

W.I. Dykes Library  
Progress Card  
FY14-15

**Annual Performance**

**Increase/Decrease**

1. Customer Service	2011-12	2012-13	2013-14	2014-15	From Last Year	Last Three Years
1.a. Students Rating Library Staff Helpful	79.5%	79.5%	93.95%	82.83%	-11.84%	4.19%
1.b. Reference Questions Answered	16,096	15,053	12,631	13,335	5.57%	-17.15%
1.b.1. Answered in Person, By Phone, etc.	14,456	13,676	11,330	9,692	-14.46%	-32.96%
1.b.2. Answered by E-mail, Chat, etc.	1,640	1,377	1,301	3,634	179.32%	121.59%
1.c. Class Presentations	224	225	204	152	-25.49%	-32.14%
1.d. Students Attending Class Presentations	4,623	4,474	7,781	3,144	-59.59%	-31.99%
1.e. Pageviews of Online Guides and Videos	93,881	129,374	129,611	236,626	82.57%	152.05%
2. Access to Scholarly Information	2011-12	2012-13	2013-14	2014-15	From Last Year	Last Three Years
2.a. Book and Non-Book Volumes	200,885	211,965	285,785	216,578	-24.22%	7.81%
2.b. Book and Non-Book Volumes - Check-Outs	46,113	42,790	42,548	26,396	-37.96%	-42.76%
2.c. Book and Non-Book Volumes - Check-Outs Per Volume	0.230	0.202	0.149	0.122	-18.14%	-46.91%
2.d. Book and Non-Book Volumes - Student Satisfaction	72.1%	74.8%	NA	84.79%	NA	17.60%
2.e. Electronic Journals	85,717	87,604	94,649	141,220	49.20%	64.75%
2.f. Electronic Journals - Articles Viewed	317,160	302,845	336,734	353,732	5.05%	11.53%
2.g. Electronic Journals - Articles Viewed Per Title Owned	3.700	3.457	3.558	2.505	-29.59%	-32.30%
2.h. Electronic Books	232,372	315,743	342,903	573,947	67.38%	146.99%
2.i. Electronic Books - Book Sections Viewed	205,010	234,153	226,461	266,685	17.76%	30.08%
2.j. Electronic Books - Book Sections Viewed by Title Owned	0.882	0.742	0.660	0.465	-29.64%	-47.33%
2.k. Electronic Journals and Books - Student Satisfaction	85.0%	78.3%	NA	84.39%	NA	-0.72%
3. Spaces for Study & Collaboration	2011-12	2012-13	2013-14	2014-15	From Last Year	Last Three Years
3.a. Total Library Visitors*	288,679	355,189	373,063	365,542	-2.02%	26.63%
3.b. Library Computer Lab						
3.b.1. Visits to the Library Computer Lab	124,130	267,776	280,416	280,037	-0.13%	125.60%
3.b.2. Computers per 1,000 FTE Students	7.82	7.25	6.11	5.82	-4.72%	-25.56%
3.b.3. Student Satisfaction Rate	NA	79.7%	NA	NA	NA	NA
3.c. Furniture & Seating						
3.c.1. Seating Capacity per 1,000 FTE Students	34.80	43.48	36.64	34.91	-4.72%	0.31%
3.c.2. Student Satisfaction Rate	NA	81.9%	NA	NA	NA	NA
3.d. Spaces for Groups						
3.d.1. Study Room Checkouts	4,715	4,272	4,874	5,226	7.22%	10.84%
3.d.2. Event Room Checkouts	256	289	327	341	4.28%	33.20%
3.d.4. Student Satisfaction Rate	58.70%	62.00%	NA	NA	NA	NA

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4. Awareness of Library Services	2011-12	2012-13	2013-14	2014-15	From Last Year	Last Three Years
4.a. Electronic Resources						
4.a.1. Student Awareness Rate - Remote Access	NA	93.5%	NA	92.13%	NA	-1.47%
4.a.2. Student Awareness Rate - Mobile Access	NA	88.8%	NA	83.26%	NA	-6.24%
4.a.3. Documents Viewed	522,170	563,195	563,195	620,417	10.16%	18.82%
4.b. Renewing Materials Online						
4.b.1. Student Awareness Rate	NA	86.8%	NA	78.96%	NA	-9.03%
4.b.2. UHD Volumes Renewed	11,690	11,764	11,685	10,300	-11.85%	-11.89%
4.c. Interlibrary Loan						
4.c.1. Student Awareness Rate	NA	71.4%	NA	73.38%	NA	2.77%
4.c.2. Units Borrowed	856	689	651	941	44.55%	9.93%
4.d. Reciprocal Borrowing (UH and UHCL)						
4.d.1. Student Awareness Rate	NA	86.1%	NA	72.97%	NA	-15.25%
4.d.2. Units Borrowed	2,058	4,404	4,812	3,991	-17.06%	93.93%
4.e. Getting Help With Citations (APA, MLA, etc.)						
4.e.1. Student Awareness Rate	NA	80.0%	NA	90.81%	NA	13.51%
4.e.2. Citation Questions Answered	NA	195	161	146	-9.32%	-25.13%
** 4.e.3. Pageviews of Online Guides (APA, MLA & Blueboo	10,126	19,798	18,965	24,393	28.62%	140.89%
4.f. Online Research Guides (LibGuides)						
4.f.1. Student Awareness Rate	NA	92.0%	NA	90.81%	NA	-1.29%
4.f.2. Pageviews of Online Guides and Videos	93,881	129,374	129,611	236,626	82.57%	152.05%
4.g. Borrowing Calculators, USB Drive, Headphones, Etc.						
4.g.1. Student Awareness Rate	NA	71.4%	NA	62.79%	NA	-12.06%
4.g.2. Number of Items Borrowed	3,522	3,882	3,009	2,497	-17.02%	-29.10%
<b>5. Operational Effectiveness</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>From Last Year</b>	<b>Last Three Years</b>
5.a. Total Expenditures Per FTE Student	\$362	\$390	\$301	\$301	0.27%	-16.66%
5.b. Overall student satisfaction (library survey)	89.4%	91.2%	NA	87.33%	NA	-2.32%

\*5th Floor Gate non-functioning Sept. 2010-Jan. 2012

\*\*Online Citation Guides implemented July 2010 - Only APA & Bluebook guides available FY10-11