

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

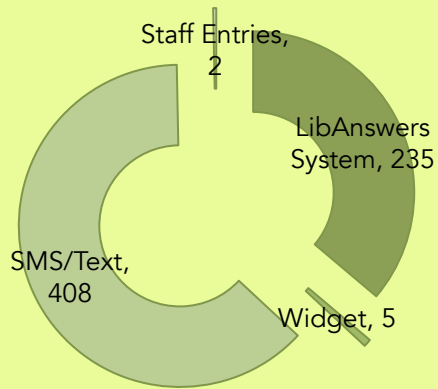
- ALA participation – 2 council members!
- FLA participation – committees, Treasurer
- RUSA participation – committees
- Serving on Library committees, revised procedures, developed new documents, and more.

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%

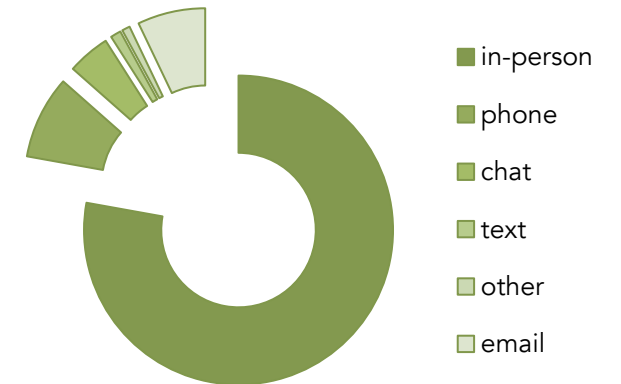
Faculty & Staff – 6%

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

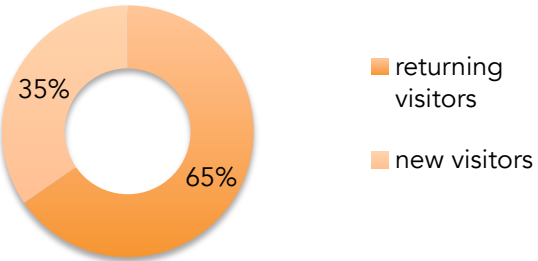
busiest time of the day: 12pm/noon

webstats analytics libguides databases **online** internet web sessions mobile browser webstats analytics libguides databases online internet web sessions mobile browser cyberspace mesh network information data webstats analytics libguides databases online internet **web** sessions mobile browser computer www technology webstats analytics libguides databases online internet web sessions mobile browser webstats analytics libguides databases online internet web sessions mobile browser cyberspace mesh network information data webstats analytics **libguides** databases online internet web sessions mobile browser computer www technology webstats analytics libguides databases online internet web sessions mobile browser webstats analytics libguides databases online internet web sessions mobile browser cyberspace mesh

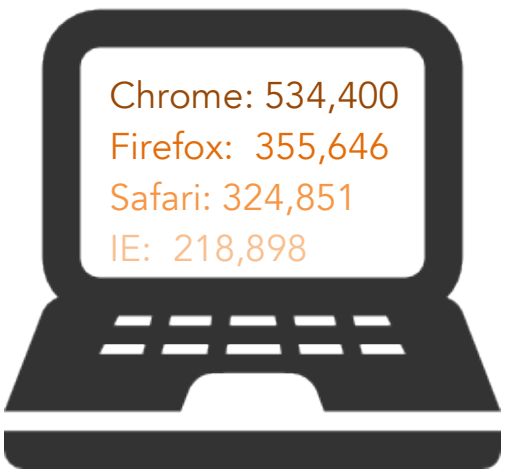
library.fiu.edu



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



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