

5-2015

2014-2015 Year by Numbers

Information and Research Services Department, Florida International University Libraries

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i&rs by the numbers

may 1, 2014 - may 1, 2015

The FIU Libraries' Information & Research Services (I&RS) departments support the goals and mission of the University by providing excellent research and instructional services to all Library users.

Reference Librarians act as library liaisons participating in collection development activities in assigned subjects/fields; provide instruction services teaching research sessions and workshops, creating course guides, and assisting faculty with their courses; and provide one-on-one individual in-depth research consultations.

Generally, Reference Librarians can help you find information or answer questions you may have about research, library services or resources. We assist users in person at the reference desk, via phone, email, chat, Twitter or by appointment.

classes/students taught:



= 242 classes/sessions

liaison funds spent:

\$206,896.01



department highlights

What have we accomplished this year?



Professional Practice

- LibQUAL+Lite Participation: planning, distribution, and analysis
- AiA Participation: 4 I&RS members participated (+ a research team member) in 6 courses
- 1st Annual Library Symposium
- Introduced new collections – Graphic Novels!
- New Positions: Digital Technologies Development, Global Learning, Virtual Learning, Science & Health Sciences @ BBC, User Experience, Business Librarian
- New service models piloted
- Mango Languages – digital badges program
- ASK! Center opening
- LibGuides, LibGuides, LibGuides Migration
- LibAnswers Migration
- Continued weeding of Reference, Juvenile, and General Collections
- 100+ FIU authors funded via the Open Access Publishing Fund – totaling over \$63 thousand dollars

Scholarship

- Presented papers and posters in national conferences
- Research articles submitted and published
- Chapters accepted

Service

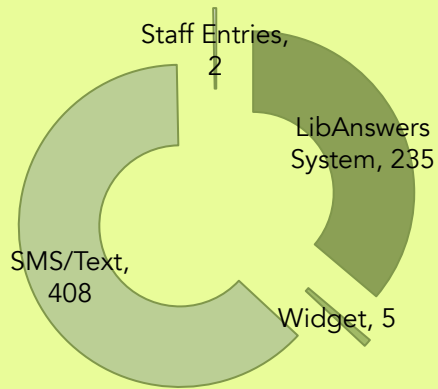
- ALA participation – 2 council members!
- FLA participation – committees, Treasurer
- RUSA participation – committees
- Serving on Library committees, revised procedures, developed new documents, and more.

libanswers.fiu.edu

system stats

239 FAQs (total)

650 questions asked in the system (tickets)



TOP FAQs

- FIU Library Hours
- How can I print or copy materials in the library?
- How do I add money to my FIU OneCard?
- Can I print from my laptop?
- Does the library own every article in a database?

reference transactions

26,512 questions



top locations

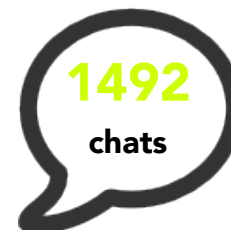
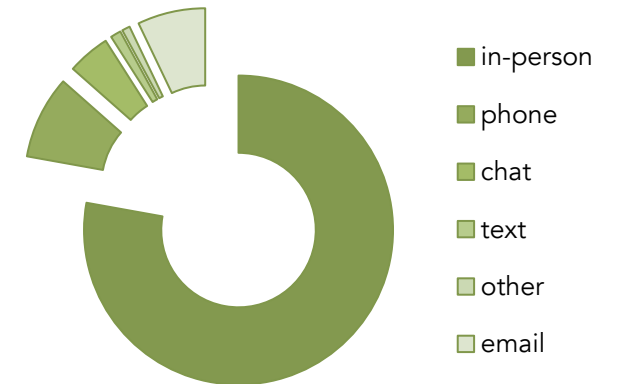
- GL Info Desk – 17,312
- HL Info Desk – 3,502
- My Office – 3,773
- HL Circulation – 373
- HL Consultation – 241

who asked it?

- FIU Student – 72%
- Undergrad = 24%
- Grad = 8%
- Faculty & Staff – 6%
- Non-affiliated visitor – 6%
- Alumni – 1%

what did they ask / how did they ask it?

Info	27%	7,084
Direction	20%	5,275
Quick Reference	20%	5,395
Print/Copy/Scan	8%	2,108
Research Help	7%	1,782
Access Issues	7%	1,770
Computers/Devices	5%	1,426
UTS	2%	652
Research Consultation	2%	467
Gov Docs	1%	345



AT A GLANCE:

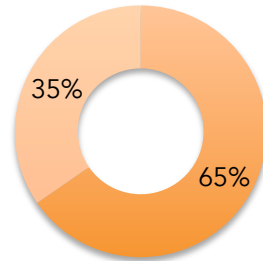
- busiest month – September, 4,983 transactions
- busiest day of the week – Tuesday, 5,741 transactions
- busiest time of the day: 12pm/noon

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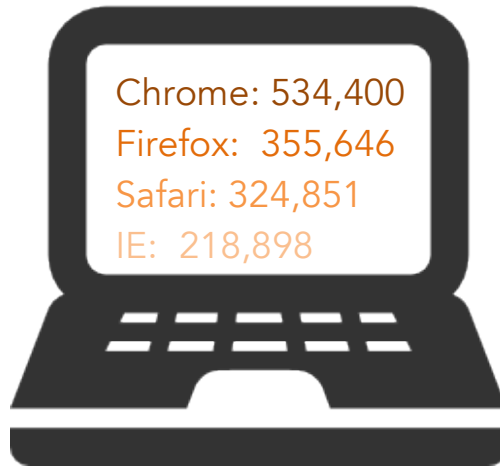


529,655 unique users
 1,449,858 browser sessions
 2,874,641 pageviews



returning visitors
 new visitors

users by browser



mobile users

top 5 devices

Apple iPhone	36.12%
Apple iPad	21.45%
Windows Tablet	5.04%
Samsung Galaxy S5	.96%



libguides.fiu.edu



42,455 homepage views (libguides.fiu.edu)
 ALL GUIDES: 436 guides, 557,020 views

COURSE & ASSIGNMENTS: 50 guides, 28,199 views

SUBJECT: 29 guides, 25,149 views

GENERAL RESEARCH: 22 guides, 19,726 views

COLLECTIONS & SERVICES: 4 guides, 2,988 views

TOP GUIDES

PubMed Guide | Guía de PubMed = 97,029

Citation Help, RefWorks & Plagiarism = 19,000

CINAHL Guide | Guía de CINAHL = 6,862

PsycINFO = 5,949

Online Student Resources = 5,262

Social Work Guide = 4,676

BSC1010L: General Biology Lab = 4,271

Public Records... = 4,258

Criminology & Criminal Justice Research = 3,473

Roary Tracks = 3,311



TOP DATABASES, BY CLICKS

PsycINFO = 42,141

CINAHL Plus w/ Fulltext = 19,291

Academic Search Complete = 15,579

ProQuest = 12,931

JSTOR = 9,671

Web of Science = 7,850

Academic OneFile = 7,226

WestLawNext = 6,865

PubMed = 6,789

Hospitality & Tourism Complete = 6,113