James C. Kirkpatrick Library

FY 2017 Assessment Report

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OVERVIEW

This report covers activities and usage data gathered at James C. Kirkpatrick Library (JCKL) for FY17 in the following categories: space, services, and resource usage.

SPACE USAGE

Service Point Transactions

FY17 saw a significant decrease in transactions from FY16 (-65%). (See Figure 1) It is suspected that this decrease is influenced by both an increase in Research Consultations, and also a decrease in reporting transactions.

![Figure 1 - Total Service Point Transactions, FY14 - FY17](image)
Headcount

Building headcounts for FY17 decreased by 17% from the previous year (see Figure 2).

![Headcount Building Total](image)

Figure 2 - Headcount Building Total, FY11 - FY17

In FY17, JCKL stayed consistently with and slightly below the five-year average for headcount by day of week. Tuesday and Wednesday were the highest headcount per day of week, which is consistent with the previous four years (see Figure 3). Also consistent with the past four years, Friday and Saturday remain the two days with significantly lower headcounts than the rest of the week. Although JCKL saw a decrease in usage throughout the building, the collaborative and quiet floors continued to receive the heaviest use over the course of the year (see Figure 4).
October and April continued to be the heaviest months for library space use, which is consistent with the four-year trend shown in Figure 5 and Figure 6. FY17 monthly headcounts remained below the four-year average except for August 2016.
Figure 5 - Annual Headcount by Month, FY14 - FY17

Figure 6 - FY17 Library Headcount by Floor
Door and Gate Counts

Both door and gate counts slightly decreased from FY16 (see Figure 6). Library proper gates and building doors decreased by 12% and 11% respectively, while HCC doors increased by 26%. However, JCKL saw a total decrease of 8% for FY17.

![Door and Gate Counts FY08 - FY17](image)

Figure 7 - Door and Gate Counts, FY08 - FY17
Study Rooms

Study rooms were used a total of 20,606 times in FY17 (see Figure 8). This does not include individuals who used available rooms without completing a reservation. Study rooms were consistently booked throughout the Fall and Spring semesters, with slightly lower bookings during the Spring semester. On average, study rooms were booked 32.74% of the total hours available for FY17 (see Figure 9). Overall, FY17 study room bookings decreased by 23% from FY16 (see Figure 10). This reflects a decrease in study room availability due to temporary library tenants from other departments on campus.

Figure 8 - Study Room Usage, FY17
Figure 9 - Study Room Usage, Percentage of Hours Available, FY17

Figure 10 - Study Room Yearly Comparison, FY15 - FY17
SERVICE USAGE

Instruction

Library instruction for FY17 included both one-shot and LIS 1010 (Information Management) sessions. Total instruction sessions decreased by 24% from FY16 (see Figure 11), with a 6% decrease in participants (see Figure 12).

Figure 11 - One-Shot and Credit Course Instruction Sessions, FY01 - FY17

Figure 12 - One-Shot and Credit Course Instruction Participants, FY01 - FY17
Research Consultations

Research consultations reported a 42% increase from FY16 to FY17 (see Figure 13). Consultations are 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.

![Research Consultations Chart]

Figure 13 - Research Consultations, FY15 - FY17
Delivery Services

JCKL offers delivery service to all academic departments on campus, including books, DVDs, CDs, VHS, and other materials. The amount of items delivered decreased again slightly in FY17. JCKL consistently delivers more items to departments than picks up to return to the library (see Figure 14). This may indicate that users place a higher value on delivery, rather than pick-up services.

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

Figure 14 - Yearly Items Delivered and Picked Up Totals, FY08 - FY17
**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 FY17, UCM borrowed more materials through ILL than were lent (see Figure 15).

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 (for FY17, there was a 6.67% difference). In FY17, the library consistently sent out more materials through the MOBIUS courier than we received (see Figure 15). This tells us that we provide strong service to the MOBIUS consortium.

![Figure 15 - ILL and MOBIUS Comparison, FY02 - FY17](image-url)
Printing

Printing decreased 42% from FY16 to FY17 (see Figure 16). Printing totals each month consistently were below average for most of FY17 (see Figure 17). Averages were calculated for the past two fiscal years, capturing printing usage since WEPA replaced GoPrint as JCKL’s printing service.

![Annual Student Printing FY14 - FY17](image)

Figure 16 - Annual Student Printing, FY14 - FY17

![FY17 Printing and Average (FY16 - FY17)](image)

Figure 17 - FY17 Printing and Average (FY16 - FY17)
RESOURCE USAGE

Circulation

Total physical circulation for FY17 was 24,664 items. Undergraduates remain the heaviest users of the collection, with a total of 10,374 checkouts for FY17 (42%). Faculty are the second highest group of users, with a total of 5,554 checkouts (22%). Graduate students had a total of 2,376 (10%) and staff had 3,192 checkouts (13%). (See Figure 18)

![Circulation by Patron Type, FY17](image)

Overall, circulation totals decreased by 40% for FY17 (see Figure 19). Total circulation transactions decreased for the following patron types: undergraduate (-44%), graduate (-50%), staff (-31%), faculty (-38%), public (-30%), alumni (-44%), and graduate assistants (-41%). However, JCKL saw an increase in checkouts among emeriti (18%) from the previous year.
Monthly circulation patterns were consistent with previous years. The highest circulation of materials occurred during October, followed closely by March and April (see Figure 20).
In FY17, 56% of physical materials checked out were academic books. Children’s books accounted for 27% of checkouts, followed by DVDs (10%), Best Sellers (5%), Journals (2%), and VHS (0.3%). This follows the same pattern as FY16, indicating a consistent circulation trend among different materials offered in JCKL’s physical collection. (See Figure 21)

![Physical Circulation FY16 & FY17](image)

Figure 21 - Physical Circulation, FY16 - FY17

E-Journals (full-text downloads) accounted for 78% of total FY17 electronic “checkouts.” This was followed by academic e-books (22%), streaming videos (0.4%), and OverDrive popular fiction (0.1%). These percentages are consistent with FY16. (See Figure 22)

![Electronic Circulation FY16 & FY17](image)

Figure 22 - Electronic Circulation, FY16 - FY17
Number of Databases
In FY17, JCKL decreased its database subscriptions by 7%, from 105 to 98.

Full-Text Downloads
In FY17, library services supported 408,264 full-text article downloads (see Figure 23) from JCKL’s 17 COUNTER compliant database platforms. This is a 2% decrease from FY16 (418,200). ProQuest continues to be the top provider, with 56% of total article requests. EBSCO is the second-heaviest provider, with 25% of the total full-text downloads. (See Figure 24)

![Figure 23 - Total Article Requests, FY09 - FY17](image)

![Figure 24 - Top Database Platforms by Article Requests, FY17](image)
E-Books

E-book usage decreased 13% in FY17 from FY16. The top content provider was Safari Books Online, with 96,608 successful section requests (85% of total usage). This was followed by Ebrary (5.2% of total usage), Credo (3.5% of total usage), and EBSCO (3.5% of total usage). (See Figure 25)

![Total Successful Section Requests and Top Three Platforms](image)

Figure 25 - Total Successful Section Requests and Top Three Platforms, FY09 - FY17
USABILITY STUDY FOR FY17

The full 1st and 3rd Floor Usability Study report can be found here:
http://guides.library.ucmo.edu/assessment/Reports

In FY17, the JCKL Assessment Committee designed and completed a usability study of the first and third floors. This study discovered how students used the first and third floors of the library to help design future library services and spaces. The FY17 Usability Study included both observations of how students use these spaces and interviews with eight UCM students to determine how they use the library. (See Figure 26) Findings include:

- Students want more seating, more comfortable furniture, and varied work spaces.
- They value the library as space to get work done, both individually and collaboratively.
- Students see the first floor as a gateway rather than a place to work.
- Students are unaware of instruction and consultation provided by librarians outside of the McNair Scholars Program.
- Students do not see a distinction between Learning Commons and Library Services.
- Students were confused about recent changes to the library service desk and printing services.

Figure 26 - Word cloud generated from all interview participant responses. Students commented frequently on the availability of computers, study rooms, group and individual work, and the library’s noise level being conducive to getting work done.
UCM LEE’S SUMMIT

For more information about library services provided at UCM Lee’s Summit, visit:
http://guides.library.ucmo.edu/lees_summit

Transactions

FY17 saw a 12% increase in transactions from FY16 (see Figure 27 & Figure 28).

Figure 27 - Annual UCM LS Service Point Transactions, FY13 - FY17

Figure 28 - Total UCM LS Service Point Transactions by Month, FY13 - FY17