

W.I. Dykes Library
Progress Card
FY2020

Operational Effectiveness	FY19	FY20
Value		
a. Hours open per long semester (avg. Fall & Spr.)	1,432	1,141
b. Hours worked by student workers	6,908	3,476
c. Library staff years of experience	453	454
d. Professional Development Hours	N/A	642
Expenditures		
a. Total Expenditure per FTE (student/faculty)	\$479	\$459
b. Collections expenditure per FTE (student/faculty)	\$251	\$227
c. Percent of University budget (Collections)	0.9%	1%
Library Satisfaction (Surveys)		
a. Customer service rating (student/faculty)	89%	N/A
b. Resource usefulness rating (student/faculty)	89%	N/A
c. Library experience rating (student/faculty)	91%	N/A
Library Resources and Usage	FY19	FY20
Collection Size		
a. print book volumes	191,180	189,992
b. print serial volumes	21,695	18,507
c. audio-visual recordings*	9,067	90,645
e. ebook titles available	656,419	531,527
f. ejournal titles available	124,568	95,628
Material Usage		
a. Electronic materials	565,329	611,463
i. Usage per student and faculty FTE	60	62
b. Physical circulation of collection*	10,132	22,604
Interlibrary Loan		
a. Within UH System		
i. Borrowed	1,017	339
ii. Loaned	2,698	1,283
b. Outside UH System		
i. Borrowed	1,198	582
ii. Loaned	1,383	754
Reference		
a. Questions Answered	9,120	5,528
i. Answered via Chat Service	1,491	1,759
ii. Reference Contact Hours	504	523

W.I. Dykes Library
Progress Card
FY2020

4.c. Research Guide Views	70,694	78,090
4.d. Equipment Borrowed (headphones, calculators etc.)	3,345	734
4.e. Website Sessions	139,885	121,898
University Archives		
4.h. Holdings		
i. Total Linear Feet	340	344
ii. Total Digital in GB	96	101
iii. Physical Intake	12	4
iv. Digital Intake in GB	74	5
4.i. Finding Aids Created	4	24
4.j. Questions Answered	12	19
4.l. Exhibits	1	1
Access		
Average weekly gate count (per long semester)	5,694	8,129
Computer lab visits	194,685	121,433
Lab logins	47,850	61,550
Remote access logins	27,291	26,190
Study room usage in hours	6,348	4,081
Event space use in hours	1,035	579
Instruction Services		
4.e. Sessions Held	207	126
i. Orientations	25	N/A
ii. Freshman Seminars	16	30
iii. Core Course Instruction	120	51
iv. Upper Level	71	45
v. Student Contact Hours	1,396	N/A
4.f. Total Session Attendance	5,049	3003
4.g. Instructional video/module views	996	4923
4.h. Outreach Events	8	8
i. Outreach Attendance	1,015	1,603

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

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)