

Indicator	2009-10	2010-11	2011-12	2012-13	Annual Change	% Annual Change	Comments
LibQual	7.64	N/A	N/A	7.72	0.08	1.05%	Mean overall perceived level of service quality. Scale 1-9.
Online Searches of Electronic Resources	562,542	639,542	494,468	515,448	20,980	4.24%	Excludes Asia Studies Full Text, British History Online, Choice Reviews Online, CIAO Journals, Compustat, Euromonitor, FASB Online, LatAm Studies Full Text, Ulrichsweb and Value Line
Document Views from Electronic Resources	344,206	360,807	333,083	374,533	41,450	12.44%	Excludes A&I databases, Asia Studies Full Text, British History Online, Choice Reviews Online, CIAO Journals, Compustat, Euromonitor, FASB Online, LatAm Studies Full Text, NetAdvantage, Ulrichsweb and Value Line
Document Views from RSO	N/A	N/A	27,520	57,686	30,166	109.61%	
Instruction Sessions	123	124	112	121	9	8.04%	
Reference Queries	4,724	4,674	4,038	4,466	428	10.60%	
SC&A Queries	124	144	169	933	764	452.07%	Counts all queries and visits. Previously used sampling method.
Total Checkouts	61,574	58,143	49,262	84,845	35,583	72.23%	Large increases in reserve circulations and items used in library.
ILL Borrowing	3,866	4,410	4,943	6,477	1,534	31.03%	7,426 requests made.
ILL Borrowing Fill Rate	85.60%	85.90%	85.03%	87.22%	2.19%	2.58%	
Gate Count	332,305	329,155	257,696	313,904	56,208	21.81%	Post-renovation. No count for June-July 2012 due to construction.
Online Visits to Library Site	N/A	167,052	134,803	171,856	37,053	27.49%	
% From Mobile Devices	N/A	1.60%	3.27%	2.94%	-0.32%	-9.92%	5,058 visits (counts tablets as mobile devices).
Online Searches of R-Search	N/A	N/A	149,768	180,314	30,546	20.40%	

% from Mobile Devices	N/A	N/A	0.20%	0.07%	-0.13%	-65.00%	133 visits (only counts Android, R-Search not able to separate iPad and Mac Safari users).
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