

# Library Use by College

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LEIGH DUNCAN, WRIGHT STATE UNIVERSITY

OH-IUG 2019

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# The Value of Academic Libraries

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“The Library Director responds to the problem of rapid change by enacting the following strategies: aligning strategic vision with the university; continuously reinventing the library; engaging with stakeholders; building an agile and engaged culture; and **demonstrating value to the university.**”<sup>1</sup>

“The Library Directors acknowledged that they fight outdated perceptions and ignorance about the library and they struggle to **measure value, gain budget funding, and achieve valued status.**”<sup>1</sup>

# Library Advocates

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“... the contribution of library services to the various aspects of teaching and research is **perceived as higher by the librarians than by the faculty members.**”<sup>2</sup>

“Regarding research, **faculty members believe most libraries support the technical aspects,** but they do not support other aspects . . .”<sup>2</sup>

# Focus on the Mission

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“The **loss of facetime**, librarians fear, can translate into a **loss of funding**.”<sup>3</sup>

“When libraries change their focus to be about **advancing the mission** of the university . . . they’re more likely to be successful and appreciated.”<sup>3</sup>

# Create a Plan

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Based on the statistics and data we have, how do we:

1. Demonstrate the value of the library
2. Educate our advocates
3. Connect our services to the university's mission

# Library Services – Use by College

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**WRIGHT STATE UNIVERSITY**  
**UNIVERSITY LIBRARIES**

University Libraries Support for the College of Liberal Arts

2015-2017

Prepared January 2018

# Purpose

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- Provide library use data for each college
- Give an overview of library services

# Use Data

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Data was provided for the following services within the University Libraries:

- Library Instruction
- Research Assistance
- Collection Development
- Circulation and Interlibrary Loan
- CORE Scholar
- Special Collections
- University Archives and Records Management



# Patron Data

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EXP DATE	01-20-2020	HOME LIBR	06000 Dunbar 3rd Floor	CUR ITEM B	0
PCIRC	6 Dunbar Library	PMESSAGE	-	PIUSE	0
HDept#	- OTHER	HLODUES	0	OD PENALTY	0
College	5 Liberal Arts	MBLOCK	- NONE	CUR ITEM C	0
P TYPE	2 Faculty - WSU	CL RTRND	0	CUR ITEM D	0
TOT CHKOUT	1966	MONEY OWED	\$9.50	CIRCACTIVE	09-12-2019
TOT RENWAL	896	BLK UNTIL	- -	Notice Preference	- NONE
CUR CHKOUT	5	CUR ITEM A	5		

# Patron Data

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	Label
0	Raj Soin College of Business
1	Continuing Education
2	Education and Human Services
3	Engineering and Computer Science
4	Graduate Studies
5	Liberal Arts
6	Lake Campus
7	Boonshoft School of Medicine
8	Nursing and Health
9	School of Prof. Psychology
10	Science and Mathematics
11	University College
12	NonWSU
13	WSU Fac/Staff
14	University Libraries
15	

# Loading Patron Data

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- Patron data is loaded daily
- Data is from our Banner information system
- File is created with programming from campus IT
  - Codes from Banner are mapped to codes used by Sierra

# Example Record

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00276-01406000--012020

nDuncan, Leigh Ann

b6280770000xxxxxx

p937-775-2570

hLibrary Technology Services

dP L Dunbar Library 120\$3640 Colonel Glenn Hwy.\$Dayton,  
OH 45435-0001

uU000xxxxxx

zleigh.duncan@wright.edu

# Data Caveats

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1. Undecided and non-degree graduate students are mapped to College Code 4: Graduate Studies; all other graduate students are mapped to specific colleges
2. College Code 1: Continuing Education represents a broad swath of non-degree students, re-admitted students, and more
3. Most faculty are coded within their specific college, but some may be coded as College Code 13: WSU Fac/Staff
4. Anyone who has not yet declared a major or who is taking classes through College Credit Plus is mapped to College Code 11: University College

# Personas

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How are various users mapped?

- Undergraduate, first semester, undecided
- Graduate, engineering
- Staff member, registered for class
- Faculty member, currently department chair
- College Credit Plus
- Undergraduate, senior, registered for internship only

# Data Caveats

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## Bottom Line:

There will be exceptions, there will be anomalies;  
this is an overview, not definitive data

# Circulation Statistics

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## Circulation Cross Tabs Report

### Settings

Dates :

Start Date -

End Date -

Statistic Type :

Limited By :

Rows :

Columns :





# Circulation Statistics

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## Web Management Reports (Spreadsheet Interface)

### Circulation Cross Tab report

- Used because the Checkouts report includes both *checkouts* and *renewals*
- Report shows checkouts of materials from Wright State as well as OhioLINK and SearchOhio libraries
- Cross tab of PCODE3 (our College code) and Home Library
  - Report will include patrons from all libraries
  - Remove all but the patrons with Wright State's Dunbar Library as their home library

# Circulation Statistics

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## Circulation Crosstab Reported on 08/26/2019

Checkout (01/01/2017 -- 12/31/2017) By PCODE3 By HOME LIBRARY

	Dunbar Library	Lake Campus	Total
Boonshoft School of Medicine	1588	0	1588
Continuing Education	577	0	577
Education and Human Services	3965	0	3965
Engineering and Computer Science	6918	0	6918
Graduate Studies	115	0	115
Lake Campus	3	714	717
Liberal Arts	16963	0	16963
NonWSU	384	0	6560
Nursing and Health	1360	0	1360
Raj Soin College of Business	2574	0	2574
School of Prof. Psychology	750	0	750
Science and Mathematics	6834	0	6834
University College	3385	0	3386
University Libraries	1625	0	1625
WSU Fac/Staff	2944	0	31505
none	451	0	607
TOTAL	50436	714	86044

# Circulation Statistics

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## Remove extraneous categories

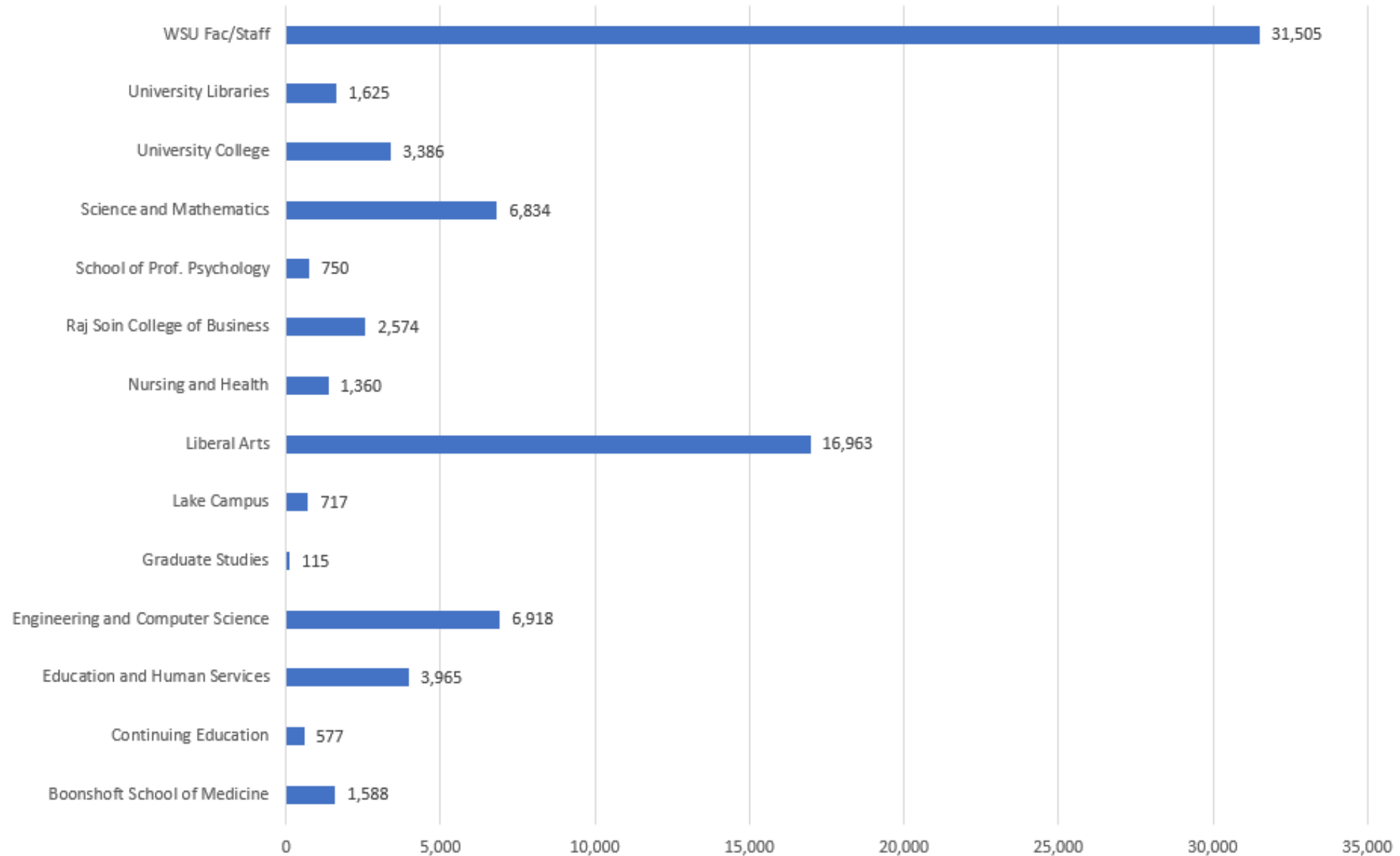
- NonWSU: these represent Friends of the Libraries patrons, Alumni, and others
- “none”: patrons from our affiliated hospital libraries do not have a code in the College field

# Circulation Statistics

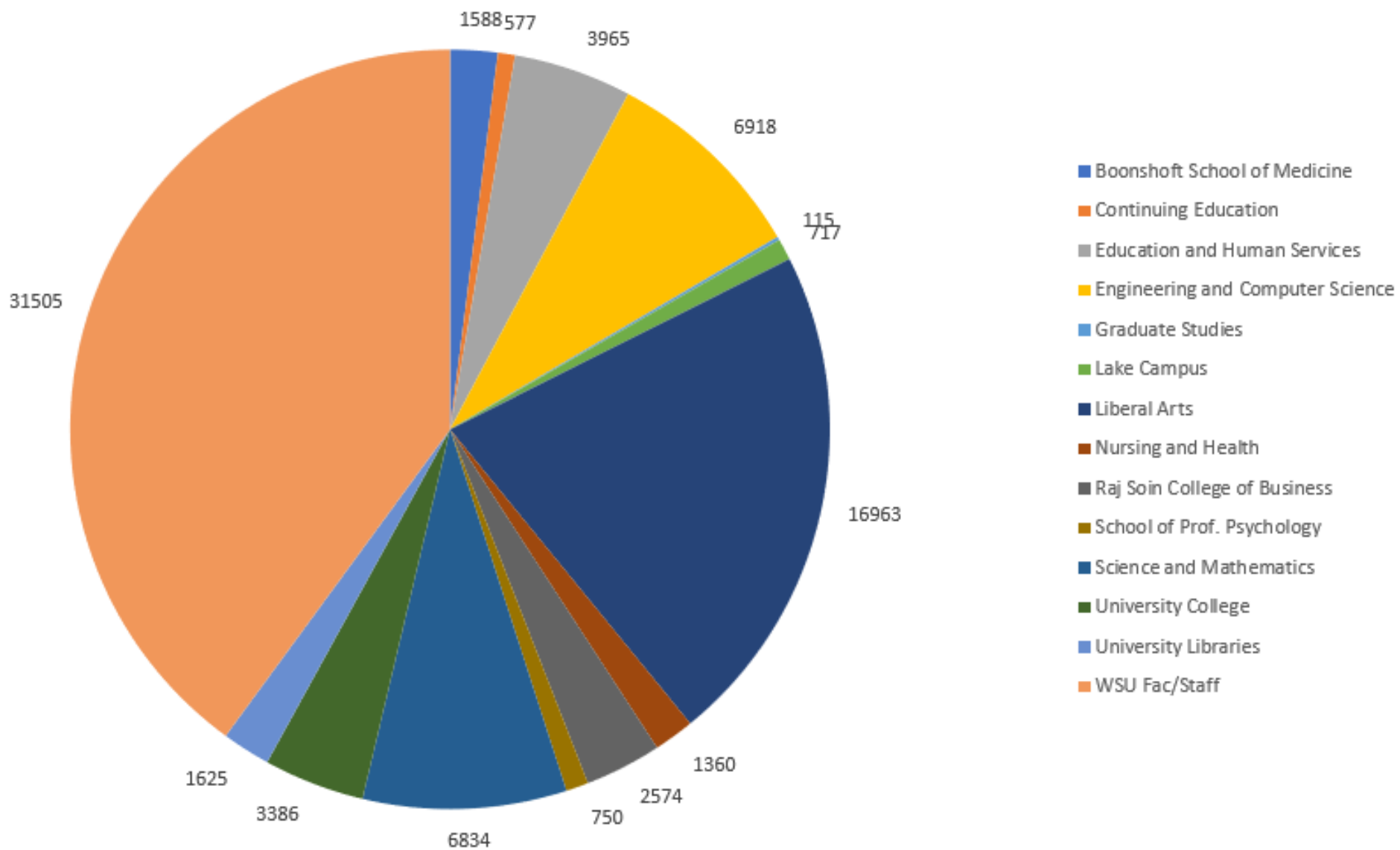
Use Excel to create charts or graphs to tell the story:

2017 Library Materials Checkouts by COLLEGE	
College	Total
Boonshoft School of Medicine	1,588
Continuing Education	577
Education and Human Services	3,965
Engineering and Computer Science	6,918
Graduate Studies	115
Lake Campus	717
Liberal Arts	16,963
Nursing and Health	1,360
Raj Soin College of Business	2,574
School of Prof. Psychology	750
Science and Mathematics	6,834
University College	3,386
University Libraries	1,625
WSU Fac/Staff	31,505

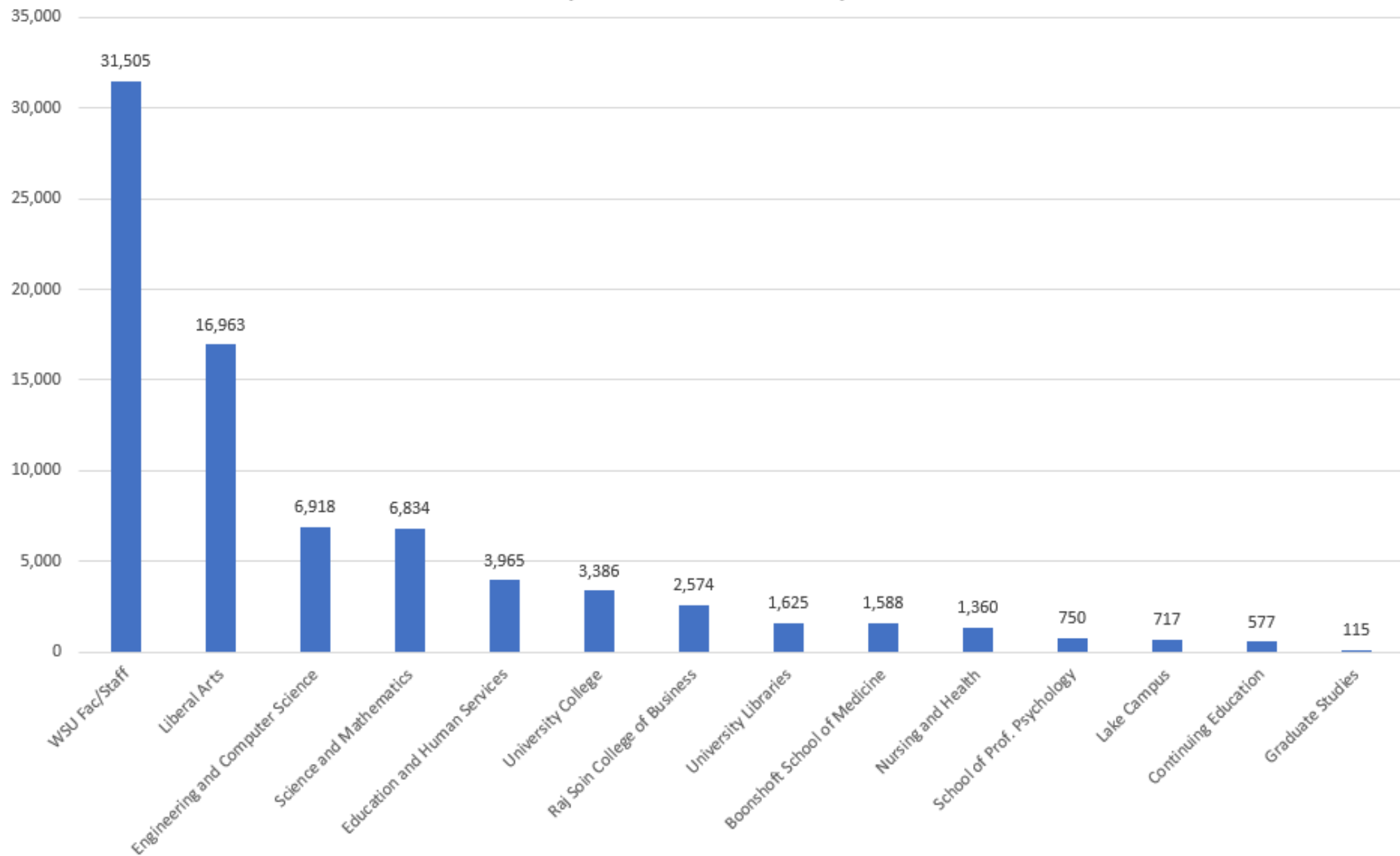
## 2017 Library Materials Checkouts by COLLEGE



## 2017 Library Materials Checkouts by COLLEGE



## 2017 Library Materials Checkouts by COLLEGE



# Other Reports

## All Circulation Activity:

- Combines Checkouts and Renewals

COMPLETE CIRCULATION ACTIVITY (Jan 17-Dec 17)						
COLLEGE	CHKOUTS	CHKINS	HOLDS	HI/RECLL	TOTAL #	PERCENT
Raj Soin College of Business	4,628	2,577	267	0	7,472	3.6%
Continuing Education	701	548	45	0	1,294	0.6%
Education and Human Services	5,321	3,978	515	0	9,814	4.8%
Engineering and Computer Science	8,771	7,042	491	0	16,304	7.9%
Graduate Studies	137	133	12	0	282	0.1%
Liberal Arts	26,573	17,276	2,367	0	46,216	22.4%
Lake Campus	1,548	574	259	0	2,381	1.2%
Boonshoft School of Medicine	4,260	1,630	341	0	6,231	3.0%
Nursing and Health	1,546	1,362	193	0	3,101	1.5%
School of Prof. Psychology	1,185	692	368	0	2,245	1.1%
Science and Mathematics	9,834	6,935	467	0	17,236	8.4%
University College	3,656	3,356	158	0	7,170	3.5%
NonWSU	8,713	6,555	346	3	15,617	7.6%
WSU Fac/Staff	33,088	31,633	505	0	65,226	31.6%
University Libraries	2,290	1,592	158	0	4,040	2.0%
none	1,047	620	58	4	1,729	0.8%
Total	113,298	86,503	6,550	7	206,358	100.0%



# Other Reports

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## Sierra Statistics: Fixed Field Report

- How many potential borrowers in each college?

College	Patron Count
Raj Soin College of Business	3,715
Continuing Education	1,134
Education and Human Services	4,261
Engineering and Computer Science	5,051
Graduate Studies	636
Liberal Arts	5,648
Lake Campus	2,203
Boonshoft School of Medicine	2,343
Nursing and Health	1,629
School of Prof. Psychology	275
Science and Mathematics	3,903
University College	4,317
WSU Fac/Staff	2,842
University Libraries	47

# Other Reports

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## Sierra Statistics: Cross Tab Patron Type by College

- What University roles (student, grad student, etc) are in each College?

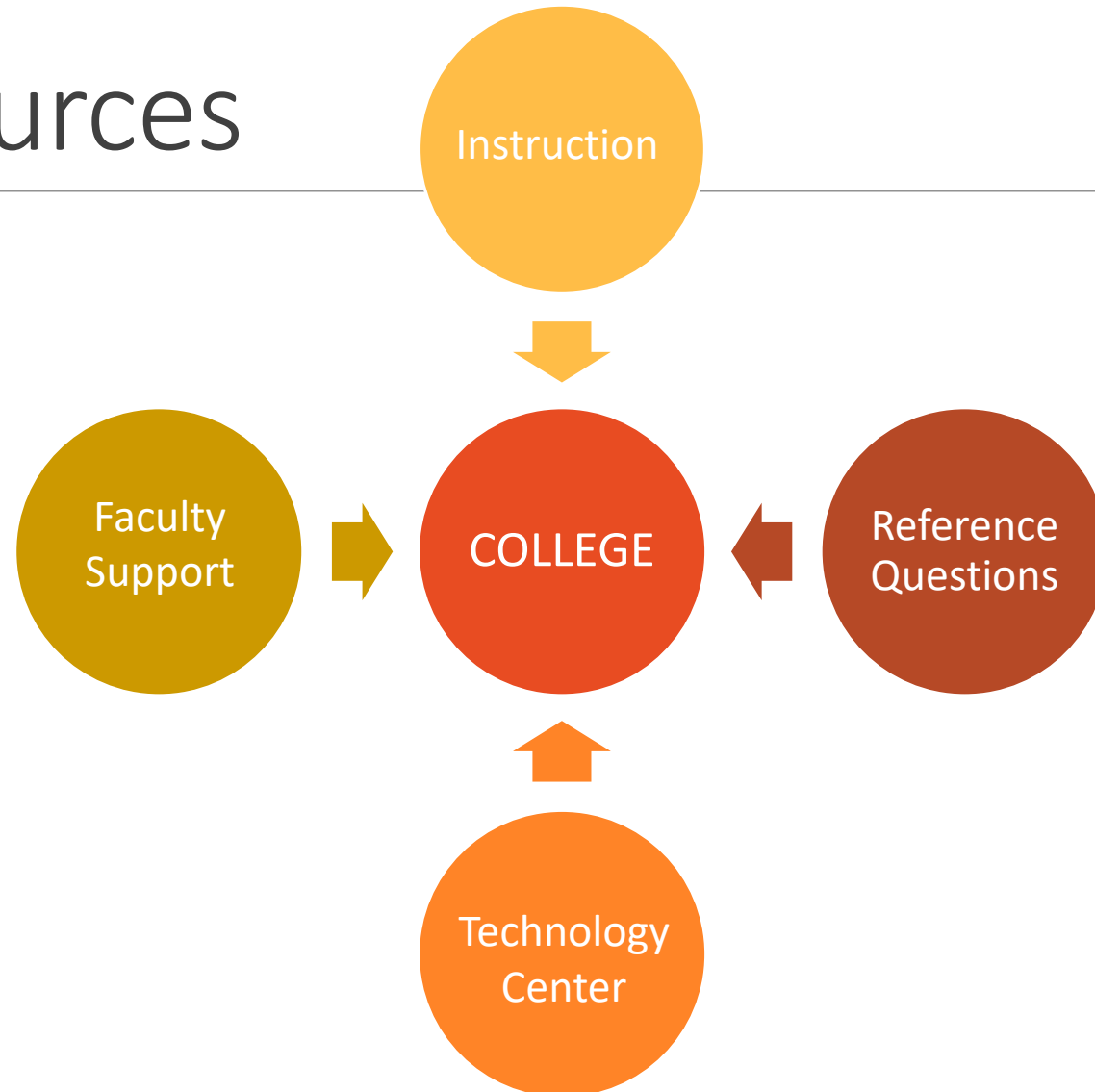
COLLEGE	PATRON TYPE							
	Faculty	PostGrad	Resident	Student	Interim Student	Staff	Emeritus Faculty	Retiree
Raj Soin College of Business	136	1069	0	1841	643	20	0	0
Continuing Education	0	37	0	653	436	0	0	0
Education and Human Services	293	1232	0	2095	610	21	0	0
Engineering and Computer Science	162	1175	0	2748	729	225	0	0
Graduate Studies	0	369	0	1	263	1	0	0
Liberal Arts	526	679	0	3716	673	44	0	0
Lake Campus	212	13	0	1793	155	29	0	0
Boonshoft School of Medicine	390	963	0	3	415	568	0	0
Nursing and Health	1	434	0	977	217	0	0	0
School of Prof. Psychology	39	165	0	0	42	27	0	0
Science and Mathematics	293	471	0	2587	504	45	0	0
University College	29	11	0	3352	898	23	0	0
WSU Fac/Staff	765	3	0	10	0	1359	218	425
University Libraries	3	0	0	0	0	44	0	0

# Other Data Sources

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## LibInsight

- All forms include a College field



# Example LibInsight Forms

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Special Collections Reading Room form (excerpt):

### SC&A - Reading Room

**Date/Time** ?

**Interaction Type** \*

<input type="checkbox"/> Researcher Sign-in	<input type="checkbox"/> Wilbear Stamp
<input type="checkbox"/> Reference - In Person	<input type="checkbox"/> Random Visitor
<input type="checkbox"/> Reference - Telephone	<input type="checkbox"/> NPS Bicycle Stamp

**Audience** \*

<input type="checkbox"/> K-12	<input type="checkbox"/> Alumni
<input type="checkbox"/> Undergrad Student	<input type="checkbox"/> Collection Donor
<input type="checkbox"/> Graduate Student	<input type="checkbox"/> Community/External
<input type="checkbox"/> Faculty	<input type="checkbox"/> Unknown
<input type="checkbox"/> Staff	

**College**

# Example LibInsight Forms

Reference/Instruction  
Form (excerpt):

Instruction - I&RS

Select Pre-Defined Entry

**Duration \***

0-5 min     6-15 min     16-30 min     31-45 min     46-60 min     1-2 hours     2-3 hours     3-4 hours     More than 4 hours     Full day     Multi-day

**Format \***

Face to Face     IM/Text     Phone     Online     Blended     E-mail     SoMe

**Interact With \***

Student     Faculty     Staff     Community     Alumni     Unknown     Undergrad Student     Graduate Student

**High School \***     Yes     No

**Number of People \***

**Date and Time ?**


**College**

# Example LibInsight Forms

CORE Scholar (IR) Form  
(excerpt):


### DIRS - CORE Scholar/SelectedWorks

**Type**  CORE Scholar  
 SelectedWorks

**Received Date**  

**Staff Assigned**  Andrew Harris  
 Jane Wildermuth  
 Tanya Ellenburg-Kimmet  
 Student Assistants

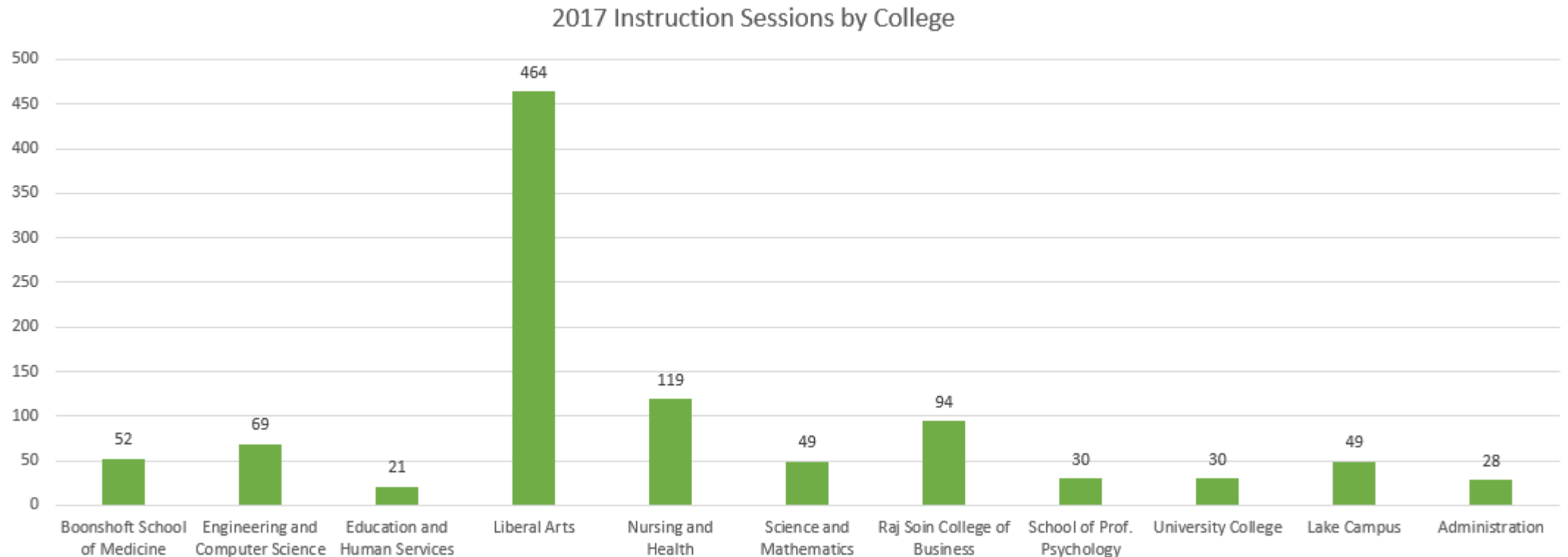
**SelectedWorks Name**

**College**  

# Other Data Sources: LibInsight

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## LibInsight: Instruction Sessions



# Other Data Sources: LibInsight

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## Library Instruction for Liberal Arts—by Program

	2015	2016	2017	% OF ALL LIBRARY INSTRUCTION 2015-2017
Classes Taught	262	238	217	48%
Workshops	3	2	7	1%
Orientations	5	3	4	11%
Research Appointments	130	135	126	46%
Instructive Literature Searches	64	43	50	76%
Other Instructional Interactions	73	55	60	28%
People served	5,422	4,875	4,367	36%

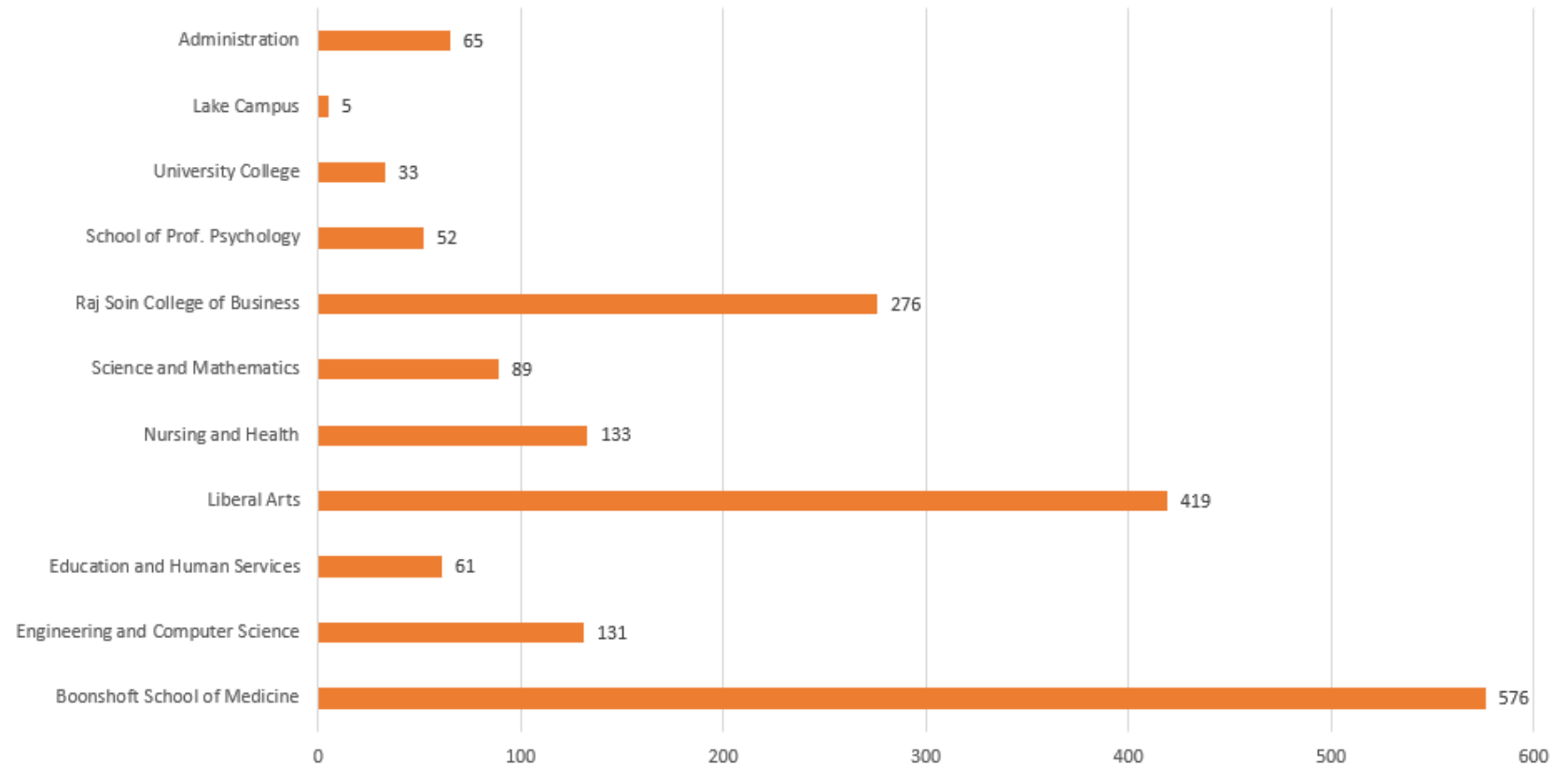


# Other Data Sources

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## LibInsight: Faculty Support

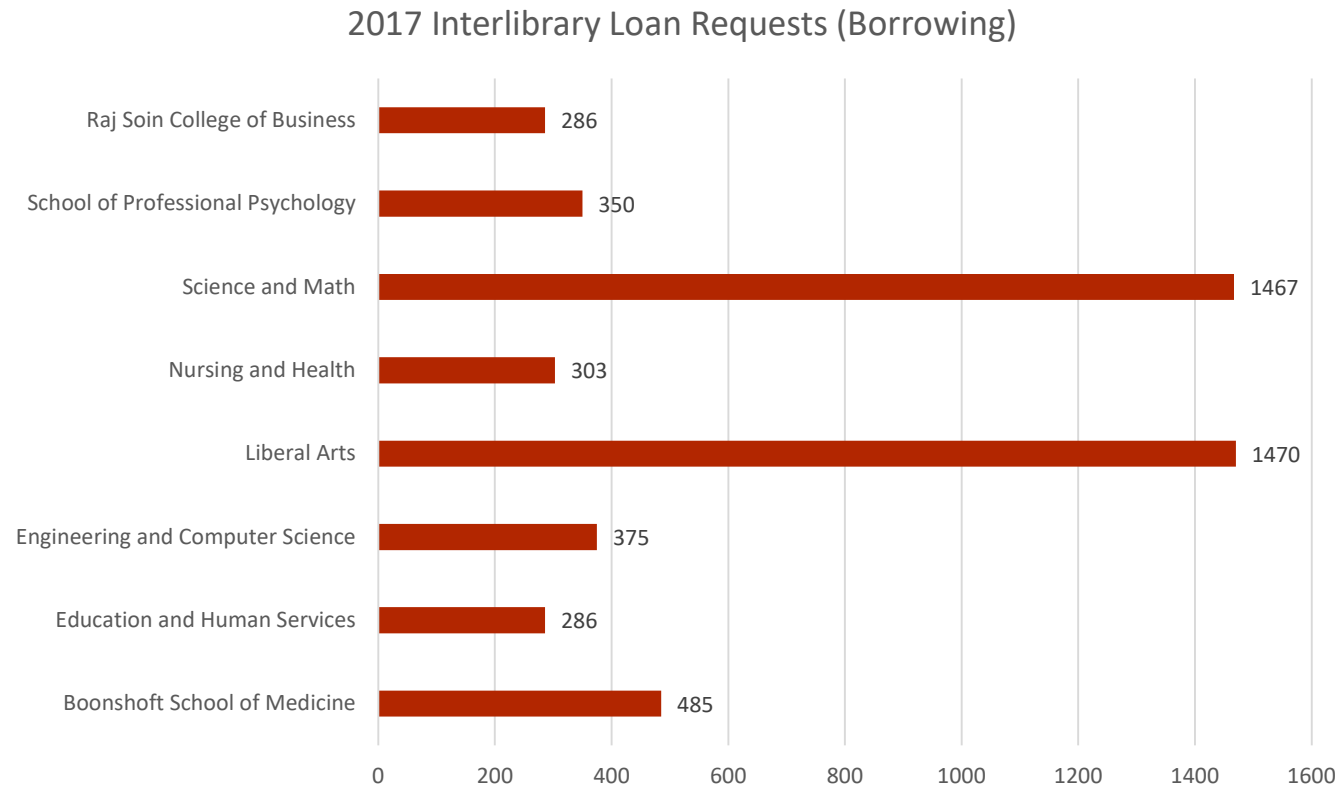
2017 Faculty Support by College



# Other Data Sources

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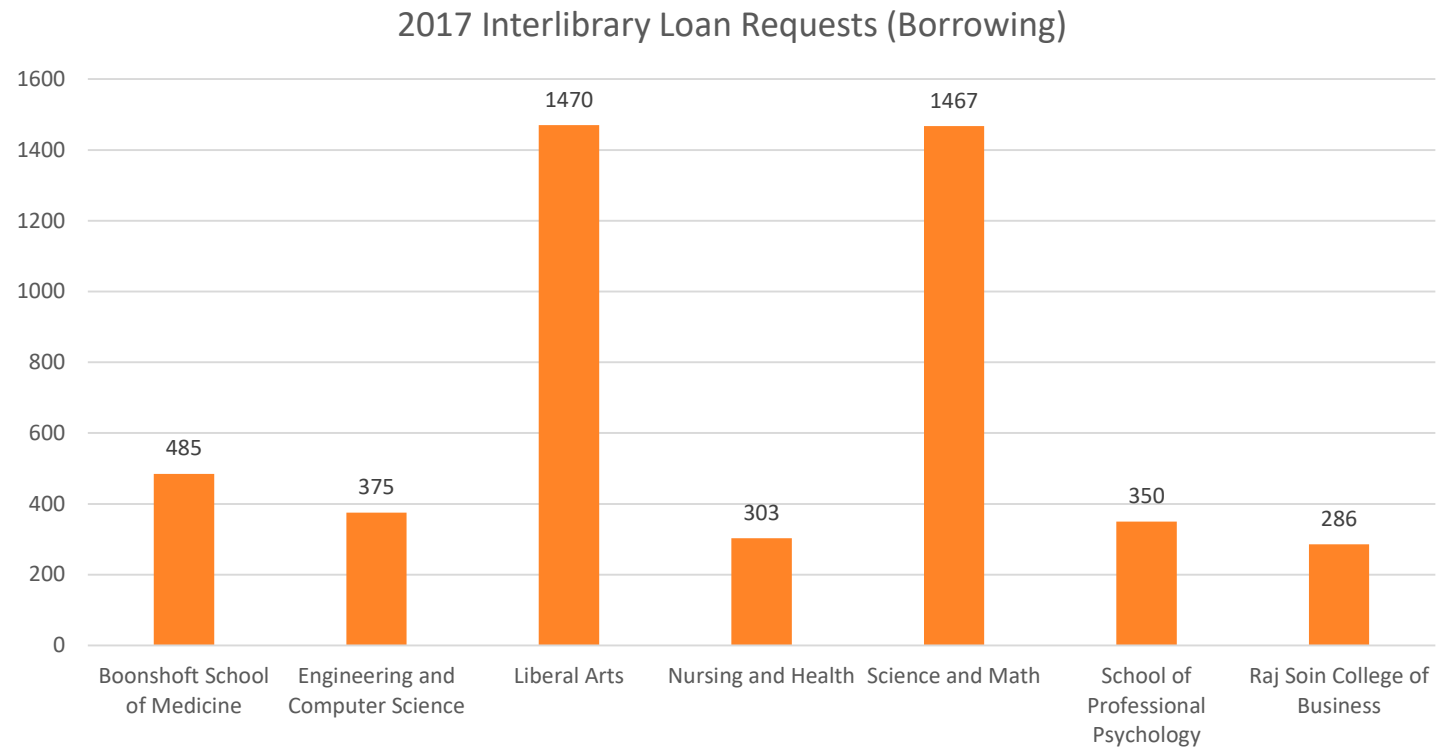
## ILLiad: Transactions by College



# Other Data Sources

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## Institutional Repository: Faculty Scholarship – Items Added



# Sources

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1. Harland, Fiona, Glenn Stewart, and Christine Bruce. 2017. “Ensuring the Academic Library’s Relevance to Stakeholders: The Role of the Library Director.” *The Journal of Academic Librarianship* 43 (5): 397–408. doi:10.1016/j.acalib.2017.06.009.
2. Klain Gabbay, Liat, and Snunith Shoham. 2019. “The Role of Academic Libraries in Research and Teaching.” *Journal of Librarianship & Information Science* 51 (3): 721–36. doi:10.1177/0961000617742462.
3. Najmabadi, Shannon. 2017. “What the 21st-Century Library Looks Like.” *Chronicle of Higher Education*, June 30.

# Discussion

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What are you doing to demonstrate your library's value?

How do you measure your library's value?

Who are your advocates? How did they become your advocates?

What other ideas do you have?

# Comments/Questions?

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