2016

2015-2016 I&RS by the 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.

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

about 9,300 participants
= 325 classes/sessions

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

top disciplines + subjects

enc
business
honors college
biological science
chemistry
education
psychology
public health
**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?

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**reference transactions**

- 23,662 questions

**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

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

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.
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

Library Fair – doubled attendance!
5th 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

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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
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%

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

guide details
RESOURCES 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

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

libguides.fiu.edu
32,140 homepage views
231 published guides with 367,471 guide views

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