W.I. Dykes Library
Progress Card
FY2023

Operational Effectiveness	FY21	FY22	FY23
Value			
a. Hours open per long semester (avg. Fall & Spr.)	848	1,344	1,344
b. Hours worked by student workers	3,759	5,227	5,584
c. Library staff years of experience	459	NA	NA
d. Professional Development Hours	749	736	761
Expenditures			
a. Total Expenditure per FTE (student/faculty)	$408	$484	$493
b. Collections expenditure per FTE (student/faculty)	$179	$222	$240
c. Percent of University budget (Collections)	0.86%	1.30%	1.34%
Library Satisfaction (Surveys)			
a. Customer service rating (student/faculty)	97%**	NA	95%
b. Resource usefulness rating (student/faculty)	55%**	NA	67%
c. Library experience rating (student/faculty)	79%**	NA	86%
Library Resources and Usage	**FY21**	**FY22**	**FY23**
Collection Size			
a. print book volumes	190,928	191,351	188,059
b. print serial volumes	18,639	17,955	17,943
c. audio-visual recordings	90,680	95,356	164,268
e. ebook titles available	540,690	587,812	605,051
f. ejournal titles available	77,574	101,980	262,409
Material Usage			
a. Electronic materials	439,515	477,191	433,664
i. Usage per student and faculty FTE	43	48	46
b. Physical circulation of collection	8,148	19,930	22,053
Interlibrary Loan			
a. Within UH System			
i. Borrowed	1,175	1,504	623
ii. Loaned	563	1,436	1,291
b. Outside UH System			
i. Borrowed	311	764	897
ii. Loaned	645	233	932
Reference			
a. Questions Answered	2,948	5,180	5,442
i. Answered via Chat Service	1,897	1,492	1,217

ii. Reference Contact Hours	448	NA	NA
4.c. Research Guide Views	76,850	68,834	61,315
4.d. Equipment Borrowed (headphones, calculators etc.)	129	1,560	2,693
4.e. Website Sessions	113,990	68,564	57,930
University Archives			
4.h. Holdings			
i. Total Linear Feet	346	346	354
ii. Total Digital in GB	106	101	101
iii. Physical Intake	2	0	9
iv. Digital Intake in GB	5	0	0
4.i. Finding Aids Created	1	0	9
4.j. Questions Answered	11	7	17
4.l. Exhibits	1	0	0
Access			
Average weekly gate count (per long semester)	1,537	1,599	2,987
Computer lab visits	16,263	18,444	20,298
Lab logins	5,627	28,393	28,970
Remote access logins	30,758	44,533	60,196
Study room usage in hours	1,037	604	693
Event space use in hours	38	902	1,015
Instruction Services			
4.e. Sessions Held	38	46	63
i. Orientations	1	19	11
ii. Freshman Seminars	1	6	7
iii. Core Course Instruction	11	19	35
iv. Upper Level	26	21	21
4.f. Total Session Attendance	954	1512	2,686
4.g. Instructional video/module views	5,086	3,516	3,916
4.h. Outreach Events	NA	12	13
i. Outreach Attendance	NA	421	1,440

** Student survey results only - Scheduled Faculty survey not conducted due to COVID-19 closure.

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

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)