

June 2014
Assessment Committee
Jeannette Pierce, Chair

Annual Statistical Report FY 2013

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MU Libraries Assessment Committee

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Introduction

The MU Libraries take pride in contributing to MU's interlocked mission of teaching, research, service and economic development. By acquiring scholarly resources, developing innovative services and applying new information technologies, the MU Libraries support MU's faculty and students in every discipline as they fulfill the University's obligation to produce and disseminate knowledge that will improve the quality of life in the state, the nation and the world.

As part of MU's focus on strategic planning, the MU Libraries are committed to expanding our assessment efforts. One of our defined goals is to create an annual statistical review that reflects our collections and service activities over a range of five rolling years. We share this report as evidence of the contributions that the Libraries make to the entire campus.

The report also provides evidence of the challenges faced by the MU Libraries. We strive to provide excellent collections and services and to make innovative changes in an austere budget climate. Materials continue to cost more each year, while our budgets remain static at best. Further, our staffing levels remain low in comparison to peer libraries, slowing our ability to aggressively pursue new strategic initiatives that national trends suggest are important to supporting student learning outside of the classroom, and disseminating, as well as preserving, the research of our faculty and students.

As this is our first attempt at a comprehensive statistical report we are still learning about the limits of our current data collection practices and the opportunities for data collection in the future. Questions or suggestions may be directed to Jeannette Pierce, Associate Director for Research and Information Services (piercejea@missouri.edu).

FY13 Highlights:

- 3,990,467 print items held in the MU Libraries
- 188,859 print items circulated
- 331,787 e-reserve items loaned
- 1,392,493 e-books viewed 613,457 times
- 3,913,158 searches on 317 databases
- 71,678 items borrowed from other libraries for our patrons
- 100,126 items lent to other libraries
- 36,232 reference questions answered
- 12,666 students in 840 classes attended a library instruction session or tour
- 301,513 downloads from MOspace, a digital repository of Mizzou scholarship
- 1,565,916 visits to the libraries
- 1,829,886 visits to the MU Libraries web site

MU Libraries:

Ellis Library (main library)

Engineering Library and Technology Commons

A. G. Unklesbay Geological Sciences Library

J. Otto Lottes Health Sciences Library

Frank Lee Martin Journalism Library

Mathematical Sciences Library

Missourian Library

Zalk Veterinary Medical Library

University Archives

Association of Research Libraries (ARL) Comparisons

Note: ARL data is only available through 2012.

2012 AAU Library System Expenditures

Members of the Association of American Universities invested \$2.2 billion in their libraries in 2012, with an average investment of more than \$35 million.

HARVARD	\$120,907,000	PITTSBURGH	\$31,800,587
STANFORD	\$104,400,000	IOWA	\$29,920,241
YALE	\$80,065,431	MARYLAND	\$29,352,698
TORONTO	\$75,278,572	MICHIGAN STATE	\$29,233,219
MICHIGAN	\$63,735,669	ARIZONA	\$29,204,302
COLUMBIA	\$61,869,272	FLORIDA	\$28,581,160
UC BERKELEY	\$53,729,218	UC SAN DIEGO	\$26,734,140
NEWYORK	\$51,546,994	WASHINGTON U.-ST. LOUIS	\$25,574,976
PENNSYLVANIA STATE	\$50,972,467	VANDERBILT	\$23,627,249
UCLA	\$50,171,357	BOSTON	\$23,499,463
PRINCETON	\$49,622,273	KANSAS	\$23,271,873
CORNELL	\$49,470,729	PURDUE	\$23,229,530
ILLINOIS, URBANA	\$46,125,998	MIT	\$22,288,505
USC	\$45,170,851	BROWN	\$21,368,214
TEXAS	\$43,967,825	COLORADO	\$21,096,216
OHIO STATE	\$43,185,254	SUNY-BUFFALO	\$19,414,348
PENNSYLVANIA	\$42,427,991	IOWA STATE	\$19,397,864
DUKE	\$40,714,148	UC IRVINE	\$18,942,470
MINNESOTA	\$39,526,067	UC DAVIS	\$18,526,717
WASHINGTON	\$38,629,346	ROCHESTER	\$18,498,446
NORTH CAROLINA	\$38,135,416	MISSOURI	\$18,062,926
EMORY	\$37,737,236	TULANE	\$17,812,789
WISCONSIN	\$36,906,205	OREGON	\$16,842,678
JOHNS HOPKINS	\$36,881,269	UC SANTA BARBARA	\$16,273,668
CHICAGO	\$35,638,526	RICE	\$16,236,366
TEXAS A&M	\$35,350,406	SUNY-STONY BROOK	\$14,623,712
RUTGERS	\$34,305,327	CASE WESTERN RESERVE	\$14,595,069
VIRGINIA	\$33,796,262	GEORGIA TECH	\$14,042,895
INDIANA	\$33,370,911	CARNEGIE MELLON	\$11,048,892
MCGILL	\$32,169,874	CAL TECH	\$6,769,419
NORTHWESTERN	\$32,028,567	BRANDEIS	\$6,366,592

ARL Investment Index—The ARL Investment Index is a measure of the relative size of University libraries belonging to ARL. This section is based on the four variables that relate directly to institutional investment: total professional plus support staff, total materials expenditures, professional salaries & wages, and total library expenditures. The highest ranking is 1 and the lowest possible ranking is 115.

Note about ARL reporting:

- The Law Library is not part of the MU Libraries and therefore not directly reflected in this report. However, Law Library budget and expenditure information is incorporated in our peer comparison numbers which are provided by the ARL. The Health Sciences Library is part of the MU Libraries.
- Auburn, California, Georgia, Illinois, Iowa State, Maryland, Michigan State, MIT, Nebraska, Purdue and Rutgers do not include Health Science Library data in ARL reporting.
- Auburn, Iowa State, Maryland, MIT, Purdue and Texas A & M do not include Law Library data in ARL reporting.

AAU Peers

This group consists of AAU Libraries that are also members of the Association of Public and Land-grant Universities (APLU).

ARL/AAU/ APLU	2008	2009	2010	2011	2012
Arizona	32	32	32	41	40
California, Berkeley	5	6	7	8	6
Cornell	10	12	13	12	10
Florida	37	39	44	28	42
Illinois, Urbana	18	15	17	15	12
Iowa	38	33	36	35	35
Iowa State	84	59	92	71	81
Maryland	49	48	50	44	39
Michigan State	47	45	40	39	38
Minnesota	17	18	19	21	20
Missouri	91	90	85	102	93
MIT	50	50	53	62	67
Ohio State	22	22	23	14	17
Penn State	8	7	9	10	8
Purdue	48	52	54	55	63
Rutgers	31	29	30	33	30
Texas A&M	27	23	18	24	27

Selected Regional

	2008	2009	2010	2011	2012
Illinois	18	15	17	15	12
Iowa	38	33	36	35	35
Kansas	62	60	60	64	65
Missouri	91	90	85	102	93
Nebraska	96	100	97	97	97
Oklahoma	58	55	56	58	52

SEC Members

	2008	2009	2010	2011	2012
Alabama	92	89	76	92	79
Auburn	111	112	110	108	110
Florida	37	39	44	28	42
Georgia	53	62	61	61	58
Kentucky	66	64	67	68	69
Louisiana State	102	105	113	107	109
Missouri	91	90	85	102	93
South Carolina	77	83	79	75	75
Tennessee	55	56	59	48	56
Texas A&M	27	23	18	24	27
Vanderbilt	51	53	52	52	59

ARL Total Professional and Support Staff

AAU Peers

ARL/AAU/ APLU	2008	2009	2010	2011	2012
Arizona	240	214	209	192	199
California, Berkeley	442	444	414	390	390
Cornell	428	404	376	371	396
Florida	292	278	305	276	268
Illinois, Urbana	393	391	392	356	344
Iowa	223	221	207	192	198
Iowa State	140	137	138	130	119
Maryland	214	217	197	193	193
Michigan State	204	199	196	194	193
Minnesota	311	315	309	305	296
Missouri	168	157	157	161	160
MIT	197	188	174	157	175
Ohio State	299	319	313	309	297
Penn State	537	531	529	521	484
Purdue	194	166	172	158	154
Rutgers	338	325	325	297	305
Texas A&M	277	278	278	262	260
Wisconsin	395	410	372	365	327

Selected Regional

	2008	2009	2010	2011	2012
Illinois	393	391	392	356	344
Iowa	223	221	207	192	198
Kansas	211	216	215	217	212
Missouri	168	157	157	161	160
Nebraska	160	155	151	150	149
Oklahoma	157	157	151	151	148

SEC Members

	2008	2009	2010	2011	2012
Alabama	153	150	156	156	158
Auburn	86	90	87	81	88
Florida	292	278	305	276	268
Georgia	265	250	235	242	238
Kentucky	227	204	189	195	190
Louisiana State	153	130	120	108	109
Missouri	168	157	157	161	160
South Carolina	179	175	170	156	165
Tennessee	219	212	203	206	207
Texas A&M	277	278	278	262	260
Vanderbilt	211	210	193	189	177

Collections Expenditures

AAU Peers

ARL/AAU/APLU	2008	2009	2010	2011	2012
Arizona	12,627,388	12,890,572	14,386,012	13,884,967	14,105,328
California, Berkeley	20,118,847	17,849,390	17,846,646	17,661,578	20,645,030
Cornell	15,843,247	16,161,049	14,917,133	15,901,598	19,294,706
Florida	12,427,750	12,261,949	12,004,335	13,699,233	13,020,619
Illinois, Urbana	14,065,662	14,529,554	15,281,388	16,520,549	19,101,178
Iowa	13,590,872	14,278,353	15,060,052	15,975,293	17,023,555
Iowa State	9,359,327	12,560,760	9,078,625	12,222,241	11,405,344
Maryland	10,097,607	9,499,472	10,677,197	11,944,076	12,206,049
Michigan State	11,267,304	11,772,095	13,407,332	14,389,983	15,013,523
Minnesota	16,578,284	16,999,808	17,008,958	16,775,684	17,556,536
Missouri	8,515,580	8,459,261	9,751,527	7,187,080	7,619,076
MIT	8,886,555	9,051,913	9,000,247	8,333,732	9,255,269
Ohio State	13,178,838	12,667,615	11,954,846	14,289,378	15,210,554
Penn State	17,826,123	18,494,217	17,953,463	18,336,588	20,111,855
Purdue	10,580,220	11,225,286	11,244,162	11,477,088	12,392,050
Rutgers	10,454,644	11,479,410	10,510,456	10,728,264	10,947,025
Texas A&M	17,002,600	17,768,690	18,443,037	17,923,344	16,781,112
Wisconsin	10,974,532	11,710,988	11,522,129	11,478,784	11,947,497

Selected Regional

	2008	2009	2010	2011	2012
Illinois	14,065,662	14,529,554	15,281,388	16,520,549	19,101,178
Iowa	13,590,872	14,278,353	15,060,052	15,975,293	17,023,555
Kansas	9,581,850	9,621,889	9,536,565	9,347,959	10,172,505
Missouri	8,515,580	8,459,261	9,751,527	7,187,080	7,619,076
Nebraska	7,039,988	6,458,844	6,797,403	7,633,359	8,427,924
Oklahoma	14,081,833	14,406,308	13,952,020	14,192,618	14,401,185

SEC Members

	2008	2009	2010	2011	2012
Alabama	7,688,246	8,297,066	9,798,773	8,716,895	10,018,263
Auburn	5,629,762	5,760,251	5,621,146	6,404,973	6,286,497
Florida	12,427,750	12,261,949	12,004,335	13,699,233	13,020,619
Georgia	11,605,489	10,364,778	10,489,974	11,341,709	11,701,802
Kentucky	10,416,077	10,769,278	10,936,239	10,982,831	11,096,998
Louisiana State	7,386,879	6,323,242	5,682,352	7,477,372	6,573,126
Missouri	8,515,580	8,459,261	9,751,527	7,187,080	7,619,076
South Carolina	8,051,804	8,144,704	8,882,438	8,553,927	8,562,481
Tennessee	12,210,020	12,146,743	11,912,941	15,398,124	12,876,113
Texas A&M	17,002,600	17,768,690	18,443,037	17,923,344	16,781,112
Vanderbilt	11,435,792	11,063,708	11,312,373	12,274,237	11,692,375

Association of Academic Health Sciences Libraries (AAHSL) Comparisons

AAU Peers

This group consists of AAHSL libraries that serve land-grant institutions and are members of AAU and ARL.

ARL/AAU	FTE–Professional Staff	Serials Expenditures	Total Collection Expenditures
Arizona	16.94	\$1,263,969	\$1,416,961
Florida	15	\$1,904,544	\$2,142,016
Iowa	10	\$1,897,695	\$2,353,431
Michigan State	6	\$2,196,101	\$2,843,004
Minnesota	14.4	\$2,356,481	\$3,165,116
Missouri	10.25	\$601,374	\$1,040,821
Ohio State	34	\$1,267,264	\$1,751,409
Texas A&M	15	\$1,746,331	\$2,704,024
Wisconsin	13	\$1,461,741	\$1,650,187

Selected Peers—by comparable faculty and student populations

	FTE - Professional Staff	Serials Expenditures	Total Collection Expenditures
MU	10.25	\$601,374	\$1,040,821
Median–Composite Health Science Libraries	12.68	\$1,381,780	\$1,762,380
AR–University of Arkansas for Medical Sciences	14	\$1,264,892	\$1,550,895
FL–University of Florida	15	\$1,904,544	\$2,142,016
GA–Medical College of Georgia	12	\$1,180,271	\$1,434,744
IL–Rush	14	\$1,332,266	\$1,528,309
NM–Univ of New Mexico	18.7	\$1,052,352	\$1,444,329
SC–Medical University of South Carolina	18	\$1,408,492	\$1,857,679
TX–Univ of Texas Medical Branch	10	\$1,043,458	\$2,358,785
UT–Univ of Utah	15.47	\$1,227,280	\$1,363,928

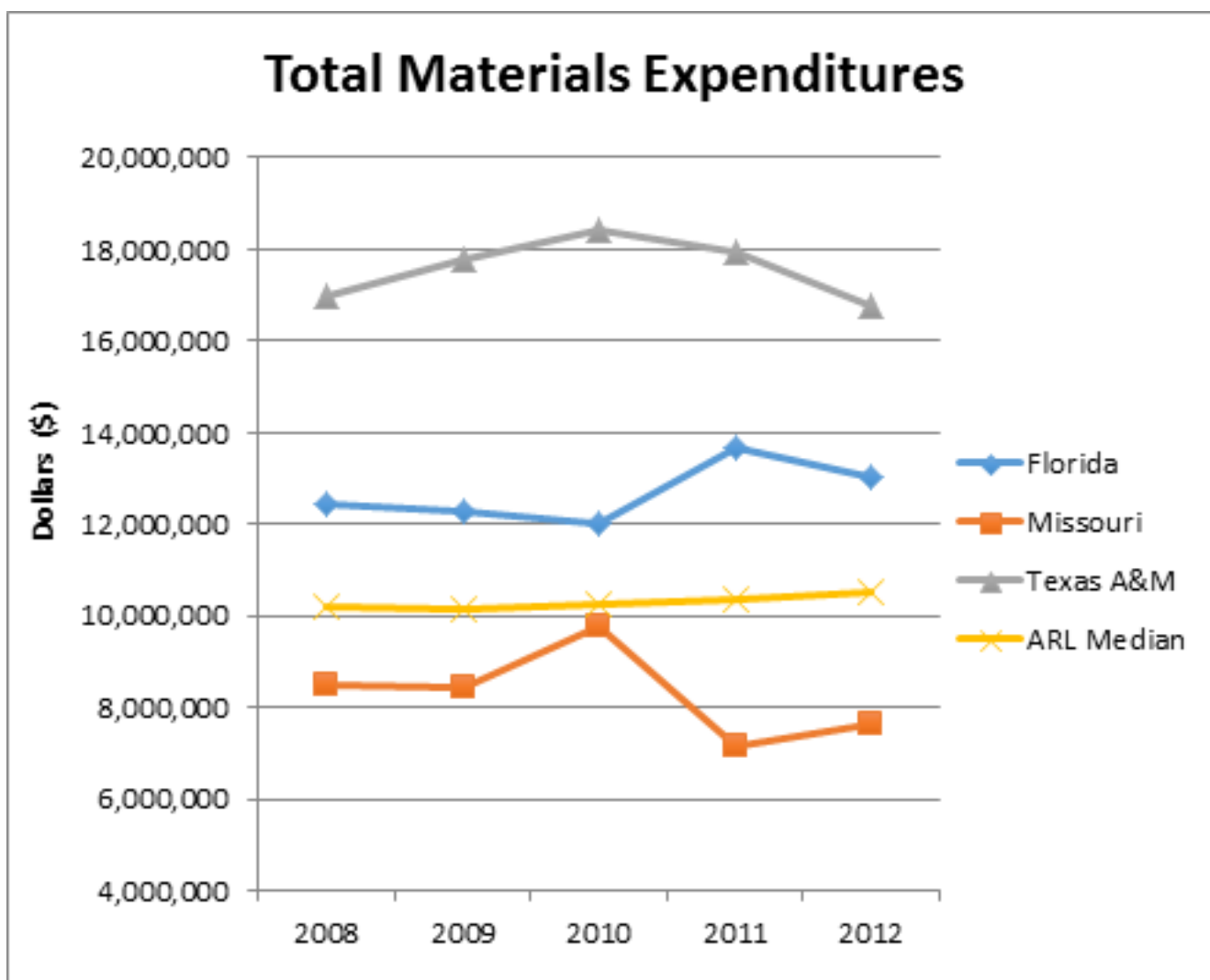
Collections Expenditures

Material/Collection Expenditures (Does Not Include Law Libraries)

	FY2009	FY2010	FY2011	FY2012	FY2013
Acquisitions	\$5,546,649	\$6,260,208	\$6,126,263	\$6,367,015	\$6,365,379
LSO funds	\$0	\$0	\$0	\$0	\$2,879,463
Misc Library funds	\$3,536	\$6,555	\$23,992	\$57,947	\$53,026
Gift funds	\$243,455	\$306,787	\$223,852	\$234,647	\$183,009
TOTAL	\$5,793,640	\$6,573,550	\$6,374,107	\$6,659,609	\$9,480,877

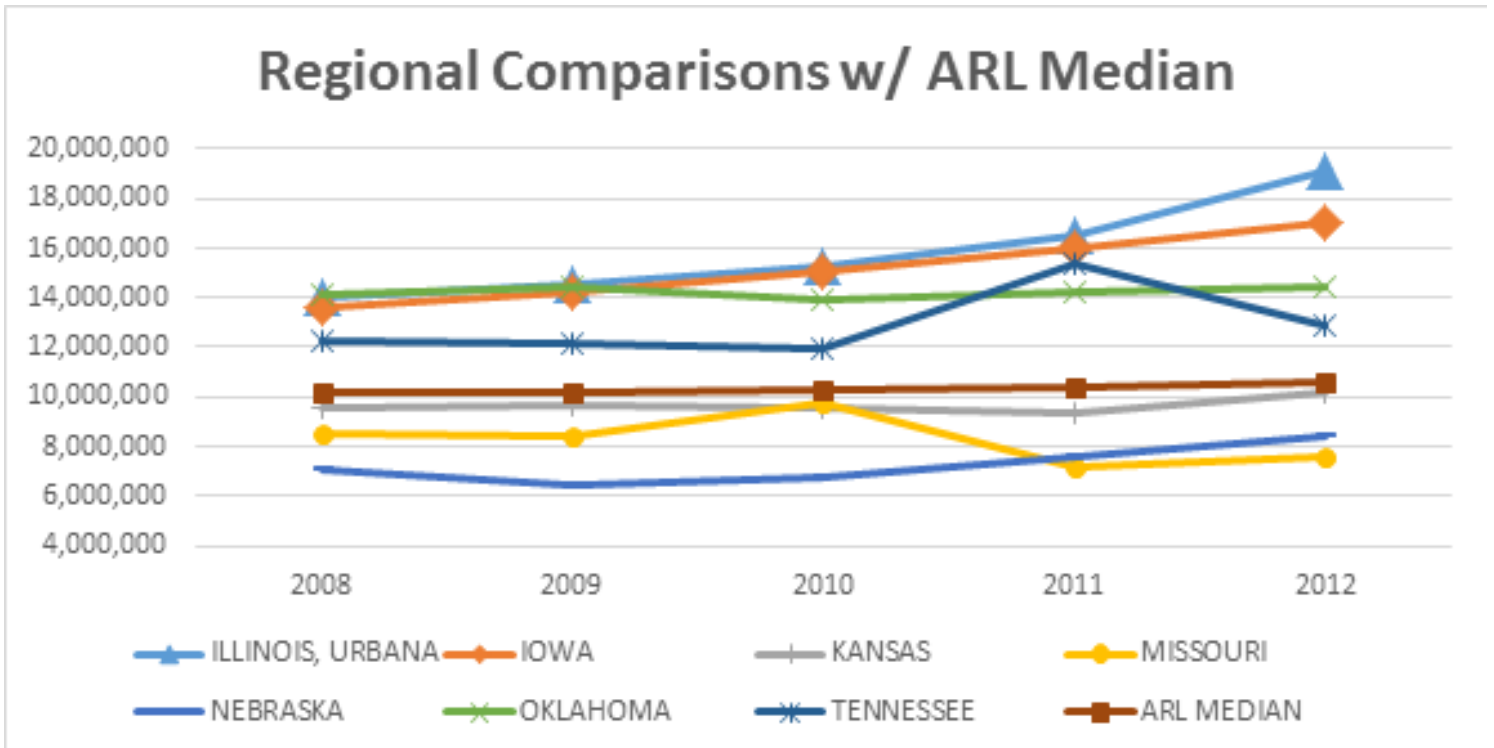
Note: Library Systems Office (LSO) funding is reflected in the MU Libraries budget beginning in 2012 when LSO became part of MU Libraries. The funds support resources shared by the four University of Missouri campuses.

SEC Aspirational Comparisons w/ARL Median



Note: Texas A&M does not include Health Sciences Library Expenditures

Regional Comparisons w/ARL Median



Note: Illinois and Nebraska do not include Health Sciences Library Expenditures.

Size of Collections

Size of Monograph Collection by Format

MU Libraries	Volumes	Ebooks
FY2008	3,494,470	.
FY2009	3,523,795	.
FY2010	3,561,607	.
FY2011	3,612,144	.
FY2012	3,140,909	678,596
FY2013	3,990,467	1,392,493

Monographs & Serials Added

MU Libraries	Monographs Purchased	Current Serials Purchased
FY2008	26,196	24,857
FY2009	33,643	24,857
FY2010	33,516	27,784
FY2011	29,727	20,519
FY2012	30,068	Not available

Usage of Collections

Use of Print Collection and Course Reserves

Fiscal Year	*Total Circulation	Reserve Loans– Print	Reserve Loans– Electronic	Total Reserve Loans
FY2009	226,265	31,728	561,327	593,055
FY2010	223,002	32,559	500,328	532,896
FY2011	207,433	43,216	557,274	606,857
FY2012	193,745	24,846	390,620	436,608
FY2013	188,859	16,665	331,787	371,720

Use of Electronic Resources

Fiscal Year	Total Databases	Total Searches	Total Sessions	Full-Text Views	E-Book Views
2008-2009	150	5,118,635	2,288,500	3,179,608	51,321
2009-2010	321	3,212,330	1,491,305	3,153,446	129,433
2010-2011	298	3,082,479	1,500,546	2,385,062	822,309
2011-2012	277	2,602,945	2,530,405	2,639,626	630,215
2012-2013	317	3,913,158	2,653,168	2,937,147	613,457

Note: Not all vendors provide statistics. Statistics represent the majority of our most used databases. In 2008-2009 – Use of the EBSCO Search Box on the Libraries' home page greatly increased searches. In 2011-2012 cancellation of Academic Search Complete resulted in lower e-book views.

Shelving Counts

	Shelving Counts	In-House Use	Patron Assistance
FY2008	192,993	54,953	2,401
FY2009	214,058	52,839	2,219
FY2010	192,093	46,500	2,026
FY2011	191,284	44,494	1,752
FY2012	163,752	40,987	2,017
FY2013	138,471	31,401	2,099

Borrowing and Lending from Other Libraries

MOBIUS

MOBIUS is a consortium of libraries in Missouri. The consortium's purpose is to share library materials, information and services using accessible, cost-effective methods. The MOBIUS Union Catalog includes more than 25 million items, serving over 1.5 million people in the state of Missouri. A courier service delivers library materials to member libraries once per day, 5 days per week.

MU Statistics	Total Borrowing	Total Lending
FY2009	40,426	52,391
FY2010	39,743	54,256
FY2011	36,543	52,658
FY2012	36,596	49,677
FY2013	34,047	47,360

Interlibrary Loan (ILL)

ILL Services manages material loan and article requests from outside of the MOBIUS consortium. This includes partnerships with affiliated libraries through RAPIDILL, the Greater Western Library Alliance and other partnerships which ensures efficient and cost effective delivery of materials.

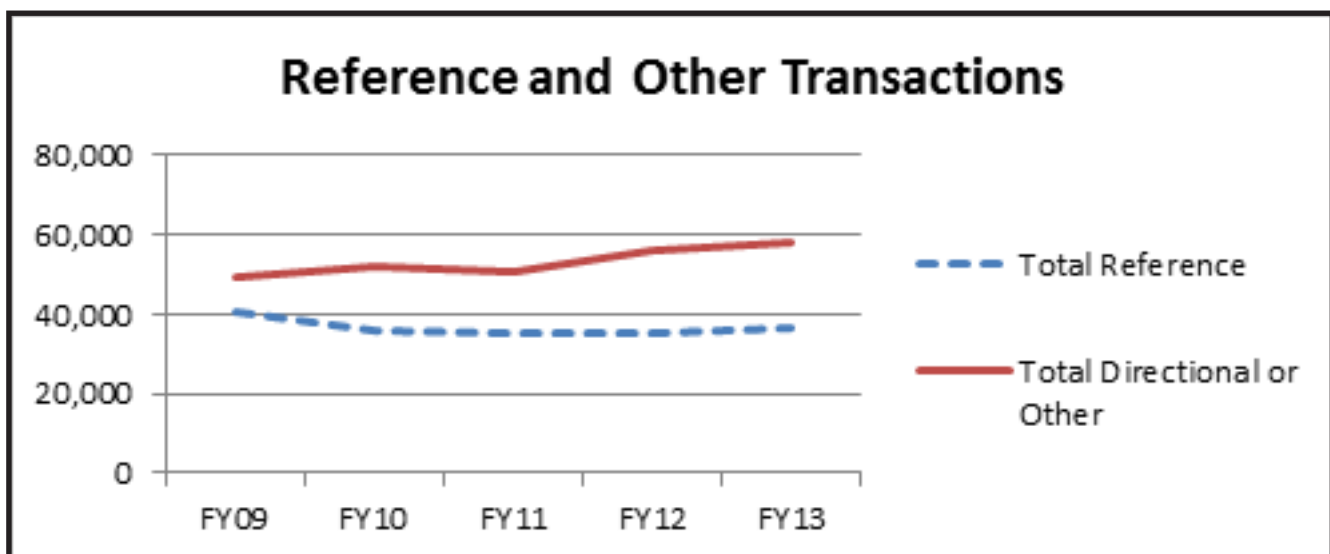
	FY2009	FY2010	FY2011	FY2012	FY2013
Total Lending	49,883	52,833	55,506	51,844	52,766
Total Borrowing	39,298	40,847	41,071	40,387	37,631

Expert Assistance

Reference Transactions

A reference transaction is a contact that involves the knowledge, use, recommendations, interpretation or instruction in the use of information sources by a member of the library staff. In addition to the reference transactions, the MU Libraries answer over 50,000 other types of questions each year.

	FY2009	FY2010	FY2011	FY2012	FY2013
Ellis Library	23,898	18,706	17,699	18,980	21,720
Archives	759	818	795	695	567
Engineering	848	1150	1284	1771	1824
Geology	3,121	2,591	3,235	1,134	1,158
Health Sciences	8,447	7,829	8,713	9,283	8,204
Journalism	893	904	525	630	1086
Newspaper	933	1137	519	417	368
Math	159	151	160	352	122
Veterinary Medicine	1,822	2,350	2,212	1,838	1,183
Total Reference	40,880	35,636	35,142	35,100	36,232
Total Directional or Other	49,016	52,291	50,936	55,853	57,800
Total Directional or Other	89,896	87,927	86,078	90,953	94,032



LibAnswers

In June 2013, MU Libraries launched a new virtual reference service called LibAnswers, a searchable database of answers to commonly asked questions. The database has received 926 queries since inception.

- 376 (41%) questions matched a suggested auto-answer.
- 423 (46%) users clicked on one of the offered questions that were a close match.
- 127 (14%) users chose to take the next step to submit their question via e-mail.

Instruction

2013 Highlights

- 6 - Number of online library instruction sessions
- 48 - Number of FIG proseminars that met with a librarian
- 146 - Number of 1000 level classes that met with a librarian
- 12,666 - Number of participants who attended a library instruction session or tour

Classes	FY2009	FY2010	FY2011	FY2012	FY2013
Ellis Classes	223	208	191	243	283
Ellis Tours	127	93	171	97	76
Special Collections	71	97	74	154	164
Archives	16	21	11	15	13
Engineering	51	13	25	17	9
Geology	56	36	15	139	131
Health Sciences	89	148	94	98	87
Journalism	86	108	53	59	64
Newspaper Library	10	0	17	3	2
Math	0	0	0	0	0
Vet Medicine	15	9	9	6	11
Total Classes	744	733	660	831	840

Participation	FY2009	FY2010	FY2011	FY2012	FY2013
Ellis Class	4,498	3,987	3,623	4,485	5,297
Ellis Tours	1,536	1,598	2,417	2,281	2,251
Special Collections	979	996	1,089	1,748	1,772
Archives	84	307	44	97	49
Engineering	97	212	84	116	96
Geology	592	108	25	319	254
Health Sciences	1,189	1,584	1,714	1,492	1,590
Journalism	962	1,374	1,030	1,269	1,179
Newspaper	129	0	340	30	46
Math	0	0	0	0	0
Veterinary Medicine	177	197	85	170	132
Total Participants	10,243	10,363	10,451	12,007	12,666

Use of Online Guides Created by Subject Librarians

	Number of Guides	Number of Views
FY2011	162	119,758
FY2012	355	172,598
FY2013	567	227,740

The most popular guides in FY2013 were "Prices and Wages Guide," "EndNote," and "J2100: News." J2100: News is a foundation course in the School of Journalism teaching the fundamentals of news writing.

Equipment Loan

Across All MU Libraries

	FY2011	FY2012	FY1013
Laptops	2,001	9,687	9,912
Tablets	206	839	798
Audio/Video	1,268	1,962	4,319
Accessories	3,913	7,268	7,239

Computers available for check-out by Library

Ellis Library

25 MacBooks
10 Dell laptops
1 accessibility laptops

Journalism Library

20 MacBooks

Engineering Library

10 laptops

MU Libraries Website

Total Website Visits

Visits are similar to gate counts, indicating the number of times a unique visitor begins a session on the website.

	FY2011	FY2012	FY2013
Visits	1,672,805	1,955,882	1,829,886
Page Views	3,813,395	4,331,409	4,124,593

MOSPACE Institutional Repository

MOspace serves as the institutional repository for the four University of Missouri campuses. Content includes scholarly articles and research products; theses and dissertations; conference papers, posters and presentation material; student papers; department publications; campus periodicals; blog entries; yearbooks; and videos of lectures presented at campus events.

Date of the establishment of the Institutional Repository: 2009

Current number of documents in the Institutional Repository: 36,382

Number of downloads since establishment of the Institutional Repository: 944,176

Number of downloads in the past year: 2013: 301,513

Countries with Highest Number of Visits

	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
United States	4,407	8,539	9,056	10,460	9,701	6,582
India	892	1,422	1,275	1,106	1,007	835
United Kingdom	310	566	583	780	914	566
Canada	244	346	553	619	710	309
China	222	441	433	558	550	593
Philippines	210	293	304	208	156	153
Germany	182	348	299	316	322	241
Australia	176	419	410	415	272	168
Iran	176	245	260	356	348	308
Italy	163	257	180	178	172	109
Japan	102	203	154	167	156	137
Malaysia	100	168	246	228	285	201
South Korea	94	181	143	166	190	119
France	87	189	154	179	162	136
Russia	76	162	153	162	86	62
Netherlands	75	123	178	179	164	131
Thailand	66	146	126	77	88	77
Taiwan	65	119	100	116	133	130
Brazil	63	194	141	180	161	118
Turkey	63	98	128	132	166	148
Singapore	60	79	93	78	69	33
South Africa	50	178	159	166	73	36
Spain	45	100	131	170	183	118
Pakistan	44	77	144	106	131	106
Mexico	43	120	92	100	96	56
Other Countries	1,119	2,163	2,238	2,413	2,451	1,931
Total visits	9,134	17,176	17,733	19,615	18,746	13,403

Facilities

Gate Counts

	FY2009	FY2010	FY2011	FY2012	FY2013
Ellis	1,000,876	1,012,412	1,090,886	901,324	929,845
Engineering	179,452	200,459	199,799	227,609	241,158
Health Sciences	159,606	160,838	128,675	118,779	108,389
Journalism	245,261	212,431	255,102	218,699	209,923
Veterinary Medicine	32,018	26,664	26,758	30,633	32,447
Total	1,617,213	1,612,804	1,701,220	1,497,044	1,521,762

Note: Gate counts are unavailable for the Geology and Math Libraries.

Group Study Rooms

Total Reservations	FY2009	FY2010	FY2011	FY2012	FY2013
Ellis (12 rooms)	6,359	8,012	10,333	11,099	12,318
Engineering (9 rooms)	1,801	2,066	2,071	2,484	4,239
Journalism (2 rooms)	1,004	1,603	2,074	1,874	1,751
Health Sciences Library (4 + 11 Medical Student Only Rooms)	440	676	463	35	38
Total Hours Reserved	FY2009	FY2010	FY2011	FY2012	FY2013
Ellis	12,092	14,774	19,205	20,892	23,343
Engineering	3,323	3,764	38,06	4,372	7,698
Journalism	1,679	2,731	3,652	2,965	2,739
Health Sciences Library	880	1,352	926	70	76

Note: Renovations on Level 1 of the Health Sciences Library resulted in lost access to group study rooms FY11-FY13.

Workstations by Library

Ellis Library

Information Commons: 145 (5 print stations, 5 scanners & 2 catalog only computers)

Commons 2 (DoIT): 60 (includes Accessibility area)

Current Periodicals Reading Room (DoIT): 20

2nd floor: 9 (1 catalog only), 3rd floor: 2 (2 catalog only), 4th floor: 3, Recorded Sound: 2

Health Sciences Library: 58

Journalism: 17 (3 print stations)

Math: 2 (1 scanner)

Geology 2 (1 scanner)

Engineering

Veterinary Medicine: 10

6:(1 catalog only)

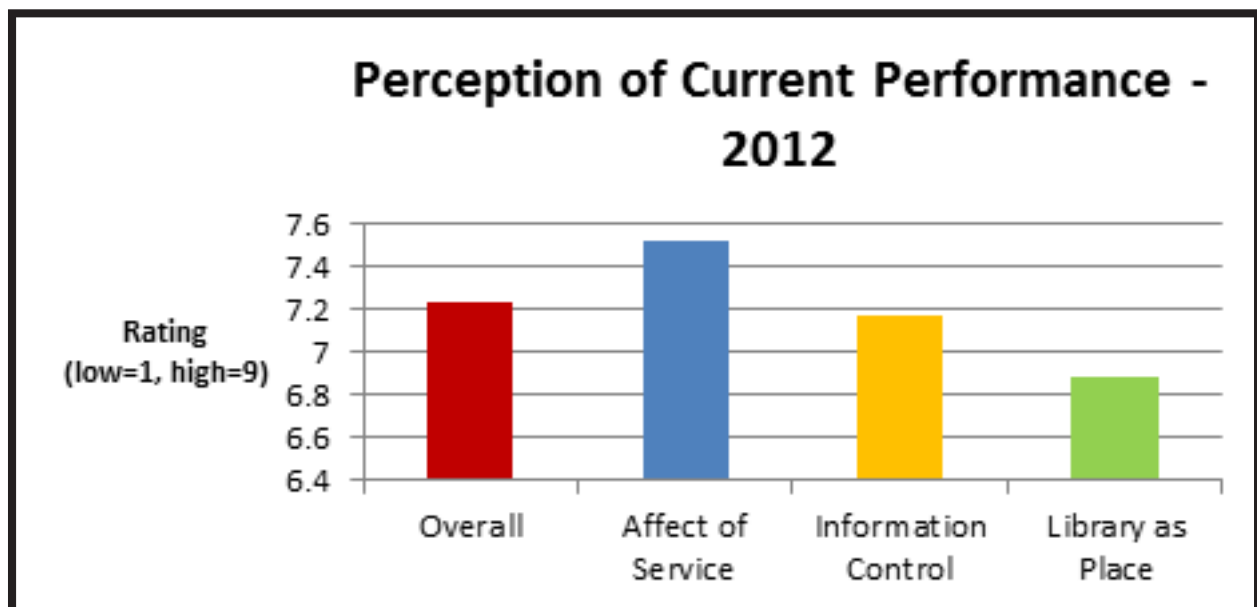
72 (DoIT)

User Satisfaction

MU Libraries' primary tool to assess user satisfaction is the LibQUAL assessment tool designed by the Association of Research Libraries. It is one of the best ways we have to understand and serve the information, study and research needs of the campus community. We implemented LibQUAL in 2003 and 2012. We plan to use this survey every three years with the next instance in 2015.

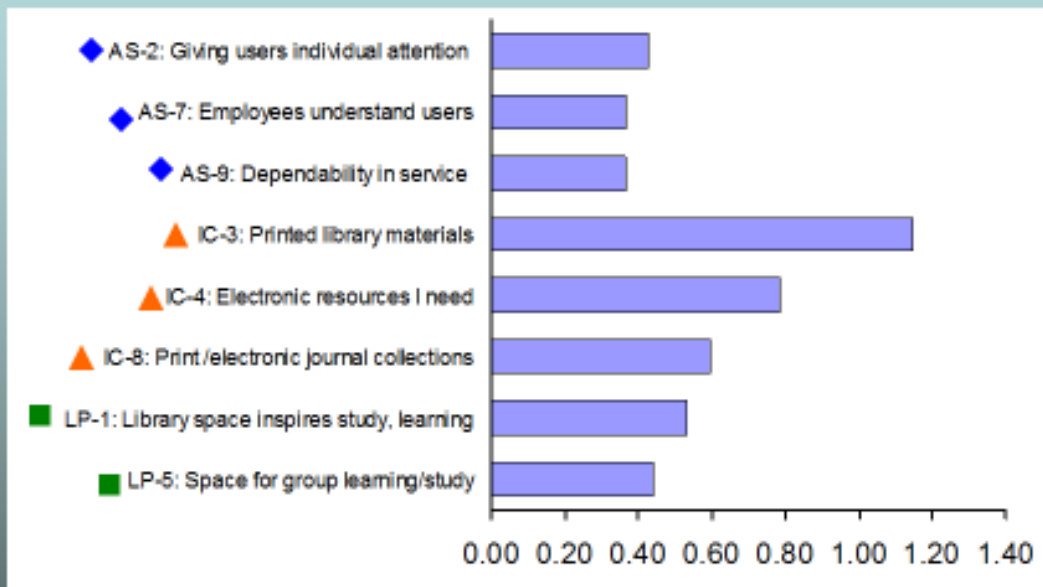
LibQUAL has three categories of approximately 22 questions:

- **Affect of Service** (AS) measures user perception of library services.
- **Information Control** (IC) measures user satisfaction with the quality and appropriateness of library collections.
- **Library as Place** (LP) measures user perception of library space



Summary: Most Improvement, 2003 to 2012

All libraries, all respondents



This chart displays LibQual subcategories which showed the greatest positive rating increase from 2003 to 2012.

Giving

We close this report on a positive note and with grateful thanks and acknowledgement of all who have donated MU Libraries. We expect our endowments to reach 10 million dollars in FY2014.

	Donations	5 year moving average
FY2009	\$409,807.88	\$391,031.47
FY2010	\$404,758.19	\$402,821.80
FY2011	\$161,992.51	\$400,875.33
FY2012	\$258,395.39	\$390,707.73
FY2013	\$446,793.72	\$336,349.54

Fiscal Year	Expenditures	Endowment Balances
FY2009	\$193,945.00	\$7,535,627.00
FY2010	\$222,976.00	\$7,964,148.00
FY2011	\$186,234.00	\$9,074,065.00
FY2012	\$153,279.00	\$8,582,278.00
FY2013	\$166,767.00	\$9,385,018.00
Average	\$184,640.00	