UNIVERSITY OF WEST FLORIDA LIBRARIES

FY2021 ANNUAL REPORT

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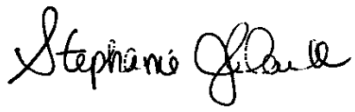
A Note from the Dean of Libraries

FY2021was another unusual year as we worked to reopen the University Libraries along with the rest of campus. In the Fall semester, while most classes were online and few people were present on campus, the libraries were open with reduced hours. Gate counts were 85% lower than during a "normal" fall semester. The 3rd and 4th floors were closed to reduce the amount of cleaning that would be needed and some services were by appointment only. We were able to offer more hours during the Spring semester as well as open all floors, but gate counts remained low at about 80% lower than a "normal" spring semester. Library faculty and staff worked hybrid schedules on rotation teams in efforts to maintain our hours even if a team were to get sick.

Despite the odd circumstances and uncertainty throughout the year, we did have some positives. Technology reservation forms that had been developed while we were in remote business operations continue to be used so that students can customize the needed loan period for some equipment, creating a more efficient means of managing that collection. Because all travel was restricted and all conferences were held virtual, we had funds normally designated for travel in the Library's administrative budget that could be used for other projects. We were able to remodel the media room on the 1st floor and purchase all the necessary equipment and furniture to create an audio/video studio. Thanks to University Facilities, we were able to relocate the microfilm/fiche collection and have the room repainted and refloored. This was the first stage in repurposing this space to become an event/classroom space.

Throughout the year, library faculty and staff worked to ensure our collections and services remained available to the campus community, regardless of where they were working or attending classes from. Reference services and research support were offered in-person and online. Virtual instruction sessions were provided and recorded sessions were added to Canvas courses so students could access them throughout the semester.

Once again, library faculty and staff went above and beyond to serve our campus community. I am grateful for their commitment to our students.



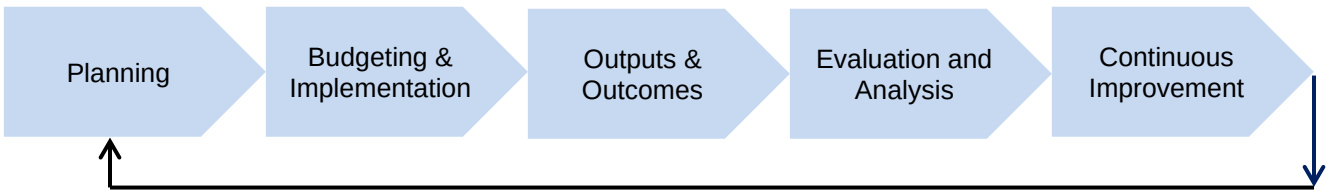
Stephanie Clark
Dean of Libraries
University of West Florida

University of West Florida Libraries: Strategic Objectives

The University Libraries' purpose is to provide information-related resources and services to support the University's learning, teaching, research, and community service missions. It intends to inspire the total individual, encouraging personal, social, and intellectual growth through the acquisition of information and knowledge. The Libraries do this through the following nine objectives:

- Objective 1.0 Provide student-centered, personalized services and relevant intellectual content to support access, learning, and success, regardless of geographic location.
- Objective 2.0 Provide assistance to students, faculty, and staff seeking information, and for using the library and its resources, services, and programs.
- Objective 3.0 Coordinate a comprehensive information literacy program that provides opportunities to demonstrate student learning outcomes in support of academic achievement, career success, and lifelong learning.
- Objective 4.0 Invest in supporting research and creativity through in-house and shared collection development and management, interlibrary loan, and expanding the scope and depth of the libraries' institutional repository.
- Objective 5.0 Empower library faculty and staff in their jobs through professional development opportunities and shared celebration of successes.
- Objective 6.0 Act as a community resource by partnering with local schools and organizations to provide information literacy support and relevant public programming.
- Objective 7.0 Create and manage a flexible, safe, functional, and inviting physical environment that supports all forms of learning, discovery, exchange, and instruction.
- Objective 8.0 Support access to resources and productivity by deploying and managing information technologies including workstations, the online integrated library system, and the libraries' website.
- Objective 9.0 Demonstrate the libraries' value to the institution and other stakeholders.

We have aligned our budget and expenditures to the libraries' objectives and cross walked our plan with the University's Strategic Directions and the Academic Affairs Strategic Master Plan. Our planning cycle emphasizes



FY2021 Accomplishments

Despite a year of reduced hours and services due to the COVID-19 pandemic, the Libraries had several accomplishments in FY2021.

Library Diversity Plan

Led by Melissa Gonzalez, a Diversity Plan Working Group was convened to write a plan that would guide the Libraries in ensuring diversity, equity, inclusion, and accessibility are integral to all aspects of library operations, from hiring to collections, services, policies and procedures, and outreach and programming activities.

Diversity Collection Assessment

Melissa Gonzalez, Collection Development Coordinator, conducted an assessment of the Libraries' collections in terms of diversity, specifically identifying if and where there might be gaps in diverse experiences and voices in the collections. One direct outcome of this project was a special allocation of funds to purchase diverse titles identified by library faculty and staff and teaching faculty. Over 250 titles were selected and added to the collection.

Audio/Video Studio

A positive outcome from the COVID-19 pandemic was unspent travel funds as all conferences moved to virtual formats. Those unspent funds were put to good use to create an audio/video studio in a room that had been used to house the DVD and media collections. The collection had outgrown the space so was moved to the second floor of the Pace Library. The entire room was painted in chroma key green and includes mobile furniture, video equipment, sound equipment, lighting, a teleprompter, a podcasting station, and a lightboard. The room can be reserved by anyone with a valid Nautilus card so that it can be used by faculty who need to record a lecture, marketing and communications staff who may need equipment for a unique project, and students to support them in their coursework and creative activities.

Alma/PrimoVE Migration and Implementation

As a member of the Florida Virtual Campus (FLVC), the UWF Libraries participated in the state-wide migration and implementation of Alma/PrimoVE, a much needed upgrade to a next generation integrated library system. Library faculty and staff participated in working groups, discussion lists, and training to ensure data cleanups were completed and that all involved were as prepared as possible for the July 1, 2021 go-live date.

E-classroom project

The Library was approved to use HEERF funds to create an e-classroom in what had been the microfilm room on the second floor of Pace Library. While the procurement process began to solicit bids and identify a vendor for the technology piece of the project, we were able to move forward with clearing out the space, having it painted and refloored, and having a new emergency exit installed.

Faculty/Staff Publications and Presentations

Michelle Finley:

- American Library Association New Member Roundtable: National panelist for "Finding a Job during the Pandemic: Academic Libraries."

Michelle Finley and Sarah Smith:

- Florida ACRL Conference Lightning Round: “Taking Student Work Online: How UWF Libraries Converted to Remote Work for Their Student Workers.”

Melissa Gonzalez:

- Gonzalez, Melissa, and Melissa Davis. "Developing and Assessing Collections for Diversity: A Roundtable Discussion. Panhandle Library Access Network, Virtual Academic Libraries Conference, July 24, 2020
- Gonzalez, Melissa. “Assessing an Academic Library Collection for Diversity, Equity, and Inclusion.” Association of American Colleges & Universities - Diversity, Equity, and Student Success Virtual Conference, March 24, 2021

Cindy Gruwell:

- Gruwell, C. (2021). Medicine. In Laguardia, C. (Ed.). Magazines for Libraries. ProQuest.
- Gruwell, C. & Ewing, R. (2021). Thinking about Adapting a Textbook: Tips we learned along the way. Online. OPenED Conference. November 13, 2021.
- Gruwell, C. & Ewing R. (2021). See One, Do One, Teach One: Librarians Creating OER to Support Campus OER Initiative. Presented at the BCcampus Cascadia Open Education Summitt. April 28, 2021
- Gruwell, C. & Johnson, A.(2021). Supporting Undergraduates as they enter the Scholarly Conversation. Presented at the Southern Missippippi Institutional Repository Conference. Online. on April 2, 2021

Chris Levesque:

- Levesque, Christopher J. Review of Road to Disaster: A New History of America's Descent into Vietnam by Brian VanDeMark, Journal of American History 107, no. 2 (2020): 537-538.
- “Moving First Year Experience Online for the Pandemic,” presented at ACRL/ALA-RUSA Joint FYE Virtual Program, October 8, 2020.
- “What’s Your COVID-19 Story? Archiving and Sharing the Pandemic Experience,” presented at FACRL Conference, October 16, 2020.
- “Saving the Army from Itself: Reporting Atrocities in Vietnam to the United States Government,” presented at NEHA Spring Virtual Conference, April 10, 2021.

- Seiken, Jeffrey. “Veteran Protest and Activism.” Interview with Chris Levesque, Hannah Richards, and Jaqueline Lin. Veteran Politics and Memory: A Global Perspective April 16, 2021. YouTube. https://youtu.be/cwXfA_ABw3M
- “My Lai as a Revolution in Soldiers’ War Crimes Allegations,” presented at the Eighty-Seventh Annual Meeting of the Society for Military History, Turning the Tide: Revolutionary Moments in Military History, May 20-23, 2021, Norfolk, Virginia

HEERF Funding

In FY2021, the University continued to make Higher Education Emergency Relief Funds (HEERF) available for projects across the UWF campus. The Library submitted and received funding for two projects. The first project received $60,207 to purchase an additional forty laptops to replace forty outdated laptops in the Student Laptop Program. This program allows students to reserve a laptop for a day, a week, or a month to support them in their coursework. The program was popular pre-COVID and use has only increased during the University's response to the pandemic. The second project received $139,221 to create an e-classroom on the second floor of the library in what had been the microfilm room. This is a 2,000 square foot space that will have a presenter's interactive touchscreen display monitor with an instructor's lectern that is identical to those found in classrooms across campus as well as five smartboards around the room so that presentations can be shared from any monitor to the others to facilitate lectures and group work. The Library provided matching funds for mobile furniture (seating up to 48), install an emergency exit, and install a storefront glass wall and door to enclose the space. University Facilities were able to fund movers relocating the microfilm/fiche collection, painting, and reflooring the space.

Collections

The UWF Libraries have three physical sites with the main library and a branch library on the Pensacola campus, and a branch library on the Emerald Coast Campus in Fort Walton Beach, Florida. Its collections are in a multiplicity of formats supporting the teaching, research, and service mission of the institution.

The Textbook Affordability Project

Students, and their parents, have identified the high costs of textbooks as a financial burden; the news media has discussed the high costs of textbooks as a contributor to student debt. The Libraries started a project in August 2015 to purchase course-required print textbooks to meet three objectives:

- help reduce student costs for purchasing print textbooks by purchasing one copy for loan
- improve course pedagogy and student learning by ensuring that students have access to their course-required print textbooks
- contribute to increasing student retention rates.

Since Fall 2017, UWF Libraries has received recurring funding provided through the Provost's Office to purchase at least one copy of every faculty-required print textbook for all 1000 - 4000 level courses. In FY21, the libraries purchased 600 textbooks at a total cost of $32,412.41.

The textbook collection includes 3,255 items with a total cost of $296,194.28 Students borrowed the textbooks 4,048 times during the 2021 fiscal year bringing the total circulation of this collection from FY16-21 to 75,412. Using an average cost per textbook of $82.98, the transaction value of the UWF textbook affordability program was $6,257,687.76. For every $1.00 expended on the textbook program, the return was $21.13.

The Libraries had reduced hours for Fall 2020; gate counts were down 86% with an 80% decrease in textbook circulations (from Fall 2019). The Libraries were open slightly more hours in Spring 2021; gate counts were down by 76% and textbook circulations down 53% (from Spring 2020). The decrease in textbook circulations is commensurate with the reduced hours and decreases in gate count in the 2020-2021 academic year.

Funds from the Textbook Reserves Program were used to support the 2020 Faculty Teaching Award for Course Redesign using Open Educational Resources. Stipends of $1,000 per course to be redesigned were awarded to faculty members as well as stipends of $250 to library faculty who collaborated on the course redesign. Sixteen awards were made, and the redesigned courses were taught in at least one of the Fall 2020 to Spring 2021 academic terms. The estimated savings to students was $46,980 to $105,814.

Diversity Collection Project

In FY21, the Collection Development Committee requested and received a small allocation of funds to purchase diverse titles and works by diverse authors identified by the subject specialists and teaching faculty. The request was in response to a collection assessment conducted by

Melissa Gonzalez as well as increased requests for current titles and authors that were being identified with the Black Lives Matter movement and learning more about anti-racism and anti-oppression. Over 250 titles were added to the collection through this project.

Technologies

The libraries continue to provide access to a variety of technologies to support student course-required and creative needs. Students have access to laptops with creative software, ipads, kindles, still and video cameras, microphones and web cameras that can be checked out for varying periods of time. For most equipment, students can reserve the needed equipment for a customized amount of time to ensure they are able to complete coursework and other projects without interruption.

The libraries provide access to hundreds of desktop workstations and laptops to support student course-required needs. Hardware and software used by students and library personnel are expertly maintained by staff members Fred Barry, Matt Meehan, and John Barksdale. To increase productivity, second monitors on student desktop workstations have been added where space permitted. Cameras (still and video), microphones, and creative software are also available to support the increasing use of audio and visual projects in coursework. 3D printers are available in the SkyLab with staff available to assist in creating and executing projects. Mini-3D printers were added to the collection in FY20 to allow students to print small projects at home; jelly boxes were added in SkyLab so students could learn how to build a 3D printer from scratch as well as experiment with remixing and reprinting parts to create a DIY learning experience.

Memberships

The libraries maintain memberships in relevant shared print and cooperative collection building organizations that provide broader access to collections than could be housed in our physical collections.

These memberships include:

- Center for Research Libraries – an international consortium of research libraries that provides access to primary source materials from around the world
- HathiTrust Digital Library – provides a repository for and access to digitized collections as well as contributes to best practices for managing content
- Eastern Academics Scholars' Trust (EAST) – a shared print program supporting over 80 organizations in 13 states to retain unique scholarly resources

Services

The libraries offered reduced hours during the fall and spring academic semesters due to Covid-19. In fall 2020, most courses were offered online so very few students were on campus. The Pace Library closed the stacks (3rd and 4th floors) and removed most of the furniture from the 1st and 2nd floors to facilitate social distancing. We were able to open the 3rd and 4th floors and offer more hours in spring 2021. More classes were offered in person, but the majority were still online or hybrid.

Staffing across the library departments was reduced as well so that staff had limited time in shared office workspaces. This was done in an effort to maintain the hours we could be open, in case anyone had to quarantine due to illness. The Circulation Department had 2 groups of staff that rotated working onsite and working from home. The Reference Department had 3 groups that rotated every week so that each group had one week onsite and two weeks working from home. The Archives and West Florida History Center offered appointments for those who needed to conduct their research in person and also offered video, phone, and email consultations for those who preferred not to come to campus. SkyLab was open with some services, such as 3D printing, by appointment only.

Throughout FY21, services were provided in hybrid formats. The Circulation Department offered contactless pick up and drop off of materials and equipment. Reservation forms were created to facilitate equipment reservations, and the holds/paging system was used to locate materials for patrons. Loan times were extended to accommodate students coming to campus less frequently. For students who returned to homes outside the Escambia area, materials and equipment was shipped to them and not required to be returned until the student was able to return to campus.

Interlibrary loan (ILL) services continued to be in demand. A major challenge this year was the number of schools and libraries closed due to Covid-19, limiting resources that were available to be loaned or scanned as well as increasing delivery times.

The Reference Department offered virtual reference, research consultations, and instruction. This enabled the faculty librarians and staff to work from home or onsite as needed. Since most classes were online or in a hybrid format, most faculty and students were looking for services that were accessible from anywhere. A RefChat widget was added to most of the library web pages and libguides, enabling users to access assistance regardless of location. Instruction sessions were often recorded and embedded in the course Canvas module, making them more accessible throughout the semester and allowing students to access them multiple times as needed.

The UWF Libraries' website is the primary means of 24/7 online access and support. Library faculty have created online research guides to support online learners and provide help to all regardless of their location. These guides provide support information on specific academic subjects and disciplines as well as guides for specific courses. Library faculty have also created self-paced, point-of-need, online tutorials to support information literacy skills and courses. Many of these text and video-based tutorials also contain quizzes that may be assigned by the

faculty to assess skills attainment. The online tutorials include basic library orientation, finding books and articles, getting started with a research topic, evaluating sources, and properly citing sources. Virtual labs continued to be available so that students had access to software normally only available on workstations in the library.

Please see Appendix B for Service Statistics.

Outreach

Due to Covid-19, the library had to close to the general community in the fall 2020 semester. We were able to welcome the community back in spring 2021, but many community users were still being cautious about visiting public spaces. The Archives and West Florida History Center being available by appointment only also limited community visits, as that department is a particular draw for that group of users.

The Marketing and Outreach Committee provided virtual options for outreach. One program of particular note, An Hour with Archives, allowed our unique collections to be highlighted with wonderful storytelling by Dean DeBolt, University Archivist.

Library news and events were primarily shared through social media, such as Facebook and Twitter, providing updates to the UWF community regardless of where they were located during the academic year.

Return on Investment

Institutional Perspective

The institutional return on investment (ROI) looks at the values of nine student services and their use:

- studying in the Pace Library
- borrowing a book or an ebook from the general collection or a course-required textbook on reserve
- borrowing a laptop
- asking reference questions
- receiving an individual research consultation from a reference faculty member
- attending a library instruction session
- using a day study carrel
- using a database from off-campus
- streaming a video/movie

The ROI for these services was $3 returned for every $1.00 invested by the institution in the libraries during FY2021.

The decrease in ROI from FY2020 ($6.08) to FY2021 ($3) is primarily due to the drastic reduction in hours due to COVID-19 protocols and the University being in reduced business operations for much of the year. This sparked a conversation among the library faculty and staff concerning how focused the ROI has been on operations within the building.

We know that even though our locations were closed or operating in reduced hours that we maintained our value to the campus community through services offered beyond the hours our buildings were open and use of all our online resources increased. In order to rebalance the ROI so that in-person and virtual services are accounted for, the institutional ROI has been reconfigured in the following ways:

- service hours in addition to building hours are included in the calculation for cost per hour to operate the library
- ebooks are valued on the average cost of an academic ebook rather than Kindle prices
- reference questions include virtual reference services as well as questions asked in person at a service desk
- instruction sessions are valued using the cost of a reference question rather than use of a commercial research firm (our role is to teach research skills as well as assist in finding resources so the cost of a reference question is more appropriate versus a research firm that will simply provide the needed resource)
- database use is valued based on the cost per use for FY2021 rather than cost savings to the student because they did not have to drive to campus and streaming media use replaced DVDs as students have shifted to that medium primarily

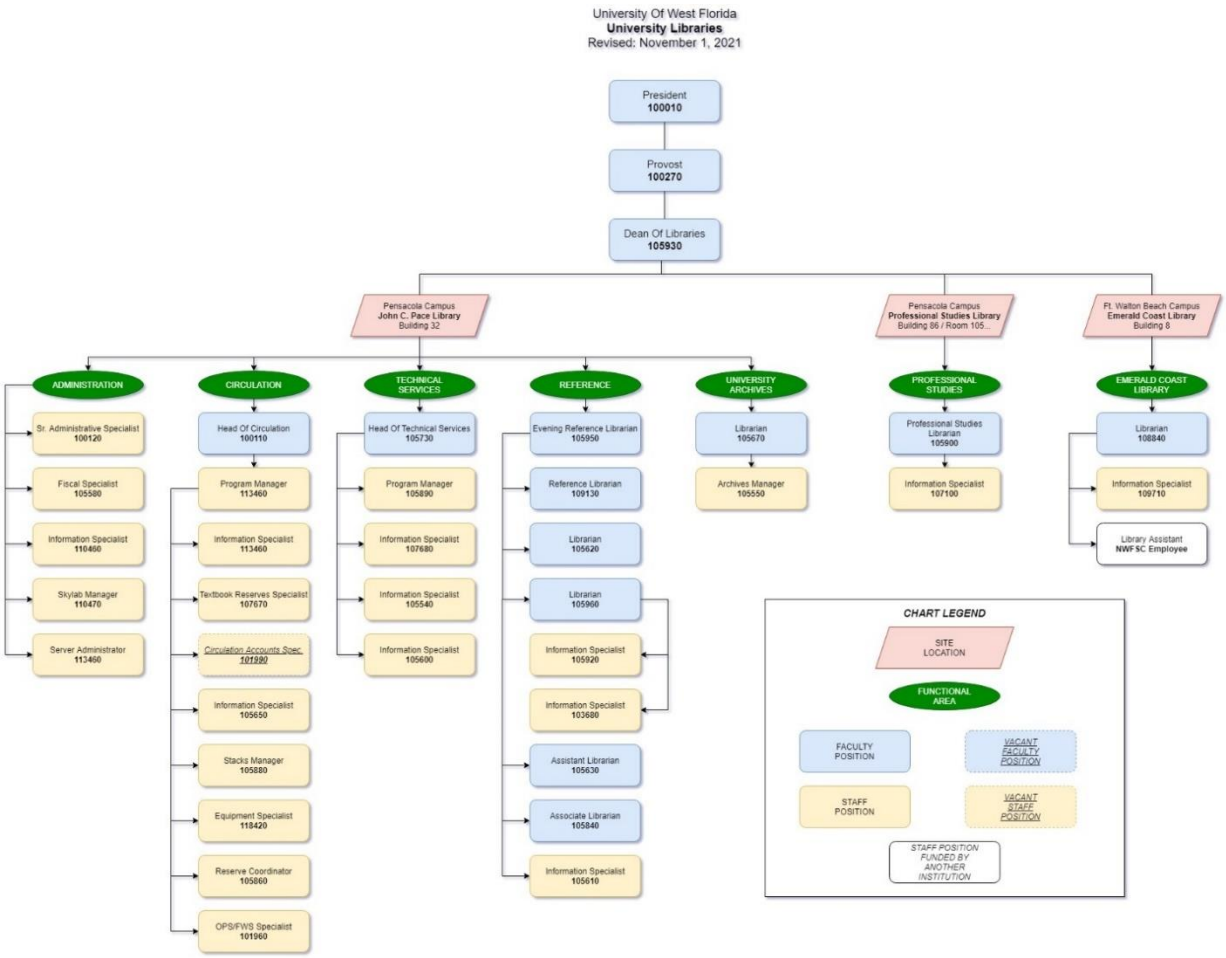
Student Perspective

We also calculate a ROI from the student's perspective, "How can I get my tuition money's worth from the library?" based upon the most used library services. These services were:

- studying in the Pace Library for one hour during the academic year;
- asking one question of the reference staff or using two research guides developed by the library's faculty;
- use one print textbook on reserve during the academic year rather than purchasing it
- accessing and downloading twelve full text scholarly articles;
- using the library's proxy server to access and download full text articles while at home or while at work to save the student gasoline from having to physically travel twice to campus to do course-based research;
- borrowing two books from the general collection;
- accessing two ebooks from the collection;
- borrowing one book from another library via Interlibrary Loan rather than buying the book;
- streaming one video for a course or entertainment;
- borrowing a library laptop computer once; and,
- using a library desktop computer workstation once.

A full-time student paid about $311 of their tuition to support the libraries in FY2021. If they used the minimum level of all of the services above, they would have realized a service value of $903.24 from the libraries during FY2021. Additionally, the libraries have mounted a Web-based Personal "Return on Investment Calculator" for students to help them determine their personal ROI from their use of the University Libraries.

Appendix A: Organizational Chart and Personnel Roster


University Of West Florida
University Libraries
Revised: November 1, 2021
President
100010
Provost
100270
Dean Of Libraries
105930
Pensacola Campus
John C. Pace Library
Building 32
Pensacola Campus
Professional Studies Library
Building 86 / Room 105...
Ft. Walton Beach Campus
Emerald Coast Library
Building 8
ADMINISTRATION
Sr. Administrative Specialist
100120
Fiscal Specialist
105580
Information Specialist
110460
Skylab Manager
110470
Server Administrator
113460
CIRCULATION
Head Of Circulation
100110
Program Manager
113460
Information Specialist
113460
Textbook Reserves Specialist
107670
Circulation Accounts Spec
101990
Information Specialist
105650
Stacks Manager
105880
Equipment Specialist
118420
Reserve Coordinator
105860
OPS/FWS Specialist
101960
TECHNICAL SERVICES
Head Of Technical Services
105730
Program Manager
105890
Information Specialist
107680
Information Specialist
105540
Information Specialist
105600
REFERENCE
Evening Reference Librarian
105950
Reference Librarian
109130
Librarian
105620
Librarian
105960
Information Specialist
105920
Information Specialist
103680
Assistant Librarian
105630
Associate Librarian
105840
Information Specialist
105610
UNIVERSITY ARCHIVES
Librarian
105670
Archives Manager
105550
PROFESSIONAL STUDIES
Professional Studies Librarian
105990
Information Specialist
107100
EMERALD COAST LIBRARY
Librarian
108840
Information Specialist
109710
Library Assistant
NWFSC Employee
CHART LEGEND
SITE LOCATION
FUNCTIONAL AREA
FACULTY POSITION
VACANT FACULTY POSITION
STAFF POSITION
VACANT STAFF POSITION
STAFF POSITION FUNDED BY ANOTHER INSTITUTION

FY2021 PERSONNEL ROSTER (July 1, 2020 - June 30, 2021)	
ADMINISTRATION	REFERENCE
Stephanie Clark, Dean (F)	Ben Bell (F)
John Barksdale (S)	Aric Daley (S)
Fred Barry (S)	Melissa Gonzalez (F)
Debra Humphrey (S)	Cindy Gruwell (F)
Chris Pitts (S)	replaced Hillary Fox 8/10/2020
Jennifer Sizelove (S)	Shari Johnson (F)
	L. Britt McGowan (F)
CIRCULATION	Esther Richard (S)
Madison Atchley (S)	Kellie Sparks (F)
Josh Camacho (S)	Ashley Ward (S)
Michelle Finley (F)	
Bianca Jimmerson (S)	CATALOGING SERVICES
Laura Keeble (S)	Liza Campbell (F)
Andrea McArthur (S)	Andii Johnson (S)
Matthew Meehan (S)	Amanda Morrow (S)
William "Billy" Nelson (S)	Edna Sheppard (S)
Michael Pace (S)	Blythe Webster (S)
Sarah Smith (S)	
	UNIVERSITY ARCHIVES/WEST FL HISTORY CENTER
EMERALD COAST LIBRARY	Dean DeBolt (F)
Paul Williford (F)	John Blackie (T)
Flora Jettner (S)	completed contract 10/30/2020
	Tmothy Bulger (S)
PROFESSIONAL STUDIES LIBRARY	
Elizabeth Bennett (S)	
last day was 6/14/2021	(F) = Faculty; (S) = Staff; (T) = Temporary
Christopher Levesque (F)	

Appendix B: Service Statistics

Staffing

	FY2019	FY2020	FY2021
Total Library in FTE	42.21	42.40	39.15
total professional/administrative librarians, FTE	9.36	10.23	11.88
total support staff librarians, FTE	23.34	24.69	24.31
total student assistants, FTE	9.51	7.48	2.96
Total of Salaries, Wages and Fringe	$2,191,334	$2,334,892	$2,433,057
aggregate salaries and wages	$1,610,670	$1,691,143	$1,698,846
librarians and professional staff	$660,507	$749,047	$850,568
support staff	$771,865	$797,581	$794,752
student assistants	$178,298	$144,515	$53,526
fringe benefits	$580,664	$643,749	$734,211

Staffing Costs Per Transaction	FY2019	FY2020	FY2021
Total of Salaries, Wages, and Fringe	$2,179,967	$2,334,892	$2,433,057
Headcounts (UWF - Common Data Set)	12,872	12,582	13,075
Visits (entrances) into the Libraries	447,135	332,222	81,786
Total Circulation and Reserves	124,955	145,283	111,303
Reference Transactions	27,830	20,916	6,990
Salaries, Wages, and Fringe Expenditure:			
per student (headcount)	$169.36	$185.57	$186.08
per visit (entrances)	$4.88	$7.03	$29.75
per circulation/reserve transaction	$17.45	$16.07	$21.86
per reference transaction	$78.33	$111.63	$348.08

Collections

Collections (at end of fiscal year)	FY2019	FY2020	FY2021
Books, serial backfiles, and other paper materials	772,644	770,997	768,772
monographs			
volumes held at end of fiscal year	699,548	698,088	698,849
titles held at end of fiscal year	512,420	513,266	513,882
serial backfiles (bound and unbound periodicals)			
volumes held at end of fiscal year	73,096	72,909	69,923
titles held at end of fiscal year	4,316	4,317	4,280
graphic materials (e.g., prints, pictures, photographs)			
held at end of fiscal year	1,077	1,077	1,077
government documents			
volumes held at end of fiscal year	14,826	13,322	13,415
E-book titles available electronically through the catalog (UWF)	161,633	163,910	172,290
Microform titles discoverable through the catalog	53,415	54,347	38,986
Audio-visual materials (audio formats and video formats)			
audio materials titles held at end of fiscal year	9,462	10,530	9,261
video materials titles held at end of fiscal year	7,028	7,088	6,936
Current print serial titles in catalog	7,634	8,063	10,124
Current electronic serial titles discoverable	359,708	452,968	179,501
Electronic reference sources and aggregation services			
number of citation indexes and abstracts	36	36	36
number of full-text article databases	105	105	109
number of full-text reference sources	2	2	2
Cartographic materials	1,586	1,592	1,572
UWF Archives and West Florida History Center	1,405,983	1,451,052	1,456,517
Institutional Repository			
total items in the IR via uploads	1,061	1,169	1,541
page views from the IR	7,783	9,107	22,952

Services

	FY2019	FY2020*	FY2021**
Public Service Hours at Pace Library			
hours open per week, academic semester	112	112	82
number of staffed service points	6	6	6
number of days open during the fiscal year	316	221	266
Gate count (sum of entrances)	447,135	332,222	81,786
Pace Library	390,004	289,322	72,101
Emerald Coast Library	35,882	26,335	6,239
Professional Studies Library	21,249	16,565	3,446
Total hours open at the Pace Library			
Pace Library	4,675	3,519	2,866
Gate counts during extended hours open	50,671	25,256	0

* Libraries closed March 14 due to COVID-19 pandemic; reopened mid-June for hold pickups only
** Libraries were open reduced hours due to COVID-19 pandemic

Circulation Transactions			
	FY2019	FY2020	FY2021
Total circulation and reserves	124,955	145,283	111,303
circulation transactions, exclude reserves	57,872	57,377	38,696
reserve collection transactions (no renewals)	66,218	87,056	71,770
classroom technology	865	850	837
	FY2019	FY2020	FY2021
Student headcount (UWF Common Data Set)	12,872	12,582	13,075
Per student headcount circulation transactions	9.7	11.5	8.5

Reference Services			
	FY2019	FY2020	FY2021
Information services to individuals	27,830	20,916	6,990
Reference interactions under 20 minutes	25,823	19,202	5,413
in-person	20,695	14,629	1,521
virtual	5,128	4,573	3,892
e-mail questions*	777	1,416	736
text questions		310	497
reference chat client (ask-a-librarian)	583	676	1,526
virtual consults			137
eLearning (CANVAS interactions)			31
telephone	3,733	2,163	948
mail (letter/other)	35	8	17
Reference consultations over 20 minutes	2,007	1,714	1,577
in-person	1,280	888	312
virtual	727	826	1,265
e-mail questions*	550	350	399
text questions		394	500
reference chat client	38	54	131
virtual consults			86
eLearning (CANVAS interactions)			101
telephone	136	27	34
mail	3	1	14
	FY2019	FY2020	FY2021
Student headcount (UWF Common Data Set)	12,872	12,582	13,075
Per student headcount reference transactions	2.2	1.7	0.5

* includes email and text questions for FY2019

Interlibrary Loan (ILL) Services			
	FY2019	FY2020	FY2021
Interlibrary loans & document provided to others	4,247	3,438	3,292
Interlibrary loans & documents received from others	5,171	5,612	4,426
Net lending ("-" means we are net borrower)	-924	-2,174	-1,134

	FY2019	FY2020	FY2021
Instruction Sessions provided by librarians			
number of instruction sessions provided	216	182	64
total attendance at instruction sessions	4,736	4,475	1,845
average number of students per instruction session	21.9	24.6	28.8
	FY2019	FY2020	FY2021
Student headcount (UWF Common Data Set)	12,872	12,582	13,075
Percentage of student headcount attending a session	36.8%	35.6%	14.1%

Support for Online Learning			
	FY2019	FY2020	FY2021
Electronic Resources and Services			
number of logins via the proxy server	612,342	633,267	717,761
number of successful full-text article requests	772,996	598,634	1,203,810
number of uses of online library tutorials/orientations	1,759,729	1,628,526	1,657,581
number of uses of online subject guides (LibGuides)	75,250	84,649	75,754
number of logins for video services	24,498	32,827	32,529
Virtual Visits from Outside of the Library			
number of virtual visits to library's website	578,088	555,304	536,597
number of virtual visits to library's catalog	167,235	144,601	143,340

Appendix C: Statistical Profile of the Libraries

A Statistical Profile of the UWF Libraries as of June 30, 2021		
LIBRARY RESOURCES		
Collections	FY2020	FY2021
Print monographs		
volumes held	698,088	698,849
titles held at end of fiscal year	513,266	513,882
Serial (bound and unbound periodicals) volumes	72,909	69,923
Graphic materials (e.g., prints, pictures, photographs)	1,077	1,077
Government documents volumes	13,322	13,415
Microform titles	54,347	54,887
Cartographic materials	1,592	1,572
E-book volumes held at end of fiscal year	163,910	172,290
Audio media units	10,530	10,559
Video media units	7,088	7,051
Serial titles available through the online catalog	8,063	10,124
print title subscriptions	226	190
electronic titles through databases and title subscriptions	168,309	179,501
Electronic reference sources and aggregation services		
citation indexes and abstracts	36	36
full-text article databases	105	109
full-text reference sources	2	2
Staffing	FY2020	FY2021
Total number of staff in FTE	42.4	39.15
number of professional staff (faculty) in FTE	10.23	11.88
number of support staff in FTE	24.69	24.31
number of student assistants in FTE	7.48	2.96
Technology	FY2020	FY2021
Total productivity / research workstations	270	269
desktop workstations	216	215
SMART Boards	13	13
instruction room workstations	31	31
dedicated online catalog workstations	7	7
microform readers	3	3
	-	-

Facilities	FY2020	FY2021
Total square feet, gross	207,767	207,767
Pace Library	184,802	184,802
Professional Studies Library	2,465	2,465
Fort Walton Beach Library	20,500	20,500
Total user seats at the Pace Library	1,339	1,194
at equipment	192	167
not at equipment	1,147	1,027
LIBRARY EXPENDITURES		
	FY2020	FY2021
Total expenditures		
Salaries, wages, and fringe	$2,334,892	$2,433,057
Information resources	$1,348,704	$1,356,082
Other operating	$292,545	$277,814
Expenditures per student (headcount)**		
Total expenditures	$316.01	$311.05
Salaries, wages, and fringe	$185.57	$186.08
Information resources	$107.19	$103.72
Other operating	$23.25	$21.25
THE LIBRARIES AS AN INFORMATION CENTER		
Access	FY2020	FY2021
Hours open per week, academic semester	112	82
Total hours open at the Pace Library	3,519	2,866
Number of days open during the fiscal year	221	266
Gate count (all three libraries)	332,222	81,786
Library Instruction Services	FY2020	FY2021
Number of librarian-led instruction sessions provided	182	64
Total attendance at instruction sessions	4,475	1,845
Information Services (Reference) Transactions	FY2020	FY2021
Total interactions and consultations	20,916	8,255
in-person	15,517	3,098
virtual	5,399	5,157
Interactions under 20 minutes	19,202	5,413
in-person	14,629	1,521
virtual	4,573	3,892

Consultations over 20 minutes	1,714	2,842
in-person	888	1,577
virtual	826	1,265
Reference-developed and supported course pages	29,268	27,864
Interlibrary Loan (ILL) Services	FY2020	FY2021
Interlibrary loans & documents provided to others	3,438	3,292
Interlibrary loans & documents received from others	5,612	4,426
Electronic Resources and Services	FY2020	FY2021
Number of searches (queries) in databases or services	16,219,092	16,228,819
Number of successful full-text article requests	598,634	1,203,810
Number of off-campus logins enabled via our proxy servers	633,267	717,761
Number of uses of online library tutorials/orientations	1,628,526	1,657,581
Number of uses of online subject guides	84,649	75,754
Number of logins for video services	32,827	32,529
Number of virtual visits to library's website	555,304	536,597
Number of virtual visits to library's catalog	144,601	143,340
Circulation Transactions	FY2020	FY2021
Total circulation transactions	145,283	111,303
initial circulation and renewals	57,377	38,696
reserves	87,056	71,770
classroom technologies	850	837
Circulation by select format type (does not include renewals)		
print books (total)	8,853	4,724
audio and visual media (total)	956	516
equipment (excluding laptops, iPads, and cameras)	10,035	544
network cables	152	93
Ti-84 calculators	1,569	155
camera tripods	167	33
headphones	4,698	100
LCD projectors	279	68
miscellaneous equipment	1,595	3
SMART Board accessories	1,520	92
equipment loaned through the SkyLab	55	0

laptops (total)	6,133	1,126
iPads and Kindles (total)	739	106
cameras (still and video total)	589	166
study carrels (total)	6,373	890