OVERVIEW

This report covers activities and usage data gathered at James C. Kirkpatrick Library (JCKL) for FY16 in the following categories: space, services, and resource usage.

SPACE USAGE

Service Point Transactions

FY16 saw a slight decrease in transactions from FY15. This continues an almost decade-long trend of gradual decrease in service point transactions. However, within the total transactions for the year, JCKL saw an increase in reference transactions from the previous year. This increase in reference transactions is caused by two primary factors: a change in the way we define reference transactions, and better recording of transactions across the library. Of note, JCKL saw a dramatic increase in service point transactions in August 2015 as students and faculty returned to campus.
Due to several factors, the second floor remained the busiest floor in terms of transactions. The Reference Desk remained the primary location for students to receive assistance with assignments, research questions, and other information needs. Librarian subject specialists also continued to provide individualized assistance to students through email and by appointment in-person. Historically, second floor personnel have made a consistent effort to record transactions, which accounts for a large portion of the transaction difference between floors.

**Headcount**

Building headcounts for FY16 increased by 7% from the previous year. This indicates a continued positive trend in headcounts for the Library.
Additionally, three of the four service areas saw an increase in their respective headcounts for FY16. First floor headcount decreased by 12%, while HCC increased by 3%. Second floor saw an 11% increase, and the third floor saw a 17% increase in users. This indicates that more users are spending greater amounts of time studying and using library spaces.
User trends throughout FY16 remained consistent among floors and also consistent with previous years' data. The highest usage of library spaces in October is followed closely by a second peak in April. Of note for FY16 is that third floor usage surpassed second floor usage for a large portion of the Fall 2015 semester. It is unclear whether the catalyst for this higher third floor usage relates to the Learning Commons’ expanded services, if students prefer the quiet environment for their studies, or other contributing factors.

**Door and Gate Counts**

Both door and gate counts slightly increased from FY15, at a 1% and 0.2% increase, respectively. This indicates that students are spending longer periods of time in the library.
In October 2015, Harmon Computer Commons (HCC) door counters were installed as part of the HCC Usability Study. This data indicates an average of 9,343 users per month in the HCC. Compared to a headcount average of 7,962 users per month, this suggests that a significant portion of HCC usage is less than an hour in duration and therefore not included in hourly headcounts. Anecdotal evidence supports the theory that many HCC users see the lab as a convenient and quick way to print papers and assignments on their way to classes. The final analysis of the study will be completed in FY17.

Study Rooms

JCKL implemented a study room reservation system in August 2015. The reservation system has proven extremely popular, both in the availability to book rooms in advance and to see room availability in real time. On average each month, rooms were booked 47% of the available time. This does not include individuals who used available rooms without completing a reservation.
SERVICE USAGE

Instruction

Library instruction for FY16 included both one-shot and LIB 1010 (Information Management) sessions. Total instruction sessions increased by 45% from FY15, with a 21% decrease in participants. In FY16, the library increased their LIB 1010 sessions from the previous year by 83%, with a 121% increase in participation for the credit course. Simultaneously, one-shot sessions decreased by 28%, and saw a corresponding 29% decrease in participation as well.
Research Consultations

Research consultations reported a 61% increase from FY15 to FY16. Consultations include one-on-one appointments with a subject specialist faculty librarian. This allows students to take advantage of in-depth research techniques, specialized assistance, and allows them to further engage in research for their chosen field.

Delivery Services

JCKL offers delivery service to all academic departments on campus, including books, DVDs, CDs, VHS, and other materials. Previously JCKL also offered equipment delivery across campus, but discontinued this service in FY16. The amount of items delivered has decreased since FY09, but saw an increase again
in FY15 and FY16. JCKL delivers more items to departments than picks up to return to the library. This may indicate that users place a higher value on delivery, rather than pick-up, services.

![Yearly Items Delivered and Picked Up Totals FY08 - FY16](image)

### Interlibrary Loan/MOBIUS

Traditional Interlibrary Loan (ILL) allows libraries around the United States and the world to share collections and resources with each other. This enables libraries to specialize their collections while meeting the needs of their users through additional available materials. In FY16, UCM borrowed more materials through ILL than were lent (see graph below).

JCKL also participates in MOBIUS, a consortium that connects over 600 libraries across seven states (MOBIUS, n.d.). Over the past few years, MOBIUS courier service was higher than traditional ILL. In FY16, the library consistently sent out more materials through the MOBIUS courier than we received (see graph below). This tells us that we provide strong service to the MOBIUS consortium.
Printing

Printing increased 14% from FY15 to FY16. It is suspected that this increase in printing is due in part to the Lovinger Lab closing and an increase in students living on campus. In October 2015, JCKL piloted the WEPA print station to UCM. This was the first step in providing a campus-wide printing solution, at minimal cost to the University. With the increase in student printing, GoPrint’s outdated technology and need for constant maintenance inconvenienced students and library staff alike. WEPA addressed many of the issues affecting student printing, including availability, reliability, and convenience. The single WEPA print station, located in the HCC, accounted for two percent of JCKL’s total student printing in FY16. Looking forward to FY17, WEPA will replace GoPrint entirely, with additional print stations deployed throughout the library and on campus.
RESOURCE USAGE

Circulation

Total circulation for FY16 was 40,960 items. Undergraduates remain the heaviest users of the collection, with a total of 18,480 checkouts for FY16 (45%). Faculty are the second highest group of users, with a total of 8,903 checkouts (22%). Graduate students had a total of 4,754 (11%) and staff had 4,636 checkouts (11%).

Overall, circulation totals decreased by 40% for FY16. Total circulation transactions decreased for the following patron types: undergraduate (-56%), graduate (-55%), public (-32%), emeriti (-28%), and graduate assistants (-17%). However, JCKL saw an increase in checkouts among staff (5%), faculty (34%), and alumni (10%) from the previous year.
October 2015 was the busiest month for checkouts in FY16, followed closely by September, November, and March. This follows an established trend in monthly JCKL circulation patterns.

### Circulation by Month

**FY12 - FY16**

<table>
<thead>
<tr>
<th>Month</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
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<tbody>
<tr>
<td>July</td>
<td>3,442</td>
<td>2,844</td>
<td>2,188</td>
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<td>1,800</td>
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<td>4,489</td>
<td>4,561</td>
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<td>9,177</td>
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<td>Oct</td>
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<td>11,00</td>
<td>10,42</td>
<td>9,423</td>
<td>5,498</td>
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<tr>
<td>Nov</td>
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<td>8,933</td>
<td>7,932</td>
<td>7,259</td>
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<tr>
<td>Feb</td>
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<td>Mar</td>
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<td>6,750</td>
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</table>

### Full-Text Downloads

For FY16, library services supported 415,091 full-text article downloads. This is a 4% decrease from FY15 (430,894). The total downloads include 16 COUNTER-compliant databases and individual journal providers. Of those, ProQuest remained the top database with 44% of total usage; EBSCO was second most used database, with 42% of total usage.

### Total Article Requests

**FY09 - FY16**
E-Books

E-book usage increased 50% in FY16 from FY15. The top content provider was Safari Books Online, with 109,939 successful section requests (85% of total usage). This was followed by Ebrary (9% of total usage), Credo (3% of total usage), and EBSCO (2% of total usage). FY16 also saw a 7% increase in successful title requests, at 20,765.

USABILITY STUDY FOR FY16

In FY16, the Assessment Committee embarked upon a yearly usability study process. The initial study focused on the space and student usage of the Harmon Computer Commons (HCC). As a mixed-method study, students were asked to fill out a survey and HCC Lab workers also completed observations during
different times of the day. Additional data gathered included door counts and printing volume. The Assessment Committee ran the study for all of Fall 2015 and most of the Spring semester. Data analysis will be completed during Fall 2016. Recommendations for space and service changes will be produced based on the findings.

UCM LEE’S SUMMIT

James C. Kirkpatrick Library expanded their services to the UCM Lee’s Summit (UCM LS) campus during FY16. This included a dedicated librarian on the UCM LS campus three days a week. The library also began providing approximately 25 reserve textbooks at the campus to better support students’ informational needs. For more information about the services provided at UCM Lee’s Summit, visit: http://guides.library.ucmo.edu/lees_summit

Transactions

FY16 saw a 606% increase in service point transactions from FY15. These transactions include both information and reference questions.