

University of West Florida Libraries

# Annual Report FY2020

University of West Florida Libraries  
February 23, 2021

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## A Note on FY2020

It's impossible to write the FY2020 annual report without acknowledging the unusual circumstances of the second half of that fiscal year. On March 14, 2020, the University of West Florida moved to remote business operations and online-only classes in order to assist in limiting the spread of COVID-19 on campus and in the local community. All 3 library locations were closed, and the majority of library faculty and staff worked from home until mid-June when the University moved to Phase 1 of the campus reopening plan.

Upon closing the Libraries, the Circulation Department immediately extended all due dates on anything checked out and suspended late fees. However, students still needed laptops and webcams and other technology to assist them in moving to online-only classes. The John C. Pace Library opened with very limited access beginning on March 15 so that students could check out needed technology. The Provost's Office provided funding for an additional 80 laptops to be purchased, and departments across campus loaned extra laptops to the library to expand assistance to students. The Library purchased more webcams and microphones so students could fully participate in their online classes. Reservation forms were created that allowed technology requests to be prioritized according to any needs (e.g., students requesting accommodations through Student Accessibility Resources were given priority). Library and University IT collaborated to make software normally available only on-site available through virtual labs. Students could book an appointment and have remote access to a desktop computer in the library. The Circulation Department also developed protocols for touch-free check out and pick up of technology, quarantining and cleaning of returned technology, and safety measures (e.g., providing PPE and cleaning supplies) to protect the health and safety of staff working onsite.

Library faculty and staff worked tirelessly to provide access to required textbooks. Normally, students have access to the Textbook Reserves collection; but with the building closed and students being encouraged to stay off campus, other options needed to be provided. Library faculty worked to find freely available digital versions while acquisitions staff purchased ebook versions as titles with multi-user licenses were identified. Relevant portions of physical holdings were scanned and made available to students through Canvas, the campus LMS.

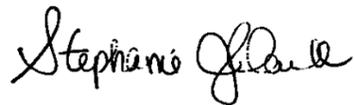
The Reference Department along with the Professional Studies Library and Emerald Coast Library offered virtual services so that instruction continued, faculty and students could use chat, text, or email for reference questions or to schedule a virtual research consultation, and online databases and research guides remained available. The University Archives and West Florida History Center provided research assistance by phone and email, providing scanned copies of primary resource materials upon request. Interlibrary Loan (ILL) services continued for article requests, and chapter requests were honored as often as possible. Course reserves remained available by offering scanned chapters/readings upon request. Library faculty quickly developed a COVID-19 Helpful Information libguide to assist the campus community in finding reliable public health information as well as an Open Access Resources during COVID-19 guide to directly support faculty in moving their courses to online formats. In addition to the pandemic, the Black Lives Matter (BLM) movement expanded in response to the death of George Floyd. Faculty and students were interested in reliable information about the movement and the social

justice issues BLM addresses. Library faculty quickly developed libguides to address current events, creating Black Lives Matter and Anti-Oppression guides.

The Technical Services Department continued to maintain, review, and improve data that supports all the work of the other departments. This department had work that most easily translated to work from home circumstances so did not miss a beat in continuing to support the campus community's access to library resources. Library Administrative staff also worked to order needed equipment, materials and resources, PPE, and cleaning supplies so that services provided by the Circulation and Reference Departments could continue.

Library faculty and staff filled their time working from home with professional development as all conferences moved to virtual formats. Staff were able to contribute to special projects such as scanning chapters and other materials, link checking in the catalog, and transcription work for the Archives and West Florida History Center. SkyLab staff contributed to a University effort to provide 3D printed face shields to local medical personnel. Library faculty worked with CUTLA and Global Online to support faculty moving to online classes to ensure they had the resources needed to support student learning.

I cannot express how grateful I am to each and every Library faculty and staff member for their efforts in keeping library services available and moving forward in a year of so many unknowns. They are a dedicated group who went above and beyond, and I cannot thank them enough.

A handwritten signature in black ink that reads "Stephanie Clark". The signature is written in a cursive, flowing style.

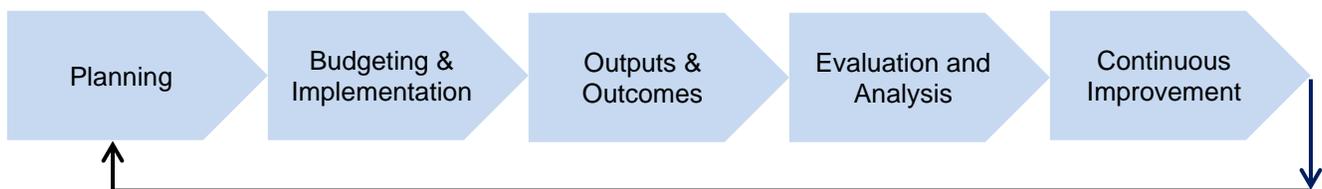
Stephanie Clark  
Dean of Libraries  
University of West Florida

## University of West Florida Libraries: Annual Report FY2020

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

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

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



## Staffing

The personnel of the three libraries are classified as faculty, staff, or student assistants. As of the end of June 2020, there are 10 members with faculty status and 24 staff positions. Of note this year, four new faculty librarians joined the UWF Libraries: Liza Campbell, Head of Technical Services; Ben Bell, Reference Librarian and Coordinator of the Information Literacy and Library Instruction Program; Christopher Levesque, Professional Studies Librarian and Online Outreach Coordinator; Michelle Finley, Head of Circulation. New staff members include: Andrea McArthur, Stacks Specialist, and Edna Sheppard, Technical Services Information Specialist.

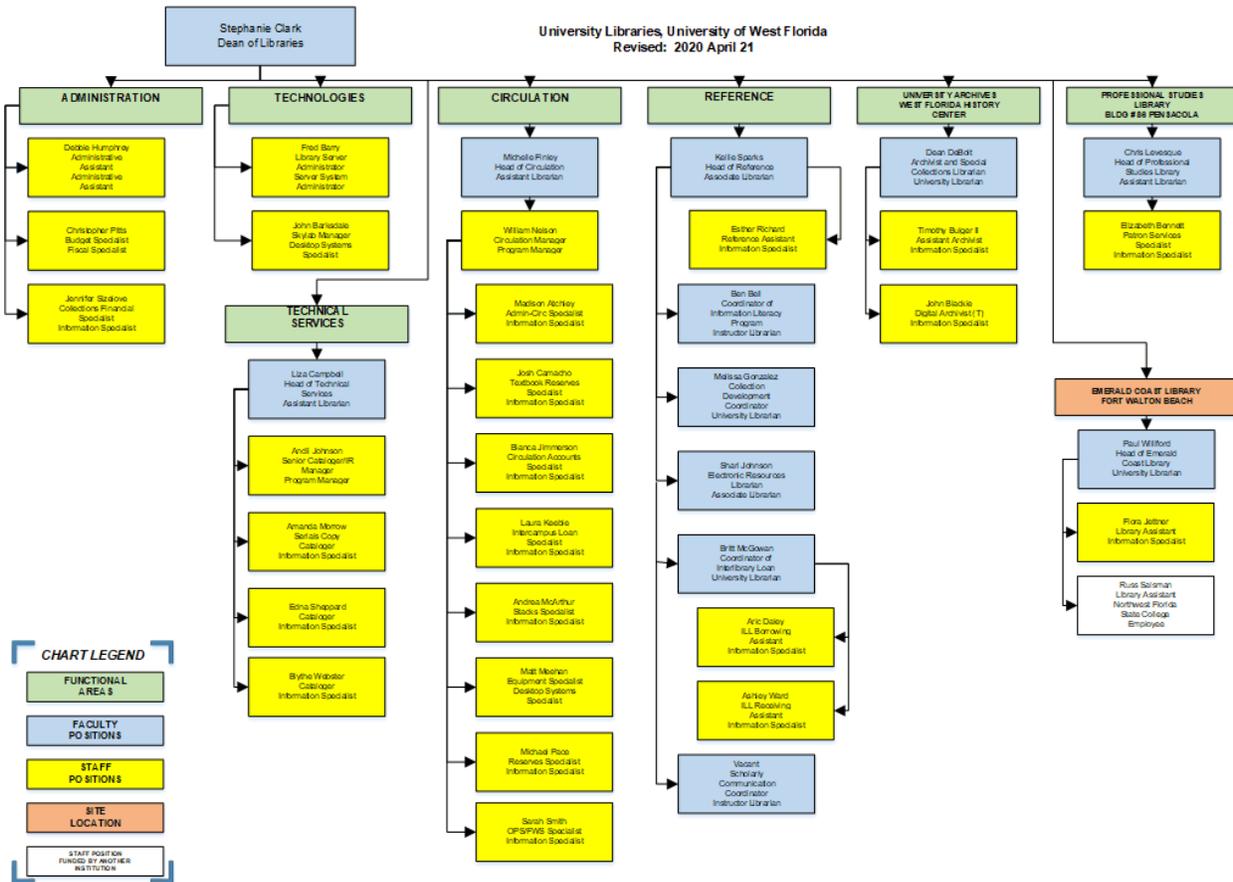
Faculty and staff publications in FY20 include: Ben Bell and Josh Camacho created The Mad Library Scientist podcast; Dean DeBolt and Christopher Levesque created a COVID-19 reminiscence site that allows the campus community to document their experiences and reactions to the pandemic; Melissa Gonzalez co-authored a case study, Personal Librarians for Online Learners, in *Library services for online patrons: A manual for facilitating access, learning, and engagement*; Amanda Morrow co-authored “Demographic and behavioral risk factors for oral cancer among Florida residents” in *Journal of International Society of Preventive and Community Dentistry*.

In FY2020, the University Libraries and CUTLA in collaboration with the Office of the Provost offered Awards for Course Redesign Using Open Education Resources to encourage faculty to work with library faculty in locating relevant OERs and library resources to support courses to be offered in Fall 2020 and/or Spring 2021. Librarians receiving stipends (\$250 per project) include:

- Kellie Sparks- \$250 (1 award - Administration and Law)
- Melissa Gonzalez- \$500 (2 awards – Anthropology, History)
- Shari Johnson- \$500 (2 awards - Accounting and Finance, Administration and Law)
- Britt McGowan- \$1,250 (5 awards – English, Health Sciences and Administration, Honors, Nursing)
- Christopher Levesque - \$500 (2 awards – Criminology and Criminal Justice, Teacher Education and Educational Leadership)
- Ben Bell - \$1,000 (4 awards – Information Technology, Mathematics and Statistics)

<u>FY2020 Personnel Roster (July 1, 2019 - June 30, 2020)</u>	
<u>ADMINISTRATION</u>	<u>REFERENCE</u>
John Barksdale (S)	Ben Bell (F)
Fred Barry (S)	replaced Jane Daugherty 10/21/2019
Stephanie Clark, Dean (F)	Aric Daley (S)
Debra Humphrey (S)	Hillary Fox (F)
Chris Pitts (S)	left 8/30/2019
Jennifer Sizelove (S)	Melissa Gonzalez (F)
	Shari Johnson (F)
<u>CIRCULATION</u>	L. Britt McGowan (F)
Madison Atchley (S)	Esther Richard (S)
Josh Camacho (S)	Kellie Sparks, Dept Head (F)
Michelle Finley, Dept Head (F)	Ashley Ward (S)
replaced Stephanie Clark 1/6/2020	
Bianca Jimmerson (S)	<u>CATALOGING SERVICES</u>
Laura Keeble (S)	Liza Campbell, Dept Head (F)
Andrea McArthur (S)	replaced Donna Fluharty 7/15/2019
replaced Kelly Miller 12/1/2019	Alice Fountain (S)
Matthew Meehan (S)	retired 11/29/2020
Kelly Miller (S)	Andii Johnson (S)
left 8/9/2019	Amanda Morrow (S)
William "Billy" Nelson (S)	Edna Sheppard (S)
Michael Pace (S)	replaced Alice Fountain 3/9/2020
Sarah Smith (S)	Blythe Webster (S)
<u>EMERALD COAST LIBRARY</u>	<u>UNIVERSITY ARCHIVES/WEST FL HISTORY CENTER</u>
Flora Jettner (S)	John Blackie (T)
Paul Williford, Dept Head (F)	Timothy Bulger (S)
	Dean DeBolt, Dept Head (F)
<u>PROFESSIONAL STUDIES LIBRARY</u>	
Elizabeth Bennett (S)	
Christopher Levesque, Dept Head (F)	
replaced Amanda Ziegler 11/18/2019	
	(F) = Faculty; (S) = Staff; (T) = Temporary

# Organizational Chart as of June 30, 2020



<b>Staffing</b>			
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Total Library in FTE	44.25	42.21	42.40
total professional/administrative librarians, FTE	12.10	9.36	10.23
total support staff, FTE	22.50	23.34	24.69
total student assistants, FTE	9.65	9.51	7.48
<u>Total of Salaries, Wages and Fringe</u>	<u>\$2,321,914</u>	<u>\$2,191,334</u>	<u>\$2,334,892</u>
aggregate salaries and wages	<u>\$1,730,887</u>	<u>\$1,610,670</u>	<u>\$1,691,143</u>
librarians and professional staff	\$803,716	\$660,507	\$749,047
support staff	\$764,358	\$771,865	\$797,581
student assistants	\$162,813	\$178,298	\$144,515
fringe benefits	\$591,027	\$580,664	\$643,749

<b>Staffing Costs Per Transaction</b>			
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Total of Salaries, Wages, and Fringe	\$2,321,914	\$2,179,967	\$2,334,892
Headcounts (UWF - Common Data Set)	13,071	12,872	12,582
Visits (entrances) into the Libraries	484,639	447,135	332,222
Total Circulation and Reserves	149,617	124,955	145,283
Reference Transactions	32,407	27,830	20,916
Salaries, Wages, and Fringe Expenditure:			
per student (headcount)	\$177.64	\$169.36	\$185.57
per visit (entrances)	\$4.79	\$4.88	\$7.03
per circulation/reserve transaction	\$15.52	\$17.45	\$16.07
per reference transaction	\$71.65	\$78.33	\$111.63

## 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 Libraries are members of The Center for Research Libraries, the HathiTrust Digital Library, and the Eastern Academics Scholars' Trust.

Collections (at end of fiscal year)	FY2018	FY2019	FY2020
Books, serial backfiles, and other paper materials	771,012	772,644	770,997
monographs			
volumes held at end of fiscal year	698,513	699,548	698,088
titles held at end of fiscal year	513,020	512,420	513,266
serial backfiles (bound and unbound periodicals)			
volumes held at end of fiscal year	72,499	73,096	72,909
titles held at end of fiscal year	4,316	4,316	4,317
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	14,300	14,826	13,322
E-book titles available electronically through the catalog (UWF)	162,431	161,633	163,910
Microform titles discoverable through the catalog	53,415	53,415	54,347
Audio-visual materials (audio formats and video formats)			
audio materials titles held at end of fiscal year	4,654	9,462	10,530
video materials titles held at end of fiscal year	3,774	7,028	7,088
Current print serial titles in catalog	9,520	7,634	8,063
Current electronic serial titles discoverable	159,601	359,708	452,968
Electronic reference sources and aggregation services			
number of citation indexes and abstracts	36	36	36
number of full-text article databases	105	105	105
number of full-text reference sources	18	2	2
Cartographic materials	516	1,586	1,592
UWF Archives and West Florida History Center	1,215,338	1,405,983	1,451,052
Institutional Repository			
total items in the IR via uploads	913	1,061	1,169
page views from the IR	58,821	7,783	9,107

## 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 FY20, the libraries purchased 600 textbooks at a total cost of \$57,118.67. The average cost per textbook purchased was \$95.20.

The textbook collection includes 3,379 items with a total cost of \$263,781.87. Students borrowed the textbooks 14,005 times during the 2020 fiscal year bringing the total circulation of this collection from FY16-20 to 71,364. Using an average cost per textbook of \$78.07, the transaction value of the UWF textbook affordability program was \$5,571,387. For every \$1.00 expended on the textbook program, the return was \$21.12.

## 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. 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. Mini-3D printers were added to the collection in FY20 to allow students to print small projects at home; jelly boxes were added in SkyLab so students could learn how to build a 3D printer from scratch as well as experiment with remixing and reprinting parts to create a DIY learning experience.

## 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 221 days during the year.

	FY2018	FY2019	FY2020*
<b>Public Service Hours at Pace Library</b>			
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	312	316	221
<b>Gate count (sum of entrances)</b>	<b>484,639</b>	<b>447,135</b>	<b>332,222</b>
Pace Library	421,019	390,004	289,322
Emerald Coast Library	41,258	35,882	26,335
Professional Studies Library	22,362	21,249	16,565
<b>Total hours open at the Pace Library</b>			
Pace Library	4,654	4,675	3,519
Gate counts during extended hours open	55,506	50,671	25,256

\* Libraries closed March 14 due to COVID-19 pandemic; reopened mid-June for hold pickups only

## 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 FY2020, Facilities continued to refresh the building by installing new flooring on the 4<sup>th</sup> floor and updating lighting throughout the building. The project to shift bound journals on the second floor was completed, allowing another small section of shelving to be removed and additional study tables and chairs made available for student use.

## Circulation Services

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

<b>Circulation Transactions</b>			
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Total circulation and reserves	<u>149,617</u>	<u>124,955</u>	<u>145,283</u>
circulation transactions, exclude reserves	73,406	57,872	57,377
reserve collection transactions (no renewals)	75,494	66,218	87,056
classroom technology	717	865	850
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Student headcount (UWF Common Data Set)	13,071	12,872	12,582
Per student headcount circulation transactions	11.4	9.7	11.5

## Reference Services

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

<b>Reference Services</b>			
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020*</u>
Information services to individuals	<u>32,407</u>	<u>27,830</u>	<u>20,916</u>
Reference interactions under 20 minutes	29,009	25,823	19,202
in-person	23,223	20,695	14,629
virtual	<u>5,786</u>	<u>5,128</u>	<u>4,573</u>
e-mail and text questions	1,130	777	1,726
reference chat client (ask-a-librarian)	612	583	676
telephone	3,963	3,733	2,163
mail (letter/other)	81	35	8
Reference consultations over 20 minutes	3,398	2,007	1,714
in-person	2,626	1,280	888
virtual	<u>772</u>	<u>727</u>	<u>826</u>
e-mail and text questions	566	550	744
reference chat client	44	38	54
telephone	145	136	27
mail	17	3	1
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Student headcount (UWF Common Data Set)	13,071	12,872	12,582
Per student headcount reference transactions	2.5	2.2	1.7

\* Libraries closed March 14 due to COVID-19 pandemic; reopened mid-June for hold pickups only

## Interlibrary Loan Services

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

<b>Interlibrary Loan (ILL) Services</b>			
	<u>FY2018</u>	<u>FY2019</u>	<u>FY2020</u>
Interlibrary loans & document provided to others	5,224	4,247	3,438
Interlibrary loans & documents received from others	6,150	5,171	5,612
Net lending ("-" means we are net borrower)	-926	-924	-2,174

## 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.

	FY2018	FY2019	FY2020
Instruction Sessions provided by librarians			
number of instruction sessions provided	265	216	182
total attendance at instruction sessions	5,956	4,736	4,475
average number of students per instruction session	22.5	21.9	24.6
	FY2018	FY2019	FY2020
Student headcount (UWF Common Data Set)	13,071	12,872	12,582
Percentage of student headcount attending a session	45.6%	36.8%	35.6%

## Online Learning

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

<b>Support for Online Learning</b>			
	FY2018	FY2019	FY2020
Electronic Resources and Services			
number of logins via the proxy server	653,925	612,342	633,267
number of successful full-text article requests	761,763	772,996	598,634
number of uses of online library tutorials/orientations	1,750,253	1,759,729	1,628,526
number of uses of online subject guides (LibGuides)	59,718	75,250	84,649
number of logins for video services	28,448	24,498	32,827
Virtual Visits from Outside of the Library			
number of virtual visits to library's website	564,677	578,088	555,304
number of virtual visits to library's catalog	159,405	167,235	144,601

## 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 506 books in FY2020.

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 \$6.08 returned for every \$1.00 invested by the institution in the libraries during FY2020.

### 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 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 \$316 of their tuition to support the libraries in FY2020. If they used the minimum level of all of the services above, they would have realized a service value of \$569 from the libraries during FY2020. 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, 2020

<b>LIBRARY RESOURCES</b>		
<b>Collections</b>	<b>FY2019</b>	<b>FY2020</b>
Print monographs		
volumes held	699,548	698,088
titles held at end of fiscal year	512,420	513,266
Serial (bound and unbound periodicals) volumes	73,096	72,909
Graphic materials (e.g., prints, pictures, photographs)	1,077	1,077
Government documents volumes	14,826	13,322
Microform titles	54,036	54,347
Cartographic materials	1,586	1,592
E-book volumes held at end of fiscal year	161,633	163,910
Audio media units	9,462	10,530
Video media units	7,028	7,088
Serial titles available through the online catalog	7,634	8,063
print title subscriptions	228	226
electronic titles through databases and title subscriptions	359,708	168,309
Electronic reference sources and aggregation services		
citation indexes and abstracts	36	36
full-text article databases	105	105
full-text reference sources	2	2
<b>Staffing</b>	<b>FY2019</b>	<b>FY2020</b>
Total number of staff in FTE	42.21	42.4
number of professional staff (faculty) in FTE	9.36	10.23
number of support staff in FTE	23.34	24.69
number of student assistants in FTE	9.51	7.48

<b>Technology</b>	<b>FY2019</b>	<b>FY2020</b>
Total productivity / research workstations	280	270
desktop workstations	226	216
SMART Boards	13	13
instruction room workstations	31	31
dedicated online catalog workstations	7	7
microform readers	3	3
<b>Facilities</b>	<b>FY2019</b>	<b>FY2020</b>
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	1,339	1,339
at equipment	192	192
not at equipment	1,147	1,147
<b>LIBRARY EXPENDITURES</b>		
	<b>FY2019</b>	<b>FY2020</b>
Total expenditures		
Salaries, wages, and fringe	\$2,191,334	\$2,334,892
Information resources	\$1,363,415	\$1,348,704
Other operating	\$297,581	\$292,545
Expenditures per student (headcount)		
Total expenditures	\$298.40	\$316.01
Salaries, wages, and fringe	\$169.36	\$185.57
Information resources	\$105.92	\$107.19
Other operating	\$23.12	\$23.25
<b>THE LIBRARIES AS AN INFORMATION CENTER</b>		
<b>Access</b>	<b>FY2019</b>	<b>FY2020</b>
Hours open per week, academic semester	112	112
Total hours open at the Pace Library	4,675	3,519
Number of days open during the fiscal year	316	221
Gate count (all three libraries)	447,135	332,222

<b>Library Instruction Services</b>	<b>FY2019</b>	<b>FY2020</b>
Number of librarian-led instruction sessions provided	216	182
Total attendance at instruction sessions	4,736	4,475
<b>Information Services (Reference) Transactions</b>	<b>FY2019</b>	<b>FY2020</b>
Total interactions and consultations	27,830	20,916
in-person	21,975	15,517
virtual	5,855	5,399
Interactions under 20 minutes	25,823	19,202
in-person	20,695	14,629
virtual	5,128	4,573
Consultations over 20 minutes	2,007	1,714
in-person	1,280	888
virtual	727	826
Reference-developed and supported course pages	26,485	29,268
<b>Interlibrary Loan (ILL) Services</b>	<b>FY2019</b>	<b>FY2020</b>
Interlibrary loans & documents provided to others	4,247	3,438
Interlibrary loans & documents received from others	5,171	5,612
<b>Electronic Resources and Services</b>	<b>FY2019</b>	<b>FY2020</b>
Number of searches (queries) in databases or services	17,325,093	16,219,092
Number of successful full-text article requests	772,996	598,634
Number of off-campus logins enabled via our proxy servers	612,342	633,267
Number of uses of online library tutorials/orientations	1,759,729	1,628,526
Number of uses of online subject guides	75,250	84,649
Number of logins for video services	24,498	32,827
Number of virtual visits to library's website	578,088	555,304
Number of virtual visits to library's catalog	167,235	144,601
<b>Circulation Transactions</b>	<b>FY2019</b>	<b>FY2020</b>
Total circulation transactions	124,955	145,283
initial circulation and renewals	57,872	57,377
reserves	66,218	87,056
classroom technologies	865	850

Circulation by select format type (does not include renewals)		
print books (total)	11,190	8,853
audio and visual media (total)	1,338	956
equipment (excluding laptops, iPads, and cameras)	14,435	10,035
network cables	166	152
Ti-84 calculators	2,214	1,569
camera tripods	199	167
headphones	6,424	4,698
LCD projectors	355	279
miscellaneous equipment	2,410	1,595
SMART Board accessories	2,467	1,520
equipment loaned through the SkyLab	200	55
laptops (total)	9,446	6,133
iPads and Kindles (total)	1,827	739
cameras (still and video total)	965	589
study carrels (total)	9,083	6,373