Key Usage Metrics 2018 - 2019

- **Number of Web Site Users**: 208,175, +16.72% increase from 2017 - 2018
- **Number of Library Visits**: 1,127,933, +16.72% increase from 2017 - 2018
- **Number of Online Chat Questions**: 1,831, +91.93% increase from 2017 - 2018
- **Number of Reference Questions**: 79,909, +39.00% increase from 2017 - 2018
- **Number of Classes Delivered**: 351, +1.74% increase from 2017 - 2018
- **Number of Online Databases**: 238, +3.93% increase from 2017 - 2018
- **Number of Physical Items**: 79,754, -8.56% decrease from 2017 - 2018

Prepared on October 1, 2019, by Eva McDonald for Jane Burpee.
LIBRARY AS A SERVICE, LIBRARY AS A PLACE

The Library as a **service** that offers core resources and research help continues to grow. Use of the Library web site and chat reference service shows strong double-digit growth, with the latter almost doubling in the past year.

The Library as a **place** to study, work on group projects, de-stress, access computers and the internet, and request research assistance likewise continues to grow, as evidenced by the increase in the number of real-life visits and in-person reference questions. Interestingly, the number of real-life visits grew by the same proportion as virtual visits to the web site.

The Library does not currently offer virtual classes such as the flipped classroom model, so metrics for classes reflect only contact-time teaching. The number of classes delivered grew only slightly because the Library is operating at full capacity for Librarian instructors and computer lab space. The Library aims to address this issue by shifting some classes to a blended or online model.

To feed the growing demand for virtual services, the Library has been shifting print items to online versions, which can be seen in the decrease of the number of physical items in the collection, offset by a modest increase to the number of online research databases.

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