

Indicator	2013-2014	2014-2015	2015-2016	2016-2017	Annual Change	% Annual Change	Comments
LibQual	N/A	8.24	N/A	8.03	-0.21	-2.55%	Mean overall perceived level of service quality. Scale 1-9.
E-resources Usage	549,772	602,743	700,289	912,531	212,242	30.31%	As of academic year 2015/2016, Searches & downloads of Rollins Scholarship Online, e-books, e-journals, and other e-media. This also includes native searches of journals and databases as well as searches that originated in Primo.
Instruction Sessions	106	149	193	158	-35	-18.13%	
Research Assistance	3,511	3,750	2,714	2,543	-171	-6.30%	Research Assistance for academic year 2016/2017 includes one-on-one consultations. Includes Archive Queries. As of 2015/16, directional questions no longer counted. Appointments in WOnline, Archive Queries #, LibAnalytics (reference queries that are not an appointment, chats, phone calls etc.)
Total Physical Circulation	70,446	65,640	52,183	44,810	-7,373	-14.13%	As of academic year 2015/2016, equipment usage no longer counted. This metric includes loans, renewals, and use in building.
ILL Borrowing	4,567	5,970	5,592	4,327	-1,265	-22.62%	Also includes document delivery.
Gate Count	384,131	320,790	359,096	358,969	-127	-0.04%	In August 2016, gate counts became automated.
Online Visits to Library Site	167,199	156,511	141,650	147,022	5,372	3.79%	
% From Mobile Devices	3.66%	7.22%	7.84%	8.61%	0.77%	9.82%	Includes Phones and tablets.