

2016

## 2015-2016 I&RS by the Numbers

Information and Research Services Department, Florida International University Libraries

Follow this and additional works at: <https://digitalcommons.fiu.edu/irsreports>

 Part of the [Library and Information Science Commons](#)

---

### Recommended Citation

Information and Research Services Department, Florida International University Libraries, "2015-2016 I&RS by the Numbers" (2016). *IR&S reports*. 2.  
<https://digitalcommons.fiu.edu/irsreports/2>

This work is brought to you for free and open access by the FIU Libraries at FIU Digital Commons. It has been accepted for inclusion in IR&S reports by an authorized administrator of FIU Digital Commons. For more information, please contact [dcc@fiu.edu](mailto:dcc@fiu.edu).

# i&rs by the numbers

## may 1, 2015 – may 1, 2016

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.

### department highlights

#### PROFESSIONAL PRACTICE

- Tech Fees – Library Learning & Research Labs \$1,071,130.23 !!
- Ongoing LibGuides and LibAnswers upgrades
- Continued weeding of Reference, Juvenile, and Gen Collections
- Strategic Planning

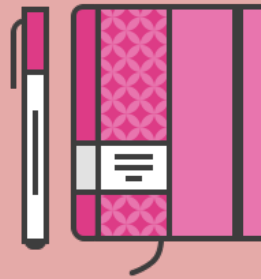
#### SCHOLARSHIP

- Presented papers and posters in national and regional conferences – LITA, ALA, Designing for Digital
- Chapters and articles published
- Professional development leave

#### SERVICE

- ALA – 1 council member
- FLA – committees and programming
- RUSA – committees and programming
- Actively serving on Library committees, Faculty Senate and University Committees

### classes/workshops



about 9,300 participants  
= 325 classes/sessions



### top disciplines + subjects

enc  
business  
honors college  
biological science  
chemistry  
education  
psychology  
public health

### participant types

Undergrad – lower division + upper division = 215 sessions

Graduate = 84 sessions

Faculty = 8 sessions

Visiting Middle & High Schools = 10 sessions

Dual Enrollment = 4 sessions

Other = 4 sessions

### liaison funds spent:



**\$229,018**

### significant acquisitions

Credo InfoLit Platform/Modules

EIU Full Country Reports

Joanna Briggs Institute, Evidence –Based Practice

Index Chemicus

# libanswers.fiu.edu

## system stats

268 FAQs (total)

462 questions asked in the system (tickets)

18,092 total FAQ views for time period

## top 10 faqs

- 1) FIU Library Hours
- 2) How can I print/copy/scan materials in the library?
- 3) Why would a student need to use Course Reserves?
- 4) Does the library own every article in a database?
- 5) How do I add money to my FIU OneCard?
- 6) Can I print from my laptop?
- 7) How can I renew materials I have checked out?
- 8) How do I find a study space?
- 9) What feature of a database will assist me in preventing plagiarism?
- 10) Who is trained specifically to help in the navigation of the numerous resources and services provided by the library?



## reference transactions

23,662 questions



Busiest month = September 2015 – 3,794 transactions  
Busiest day of the week = Tuesdays – 5,037 transactions  
Busiest time of day = 1pm – 3,483 transactions



### top locations

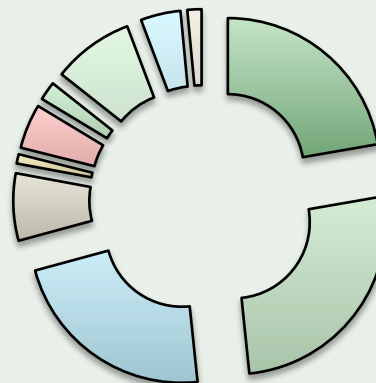
GL Info Desk = 14,504 (61%)  
"My Office" = 4,843 (20%)  
HL Info Desk & On Demand = 3,483 (14%)  
Gov Docs = 591 (2%)



### how did they ask it?

In person = 17,611 (74%)  
Chat = 2,847 (11%)  
Email = 2,191 (9%)  
Phone = 1,327 (6%)  
Social Media = 6  
Skype/Video = 4  
SMS/Text = 633 + 5822 (auto respon.) = 6,455

There are some noteworthy differences in our data for this year that would benefit from additional explanation – while on the surface it might seem that our reference transactions are decreasing, in actuality, the transactions are taking place in a variety of different platforms. Given the increasing adoption/implementation of tools, guides, and other learning technologies – more and more reference transactions are taking place unmediated and immediately at the moment of need. Our FAQs knowledgebase, chat, SMS auto responders, guides, and new LibAnswers portal all have significant increases in use.



Info	6150
Quick Reference	5285
Direction	5248
Print/Copy	2030
Access Issues	1683
Research Help	1118
Computers	1000
Consultation	469
UTS	354
Gov Docs	234

FIU Student (unidentified) = 9,784

FIU Undergraduate = 6,368

FIU Grad Student = 2,485

Faculty & Staff = 1,399

Non-affiliated Visitor = 1,187

Other = 2,439

## shoutouts!

*Adis was beyond excellent... saved me a TON of time in my PhD research search. THANK YOU!!!!*

*The most helpful person I could have possibly hoped to encounter (Barbara). A genuine asset to FIU students.*

*Beatriz was very helpful and quick!*

*Chris C. was so helpful!*

*The librarian who assisted me (Douglas) did a great job and informed and gave me helpful tips to resolve my issue!*

*Gayle was very nice. She directed me to a database I had no knowledge of and with that opened a new arena for my research for my literature review topic.*

*Gricel was very knowledgeable and helpful. Thanks again. I like that you can chat with a librarian instead of coming up to the school when you can access the same people via the Internet.*

*Holly was amazing. Thank you FIU Libraries for your help.*

*Very helpful, (Lauren) went the extra mile to help me find a book that wasn't available*

*Marissa Ball was phenomenal, she definitely went above and beyond to ensure that I understood how to search and find peer reviewed articles.*

*Very helpful and the librarian I spoke to (Melissa) was wonderfully knowledgeable. So glad we have the chat feature!*

*Patricia was really helpful!! Having this makes me proud of FIU*

*Sarah was tremendous! She responded right away, and answered all of my (several!) questions. Hold on to her at all costs. John Clark, Professor, Politics and IR*

*Stephanie was really helpful*

## programming



Library Fair –  
doubled attendance!

5<sup>th</sup> Annual Roman Night

FIU Language Day

Spa Day @ the Libraries

Tuesday Times  
Roundtable

Worldview Pop-up  
Series

BBC Gaming Day

Financial Literacy  
Workshops

Common Reading Essay  
contest

## strategic planning highlights: STUDENT SUCCESS STRATEGIES

### Advance Transformative Teaching and Learning

- Develop new teaching methods and curriculum in support of FYE; Integrate research into SLS coursework
- Create and deploy instructional learning objects in support of online and hybrid courses
- Integrate library resources, collections, and faculty into course learning systems
- Integrate library resources into curriculum by expanding embedded librarian model
- Promote use of digital collections, streaming video, and digital galleries to enhance teaching and learning
- Develop collections in support of teaching and learning at FIU with a focus on faculty innovation, curricular reform, and pedagogical transformation

### Develop strategic partnerships that support student success goals.

- Create opportunities to partner with academic units/campus organizations to co-host events in the libraries

### Reimagine and enhance library spaces.

- Create library spaces that support active learning
- Expand library services beyond the buildings

### Build and sustain collections and resources that facilitate teaching, learning, and research.

- Create learning resources that support Student Success Initiatives.

## university-wide participation

Patricia Pereira-Pujol:  
Faculty Senate Academic Success Committee

Douglas Hasty:  
FIU Beyond Possible 2020 Working Groups – Sticky Spaces,  
Laptops for Freshman, SLS1501 Restructuring, Space  
Management

# webstats

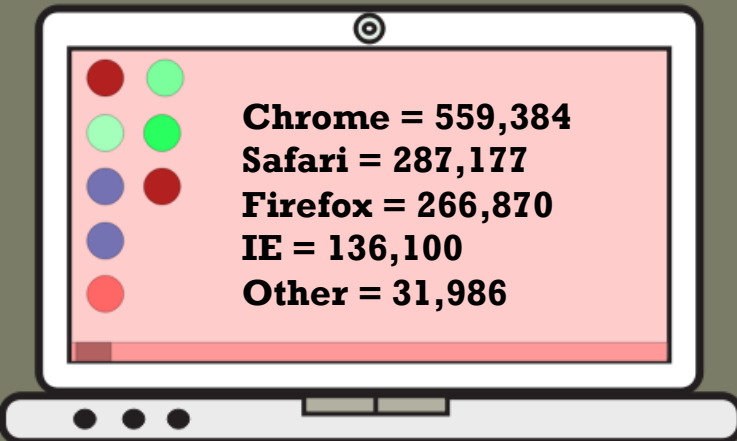
## library.fiu.edu

1,281,517 sessions  
409,602 users  
2,463,841 pageviews



## top databases, by clicks

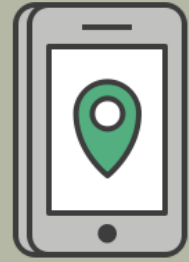
PsycINFO = 32,531  
Academic Search Complete = 18,401  
CINAHL = 13,477  
ProQuest = 10,509  
JSTOR = 8,285  
WestLaw = 7,291  
Web of Science = 6,556  
Academic OneFile = 4,716  
ERIC (ProQuest) = 4,434  
BIOSIS = 3,177



**Chrome = 559,384**  
**Safari = 287,177**  
**Firefox = 266,870**  
**IE = 136,100**  
**Other = 31,986**

## mobile users

158,332 users (mobile + tablet)



## top devices

iPhone = 46.57%  
iPad = 14.77%  
Windows tablet = 3.94%  
Samsung Galaxy s5 = 1.35%  
Xbox One = .66%

## libguides.fiu.edu

32,140 homepage views

231 published guides with 367,471 guide views

## guide details

RESOURCE SPECIFIC: 8 guides, 153,483 views  
GENERAL RESEARCH: 21 guides, 78,140 views  
SUBJECT & TOPIC: 82 guides, 54,508 views  
COURSE & ASSIGNMENT: 68 guides, 39,042 views  
COLLECTIONS & SERVICES: 27 guides, 36,069 views  
EVENTS & HAPPENINGS: 7 guides, 5,569 views  
BIBLIOGRAPHIES: 1 guide, 90 views



## top guides

PubMed Guide | Guía de PubMed = 129,948  
Citations & Plagiarism = 17,040  
Online Student Resources = 8,080  
CINAHL Guide | Guía de CINAHL = 7,734  
PsycINFO Search Guide = 6,282  
Embase Guide | Guía de Embase = 5,970  
PSY3213: Research Methods = 4,394  
Social Work Guide = 4,184  
Roary Tracks = 4,102  
Alumni, Visitor, & Retiree Services = 3,936