

**W.I. Dykes Library  
Progress Card  
FY2022**

Operational Effectiveness	FY20	FY21	FY22
<b>Value</b>			
a. Hours open per long semester (avg. Fall & Spr.)	1,141	848	1,344
b. Hours worked by student workers	3,476	3,759	5,227
c. Library staff years of experience	454	459	NA
d. Professional Development Hours	642	749	736
<b>Expenditures</b>			
a. Total Expenditure per FTE (student/faculty)	\$459	\$408	\$484
b. Collections expenditure per FTE (student/faculty)	\$227	\$179	\$222
c. Percent of University budget (Collections)	1%	86.0%	1.3%
<b>Library Satisfaction (Surveys)</b>			
a. Customer service rating (student/faculty)	N/A	97%	NA
b. Resource usefulness rating (student/faculty)	N/A	55%	NA
c. Library experience rating (student/faculty)	N/A	79%	NA
<b>Library Resources and Usage</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>
<b>Collection Size</b>			
a. print book volumes	189,992	190,928	191,351
b. print serial volumes	18,507	18,639	17,995
c. audio-visual recordings*	90,645	90,680	95,356
e. ebook titles available	531,527	540,690	587,812
f. ejournal titles available	95,628	77,574	101,980
<b>Material Usage</b>			
a. Electronic materials	611,463	439,515	477,191
i. Usage per student and faculty FTE	62	43	48
b. Physical circulation of collection*	22,604	8,148	19,930
<b>Interlibrary Loan</b>			
a. Within UH System			
i. Borrowed	339	1,175	1,504
ii. Loaned	1,283	563	1,436
b. Outside UH System			
i. Borrowed	582	311	764
ii. Loaned	754	645	233
<b>Reference</b>			
a. Questions Answered	5,528	2,948	5,180
i. Answered via Chat Service	1,759	1,897	1,492

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ii. Reference Contact Hours	523	448	NA
4.c. Research Guide Views	78,090	76,850	68,834
4.d. Equipment Borrowed (headphones, calculators etc.)	734	129	1,560
4.e. Website Sessions	121,898	113,990	68,564
<b>University Archives</b>			
4.h. Holdings			
i. Total Linear Feet	344	346	346
ii. Total Digital in GB	101	106	101
iii. Physical Intake	4	2	0
iv. Digital Intake in GB	5	5	0
4.i. Finding Aids Created	24	1	0
4.j. Questions Answered	19	11	7
4.l. Exhibits	1	1	0
<b>Access</b>			
Average weekly gate count (per long semester)	8,129	1,537	1,599
Computer lab visits	121,433	16,263	18,444
Lab logins	61,550	5,627	28,393
Remote access logins	26,190	30,758	44,533
Study room usage in hours	4,081	1,037	604
Event space use in hours	579	38	902
<b>Instruction Services</b>			
4.e. Sessions Held	126	38	46
i. Orientations	N/A	1	19
ii. Freshman Seminars	30	1	6
iii. Core Course Instruction	51	11	19
iv. Upper Level	45	26	21
4.f. Total Session Attendance	3003	954	1,512
4.g. Instructional video/module views	4923	5086	3516
4.h. Outreach Events	8	NA	12
i. Outreach Attendance	1,603	NA	421

FY20 FTE: Student - 9,387/Faculty - 501 (UHD 2019-2020 Fact Book)

FY21 FTE: Student - 9,744/Faculty - 510 (UHD 2020-2021 Fact Book)

FY22 FTE: Student - 9,483/Faculty - 536 (UHD 2021-2022 Fact Book)