

| Indicator                                | 2011-12 | 2012-13 | 2013-14 | 2014-15 | Annual Change | % Annual Change |
|--|---------|---------|---------|---------|---------------|-----------------|
| LibQual                                  | N/A     | 7.72    | N/A     | 8.24    | 0.52          | ↑ 6.3           |
| Online Searches of Electronic Resources  | 494,468 | 515,448 | 549,772 | 602,743 | 52,971        | ↑ 8.70%         |
| Document Views from Electronic Resources | 333,083 | 374,533 | 321,018 | 435,685 | 114,667       | ↑ 26.00%        |
| Document Views from RSO                  | 27,520  | 57,686  | 78,974  | 108,009 | 29,035        | ↑ 26%           |
| Instruction Sessions                     | 112     | 121     | 106     | 149     | 43            | ↑ 28%           |
| Reference Queries                        | 4,038   | 4,466   | 3,511   | 3,750   | 239           | ↑ 6%            |
| SC&A Queries                             | 169     | 933     | 1146    | 1238    | 92            | ↑ 7%            |

|                                      |         |         |         |         |        |          |
|--------------------------------------|---------|---------|---------|---------|--------|----------|
| <b>Total Checkouts</b>               | 49,262  | 84,845  | 70,446  | 65,640  | 4,806  | ↓ 7%     |
| <b>ILL Borrowing</b>                 | 4,943   | 6,477   | 4,567   | 5,970   | 1,403  | ↑ 23%    |
| <b>ILL Borrowing Fill Rate</b>       | 85.03%  | 87.22%  | 84.46%  | 84.00%  | 0.46   | ↓ 0.50%  |
| <b>Gate Count</b>                    | 257,696 | 313,904 | 384,131 | 320,790 | 63,341 | ↓ 16%    |
| <b>Online Visits to Library Site</b> | 134,803 | 171,856 | 167,199 | 156,511 | 10,688 | ↓ 6%     |
| <b>% From Mobile Devices</b>         | 3.27%   | 2.94%   | 3.66%   | 7.22%   | 3.56%  | ↑ 49.00% |
| <b>Online Searches of R- Search</b>  | 149,768 | 180,314 | 221,121 | 223,393 | 2,272  | ↑ 1%     |

|                              |       |       |       |       |       |  |
|------------------------------|-------|-------|-------|-------|-------|--|
| <b>% from Mobile Devices</b> | 0.20% | 0.07% | 0.06% | 6.00% | 5.94% |  99.00% |
|------------------------------|-------|-------|-------|-------|-------|--|

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| <b>Comments</b>  |
| Mean overall perceived level of service quality. Scale 1-9.                                    |
|  |
| Excludes resources for which vendor does not provide JR1 report (article views) or equivalent. |
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Combination of total circulation of materials and reserves and equipment usage from Circ Annual report.

5,970 requests made

4,636 filled

Count tablets as mobile devices

Number of  
"sessions" that are  
mobile; cannot pull  
number of  
"searches" from  
mobile.