

2012 ACADEMIC LIBRARIES SURVEY

Institution: West Chester University Library Services
Address: 25 West Rosedale Avenue
West Chester, PA 19383-2490

Identification No: 232417773
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?	<u>YES</u>
b.	Do you have an organized collection of printed or other materials or a combination thereof?	<u>YES</u>
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?	<u>YES</u>
d.	Do you have established hours of operation during which paid, trained staff are available to meet the informational service needs of clientele?	<u>YES</u>
e.	Does the library have the physical facilities necessary to support such a collection, staff, and schedule?	<u>YES</u>

PART A - NUMBER OF PUBLIC SERVICE OUTLETS, FISCAL YEAR 2012

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

PART B - LIBRARY STAFF, FALL 2012

(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	<u>13.00</u>	<u>\$288,853</u>
03	Other Professional Staff	<u>3.00</u>	<u>\$1,146,296</u>
04	Total librarians and other professional staff (Sum of lines 2 and 3)	<u>16.00</u>	<u>\$1,435,149</u>
05	All other paid staff (except student assistants)	<u>24.73</u>	<u>\$871,285</u>
06	Student assistants from all funding sources	<u>4.91</u>	<u>\$55,677</u>
07	Total full-time equivalent (FTE) staff (Sum of lines 4 to 6)	<u>45.64</u>	<u>\$2,362,111</u>
08a	Are employee fringe benefits paid from the library budget? If no, skip to Part C, line 10.	<u>Yes</u>	(Yes/No)
08b	Employee fringe benefits (if paid from library budget)	<u>\$938,306</u>	

If no, skip to Part C, line 10.

PART C - LIBRARY EXPENDITURES, FISCAL YEAR 2012

NOTE: See instructions for definitions

Line No.		Amount (whole dollars only)
09	Total salaries and wages	<u>\$2,362,111</u>
	Information resources:	
10	Books, serial backfiles and other materials (one-time purchases)	<u>\$350,882</u>
11	Electronic	<u>\$82,180</u>
12	Audiovisual	<u>\$14,820</u>
13	Current serial subscriptions (ongoing commitments)	<u>\$1,905,116</u>
14	Electronic serials	<u>\$826,316</u>
	Other information resources:	
15	Document delivery/interlibrary loan	<u>\$32,280</u>
16	Preservation	<u>\$38,601</u>
17	Other expenditures for information resources	<u>\$13,416</u>
	Operating expenditures:	
18	Computer hardware and software (include maintenance)	<u>\$75,451</u>
19	Bibliographic utilities, networks and consortia	<u>\$126,409</u>
20	All other operating expenditures	<u>\$322,599</u>
21	TOTAL EXPENDITURES (Sum lines 09, 10, 13, 15 through 20)	<u>\$5,226,865</u>

If no, skip to Part C, line 10.

PART D - LIBRARY COLLECTIONS, FISCAL YEAR 2012

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)	7,599	760,524
23	E-Books	85,959	643,475
24	Microforms	79	926,451
25	Audiovisual materials	44,760	199,452
26	Is the library collection entirely electronic?	No	

PART E - LIBRARY SERVICES, FISCAL YEAR 2012

Note: See instructions for definitions.

Line No.	Services	Number
<u>Interlibrary loans provided to other libraries:</u>		
27	Returnable	5,028
28	Non-returnable	7,509
29	Total provided (sum lines 27 and 28)	12,537
<u>Interlibrary loans received from other libraries:</u>		
30	Returnable	3,725
31	Non-returnable	9,092
32	Documents delivered from commercial services	61
33	Total provided (sum lines 30, 31, and 32)	12,878
<u>Circulation:</u>		
34	General circulation transactions	34,934
35	Reserve circulation transactions	24,469
<u>Information services to groups:</u>		
36	Number of presentations	334
37	Total attendance at all presentations	7,789
38	Total information services to Individuals (sum lines 36 and 37)	8,123
<p>INCORRECT: 36 + 37 is an incoherent addition of GROUP services</p>		
39	Total Information services to Individuals	20,294

If no, skip to Part C, line 10.

PART F - LIBRARY SERVICES, TYPICAL WEEK, FALL 2012

NOTE: See instructions for definitions

Line No.	Services	Number in a typical week
39	Number of weekly public service hours	<u>106</u>
40	Gate count in a typical week	<u>22,726</u>

PART G - ELECTRONIC SERVICES, FISCAL YEAR 2012

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?	
41	Documents digitized by the library staff	<u>Yes</u>
42	Library reference service by e-mail or the Web	<u>Yes</u>
43	Technology to assist patrons with disabilities (e.g., TDD, specially equipped work stations)	<u>Yes</u>
44	Electronic theses and dissertations produced by your students	<u>No</u>

If no, skip to Part C, line 10.

PART H - INFORMATION LITERACY, FISCAL YEAR 2012

NOTE: See instructions for definitions

Line No.		Yes/No
45	Has your postsecondary institution articulated student learning/student success outcomes? If no, select "N" and skip 46	<u>Yes</u>
46	Is information literacy incorporated in the institution's student learning/success outcomes?	<u>Yes</u>

PART I - VIRTUAL REFERENCE, FISCAL YEAR 2012

NOTE: See instructions for definitions

Line No.		Yes/No
47	Does your library support virtual reference services? If no, skip remaining questions If yes, does your library utilize any of the following and does it collect usage statistics from any of the virtual reference utilities?	<u>Yes</u>
48	E-mail reference	<u>No</u>
49	Chat reference, commercial service	<u>No</u>
50	Chat reference, instant messaging applications	<u>Yes</u>
51	Short message service (SMS) or text messaging	<u>No</u>