

W.I. Dykes Library
Progress Card
FY14-15

Annual Performance

Increase/Decrease

1. Customer Service	2011-12	2012-13	2013-14	2014-15	2015-16	From Last Year	Last Three Years
1.a. Students Rating Library Staff Helpful	79.5%	79.5%	93.95%	82.83%	N/A	NA	4.19%
1.b. Reference Questions Answered	16,096	15,053	12,631	13,340	9,158	-31.35%	-39.16%
1.b.1. Answered in Person, By Phone, etc.	14,456	13,676	11,330	9,692	6,471	-33.23%	-52.68%
1.b.2. Answered by E-mail, Chat, etc.	1,640	1,377	1,301	3,634	2,651	-27.05%	92.52%
1.b.3. Answered at UHD-Northwest Campus	NA	NA	NA	5	14	180.00%	NA
1.c. Class Presentations	224	225	204	156	150	-3.85%	-33.33%
1.c.1. At UH-Downtown Campus	224	225	204	152	146	-3.95%	-35.11%
1.c.2. At UHD-Northwest Campus	NA	NA	NA	4	4	0.00%	NA
1.d. Students Attending Class Presentations	4,623	4,474	7,781	3,226	2,391	-25.88%	-46.56%
1.d.1 At UH-Downtown Campus	4,623	4,474	7,781	3,144	2,328	-25.95%	-47.97%
1.d.2. At UHD-Northwest Campus	NA	NA	NA	82	63	-23.17%	NA
1.e. Librarian On-Site Reference Hours at UHD-Northwest	NA	NA	NA	48	88	83.33%	NA
1.f. Pageviews of Online Guides and Videos*	93,881	129,374	129,611	236,626	69,924	-70.45%	-45.95%
2. Access to Scholarly Information	2011-12	2012-13	2013-14	2014-15	2015-16	From Last Year	Last Three Years
2.a. Book and Non-Book Volumes	200,885	211,965	285,785	216,578	212,063	-2.08%	0.05%
2.b. Book and Non-Book Volumes - Check-Outs	46,113	42,790	44,054	44,390	36,276	-18.28%	-15.22%
2.c. Book and Non-Book Volumes - Check-Outs Per Volume	0.230	0.202	0.154	0.205	0.171	-16.54%	-15.26%
2.d. Book and Non-Book Volumes - Student Satisfaction	72.1%	74.8%	NA	84.79%	NA	NA	NA
2.e. Electronic Journals	85,717	87,604	94,649	141,220	94,649	-32.98%	8.04%
2.f. Electronic Journals - Articles Viewed	317,160	302,845	336,734	353,732	294,762	-16.67%	-2.67%
2.g. Electronic Journals - Articles Viewed Per Title Owned	3.700	3.457	3.558	2.505	3.114	24.33%	-9.91%
2.h. Electronic Books	232,372	315,743	342,903	573,947	494,972	-13.76%	56.76%
2.i. Electronic Books - Book Sections Viewed	205,010	234,153	226,461	266,685	225,719	-15.36%	-3.60%
2.j. Electronic Books - Book Sections Viewed by Title Owned	0.882	0.742	0.660	0.465	0.456	-1.86%	-38.51%
2.k. Electronic Journals and Books - Student Satisfaction	85.0%	78.3%	NA	84.39%	NA	NA	7.78%
3. Spaces for Study & Collaboration	2011-12	2012-13	2013-14	2014-15	2015-16	From Last Year	Last Three Years
3.a. Total Library Visitors	288,679	355,189	373,063	365,542	362,342	-0.88%	2.01%
3.b. Library Computer Lab							
3.b.1. Visits to the Library Computer Lab	124,130	267,776	280,416	280,037	262,726	-6.18%	-1.89%
3.b.2. Computers per 1,000 FTE Students	7.82	7.25	6.11	5.82	5.89	1.32%	-18.67%
3.b.3. Student Satisfaction Rate	NA	79.7%	NA	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	35.37	1.32%	-18.67%
3.c.2. Student Satisfaction Rate	NA	81.9%	NA	NA	NA	NA	NA

W.I. Dykes Library
 Progress Card
 FY14-15

3.d. Spaces for Groups					
3.d.1. Study Room Checkouts	4,715	4,272	4,874	5226	4972
3.d.2. Event Room Checkouts	256	289	327	341	345
3.d.4. Student Satisfaction Rate	58.70%	62.00%	NA	NA	NA

-4.86%	16.39%
1.17%	19.38%
NA	NA

W.I. Dykes Library
Progress Card
FY14-15

4. Awareness of Library Services	2011-12	2012-13	2013-14	2014-15	2015-16	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	NA	NA
4.a.2. Student Awareness Rate - Mobile Access	NA	88.8%	NA	83.26%	NA	NA	-6.24%
4.a.3. Documents Viewed	522,170	563,195	563,195	620,417	520,481	-16.11%	-7.58%
4.b. Renewing Materials Online							
4.b.1. Student Awareness Rate	NA	86.8%	NA	78.96%	NA	NA	-9.03%
4.b.2. UHD Volumes Renewed	11,690	11,764	11,685	10,300	8,889	-13.70%	-24.44%
4.c. Interlibrary Loan							
4.c.1. Student Awareness Rate	NA	71.4%	NA	73.38%	NA	NA	2.77%
4.c.2. Units Borrowed	856	689	651	941	935	-0.64%	35.70%
4.d. Reciprocal Borrowing (UH and UHCL)							
4.d.1. Student Awareness Rate	NA	86.1%	NA	72.97%	NA	NA	-15.25%
4.d.2. Units Borrowed	2,058	4,404	4,812	3,991	5,193	30.12%	17.92%
4.e. Getting Help With Citations (APA, MLA, etc.)							
4.e.1. Student Awareness Rate	NA	80.0%	NA	90.81%	NA	NA	13.51%
4.e.2. Citation Questions Answered	NA	195	161	146	98	-32.88%	-49.74%
4.e.3. Pageviews of Online Guides (APA, MLA & Bluebook)	10,126	19,798	18,965	24,393	16,383	-32.84%	-17.25%
4.f. Online Research Guides (LibGuides)							
4.f.1. Student Awareness Rate	NA	92.0%	NA	90.81%	NA	NA	-1.29%
4.f.2. Pageviews of Online Guides and Videos *	93,881	129,374	129,611	236,626	69,924	NA	NA
4.g. Borrowing Calculators, USB Drive, Headphones, Etc.							
4.g.1. Student Awareness Rate	NA	71.4%	NA	62.79%	NA	NA	-12.06%
4.g.2. Number of Items Borrowed	3,522	3,882	3,009	2,497	4,208	68.52%	8.40%
5. Operational Effectiveness	2011-12	2012-13	2013-14	2014-15	2015-16	From Last Year	Last Three Years
5.a. Total Expenditures Per FTE Student	\$362	\$390	\$301	\$301	\$301	-0.15%	-22.88%
5.b. Overall student satisfaction (library survey)	89.4%	91.2%	NA	87.33%	NA	NA	-4.24%

*The library website was changed along with the University's site and several services previously linked through the Research Guide platform have been moved to the website resulting in fewer recorded hits.