2014-2015 Year by Numbers

Information and Research Services Department, Florida International University Libraries

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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.

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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
- ASKI 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.

classes/students taught:

over 5,600 participants = 242 classes/sessions

liaison funds spent:

$206,896.01
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?

LibAnswers System, 235
SMS/Text, 408
Widget, 5

26,512 questions

reference transactions

235 FAQs (total)
650 questions asked in the system (tickets)

SYS

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