

**W.I. Dykes Library
Progress Card
FY2017**

1. Library Satisfaction Rates	FY15	FY16	FY17	Increase/Decrease	3 Year Increase/Decrease
Students					
1.a. Customer Service	83%	NA	84%	1%	NA
1.b. Resource Usefulness (print and electronic)	84%	NA	80%	-5%	NA
1.d. Space'	89%	NA	86%	-3%	NA
1.g. Overall User Experience	87%	NA	92%	5%	NA
Faculty					
1.a. Customer Service	94%	80%	NA	-15%	NA
1.b. Resource Usefulness (print and electronic)	85%	91%	NA	7%	NA
1.e. Services	50%	55%	NA	10%	NA
1.f. Instruction	58%	51%	NA	-11%	NA
1.g. Overall User Experience	93%	85%	NA	-9%	NA
2. Library Resources and Usage	FY15	FY16	FY17	Increase/Decrease	3 Year Increase/Decrease
Volumes Added					
2.a. Ebooks	7,510	7,756	33,690	334%	349%
2.b. Print titles	3,295	1,872	2,224	19%	-33%
2.c. Journal titles	61	46	70	52%	15%
Usage					
2.d. Electronic Books -book sections viewed	239,221	229,235	167,181	-27%	-30%
2.e. Electronic journals - articles viewed	358,214	294,762	321,214	9%	-10%
2.f. Physical Circulation of Collection	26,396	36,276	23,599	-35%	-11%
2.g. Usage per student and faculty FTE	64.68	55.96	45.22	-19%	-30%
Interlibrary Loan**					
2.h. Within UH System	3,991	5,193	290	-94%	-93%
i. borrowed			225	NA	NA
ii. Loaned			65	NA	NA
2.i. Outside UH System	759	730	2,440	234%	221%
i. borrowed			1,482	NA	NA
ii. Loaned			958	NA	NA
3. Physical Space	FY15	FY16	FY17	Increase/Decrease	3 Year Increase/Decrease
3.a. Total Library Visitors	365,542	362,342	314,260	-13%	-14%
3.b. Visits to the Library Computer Lab	280,037	262,726	229,511	-13%	-18%
3.c. Computers per 1,000 FTE Students	9.12	8.80	7.91	-10%	-13%
3.d. Study room checkouts	5,226	4,972	4,626	-7%	-11%
4. Services	FY15	FY16	FY17	Increase/Decrease	3 Year Increase/Decrease
Reference					
4.a. Questions Answered	13,335	9,144	7,554	-17%	-43%
i. Answered via Chat Service	3,634	2,651	1,252	-53%	-66%

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ii. Reference Contact Hours	NA	1,303	611	-53%	NA
4.b. Research Guides Available	NA	182	210	15%	NA
4.c. Research Guide Views*	236,626	69,924	75,413	8%	NA
4.d. Equipment Borrowed (headphones, calculators etc.)	2,497	4,208	5,737	36%	130%
4.e. Website Sessions	151,399	155,059	149,431	-4%	-1%
Instruction Services					
4.e. Sessions Held**	152	146	112	-23%	-26%
i. Orientations	NA	NA	8	NA	NA
ii. Freshman Seminars	NA	18	12	-33%	NA
iii. Core Course Instruction	NA	33	40	21%	NA
iv. Upper Level	NA	63	60	-5%	NA
v. Student Contact Hours	NA	2,981	2,323	-22%	NA
4.f. Total Session Attendance	3,144	2,328	2,589	11%	-18%
4.g. Instructional vidoe/module views	NA	NA	549	NA	NA
4.h. Outreach Events	NA	6	21	250%	NA
i. Outreach Attendance	NA	NA	385	NA	NA
ii. Outreach Contact Hours	NA	NA	864	NA	NA
University Archives					
4.h. Holdings					
i. Total Linear Feet	NA	136.3	328.0	141%	NA
ii. Total Digital in GB	NA	10.0	NA	NA	NA
iii. Physical Intake	NA	38.5	191.7	398%	NA
iv. Digital Intake in GB	NA	1.0	NA	NA	NA
4.i. Finding Aids Created	NA	15.0	16.0	7%	NA
4.j. Questions Answered	NA	156.0	NA	NA	NA
4.k. Instruction Sessions/Classes	NA	8.0	10.0	25%	NA
4.l. Exhibits	NA	3.0	3.0	0%	NA
5. Operational Effectiveness	FY15	FY16	FY17	Increase/Decrease	3 Year Increase/Decrease
5.a. Total Expenditures per FTE Student & Faculty	\$ 451.17	\$ 428.34	\$ 378.23	-12%	-16%
5.c. Collection Expenditure per FTE Student & Faculty	\$ 232.69	\$ 218.99	\$ 190.39	-13%	-18%

* The library website was changed along with the rest of 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.

** As of FY17 Interlibrary Loan Statistics are calculated to better reflect actual usage.

¹Question only relates to CyFair, Kingwood & NW campus space