

Olin Library Leading Indicators Report 2010-11 -- Outputs

Indicator	2007-08	2008-09	2009-10	2010-11	Annual Change	% Annual Change	Comments
LibQual	n/a	n/a	7.64	n/a	n/a	n/a	Mean overall perceived level of service quality. Scale 1-9.
Online Searches	438,675	492,141	562,542	639,542	77,000	13.69%	Excludes Annee Philologique, AnthroSource, Asia Studies Full Text, Compustat, Euromonitor, IOP, LatAm Studies Full Text, Nature and Marquis Who's Who
Document Views	239,400	273,564	344,206	360,807	16,601	4.82%	Excludes Annee Philologique, AnthroSource, Asia Studies Full Text, Compustat, Euromonitor, IOP, LatAm Studies Full Text, Nature and Marquis Who's Who
Instruction Sessions	120	121	118	124	6	5.08%	
Reference Queries	4,806	4,707	4,724	4,674	-50	-1.06%	
SC&A Queries	132	143	124	144	20	16.13%	
Total Checkouts	44,076	49,493	61,574	59,346	-2,228	-3.62%	
ILL Borrowing	1,731	3,160	3,866	4,410	544	14.07%	Includes document delivery.
ILL Fill Rate	84.5%	85%	85.6%	85.9%	0.003	0.35%	ILL Borrowing fill rate.
Gate Count	327,095	348,158	332,305	329,155	-3,150	-0.95%	
Online Visits				167,052	n/a	n/a	10-11 first year added to report.
% From Mobile Devices				1.60%	n/a	n/a	10-11 first year added to report. 2,678 visits