

**University of Houston Downtown Libraries  
FY2013-14 Progress Card (preliminary)**

**Annual Performance**

**Increase/Decrease**

<b>1. Customer Service</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>From Last Year</b>	<b>Last Three Years</b>
1.a. Students Rating Library Staff Helpful	75.9%	79.5%	79.5%	93.95%	18.18%	23.78%
1.b. Reference Questions Answered	14,762	16,096	15,053	12,631	-16.09%	-14.44%
1.b.1. Answered in Person, By Phone, etc.	14,173	14,456	13,676	11,330	-17.15%	-20.06%
1.b.2. Answered by E-mail, Chat, etc.	589	1,640	1,377	1,301	-5.52%	120.88%
1.c. Class Presentations	234	224	225	204	-9.33%	-12.82%
1.d. Students Attending Class Presentations	4,598	4,623	4,474	7,781	73.92%	69.23%
1.e. Pageviews of Online Guides and Videos	70,169	93,881	129,374	129,611	0.18%	84.71%

<b>2. Access to Scholarly Information</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>From Last Year</b>	<b>Last Three Years</b>
2.a. Book and Non-Book Volumes	202,411	200,885	211,965	285,785	34.83%	41.19%
2.b. Book and Non-Book Volumes - Check-Outs	40,527	46,113	42,790	42,548	-0.57%	4.99%
2.c. Book and Non-Book Volumes - Check-Outs Per Volume	0.200	0.230	0.202	0.149	-26.25%	-25.64%
2.d. Book and Non-Book Volumes - Student Satisfaction	NA	72.1%	74.8%	NA	NA	NA
2.e. Electronic Journals	72,250	85,717	87,604	94,649	8.04%	31.00%
2.f. Electronic Journals - Articles Viewed	329,674	317,160	302,845	336,734	11.19%	2.14%
2.g. Electronic Journals - Articles Viewed Per Title Owned	4.563	3.700	3.457	3.558	2.91%	-22.03%
2.h. Electronic Books	167,640	232,372	315,743	342,903	8.60%	104.55%
2.i. Electronic Books - Book Sections Viewed	164,507	205,010	234,153	226,461	-3.29%	37.66%
2.j. Electronic Books - Book Sections Viewed by Title Owned	0.981	0.882	0.742	0.660	-10.95%	-32.70%
2.k. Electronic Journals and Books - Student Satisfaction	NA	85.0%	78.3%	NA	NA	NA

<b>3. Spaces for Study &amp; Collaboration</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>From Last Year</b>	<b>Last Three Years</b>
3.a. Total Library Visitors*	277,509	288,679	355,189	373,063	5.03%	34.43%
3.b. Library Computer Lab						
3.b.1. Visits to the Library Computer Lab	138,754	124,130	267,776	280,416	4.72%	102.10%
3.b.2. Computers per 1,000 FTE Students	7.95	7.82	7.25	6.11	-15.75%	-23.21%
3.b.3. Student Satisfaction Rate	NA	NA	79.7%	NA	NA	NA
3.c. Furniture & Seating						
3.c.1. Seating Capacity per 1,000 FTE Students	NA	34.80	43.48	36.64	-15.75%	NA
3.c.2. Student Satisfaction Rate	NA	NA	81.9%	NA	NA	NA
3.d. Spaces for Groups						
3.d.1. Study Room Checkouts	2,448	4,715	4,272	4,874	14.09%	99.10%
3.d.2. Event Room Checkouts	103	256	289	327	13.15%	217.48%
3.d.4. Student Satisfaction Rate	NA	58.70%	62.00%	NA	NA	NA

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<b>4. Awareness of Library Services</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>From Last Year</b>	<b>Last Three Years</b>
4.a. Electronic Resources						
4.a.1. Student Awareness Rate - Remote Access	NA	NA	93.5%	NA	NA	NA
4.a.2. Student Awareness Rate - Mobile Access	NA	NA	88.8%	NA	NA	NA
4.a.3. Documents Viewed	494,181	522,170	536,998	563,195	4.88%	13.97%
4.b. Renewing Materials Online						
4.b.1. Student Awareness Rate	NA	NA	86.8%	NA	NA	NA
4.b.2. UHD Volumes Renewed	9,841	11,690	11,764	11,685	-0.67%	18.74%
4.c. Interlibrary Loan						
4.c.1. Student Awareness Rate	NA	NA	71.4%	NA	NA	NA
4.c.2. Units Borrowed	1,217	856	689	651	-5.52%	-46.51%
4.d. Reciprocal Borrowing (UH and UHCL)						
4.d.1. Student Awareness Rate	NA	NA	86.1%	NA	NA	NA
4.d.2. Units Borrowed	1,915	2,058	4,404	4,812	9.26%	151.28%
4.e. Getting Help With Citations (APA, MLA, etc.)						
4.e.1. Student Awareness Rate	NA	NA	80.0%	NA	NA	NA
4.e.2. Citation Questions Answered	NA	NA	195	161	-16.09%	NA
** 4.e.3. Pageviews of Online Guides (APA, MLA & Blueboo	1,208	10,126	19,798	18,965	-4.21%	1469.95%
4.f. Online Research Guides (LibGuides)						
4.f.1. Student Awareness Rate	NA	NA	92.0%	NA	NA	NA
4.f.2. Pageviews of Online Guides and Videos	70,169	93,881	129,374	129,611	0.18%	84.71%
4.g. Borrowing Calculators, USB Drive, Headphones, Etc.						
4.g.1. Student Awareness Rate	NA	NA	71.4%	NA	NA	NA
4.g.2. Number of Items Borrowed	1,789	3,522	3,882	3,009	-22.49%	68.19%
<b>5. Operational Effectiveness</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>From Last Year</b>	<b>Last Three Years</b>
5.a. Total Expenditures Per FTE Student	\$409	\$362	\$390	\$301	-22.97%	-26.55%
5.b. Overall student satisfaction (library survey)	92.7%	89.4%	91.2%	NA	NA	NA

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

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