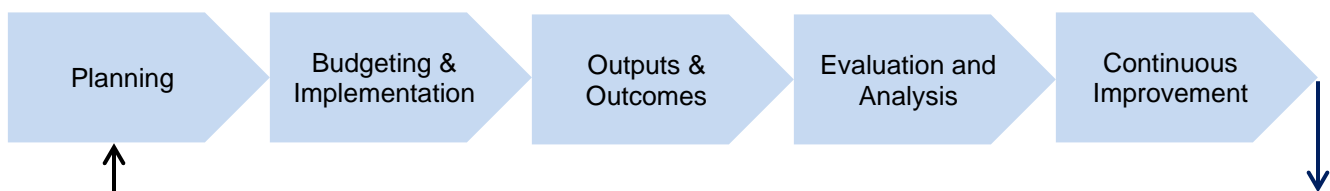
Annual Report FY2019

University of West Florida Libraries
January 8, 2020

University of West Florida Libraries: Annual Report FY2019

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

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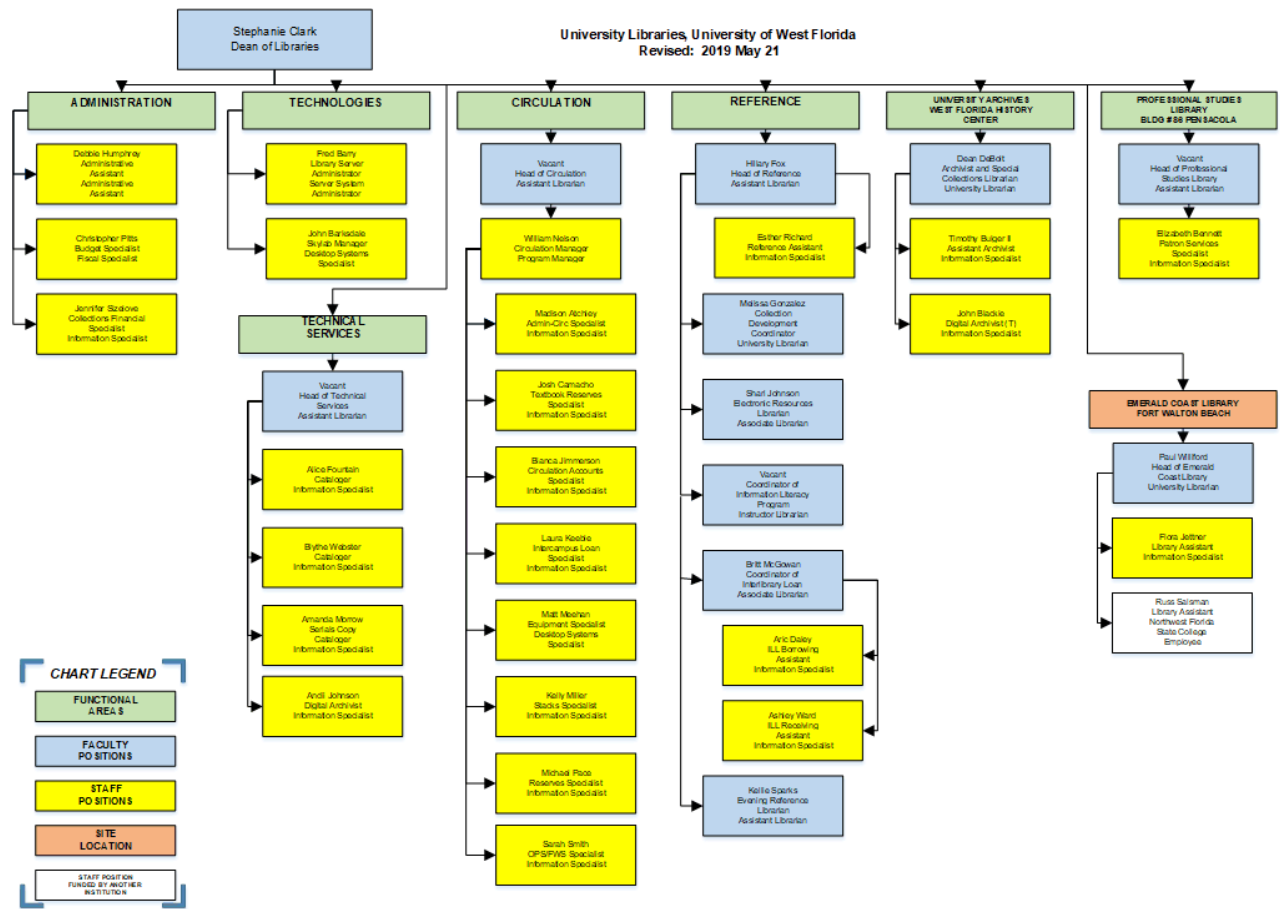
Staffing

The personnel of the three libraries are classified as faculty, staff, or student assistants. As of the end of June 2019, there are 9 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.

FY2019 PERSONNEL ROSTER (July 1, 2018 - June 30, 2019)	
ADMINISTRATION	EMERALD COAST LIBRARY
Stephanie Clark, Dean (F)	Paul Williford (F)
Debra Humphrey (S)	Flora Jettner (S)
Chris Pitts (S)	
replaced Robin Crosby 4/30/18	REFERENCE
Fred Barry (S)	Melissa Gonzalez (F)
John Barksdale (S)	Shari Johnson (F)
Jennifer Sizelove (S)	L. Britt McGowan (F)
	Kellie Sparks (F)
CIRCULATION	Hillary Fox (F)
Madison Atchley (S)	Jane Daughtery (F)
replaced Damieral Johnson 11/4/18	left February 28/2019
Josh Camacho (S)	Esther Richard (S)
replaced Bolton Ellenberg 11/4/18	Aric Daley (S)
Bolton Ellenberg (S)	Ashley Ward (S)
left August 10, 2018	
Bianca Jimmerson (S)	CATALOGING SERVICES
replaced Melania LaGasse 12/2/18	Donna Fluharty (F)
Damerial Johnson (S)	retired 12/31/18
left August 17, 2018	Alice Fountain (S)
Laura Keeble (S)	Andii Johnson (S)
Melanie LaGasse (S)	Amanda Morrow (S)
left August 10, 2018	Blythe Webster (S)
Matthew Meehan (S)	
Kelly Miller (S)	UNIVERSITY ARCHIVES/WEST FL HISTORY CENTER
William "Billy" Nelson (S)	Dean DeBolt (F)
Edward "Dominic" Ollford (S)	John Blackie (T)
left February 7, 2019	started 2/25/19
Michael Pace (S)	Tmothy Bulger (S)
Sarah Smith (S)	
replaced Dominic Olford 5/20/19	PROFESSIONAL STUDIES LIBRARY
	Elizabeth Bennett (S)
(F) = Faculty; (S) = Staff; (T) = Temporary	

Organizational Chart as of June 30, 2019

Stephanie Clark — Dean of Libraries

University Libraries, University of West Florida
Revised: 2019 May 21

ADMINISTRATION
- Debbie Humphray — Administrative Assistant, Administrative Assistant
- Christopher Pitts — Budget Specialist, Fiscal Specialist
- Jennifer Sizelove — Collections Financial Specialist, Information Specialist

TECHNOLOGIES
- Fred Barry — Library Server Administrator, Server System Administrator
- John Barksdale — Skylab Manager, Desktop Systems Specialist

TECHNICAL SERVICES
- Vacant — Head of Technical Services, Assistant Librarian
- Alice Fountain — Cataloger, Information Specialist
- Blythe Webster — Cataloger, Information Specialist
- Amanda Morrow — Serials Copy Cataloger, Information Specialist
- Andii Johnson — Digital Archivist, Information Specialist

CIRCULATION
- Vacant — Head of Circulation, Assistant Librarian
- William Nelson — Circulation Manager, Program Manager
- Madison Atchley — Admin-Circ Specialist, Information Specialist
- Josh Camacho — Textbook Reserves Specialist, Information Specialist
- Bianca Jimmerson — Circulation Accounts Specialist, Information Specialist
- Laura Keeble — Intercampus Loan Specialist, Information Specialist
- Matt Meehan — Equipment Specialist, Desktop Systems Specialist
- Kelly Miller — Stacks Specialist, Information Specialist
- Michael Pace — Reserves Specialist, Information Specialist
- Sarah Smith — OPS/PWS Specialist, Information Specialist

REFERENCE
- Hilary Fox — Head of Reference, Assistant Librarian
- Esther Richard — Reference Assistant, Information Specialist
- Melissa Gonzalez — Collection Development Coordinator, University Librarian
- Sheri Johnson — Electronic Resources Librarian, Associate Librarian
- Vacant — Coordinator of Information Literacy Program, Instructor Librarian
- Britt McGowan — Coordinator of Interlibrary Loan, Associate Librarian
- Aric Daley — ILL Borrowing Assistant, Information Specialist
- Ashley Ward — ILL Receiving Assistant, Information Specialist
- Kelle Sparks — Evening Reference Librarian, Assistant Librarian

UNIVERSITY ARCHIVES WEST FLORIDA HISTORY CENTER
- Dean DeBolt — Archivist and Special Collections Librarian, University Librarian
- Timothy Bulger II — Assistant Archivist, Information Specialist
- John Blackie — Digital Archivist (T), Information Specialist

PROFESSIONAL STUDIES LIBRARY BLDG #88 PENSACOLA
- Vacant — Head of Professional Studies Library, Assistant Librarian
- Elizabeth Bennett — Patron Services Specialist, Information Specialist

EMERALD COAST LIBRARY FORT WALTON BEACH
- Paul Williford — Head of Emerald Coast Library, University Librarian
- Fiora Jettner — Library Assistant, Information Specialist
- Russ Salsman — Library Assistant, Northwest Florida State College Employee

CHART LEGEND
- FUNCTIONAL AREAS
- FACULTY POSITIONS
- STAFF POSITIONS
- SITE LOCATION
- STAFF POSITION FUNDED BY ANOTHER INSTITUTION

Staffing			
	FY2017	FY2018	FY2019
Total Library in FTE	45.42	44.25	42.21
total professional/administrative librarians, FTE	11.43	12.10	9.36
total support staff librarians, FTE	23.50	22.50	23.34
total student assistants, FTE	10.49	9.65	9.51
Total of Salaries, Wages and Fringe	$2,257,737	$2,321,914	$2,191,334
aggregate salaries and wages	$1,688,194	$1,730,887	$1,610,670
librarians and professional staff	$752,491	$803,716	$660,507
support staff	$754,920	$764,358	$771,865
student assistants	$180,783	$162,813	$178,298
fringe benefits	$569,543	$591,027	$580,664

Staffing Costs Per Transaction			
	FY2017	FY2018	FY2019
Total of Salaries, Wages, and Fringe	$2,257,737	$2,321,914	$2,179,967
Headcounts (UWF - Common Data Set)	13,002	13,071	12,872
Visits (entrances) into the Libraries	519,356	484,639	447,135
Total Circulation and Reserves	141,964	149,617	124,955
Reference Transactions	33,482	32,407	27,830
Salaries, Wages, and Fringe Expenditure:			
per student (headcount)	$173.65	$177.64	$169.36
per visit (entrances)	$4.35	$4.79	$4.88
per circulation/reserve transaction	$15.90	$15.52	$17.45
per reference transaction	$67.43	$71.65	$78.33

Noted Library Faculty Publication

Library faculty members Kellie Sparks and Hillary Fox co-authored a chapter, Craving quiet: A library's Zen Zone, in *Recipes for Mindfulness in Your Library: Supporting Resilience and Community Engagement*, published in 2019. Ms. Fox co-authored an article with College of Health faculty, Jill Van der Like and Angela Blackburn, Advocating for mental health nursing care education using a flipped classroom, published in *Creative Nursing* (DOI: 10.1891/1078-4535.25.1.32). Ms. Sparks contributed "Library Marketing and Communications Conference with Guest Blogger Kellie Sparks" to the Spring 2019 Panhandle Library Access Network (PLAN) Blog.

Library faculty also presented. Dean DeBolt developed a number of presentations to be used at exhibits and area organization meetings and events. These included History of the 19th Amendment, Preserving Pensacola's Black History: the Julee Panton Cottage, Secrets of Ben Hur, and Post office Murals in Florida, 1936-1942. Mr. DeBolt also presented "Using an Archives Practicum for Screening of Students" at the Society of Florida Archivists. Hillary Fox presented "Generating buzz about OERs on campus: the librarian's role" at the Florida Academic Library Services Cooperative Regional Conference. Ms. Fox co-presented with Kellie Sparks: "Craving quiet: John C. Pace Library Zen Zone," presented at the Florida Academic Library Services Cooperative Regional Conference; and "Library Zen Zone: PLAN Grant Project" at the PLAN Annual Meeting. Ms. Sparks co-presented with Britt McGowan, "Neurodiversity in an Academic Library: Collaborations across Campus(es)," at the Association of American Colleges and Universities Diversity, Equity, and Student Success Conference in Pittsburgh, PA.

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 FY2019, Facilities continued to refresh the building by painting the first floor and adding new carpet on the second floor. Shelving was removed on the second floor to open more student

space. A mix of comfortable furniture and mobile study tables and chairs was moved to that area so staff could observe what students used the most. The assumption had been that comfortable seating would be most popular in that area, but students preferred the study tables and chairs to create a mix of small group and large group areas. During final exams, this was the most heavily used area in the building.

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)	FY2017	FY2018	FY2019
Books, serial backfiles, and other paper materials	814,358	771,012	772,644
monographs			
volumes held at end of fiscal year	704,692	698,513	699,548
titles held at end of fiscal year	516,747	513,020	512,420
serial backfiles (bound and unbound periodicals)			
volumes held at end of fiscal year	109,666	72,499	73,096
titles held at end of fiscal year	6,181	4,316	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	14,088	14,300	14,826
E-book titles available electronically through the catalog (UWF)	161,313	162,431	161,633
Microform titles discoverable through the catalog	54,740	53,415	53,415
Audio-visual materials (audio formats and video formats)			
audio materials titles held at end of fiscal year	3,590	4,654	9,462
video materials titles held at end of fiscal year	3,713	3,774	7,028
Current print serial titles in catalog	8,961	9,520	7,634
Current electronic serial titles discoverable	163,835	159,601	359,708
Electronic reference sources and aggregation services			
number of citation indexes and abstracts	35	36	36
number of full-text article databases	100	105	105
number of full-text reference sources	18	18	2

Cartographic materials	516	516	1,586
UWF Archives and West Florda History Center	1,192,873	1,215,338	1,405,983
Institutional Repository			
total items in the IR via uploads	635	913	1,061
item usage from the IR	2,142	1,787	3,944

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.

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 FY19, the libraries purchased 536 textbooks at a total cost of $45,291.33. The average cost per textbook purchased was $84.50.

The textbook collection includes 2,779 items with a total cost of $206,663.20. Students borrowed the textbooks 17,383 times during the 2019 fiscal year bringing the total circulation of this collection from FY16-19 to 57,359. Using an average cost per textbook of $74.37, the transaction value of the UWF textbook affordability program was $4,265,561. For every $1.00 expended on the textbook program, the return was $20.64.

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.

	FY2017	FY2018	FY2019
Public Service Hours at Pace Library			
hours open per week, academic semester	112	112	112
number of staffed service points	6	6	6
number of days open during the fiscal year	317	312	316
Gate count (sum of entrances)	519,356	484,639	447,135
Pace Library	454,405	421,019	390,004
Emerald Coast Library	43,384	41,258	35,882
Professional Studies Library	21,567	22,362	21,249
Total hours open at the Pace Library			
Pace Library	4,729	4,654	4,675
Gate counts during extended hours open	61,129	55,506	50,671

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			
	FY2017	FY2018	FY2019
Total circulation and reserves	141,964	149,617	124,955
circulation transactions, exclude reserves	78,248	73,406	57,872
reserve collection transactions (no renewals)	63,033	75,494	66,218
classroom technology	683	717	865
	FY2017	FY2018	FY2019
Student headcount (UWF Common Data Set)	13,002	13,071	12,872
Per student headcount circulation transactions	10.9	11.4	9.7

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			
	FY2017	FY2018	FY2019
Information services to individuals	33,482	32,407	27,830
Reference interactions under 20 minutes	30,910	29,009	25,823
in-person	25,480	23,223	20,695
virtual	5,430	5,786	5,128
e-mail and text questions	914	1,130	777
reference chat client (ask-a-librarian)	549	612	583
telephone	3,879	3,963	3,733
mail (letter/other)	88	81	35
Reference consultations over 20 minutes	2,572	3,398	2,007
in-person	1,896	2,626	1,280
virtual	676	772	727
e-mail and text questions	530	566	550
reference chat client	21	44	38
telephone	103	145	136
mail	22	17	3
	FY2017	FY2018	FY2019
Student headcount (UWF Common Data Set)	13,002	13,071	12,872
Per student headcount circulation transactions	2.6	2.5	2.2

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			
	FY2017	FY2018	FY2019
Interlibrary loans & document provided to others	6,406	5,224	4,247
Interlibrary loans & documents received from others	6,114	6,150	5,171
Net lending ("-" means we are net borrower)	292	-926	-924

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.

	FY2017	FY2018	FY2019
Instruction Sessions provided by librarians			
number of instruction sessions provided	234	265	216
total attendance at instruction sessions	5,847	5,956	4,736
average number of students per instruction session	25.0	22.5	21.9
	FY2017	FY2018	FY2019
Student headcount (UWF Common Data Set)	13,002	13,071	12,872
Per student headcount circulation transactions	45.0%	45.6%	36.8%

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			
	FY2017	FY2018	FY2019
Electronic Resources and Services			
number of logins via the proxy server	494,842	653,925	612,342
number of successful full-text article requests	660,818	761,763	772,996
number of uses of online library tutorials/orientations	1,396,254	1,750,253	1,759,729
number of uses of online subject guides (LibGuides)	34,363	59,718	75,250
number of logins for video services	20,391	28,448	20,036
Virtual Visits from Outside of the Library			
number of virtual visits to library's website	643,476	564,677	578,088
number of virtual visits to library's catalog	164,199	159,405	167,235

Library Development

Library faculty and staff were awarded a number of grants in FY2019. Fred Barry was awarded $130, 271 for a UWF Systemic Technology Fee Project to purchase upgraded SMART Boards for the 1st and 2nd floor. Melissa Gonzalez was awarded $22,813 for a UWF Systemic Technology Fee Project to purchase the Southeast Historical Newspapers digital archive. Hillary Fox was awarded $17,060 for a UWF Instruction Technology Enhancement Project to fund a JoVE Video Journal Subscription. Billy Nelson & Matt Meehan were awarded $60,154 for a UWF Systemic Technology Fee Project to purchase 42 laptops and cases.

In FY2019, the Provost offered Awards for Course Redesign Using Open Education Resources. These awards were done in collaboration with CUTLA and the University Libraries. Stipends were provided to library faculty who assisted faculty in locating relevant OERs and library resources. Librarians receiving stipends ($250 per project) include:
- Kellie Sparks- $250 (1 award- Psychology)
- Melissa Gonzalez- $250 (1 award- Anthropology)
- Shari Johnson- $250 (1 award- Sport Management)
- Britt McGowan- $750 (3 awards- Art, English)
- Hillary Fox- $1250 (5 awards- Healthcare Administration, Mathematics/Statistics, Marine Biology, and Healthcare Administration)

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 666 books in FY2019.

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 $6.02 returned for every $1.00 invested by the institution in the libraries during FY2019.

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 $300 of their tuition to support the libraries in FY2019. If they used the minimum level of all of the services above, they would have realized a service value of $505 from the libraries during FY2019. 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, 2019		
LIBRARY RESOURCES		
Collections	FY2018	FY2019
Print monographs		
volumes held	698,513	699,548
titles held at end of fiscal year	513,020	512,420
Serial (bound and unbound periodicals) volumes	72,499	73,096
Graphic materials (e.g., prints, pictures, photographs)	1,077	1,077
Government documents volumes	14,300	14,826
Microform titles	53,415	54,036
Cartographic materials	516	1,586
E-book volumes held at end of fiscal year	162,431	161,633
Audio media units	4,654	9,462
Video media units	3,774	7,028
Serial titles available through the online catalog	9,520	7,634
print title subscriptions	182	228
electronic titles through databases and title subscriptions	159,601	359,708
Electronic reference sources and aggregation services		
citation indexes and abstracts	36	36
full-text article databases	105	105
full-text reference sources	18	2
Staffing	FY2018	FY2019
Total number of staff in FTE	44.25	42.21
number of professional staff (faculty) in FTE	12.1	9.36
number of support staff in FTE	22.5	23.34
number of student assistants in FTE	9.65	9.51
Technology	FY2018	FY2019
Total productivity / research workstations	280	280
desktop workstations	226	226
SMART Boards	13	13
instruction room workstations	31	31
dedicated online catalog workstations	7	7
microform readers	3	3

Facilities	FY2018	FY2019
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	1,350	1,339
at equipment	300	192
not at equipment	1,050	1,147
LIBRARY EXPENDITURES		
	FY2018	FY2019
Total expenditures		
Salaries, wages, and fringe	$2,321,914	$2,191,334
Information resources	$1,357,107	$1,363,415
Other operating	$356,625	$297,581
Expenditures per student (headcount)**		
Total expenditures	$308.75	$298.40
Salaries, wages, and fringe	$177.64	$169.36
Information resources	$103.83	$105.92
Other operating	$27.28	$23.12
**previous annual reports used FTE		
THE LIBRARIES AS AN INFORMATION CENTER		
Access	FY2018	FY2019
Hours open per week, academic semester	112	112
Total hours open at the Pace Library	4,654	4,675
Number of days open during the fiscal year	312	316
Gate count (all three libraries)	484,639	447,135
Library Instruction Services	FY2018	FY2019
Number of librarian-led instruction sessions provided	265	216
Total attendance at instruction sessions	5,956	4,736
Information Services (Reference) Transactions	FY2018	FY2019
Total interactions and consultations	32,407	27,830
in-person	25,849	21,975
virtual	6,558	5,855

Interactions under 20 minutes	29,009	25,823
in-person	23,223	20,695
virtual	5,786	5,128
Consultations over 20 minutes	3,398	2,007
in-person	2,626	1,280
virtual	772	727
Reference-developed and supported course pages	27,010	26,485
Interlibrary Loan (ILL) Services	FY2018	FY2019
Interlibrary loans & documents provided to others	5,224	4,247
Interlibrary loans & documents received from others	6,150	5,171
Electronic Resources and Services	FY2018	FY2019
Number of searches (queries) in databases or services		17,325,093
Number of successful full-text article requests	761,763	772,996
Number of off-campus logins enabled via our proxy servers	653,925	612,342
Number of uses of online library tutorials/orientations	1,750,253	1,759,729
Number of uses of online subject guides	59,718	75,250
Number of logins for video services	28,448	20,036
Number of virtual visits to library's website	564,677	578,088
Number of virtual visits to library's catalog	159,405	167,235
Circulation Transactions	FY2018	FY2019
Total circulation transactions	149,617	124,955
initial circulation and renewals	73,406	57,872
reserves	75,494	66,218
classroom technologies	717	865
Circulation by select format type (does not include renewals)		
print books (total)	13,802	11,190
audio and visual media (total)	1,790	1,338
equipment (excluding laptops, iPads, and cameras)	16,745	14,435
network cables	251	166
Ti-84 calculators	2,442	2,214
camera tripods	253	199
headphones	7,474	6,424

LCD projectors	396	355
miscellaneous equipment	2,441	2,410
SMART Board accessories	3,345	2,467
equipment loaned through the SkyLab	143	200
laptops (total)	10,482	9,446
iPads and Kindles (total)	2,158	1,827
cameras (still and video total)	1,099	965
study carrels (total)	8,439	9,083