

Annual Report (2017)

Overview

CityU's library and learning resource center strives to develop and deliver resources and services that are as accessible online as they are in-person. We enjoy working closely with students, faculty, and staff, applying our expertise in information management and access to enable the achievement of individual learning goals. Our work is aligned with university strategic goals and core themes, and supports system and institutional initiatives.

During the 2016-2017 academic year we updated classroom technology at the Seattle campus, reducing issues for students and faculty by nearly 30% over previous year, taught the equivalent of 3.4 10-week courses per FTE librarian, and developed a data dashboard to improve our understanding of student and faculty use of library resources and services and to increase outreach in support of student success. Read on for more details on the ways CityU's Library & Learning Resource Center supports the university's mission and core themes.

Access to Relevant Information and Services Worldwide

Library Website Sessions Total 206,588

United States (133,723), Canada (37,799), Mexico (6,685), Hong Kong/China (6,385), Switzerland (4,963), Slovakia (3,382), Czech Republic (2,340) Vietnam (2,108)



Online Database & Catalog Uses Total 2,194,359

128,225 Sessions + 1,612,157 Searches + 453,977 Full Text/Views

Academic Repository Uses

- 657 items in collection
- 7,885 sessions
- 40,492 page views
- 6,011 users

Expanding Access to Information

- 98% digital collection
- 60% savings over purchase on 332 e-Book loans
- 92 fill rate on 4,583 material requests

Course Resource Savings

- \$1,214,007 in savings to students through adoption of library resources
- 65% of desk copies provided to faculty via Vital Source, saving \$20,330 off list price
- 299 desk copy requests completed
- 70 publication change notifications sent

Develop Information Literate Students

- 1,552 Welcome emails sent to new students and faculty
- 6,383 questions answered (2,991 in-person; 3,392 online)
- 932 students posted 8,840 times to librarian-led online discussion activities
- 6,202 views of on-demand library instruction in Blackboard by 1,445 students
- 335 active courses supported per 1 FTE librarian
- Equivalent of 3.4 courses taught per FTE librarian

Support Use of Academic Technology

- 1,170 in-person technology questions answered
- 2,964 library website tutorials viewed

Annual Usage Averages

- 879 Questions answered / FTE library staff member
- 759 Online engagements / FTE student
- 130 hours of service desk coverage / week