

W.I. Dykes Library  
Progress Card  
FY2024

Operational Effectiveness	FY22	FY23	FY24
<b>Expenditures</b>			
a. Total Expenditure per FTE (student/faculty)	\$484	\$493	\$543
b. Collections expenditure per FTE (student/faculty)	\$222	\$240	\$257
c. Percent of University budget (Collections)	1.30%	1.34%	1.02%
<b>Library Satisfaction (Surveys)</b>			
a. Customer service rating (student/faculty)	NA	95%	92%
b. Resource usefulness rating (student/faculty)	NA	67%	59%
c. Library experience rating (student/faculty)	NA	86%	84%
<b>Library Resources and Usage</b>			
<b>Collection Size</b>			
a. print book volumes	191,351	188,059	177,773
b. print serial volumes	17,955	17,943	4,156*
c. audio-visual recordings	95,356	164,268	169,043
e. ebook titles available	587,812	605,051	293,292**
f. ejournal titles available	101,980	262,409	246,103
<b>Material Usage</b>			
a. Electronic materials	477,191	433,664	376,469
i. Usage per student and faculty FTE	48	46	40
b. Physical circulation of collection	19,930	22,053	24,350
<b>Interlibrary Loan</b>			
a. Within UH System			
i. Borrowed	1,504	623	1,235
ii. Loaned	1,436	1,291	1,128
b. Outside UH System			
i. Borrowed	764	897	892
ii. Loaned	233	932	981
<b>Reference</b>			
a. Questions Answered	5,180	5,442	7,670
i. Answered via Chat Service	1,492	1,217	253
4.c. Research Guide Views	68,834	61,315	62,445
4.d. Equipment Borrowed (headphones, calculators etc.)	1,560	2,693	2,540
4.e. Website Sessions	68,564	57,930	44,761
<b>University Archives</b>			
<b>4.h. Holdings</b>			
i. Total Linear Feet	346	354	373
ii. Total Digital in GB	101	101	101
iii. Physical Intake	0	9	8
iv. Digital Intake in GB	0	0	0
4.i. Finding Aids Created	0	9	3
4.j. Questions Answered	7	17	64
4.l. Exhibits	0	0	1
<b>Access</b>			
Hours open per long semester (avg. Fall & Spr.) <sup>1</sup>	1,344	1,344	1,360
Average weekly gate count (per long semester)	1,599	2,987	4,460
Computer lab visits (per long semester starting FY24)	18,444	20,298	2,978
Lab logins	28,393	28,970	27,515
Remote access logins	44,533	60,196	70,405
Study room usage in hours	604	693	791
Event space use in hours	902	1,015	959
<b>Instruction Services</b>			
4.e. Sessions Held	46	63	59
i. Freshman Seminars	6	7	12
ii. Core Course Instruction	19	35	23
iii. Upper Level	21	21	24
4.f. Orientations	19	11	unavailable
4.g. Total Session Attendance	1512	2,686	2,466
4.h. Instructional video/module views	3,516	3,916	3,359
4.i. Outreach Events	12	13	33
i. Outreach Attendance	421	1,440	1,777

\*Large-scale deselection project undertaken

\*\* Perpetual and Demand-Driven Acquisition (DDA) titles only

<sup>1</sup>16 weeks

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

FY23 Student FTE - 8,916/FY23 Faculty FTE - 526 (UHD 2022-2023-Fact Book)

FY24 Student FTE - 8,966/FY24 Faculty FTE - 531 (UHD 2023-2024-Fact Book)