

Information Resources:

Description. Numbers of volumes and journals held by the institution's library(s), together with library acquisitions expenditures; numbers of various types of computing resources available to students and staff, together with instructional equipment and computing-related expenditures.

Issues and Alternatives. As noted, standard definitions are not available for many of these categories and, in the case of library resources, those that are established may be obsolescent. As a result, institutions may consider providing:

- Additional statistics about information resources that better reflect electronic media, ability to tap on-line databases, inter-library agreements that provide access to additional materials for students as staff, etc.
- Statistics on library and information usage by students, faculty, staff, and other users.

Included:

Library collection data (from statistics reported to Chancellor's Office yearly	p. 2
Interlibrary loan statistics	p. 4
Reserves	p. 7
Electronic resources holdings and usage	p. 8
Library/service usage	p. 10

Library collection data (from statistics reported to Chancellor's Office yearly)

	Books and bound periodicals (volumes) (sum of 24a, 24b, 24c, 24d)	Total print and electronic (titles)	Books, excl. juv's and texts (vols.)	Electronic books (titles)	Bound periodicals (vols.)	Juvenile works-print (vols.)	Textbooks, K-12 Print (vols.)	Government documents-include gov't docs not reported elsewhere (units)	Total # of paid and unpaid PRINT subscriptions
	(24)	(25)	(24a)	(25a)	(24b)	(24c)	(24d)	(26)	(27)
2003/2004	1,189,727	807,080	1,084,230	4,950	73,188	17,806	14,503	n/a	3,690
2004/2005	1,218,727	835,257	1,110,895	26,523	74,141	18,991	14,700	n/a	3,365
2005/2006	1,234,201	853,863	1,129,423	27,827	74,926	19,453	10,399	n/a	2,606
2006/2007	1,264,535	878,465	1,157,289	33,810	75,687	20,021	11,538	n/a	2,121
2007/2008	1,282,517	894,213	1,171,535	28,261	76,181	20,466	14,335	n/a	2,067

	Total number of unique titles-print	Paid periodical subscriptions-print	Paid serial subscriptions-print	Current unique titles-electronic	Microforms (units)	Manuscripts and archives (linear feet)	Cartographic materials (units)
	(28)	(27a)	(27b)	(29)	(30)	(31)	(32)
2003/2004	3,676	1,356	311	6,480	1,144,117	977	9,955
2004/2005	3,349	1,305	305	7,002	1,147,843	978	9,991
2005/2006	2,590	1,369	222	7,847	1,148,882	979	10,017
2006/2007	2,106	1,266	185	8,796	1,149,353	980	10,044
2007/2008	2,052	1,170	150	9,331	1,149,155	981	10,067

	Graphic materials (units)	Sound recordings (units)	Film and video materials (units)	Computer files (units)	Other library materials (units)	Total information resources (includes document delivery) in \$
	(33)	(34)	(35)	(36)	(37)	(16a)
2003/2004	22,516	21,810	5,715	3,650	4,861	2004002
2004/2005	22,476	21,998	6,309	3,387	9,830	2432562
2005/2006	21,218	21,827	6,859	3,386	9,866	2880745
2006/2007	20,024	21,969	7,417	3,395	8,039	2570758
2007/2008	20,028	21,890	7,908	3,384	6,472	3007462

Interlibrary Loan statistics: *in May 2008 the Pollak Library ceased the LINK+ program that had been used to borrow/lend books in favor of having all requests (book or article) go through ILLiad, thus streamlining workflows and making one process for the user.*

2007/08 year end totals:

	Received Year to Date	Filled Year to Date
Borrowing	47,768	40,738
Lending	43,871	30,541
Distance Education	136	136
Irvine Campus	16	14
Totals	91,791	71,429

2006/07 year end totals:

	Received Year to Date	Filled Year to Date
Borrowing	40,784	32,504
Lending	44,215	30,645
RSS	172	134
Distance Education	169	169
Irvine Campus	36	32
Totals	85,366	63,482

2007/08 ILL users:			2006/07 ILL users:		
<u>Requests by Patron Status</u>			<u>Requests by Patron Status</u>		
Faculty	6630		Faculty	5452	
Graduate	14839		Graduate	11796	
Undergrad	15348		Undergrad	10178	
Staff	1088		Staff	1226	
Patron		74	Patron		56

2007/08 ILL turnaround times (all articles delivered electronically):

	Articles	Loans
Entered to Processing	1.10 days	0.60 days
Processing to Sent	0.05 days	0.07 days
Sent to Received	3.89 days	9.31 days
Received to Notified	0.00 days	0.25 days
Average Total Time	5.04 days	10.23 days

2006/07 ILL turnaround times

	Paper Articles	Loans	Electronic Delivery
Entered to Processing	26.40 hours	26.88 hours	22.61 hours
Processing to Sent	2.58 hours	0.50 hours	1.72 hours
Sent to Received	4.35 days	10.41 days	4.54 days
Received to Notified	15.97 hours	0.50 hours	0.00 hours
Average Total Time	6.17 days	11.58 days	5.55 days

Midyear report, Total ILL from July-December:

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
Total - Borrowing							
2002/2003	1450	1827	4396	5301	4570	1759	19303
2003/2004	1932	2212	5657	6505	5025	2245	23576
2004/2005	2219	2653	7011	8187	7374	1843	29287
2005/2006	1918	2308	4768	5449	4305	1610	20358
2006/2007	2202	3311	5187	5502	4061	1145	21408
2007/2008	1730	2603	5363	5864	5187	1549	22296
2008-2009	2411	2762	6016	6819	5502	2411	25921
Total - Lending							
2002/2003	1891	2072	3237	4549	4094	1986	17829
2003/2004	2481	1930	3397	4420	4057	2029	18314
2004/2005	2342	2355	3923	4893	4688	2039	20240
2005/2006	2341	2713	3990	5012	4610	1805	20471
2006/2007	2188	2554	3749	5123	4809	1090	19513
2007/2008	2458	2567	3895	5362	6191	2406	22879
2008/2009	1478	1310	2087	2897	1388	1368	10528

Reserves: *Spring 2009, new ARES software statistics. ARES will allow better tracking of requests by faculty and library staff*

Total number of sections Using Reserves	293		E-Reserves (PDF)	592		Number of Print Materials	2035
Total number of Instructor Using Reserves	144		Courses with E-Reserves	41		Courses with Print Materials	146
Total number of Courses Using Reserves	n/a		Instructors with E-Reserves	25		Instructor with Print Materials	120
			Sections with E-Reserves	n/a		Sections with Print Materials	230

Electronic resources holdings and use:

There are over 200 electronic resources accessible from our web site.

From Open URL resolver (SFX) statistics:

SFX can provide context sensitive linking from a variety of electronic indexes and databases to relevant full text from journals or electronic books. Since Cal State Fullerton has also provided information about paper journals, patrons can be guided to in-house sources as well. In 2009, according to SFX statistics for journals licensed by CSU Fullerton or by the Chancellor's Office for all CSUs, there were over 55,000 full-text journals in over 200 different packages available to students at Cal State Fullerton (some journals may be in more than one package) and there were over 9900 paper journals. For usage of these resources, see below.

Query 1--No. of Requests and Clickthroughs per Day, Jan-Dec 2008 (year to date) for those resources available in CSU SFX instance (~1/3 of total)

	Requests	Click-throughs
2008-Jan	27,874	20,292
2008-Feb	80,883	58,778
2008-Mar	96,324	70,271
2008-Apr	113,016	83,883
2008-May	55,419	40,859
2008-Jun	31,963	23,779
2008-Jly	28,159	21,166
2008-Aug	15,106	11,717
2008-Sep	72137	54584
2008-Oct	99255	76441
2008-Nov	99673	78783
2008-Dec		
Total	719,809	540,553

Use Statistics from Scholarly Stats (use from our 25 biggest electronic platforms):

- In 2008, 3,082,792 full text articles were downloaded; in a typical mid-semester month (October 2008), we downloaded 465,439 articles

From local catalog: We have approximately 8500 e-books, not counting electronic encyclopedias or reference sources.

Web logs Statistics

2008 January - December

Total unique visitors to the Pollak Library web site: 314,833

Total visits (2.59 visits average per visitor): 815,137

Pages viewed (11.43 pages per visit): 9,322,777

Top months:

April 2008 - 35,964 unique visitors, 100,268 visits, 1,059,879 pages viewed

October 2008 – 34,658 unique visitors, 96,660 visits, 1,232,341 pages viewed

Off-campus usage of restricted (licensed) resources:

In April 2008, there were 47,493 views of the Remote Authentication page

In October 2008, there were 46,157 views of the Remote Authentication Page.

Library usage:

	Oct. 06	Oct. 07	Oct. 08
Gate count	216,928	251,206	197,089
Photocopier use	70,872	67,796	59,943
Printer use	69,831	66,275	70,863

	Circulation	In-house reshelving	Presentations	Persons in presentations	Public service hours in a typical week	Person hours reference in a typical week	Reference transactions in a typical week
2003/04	282,783	141,006	610	18,031	84	209	2,107
2004/05	251,624	79,533	706	16,349	84	155	1,870
2005/06	247,762	148,683	643	18,657	84	143	1,724
2006/07	227,332	159,886	643	16,912	84	104	1,580
2007/08	209,493	195,632	684	18,645	84	176	1,150

Instant Messaging and QuestionPoint Chat Reference Statistics

Total 2008 Instant Messaging Questions answered by CSUF librarians or staff: 1808 questions

Total 2008 QuestionPoint Questions

-Answered by Cal State Fullerton librarians: 700 questions

-Asked by Cal State Fullerton students: 1358 questions.