

		FY08	FY09	FY10	FY11	FY12
<b>Acquisitions</b>	Books	6,705	4,200	4,519	5,568	4,671
	CDs	138	176	104	45	53
	CD-ROMs	12	2	1	15	2
	Scores	239	133	53	215	78
	VHS	0	17	3	2	0
	DVDs	254	373	220	249	189

<b>Circulation</b>	Books Out	77,994	76,454	77,108	72,501	66,557
	Renewals	6,219	6,951	23,188	21,297	20,768
	Returns	78,127	75,900	76,612	72,579	65,901
	UB Requests	163	703	885	886	675
	Laptops	3,447	1,435	1,374	383	260
	Reserve	14,066	12,215	11,018	11,209	10,855
	Gate	461,758	441,153	420,253	440,617	470,502

<b>E-Resources</b>	Article Downloads	511,486	571,886	1,079,134	556,000	582,246
	Database Searches	883,629	1,202,503	1,264,755	1,235,602	1,748,541
	Database Sessions		285,884	394,966	211,442	605,029
	E-Book Accesses			48,179	37,139	31,645
	E-Audio Tracks Played			11,597	11,618	13,167

FY11 numbers initially misreported as 623,995 due to error in EBSCO report

<b>ILL</b>	ID	Books			139	119	48	
		Copies			225	56	65	
		Total	349	347	364	175	113	
	Borrowed	Books			5,343	4,952	4,041	
		Copies			5,004	4,835	3,975	
		Total	7,835	7,653	10,347	9,787	8,016	
	Total	Books			5,482	5,071	4,089	
		Copies			5,229	4,891	4,040	
		Total	8,184	8,000	10,711	9,962	8,129	
	Loaded	ID	Books			1,493	1,911	1,128
			Copies			1,164	1,550	1,174
			Total	2,454	2,154	2,657	3,461	2,402
Total		Books			4,868	4,094	3,989	
		Copies			9,379	7,373	7,228	
		Total	12,948	12,871	14,247	11,467	11,217	
Total		Books			6,361	6,005	5,217	
		Copies			10,543	8,923	8,402	
		Total	15,402	15,025	16,904	14,928	13,619	

<b>Instruction</b>	class type	Students Taught	6,314	7,078	8,165	9,234	9,900
		Unique Students Taught			5,577	7,824	6,398
		Sessions Taught		438	496	511	500
		Unique Classes Taught			388	453	373
		Hours of Instruction		419	481	484	443
		Hours Prep/Post		552	588	666	542
	class type	RAP/FRAP (% of total sessions)		35%	33%	25%	29%
		102 (% of total sessions)		36%	38%	26%	23%
		CORE (% of total sessions)		7%	8%	10%	3%
		upper division (% of total sessions)		14%	9%	16%	21%
		HS (% of total sessions)		5%	2%	1%	1%
		other (% of total sessions)		3%	10%	23%	23%

multi-day classes not deduped

deduped for multi-day classes

includes RAPS/FRAP, multi-day classes not deduped

deduped for multi-day classes

includes RAPS/FRAPS

includes RAPS/FRAPS

<b>Reference</b>	type	Total Questions		7,218	9,817	10,185	10,205
		Advanced Reference		1.5%	1%	1.2%	0.3%
		Reference		73.3%	72%	75.9%	73.8%
	format	Directional		25.2%	27%	22.9%	25.9%
		In-Person (% of total)		83.5%	84%	81.0%	79.5%
		Phone (% of total)		11.8%	9%	8.0%	8.4%
	time spent	Email (% of total)		4.6%	3%	3.8%	4.4%
		IM (% of total)		0.2%	4%	6.8%	7.0%
		Text (% of total)				0.4%	0.7%
	patron class	0-2 minutes (% of total)		59.2%	62%	54.5%	60.6%
		3-9 minutes (% of total)		34.3%	32%	37.5%	34.6%
		10-20 minutes (% of total)		4.7%	5%	5.9%	4.2%
	patron class	20+ minutes (% of total)		1.8%	1%	2.1%	0.7%
		Student (% of total)		76.1%	81%	83.7%	86.7%
		Faculty (% of total)		6.1%	5%	4.9%	4.1%
		Staff (% of total)		1.2%	1%	1.4%	1.2%
		Community (% of total)		6.9%	6%	5.5%	4.2%
	Unknown (% of total)		9.7%	7%	4.6%	2.2%	

mid-FY09 a new stats keeping system was implemented; FY09 stats based on sampling

includes Reference, Follow-Up and Advanced Directional

<b>Spec</b>	Gifts Processed			344	566	677
	Reference	363		780	269	858

<b>Website</b>	Visits	333,139	317,045	362,229	359,570	314,280
	Absolute Unique Visitors	109,489	96,741	106,880	100,762	103,687
	Pageviews	613,053	694,327	786,571	727,733	606,146
	% new visits	31.5%	29.1%	28.1%	26.5%	31.3%

<b>WorldCat Local</b>	Total Visits			77,604	90,304	93,831
	Page Views			845,290	915,844	824,325
	Weekly Unique Visitors			49,380	57,525	59,976