

2013 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?	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 2013

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

PART B - LIBRARY STAFF, FALL 2013

(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	14.62	\$1,341,420
03	Other Professional Staff	3.00	\$298,901
04	Total librarians and other professional staff (Sum of lines 2 and 3)	17.62	\$1,640,321
05	All other paid staff (except student assistants)	24.36	\$877,454
06	Student assistants from all funding sources	5.26	\$59,560
07	Total full-time equivalent (FTE) staff (Sum of lines 4 to 6)	47.24	\$2,577,334
08a	Are employee fringe benefits paid from the library budget? If no, skip to Part C, line 10.	Yes	(Yes/No)
08b	Employee fringe benefits (if paid from library budget)	\$1,052,656	

PART C - LIBRARY EXPENDITURES, FISCAL YEAR 2013

NOTE: See instructions for definitions

Line No.		Amount (whole dollars only)
09	Total salaries and wages	\$2,577,334
	Information resources:	
10	Books, serial backfiles and other materials (one-time purchases)	\$671,650
11	Electronic	\$68,827
12	Audiovisual	\$31,172
13	Current serial subscriptions (ongoing commitments)	\$2,163,812

14	Electronic serials	\$754,345
Other information resources:		
15	Document delivery/interlibrary loan	\$49,637
16	Preservation	\$86,965
17	Other expenditures for information resources	\$20,093
Operating expenditures:		
18	Computer hardware and software (include maintenance)	\$28,655
19	Bibliographic utilities, networks and consortia	\$54,732
20	All other operating expenditures	\$156,605
21	TOTAL EXPENDITURES (Sum lines 09, 10, 13, 15 through 20)	\$5,809,483

PART D - LIBRARY COLLECTIONS, FISCAL YEAR 2013

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)	7,077	760,864
23	E-Books	64,284	707,759
24	Microforms	5	926,456
25	Audiovisual materials	13,413	212,832
26	Is the library collection entirely electronic? NO		

PART E - LIBRARY SERVICES, FISCAL YEAR 2013

Note: See instructions for definitions.

Line No.	Services	Number
Interlibrary loans provided to other libraries:		
27	Returnable	5,031
28	Non-returnable	7,018
29	Total provided (sum lines 27 and 28)	12,049
Interlibrary loans received from other libraries:		
30	Returnable	3,503
31	Non-returnable	9,948
32	Documents delivered from commercial services	76
33	Total provided (sum lines 30, 31, and 32)	13,527
Circulation:		
34	General circulation transactions (include renewals & non-subscription based use of ebooks)	43,506
35	Reserve circulation transactions	20,545
Information services to groups:		
36	Number of presentations	347
37	Total attendance at all presentations	7,973

PART F - LIBRARY SERVICES, TYPICAL WEEK, FALL 2013

NOTE: See instructions for definitions

Line No.	Services	Number in a typical week
38	Number of weekly public service hours	107
39	Gate count in a typical week	28,218

PART G - ELECTRONIC SERVICES, FISCAL YEAR 2013

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?		
40	Documents digitized by the library staff	Y
41	Library reference service by e-mail or the Web	Y
42	Technology to assist patrons with disabilities (e.g., TDD, specially equipped work stations)	Y

PART H - INFORMATION LITERACY, FISCAL YEAR 2013

NOTE: See instructions for definitions

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

PART I - VIRTUAL REFERENCE, FISCAL YEAR 2013

NOTE: See instructions for definitions

Line No.		Yes/No
46	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?	Y
47	E-mail reference	Y
48	Chat reference, commercial service	Y - SpringShare
49	Chat reference, instant messaging applications	Y - SpringShare
50	Short message service (SMS) or text messaging	Y - SpringShare