W.I. Dykes Library
Progress Card
FY2021

Operational Effectiveness	FY19	FY20	FY21
Value			
a. Hours open per long semester (avg. Fall & Spr.)	1,432	1,141	848
b. Hours worked by student workers	6,908	3,476	3,759
c. Library staff years of experience	453	454	459
d. Professional Development Hours	N/A	642	749
Expenditures			
a. Total Expenditure per FTE (student/faculty)	$479	$459	$408
b. Collections expenditure per FTE (student/faculty)	$251	$227	$179
c. Percent of University budget (Collections)	0.94%	1.12%	0.86%
Library Satisfaction (Surveys)			
a. Customer service rating (student/faculty)	89%	N/A	97%**
b. Resource usefulness rating (student/faculty)	89%	N/A	55%**
c. Library experience rating (student/faculty)	91%	N/A	79%**
Library Resources and Usage	FY19	FY20	FY21
Collection Size			
a. print book volumes	191,180	189,992	190,928
b. print serial volumes	21,695	18,507	18,639
c. audio-visual recordings*	9,067	90,645	90,680
e. ebook titles available	656,419	531,527	540,690
f. ejournal titles available	124,568	95,628	77,574
Material Usage			
a. Electronic materials	565,329	611,463	439,515
i. Usage per student and faculty FTE	60	62	43
b. Physical circulation of collection*	10,132	22,604	8,148
Interlibrary Loan			
a. Within UH System			
i. Borrowed	1,017	339	1,175
ii. Loaned	2,698	1,283	563
b. Outside UH System			
i. Borrowed	1,198	582	311
ii. Loaned	1,383	754	645
Reference			
a. Questions Answered	9,120	5,528	2,948
i. Answered via Chat Service	1,491	1,759	1,897
ii. Reference Contact Hours	504	523	448
4.c. Research Guide Views	70,694	78,090	76,850

4.d. Equipment Borrowed (headphones, calculators etc.)	3,345	734	129
4.e. Website Sessions	139,885	121,898	113,990
University Archives			
4.h. Holdings			
i. Total Linear Feet	340	344	346
ii. Total Digital in GB	96	101	106
iii. Physical Intake	12	4	2
iv. Digital Intake in GB	74	5	5
4.i. Finding Aids Created	4	24	1
4.j. Questions Answered	12	19	11
4.l. Exhibits	1	1	1
Access			
Average weekly gate count (per long semester)	5,694	8,129	1,537
Computer lab visits	194,685	121,433	16,263
Lab logins	47,850	61,550	5,627
Remote access logins	27,291	26,190	30,758
Study room usage in hours	6,348	4,081	1,037
Event space use in hours	1,035	579	38
Instruction Services			
4.e. Sessions Held	207	126	38
i. Orientations	25	N/A	1
ii. Freshman Seminars	16	30	1
iii. Core Course Instruction	120	51	11
iv. Upper Level	71	45	26
4.f. Total Session Attendance	5,049	3003	954
4.g. Instructional video/module views	996	4,923	5,086
4.h. Outreach Events	8	8	12
i. Outreach Attendance	1,015	1,603	421

*The change from one library computer system to another means statistics are not comparable in all areas.

** Student survey results only - Scheduled Faculty survey not conducted due to COVID-19 closure.

FY19 Student FTE - 8977 (UHD 2018-2019 Factbook)

FY19 Faculty FTE -517 (UHD 2018-2019 Factbook)

FY20 Student FTE - 9387 (UHD 2019-2020 Factbook)

FY20 Faculty FTE - 501 (UHD 2019-2020 Factbook)

FY21 Student FTE - 9,744 (UHD 2020-2021 Fact Book)

FY21 Faculty FTE - 510 (UHD 2020-2021 Fact Book)