

## Olin Library Leading Indicators Report 2009-10 -- Outputs

Indicator	2006-07	2007-08	2008-09	2009-10	Annual Change	% Annual Change	Comments
<b>LibQual</b>	7.32	n/a	n/a	7.64	n/a	n/a	Mean overall perceived level of service quality. Scale 1-9.
<b>Online Searches</b>	471,032	438,675	492,141	562,542	70401	14%	Selected databases; excludes Annee Philologique, Compustat, & Value Line. Includes more databases than 08-09.
<b>Document Views</b>	213,905	239,400	273,564	344,206	67095	26%	Selected databases; excludes Annee Philologique, Classical Music Library, Compustat, Freely Accessible Open Access Journals & Value Line. Includes more databases than 08-09.
<b>Instruction Sessions</b>	113	120	121	118	-3	-2%	
<b>Reference Queries</b>	737	4806	4,707	4724	17	0.4%	09-10 includes online (chat and e-mail) and off-desk reference queries
<b>SC&amp;A Queries</b>	102	132	143	124	-19	-13%	
<b>Total Checkouts</b>	51,554	44,076	49,493	61,574	12,081	24%	
<b>ILL Borrowing</b>	1448	1731	3,160	3,866	706	22%	Filled requests. 08-09 is a revised figure
<b>ILL Fill Rate</b>	84.3%	84.5%	85%	85.6%	n/a	0.6%	ILL Borrowing fill rate.
<b>Gate Count</b>	229,496	327,095	348,158	332,305	-15,853	-5%	06-07 was partial data (Sept – May.)