

W.I. Dykes Library  
Progress Card  
FY2018

1. Library Satisfaction Rates	FY16	FY17	FY18	Increase/Decrease	3 Year Increase/Decrease
<b>Students</b>					
1.a. Customer Service	NA	84%	NA	NA	NA
1.b. Resource Usefulness (print and electronic)	NA	80%	NA	NA	NA
1.d. Space <sup>1</sup>	NA	86%	NA	NA	NA
1.g. Overall User Experience	NA	92%	NA	NA	NA
<b>Faculty</b>					
1.a. Customer Service	80%	NA	91%	14%	NA
1.b. Resource Usefulness (print and electronic)	91%	NA	93%	2%	NA
1.e. Services	55%	NA	47%	-14%	NA
1.f. Instruction	51%	NA	62%	21%	NA
1.g. Overall User Experience	85%	NA	92%	9%	NA
2. Library Resources and Usage	FY16	FY17	FY18	Increase/Decrease	3 Year Increase/Decrease
<b>Volumes Added</b>					
2.a. Ebooks	7,756	33,690	9,799	-71%	26%
2.b. Print titles	1,872	2,224	1,805	-19%	-4%
2.c. Journal titles	46	70	13	-81%	-72%
<b>Usage</b>					
2.d. Electronic Books -book sections viewed	229,235	167,181	168,886	1%	-26%
2.e. Electronic journals - articles viewed	294,762	321,214	315,479	-2%	7%
2.f. Physical Circulation of Collection	36,276	23,599	22,757	-4%	-37%
2.g. Usage per student and faculty FTE	55.96	45.22	45.35	0%	-19%
<b>Interlibrary Loan</b>					
2.h. Within UH System	5,193	5,051	3,896	-23%	-25%
i. Borrowed		1,418	1,068	-25%	NA
ii. Loaned		3,633	2,828	-22%	NA
2.i. Outside UH System	730	2,440	2,258	-7%	209%
i. Borrowed		1,482	830	-44%	NA
ii. Loaned		958	1,428	49%	NA
3. Physical Space	FY16	FY17	FY18	Increase/Decrease	3 Year Increase/Decrease
3.a. Total Library Visitors	362,342	314,260	515,040	64%	42%
3.b. Visits to the Library Computer Lab	262,726	229,511	300,038	31%	14%
3.c. Computers per 1,000 FTE Students	8.80	7.91	8.05	2%	-8%
3.d. Study room checkouts	4,972	4,626	3,855	-17%	-22%
4. Services	FY16	FY17	FY18	Increase/Decrease	3 Year Increase/Decrease
<b>Reference</b>					
4.a. Questions Answered	9,144	7,554	8,323	10%	-9%

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i. Answered via Chat Service	2,651	1,252	1,361	9%	-49%
ii. Reference Contact Hours	1,303	611	629	3%	-52%
4.b. Research Guides Available	182	210	133	-37%	-27%
4.c. Research Guide Views	69,924	75,413	71,682	-5%	3%
4.d. Equipment Borrowed (headphones, calculators etc.)	4,208	5,737	3,254	-43%	-23%
4.e. Website Sessions	155,059	149,431	176,169	18%	14%
<b>Instruction Services</b>					
4.e. Sessions Held	146	112	148	32%	1%
i. Orientations	NA	8	21	163%	NA
ii. Freshman Seminars	18	12	18	50%	0%
iii. Core Course Instruction	33	40	61	53%	85%
iv. Upper Level	63	60	53	-12%	-16%
v. Student Contact Hours	2,981	2,323	3,171	37%	6%
4.f. Total Session Attendance	2,328	2,589	2,551	-1%	10%
4.g. Instructional videoe/module views	NA	549	885	61%	NA
4.h. Outreach Events	6	21	16	-24%	167%
i. Outreach Attendance	NA	385	375	-3%	NA
ii. Outreach Contact Hours	NA	864	862	0%	NA
<b>University Archives*</b>					
4.h. Holdings					
i. Total Linear Feet	136.3	328.0	328.0	NA	141%
ii. Total Digital in GB	10.0	0.0	0.0	NA	NA
iii. Physical Intake	38.5	191.7	0.0	NA	NA
iv. Digital Intake in GB	1.0	0.0	0.0	NA	NA
4.i. Finding Aids Created	15.0	16.0	0.0	NA	NA
4.j. Questions Answered	156.0	0.0	12.0	NA	NA
4.k. Instruction Sessions/Classes	8.0	10.0	0.0	NA	NA
4.l. Exhibits	3.0	3.0	0.0	NA	NA
<b>5. Operational Effectiveness</b>	<b>FY16</b>	<b>FY17</b>	<b>FY18</b>	<b>Increase/Decrease</b>	<b>3 Year Increase/Decrease</b>
5.a. Total Expenditures per FTE Student & Faculty	\$ 428.34	\$ 378.23	\$ 403.41	7%	-6%
5.c. Collection Expenditure per FTE Student & Faculty	\$ 218.99	\$ 190.39	\$ 221.75	16%	1%

\*University Archivist position unfilled August 2017 - September 2018

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

FY18 Student FTE - 10,435 (IPEDS)

FY18 Faculty - 748 (UHD Fact Book)