

W.I. Dykes Library
Progress Card
FY2019

Operational Effectiveness	FY19
Value	
a. Library value per FTE/year (student/faculty)	
b. Hours open per semester	1,432
c. Hours worked by student workers	6,908
d. Library staff years of experience	453
e. Professional Development Hours	
Expenditures	
a. Total Expenditure per FTE (student/faculty)	\$479
b. Collections expenditure per FTE (student/faculty)	\$251
c. Percent of University budget	0.9%
Library Satisfaction (Surveys)	
a. Customer service rating (student/faculty)	89%
b. Resource usefulness rating (student/faculty)	89%
c. Library experience rating (student/faculty)	91%
Library Resources and Usage	FY19
Collection Size	
a. print book volumes	191,180
b. print serial volumes	21,695
c. audio-visual recordings	9,067
e. ebook titles available	656,419
f. ejournal titles available	124,568
Material Usage	
a. Electronic materials	565,329
i. Usage per student and faculty FTE	60
b. Physical circulation of collection	10,132
Interlibrary Loan	
a. Within UH System	
i. Borrowed	1,017
ii. Loaned	2,698
b. Outside UH System	
i. Borrowed	1,198
ii. Loaned	1,383
Reference	
a. Questions Answered	9,120
i. Answered via Chat Service	1,491

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ii. Reference Contact Hours	504
4.c. Research Guide Views	70,694
4.d. Equipment Borrowed (headphones, calculators etc.)	3,345
4.e. Website Sessions	139,885
University Archives	
4.h. Holdings	
i. Total Linear Feet	340.0
ii. Total Digital in GB	96.0
iii. Physical Intake	11.5
iv. Digital Intake in GB	74.0
4.i. Finding Aids Created	4.0
4.j. Questions Answered	12.0
4.l. Exhibits	1.0
Access	
Average weekly gate count (semester)	5,694
Computer lab visits	194,685
Lab logins	47,850
Remote access logins	27,291
Study room usage in hours	6,348
Event space use in hours	1,035
Instruction Services	
4.e. Sessions Held	207
i. Orientations	25
ii. Freshman Seminars	16
iii. Core Course Instruction	120
iv. Upper Level	71
v. Student Contact Hours	1,396
4.f. Total Session Attendance	5,049
4.g. Instructional video/module views	996
4.h. Outreach Events	8
i. Outreach Attendance	1,015
ii. Outreach Contact Hours	37

FY19 Student FTE - 9494 (UHD Factbook)

FY19 Faculty FTE -517 (UHD Factbook)