

2011 ACADEMIC LIBRARIES SURVEY

Institution: West Chester University
 Address: Library Services
 25 West Rosedale Avenue
 West Chester, PA 19383

Identification No: 003328
 Name of Respondent: Richard H. Swain
 Title: Director of Library Services
 Phone Number: 610-436-2747

SURVEY ELIGIBILITY

Please answer the following questions:

	YES/NO
a. Do your total library expenditures exceed \$10,000?	Yes
b. Do you have an organized collection of printed or other materials or a combination thereof?	Yes
c. Do you have paid, trained library staff to provide and interpret library materials to meet the informational, cultural, recreational, or educational needs of clientele?	Yes
d. Do you have established hours of operation during which paid, trained staff are available to meet the informational service needs of clientele?	Yes
e. Does the library have the physical facilities necessary to support such a collection, staff, and schedule?	Yes

PART A - NUMBER OF PUBLIC SERVICE OUTLETS, FISCAL YEAR 2011

Line No.	Item	Number
01	Branch and independent libraries - Exclude main or central library	1

PART B - LIBRARY STAFF, FALL 2011

(Exclude maintenance and custodial staff, volunteers and contributed services staff)

NOTE: Report FTE data to two decimals.

Line No.	Staff	Number of full-time equivalents (FTEs)	Salaries and wages (whole dollars only)
02	Librarians	13.00	\$1,143,572
03	Other Professional Staff	3.00	\$285,195
04	Total librarians and other professional staff (Sum of lines 2 and 3)	16.00	\$1,428,768
05	All other paid staff (except student assistants)	23.67	\$871,533
06	Student assistants from all funding sources	5.25	\$61,188
07	Total full-time equivalent (FTE) staff (Sum of lines 4 to 6)	44.92	\$2,361,488
08a	Are employee fringe benefits paid from the library budget? If no, skip to Part C, line 10.	yes	
08b	Employee fringe benefits (if paid from library budget)	\$911,575	

PART C - LIBRARY EXPENDITURES, FISCAL YEAR 2011

NOTE: See instructions for definitions

Line No.		Amount (whole dollars only)
09	Total salaries and wages	\$2,361,488
	Information resources:	-
10	Books, serial backfiles and other materials (one-time purchases)	\$385,023
11	Electronic	\$89,800
12	Audiovisual	\$49,935
13	Current serial subscriptions (ongoing commitments)	\$2,251,097
14	Electronic serials	\$1,705,536
	Other information resources:	
15	Document delivery/interlibrary loan	\$59,568
16	Preservation	\$39,729
17	Other expenditures for information resources	\$9,816
	Operating expenditures:	
18	Computer hardware and software (include maintenance)	\$168,225
19	Bibliographic utilities, networks and consortia	\$103,929
20	All other operating expenditures	\$181,408
21	TOTAL EXPENDITURES (Sum lines 09, 10, 13, 15 through 20)	\$5,560,283

PART D - LIBRARY COLLECTIONS, FISCAL YEAR 2011

Line No.	Collections	Added during the Fiscal Year	Held at end of Fiscal Year
22	Books, serial backfiles and other paper materials (include government documents)	16,142	762,187
23	E-Books	83,245	640,551
24	Microforms	508	926,498
25	Audiovisual materials	33,195	191,320
26	Current serial subscriptions (= Serials Solutions Unique Titles)	51,339	116,403
27	Electronic reference sources and aggregation services	23	258
28	Is the library collection entirely electronic? No		

PART E - LIBRARY SERVICES, FISCAL YEAR 2011

Note: See instructions for definitions.

Line No.	Services	Number
Interlibrary loans provided to other libraries:		
29	Returnable	7,408
30	Non-returnable	6,684
31	Total provided (sum lines 29 and 30)	<u>14,092</u>
Interlibrary loans received from other libraries:		
32	Returnable	6,292
33	Non-returnable	8,391
34	Total provided (sum lines 32 and 33)	<u>14,683</u>
35	Documents delivered from commercial services	<u>102</u>
36	General circulation transactions	<u>40,151</u>
37	Reserve circulation transactions	<u>36,826</u>
Information services to groups:		
38	Number of presentations	<u>310</u>
39	Total attendance at all presentations	<u>8,896</u>
Information services to individuals:		
Reference (under 20 minutes):		
40	In-Person:	<u>10,222</u>
41	Virtual	<u>689</u>
42	Total Reference (sum lines 40 and 41)	<u>10,911</u>
Consultations (20 minutes or more):		
43	In-Person:	<u>1,460</u>
44	Virtual	<u>36</u>
45	Total Consultations (sum lines 43 and 44)	<u>1,497</u>
46	Total information services to individuals (sum lines 42 and 45)	<u>12,407</u>

PART F - LIBRARY SERVICES, TYPICAL WEEK, FALL 2011

NOTE: See instructions for definitions

Line No.	Services	Number in a typical week
47	Number of weekly public service hours	<u>104</u>
48	Gate count in a typical week	<u>20,586</u>

PART G - ELECTRONIC SERVICES, FISCAL YEAR 2011

Please respond to each item by selecting "Y" or "N". If answering for more than one library, select "Y", if at least one has the service.

Line No.	Services	Yes/No
Does your library provide the following?		
49	Documents digitized by the library staff	Y
50	Library reference service by e-mail or the Web	Y
51	Technology to assist patrons with disabilities (e.g., TDD, specially equipped work stations)	Y
52	Electronic theses and dissertations produced by your students	N

PART H - INFORMATION LITERACY, FISCAL YEAR 2011

NOTE: See instructions for definitions

Line No.	Services	Yes/No
Does your postsecondary institution have the following, or has it		
53	A definition of information literacy or of an information literate student	Y
54	Incorporated information literacy in the institution's mission	N
55	Incorporated information literacy in the institution's strategic plan	Y
56	An institution-wide committee to implement the strategic plans for information literacy	Y
57	The strategic plan formally recognizes the library's role in information literacy instruction	N

PART I - VIRTUAL REFERENCE, FISCAL YEAR 2011

NOTE: See instructions for definitions

Line No.	Services	Yes/No
58	Does your library support virtual reference services?	Y
	If no, skip remaining questions	
	If yes, does your library utilize any of the following and does it collect usage statistics from any of	
59	E-mail reference	Y
60	Chat reference, commercial service	N
61	Chat reference, instant messaging applications	Y
62	Short message service (SMS) or text messaging	Y