5-2015

2014-2015 Year by Numbers

Information and Research Services Department, Florida International University Libraries

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### Department Highlights

**What have we accomplished this year?**

#### Professional Practice

- LibQUAL+ Lite Participation: planning, distribution, and analysis
- A&I 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
library.fiu.edu

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

users by browser

- Chrome: 534,400
- Firefox: 355,646
- Safari: 324,851
- IE: 218,898

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

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