

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

Annual Performance					Increase/Decrease	
	Base Year (2008-09)	2010-11	2011-12	2012-13	From Last Year	From Base Year
1. Customer Service						
1.a. Students Rating Library Staff Helpful	78.0%	75.9%	79.5%	79.5%	0.00%	1.92%
1.b. Reference Questions Answered	15,953	14,762	16,096	15,053	-6.48%	-5.64%
1.b.1. Answered in Person, By Phone, etc.	NA	14,173	14,456	13,676	-5.40%	NA
1.b.2. Answered by E-mail, Chat, etc.	NA	589	1,640	1,377	-16.04%	NA
1.c. Class Presentations	200	234	224	225	0.45%	12.50%
1.d. Students Attending Class Presentations	4,506	4,598	4,623	4,474	-3.22%	-0.71%
1.e. Pageviews of Online Guides and Videos	NA	NA	369,534	432,102	16.93%	NA
2. Access to Scholarly Information						
2.a. Book and Non-Book Volumes	205,270	202,411	200,885	211,965	5.52%	3.26%
2.b. Book and Non-Book Volumes - Check-Outs	54,509	40,527	46,113	42,790	-7.21%	-21.50%
2.c. Book and Non-Book Volumes - Check-Outs Per Volume	0.266	0.200	0.230	0.202	-12.06%	-23.98%
2.d. Book and Non-Book Volumes - Student Satisfaction	NA	NA	72.1%	74.8%	3.74%	NA
2.e. Electronic Journals	62,969	72,250	85,717	87,604	2.20%	39.12%
2.f. Electronic Journals - Articles Viewed	333,037	329,674	317,160	302,845	-4.51%	-9.07%
2.g. Electronic Journals - Articles Viewed Per Title Owned	5.289	4.563	3.700	3.457	-6.57%	-34.64%
2.h. Electronic Books	87,601	167,640	232,372	315,743	35.88%	260.43%
2.i. Electronic Books - Book Sections Viewed	106,934	164,507	205,010	234,153	14.22%	118.97%
2.j. Electronic Books - Book Sections Viewed by Title Owned	1.221	0.981	0.882	0.742	-15.94%	-39.25%
2.k. Electronic Journals and Books - Student Satisfaction	NA	NA	85.0%	78.3%	-7.88%	NA
3. Spaces for Study & Collaboration						
3.a. Library Computer Lab						
3.a.1. Visits to the Library Computer Lab	92,180	138,754	124,130	267,776	115.72%	190.49%
3.a.2. Computers per 1,000 FTE Students	NA	7.95	7.82	7.25	-7.26%	NA
3.a.3. Student Satisfaction Rate	NA	NA	NA	79.7%	NA	NA
3.b. Furniture & Seating						
3.b.1. Seating Capacity per 1,000 FTE Students	NA	NA	34.80	43.48	24.97%	NA
3.b.2. Student Satisfaction Rate	NA	NA	NA	81.9%	NA	NA
3.c. Spaces for Groups						
3.c.1. Study Room Checkouts	NA	2,448	4,715	3,982	-15.55%	NA
3.c.2. Event Room Checkouts	NA	103	256	216	-15.63%	NA
3.c.3. Student Satisfaction Rate	NA	NA	58.7%	62.0%	5.62%	NA

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3.d. Noise Level - Student Satisfaction Rate	NA	NA	NA	77.6%	NA	NA
3.e. Temperature - Student Satisfaction Rate	NA	NA	NA	80.4%	NA	NA

4. Awareness of Library Services	Base Year (2008-09)	2010-11	2011-12	2012-13	From Last Year	From Base Year
4.a. Electronic Resources						
4.a.1. Student Awareness Rate - Remote Access	NA	NA	NA	93.5%	NA	NA
4.a.2. Student Awareness Rate - Mobile Access	NA	NA	NA	88.8%	NA	NA
4.a.3. Documents Viewed	439,971	494,181	522,170	536,998	2.84%	22.05%
4.b. Renewing Materials Online						
4.b.1. Student Awareness Rate	NA	NA	NA	86.8%	NA	NA
4.b.2. UHD Volumes Renewed	14,693	9,841	11,690	11,764	0.63%	-19.93%
4.c. Interlibrary Loan						
4.c.1. Student Awareness Rate	NA	NA	NA	71.4%	NA	NA
4.c.2. Units Borrowed	1,541	1,217	856	689	-19.51%	-55.29%
4.d. Reciprocal Borrowing (UH and UHCL)						
4.d.1. Student Awareness Rate	NA	NA	NA	86.1%	NA	NA
4.d.2. Units Borrowed	NA	1,915	2,058	4,404	113.99%	NA
4.e. Getting Help With Citations (APA, MLA, etc.)						
4.e.1. Student Awareness Rate	NA	NA	NA	80.0%	NA	NA
4.e.2. Citation Questions Answered						
4.e.3. Pageviews of Online Guides (APA and MLA)	NA	1,608	8,837	8,840	0.03%	NA
4.f. Online Research Guides (LibGuides)						
4.f.1. Student Awareness Rate	NA	NA	NA	92.0%	NA	NA
4.f.2. Pageviews of Online Guides and Videos	NA	NA	369,534	432,102	16.93%	NA
4.g. Borrowing Calculators, USB Drive, Headphones, Etc.						
4.g.1. Student Awareness Rate	NA	NA	NA	71.4%	NA	NA
4.g.2. Number of Items Borrowed	NA	1,789	3,522	3,882	10.22%	NA

5. Operational Effectiveness	Base Year (2008-09)	2010-11	2011-12	2012-13	From Last Year	From Base Year
5.a. Total Expenditures Per FTE Student	\$354	\$409	\$362	\$390	7.90%	10.26%
5.b. Overall student satisfaction (library survey)	91.9%	92.7%	89.4%	91.2%	2.01%	-0.76%