

NORTHEASTERN STATE UNIVERSITY
JOHN VAUGHAN LIBRARY

Access Services Annual Report
Fiscal Year 2011 - 2012

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**Circulation
FY 2011-2012**

Statistical Overview:

CIRCULATION

Total.....33,686

- John Vaughan Library.....28,645
- Broken Arrow.....4,860
- Muskogee.....181

IN-HOUSE USAGE

Total.....19,128

- John Vaughan Library.....18,157
- Broken Arrow.....969
- Muskogee.....2

Circulation by Patron Type:

Patron Type	Checkouts
Faculty/Staff	4,421
Family of Faculty/Staff	371
Graduate	1,935
ILL	1,473
Library Staff	3,086
Professional Courtesy	13
Special Borrower	3,201
Undergraduate	19,186

Check out by Location:

Location	Checkouts
BA – Audio Visual	410
BA – Curriculum Materials	182
BA – ILL	326
BA – Main Collection	1,155
BA – Reserve	1,157
BA – Y Collection	1,586
BA – Other	44
JVL – Audio Visual	3,645
JVL – Curriculum Materials	1,510
JVL – Gov Docs	152
JVL – ILL	2,605
JVL – Main Collection	9,796
JVL – Reserve	5,665
JVL – Y Collection	5,224
JVL – Other	48
M – Audio Visual	49
M – Main Collection	51
M – Reserve	74
M – Y Collection	5
M – Other	2

Detailed – Audio Visual Circulation at JVL:

DVD	3,055	83%
VHS	367	10%
CDisk	178	4%
Book on CD	27	0.7%
Book on Cassette	18	0.4%

In House Usage by Location

Location	Usage Counts
BA – Audio Visual	15
BA – Curriculum Materials	114
BA – Main Collection	150
BA – Other Areas	63
BA – Periodicals	4
BA – Reference	160
BA – Y Collection	463
JVL – Audio Visual	82
JVL – Curriculum Materials	1,452
JVL – Gov Docs	462
JVL – Main Collection	5,272
JVL – Other Areas	72
JVL – Periodicals	3,740
JVL – Reference	1,654
JVL – Special Collections	1,635
JVL – Y Collection	3,788
Muskogee – All	2

Detailed – Periodicals Usage Statistics

Browsing Area	1,244
Current Newspapers	236
Periodicals – 2 nd floor	2,025
Newspaper Files – 2 nd Floor	76
Periodicals Microfilm/Microfiche	125
Newspaper Microfilm	34

Patron Records:

Added1,619
 Deleted.....86
 Updated.....4,028
Total Patron Count.....42,073

**Interlibrary Loan/Document Delivery
FY 2011-2012**

Numbers at a glance:

- ILL Borrowing Requests Filled – 1,533
- ILL Lending Requests Filled – 1,445
- **Total ILL Requests Filled – 2,978**
- Doc Delivery Holds/Loans – 737
- Doc Delivery Articles – 320
- **Total DD Loans/Copies – 1,057**

Interlibrary Loan – Borrowing:

ILL Borrowing Filled	Loans	Copies	TOTAL
2011 – 2012	1082	451	1533
2010 – 2011	1010	597	1607
2009 – 2010	958	486	1444

Loans & Copies for NSU

	Loans			Copies			TOTAL		
	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12
JUN	54	37	83	47	19	68	101	56	151
JUL	82	51	45	62	28	20	144	79	65
AUG	111	98	165	44	41	34	155	139	199
SEP	94	101	94	56	96	36	150	197	130
OCT	119	97	75	46	46	34	165	143	109
NOV	67	89	90	36	60	50	103	149	140
DEC	39	81	48	25	44	24	64	125	72
JAN	75	75	107	53	65	29	128	140	136
FEB	70	119	100	34	36	36	104	155	136
MAR	88	73	90	24	59	47	112	132	137
APR	75	106	90	37	40	28	112	146	118
MAY	37	77	91	17	63	45	54	140	136
TOTAL	958	1004	1078	486	597	451	1444	1601	1529
AVG/MO	91	84	89	40	50	38	120	133	127

Addition Borrowing – Loans (Non-ILLiad): 4 (Loans)

Interlibrary Loan – Lending:

ILL Lending Filled	Loans	Copies	TOTAL
2011 – 2012	981	464	1445
2010 – 2011	1226	352	1578
2009 – 2010	1271	484	1756

Loans & Copies for Other Libraries

	Loans			Copies			TOTAL		
	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12
JUN	102	89	70	48	17	24	150	106	94
JUL	162	89	54	45	2	10	155	91	64
AUG	108	115	117	39	17	25	147	132	142
SEP	154	129	96	65	24	38	219	153	134
OCT	129	128	69	45	33	57	183	161	126
NOV	94	82	67	29	39	32	123	121	99
DEC	37	39	21	22	15	8	59	54	29
JAN	101	131	119	35	30	56	136	161	175
FEB	122	72	85	69	39	70	191	111	155
MAR	82	133	63	40	64	50	122	197	113
APR	106	126	109	9	46	49	115	172	158
MAY	36	87	83	14	26	32	49	113	115
TOTAL	1272	1220	953	484	352	451	1756	1572	1404
AVG/MO	106	102	79	40	29	38	146	131	117

Additional Lending – Loans (Non-ILLiad): 41 (13 Articles, 28 Loans)

IFM:

IFM or Internal Fee Management is OCLC's billing system which manages the automatic borrowing fees and electronic pay between libraries. OCLC applies a credit to the lending library and a debit to the requesting library if charges are necessary.

IFM – Borrowing & Lending Differences 2011 – 2012

	Borrowing	Lending	TOTAL
JUN	35.00	107.00	72.00
JUL	45.00	35.00	(10.00)
AUG	101.00	52.00	(49.00)
SEP	94.00	60.00	(34.00)
OCT	61.00	80.00	19.00
NOV	66.00	45.00	(21.00)
DEC	50.00	30.00	(20.00)
JAN	15.00	72.00	57.00
FEB	65.00	139.00	74.00
MAR	26.00	50.0	24.00
APR	64.00	51.00	(13.00)
MAY	86.00	70.00	(16.00)
TOTAL	708.00	791.00	83.00

IFM – Borrowing and Lending by Month

Borrowing			
	2009 – 2010	2010 – 2011	2011 – 2012
JUN	115.00	45.00	35.00
JUL	72.00	35.00	45.00
AUG	54.00	206.00	101.00
SEP	75.00	146.00	94.00
OCT	55.00	27.00	61.00
NOV	108.00	47.00	66.00
DEC	18.00	0.00	50.00
JAN	45.00	9.10	15.00
FEB	74.00	65.00	65.00
MAR	136.00	50.00	26.00
APR	34.00	34.00	64.00
MAY	27.00	102.00	86.00
TOTAL	813.00	766.10	708.00
Lending			
	2009 – 2010	2010 – 2011	2011 – 2012
JUN	160.00	65.00	107.00
JUL	125.00	0.00	35.00
AUG	40.00	55.00	52.00
SEP	80.00	31.00	60.00
OCT	30.00	140.00	80.00
NOV	20.00	105.00	45.00
DEC	10.00	61.00	30.00
JAN	25.00	49.00	72.00
FEB	50.00	79.00	139.00
MAR	98.00	206.00	50.0
APR	61.00	152.00	51.00
MAY	28.00	25.00	70.00
TOTAL	727.00	968.00	791.00

Document Delivery:

Loans & Copies	To BA	To JVL/M	Total
2011-12	258	799	1057
2010-11	386	651	1037
2009-10	466	753	1219

DD Loans/Holds from JVL

	To BA			To JVL/M			Monthly Total		
	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12
JUN	33	37	7	14	27	20	47	64	27
JUL	20	10	6	14	9	15	34	19	21
AUG	29	27	20	21	52	36	50	79	56
SEP	60	34	39	57	44	58	117	78	97
OCT	37	30	21	69	31	81	106	61	21
NOV	41	28	25	29	29	59	70	57	84
DEC	12	24	1	30	18	23	42	42	24
JAN	36	57	26	19	30	83	55	87	109
FEB	20	29	39	27	25	46	47	54	85
MAR	36	30	15	16	21	33	52	51	48
APR	27	16	8	22	30	36	49	46	44
MAY	16	5	16	20	18	24	36	23	40
TOTALS	367	327	223	338	334	514	705	661	737
AVG/MTH	31	27	19	28	28	43	59	55	62

Muskogee DD Loans: 38 (included in JVL/M totals)

DD Articles from JVL

	To BA			To JVL/M			Monthly Total		
	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12	'09-10	'10-11	'11-12
JUN	6	2	1	75	1	25	81	3	26
JUL	2	6	0	79	17	3	81	23	3
AUG	2	5	8	31	19	15	33	24	23
SEP	6	13	8	24	15	22	30	28	30
OCT	19	9	4	30	26	51	49	35	55
NOV	2	5	0	23	25	33	25	30	33
DEC	0	5	0	19	18	9	19	23	9
JAN	3	6	1	18	48	15	21	54	16
FEB	27	0	1	58	39	40	85	39	41
MAR	9	2	8	38	33	42	47	35	50
APR	21	3	4	10	45	26	31	48	30
MAY	2	3	0	10	31	4	12	34	4
TOTALS	99	59	35	415	317	285	514	376	320
AVG/MTH	8	5	3	35	26	24	43	31	27

(Note: Articles to Muskogee are indistinguishable from JVL in ILLiad.)

**Reserve Annual Report
FY 2011-2012**

Annual Statistics

- Reserve Items Added 308
- Reserve Items Removed 1,660
- Reserve Items Usage 40,628
- Library Patron Tally Total 109,389
- User Services Statistics Total 7,198

Monthly Statistics

Reserve Requests

	Physical Reserves Added	Electronic Reserves Added	Physical Reserves Removed	Electronic Reserves Removed
June 2011	10	6	10	2
July 2011	1	0	23	0
August 2011	27	21	6	0
September 2011	48	18	370	0
October 2011	10	10	154	0
November 2011	3	7	0	114
December 2011	2	0	2	0
January 2012	77	12	86	69
February 2012	29	1	877	0
March 2012	3	0	21	0
April 2012	6	5	0	0
May 2012	39	3	111	201
Total	225	83	1,660	386

Reserve Item Usage

Permanent Reserves	758
Physical Reserves	3,464
E-Reserves	35,012
Laptops/Learning Commons	1,394

Library Patron Tally

	1st Floor	2nd Floor	3rd Floor	Total
June	1621	306	110	2037
July	852	243	80	1175
August	6087	1913	439	8439
September	8323	3068	835	12226
October	7575	2950	866	11391
November	8269	3185	952	12406
December	7671	4092	1539	13302
January	6448	1822	492	8762
February	7787	3084	843	11714
March	5654	2233	707	8594
April	7945	3612	974	12531
May	4177	1924	711	6812
Total	72409	28432	8548	

User Services Statistics

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
General Library Questions	41	42	334	291	348	323	117	216	206	153	269	139	2479
Reference Referral	5	0	16	15	23	21	13	8	12	7	7	2	129
Reference Answered	0	1	18	57	47	65	30	20	25	20	30	7	320
Gov Docs	0	0	1	0	3	3	0	1	2	3	1	0	14
New Patron	2	0	35	119	75	58	14	38	47	22	22	13	445
Audio Visual	0	0	26	58	39	36	20	27	25	33	56	15	335
Database/Catalog	0	0	35	73	64	52	20	39	35	30	58	23	429
Reserves	1	2	49	56	45	37	22	28	38	36	65	51	430
ILL	2	0	22	27	14	23	4	14	13	5	17	1	142
Print Manager	0	2	14	7	13	20	4	5	7	19	77	17	185
Paper Fill	0	0	20	10	37	31	13	39	27	41	33	5	256
Paper Jam	0	0	21	8	33	8	10	16	13	6	13	0	128
Toner Replacement	0	0	5	2	5	5	2	7	2	4	5	0	37
Login Assistance	0	0	9	9	15	12	5	19	14	6	10	2	101
Computer Help	2	5	51	69	85	63	20	58	44	33	86	32	548
Printing Help	0	6	41	49	82	55	20	44	53	46	104	44	544
Wireless Help	0	0	4	5	5	2	8	2	5	2	5	0	38
Scanner/Copier	0	4	23	40	39	26	7	22	24	19	64	15	283
Tech Support	3	4	27	26	19	15	3	14	13	4	14	4	146
Other	0	5	21	7	11	19	10	24	25	19	45	23	209
Total	56	71	772	928	1002	874	342	641	630	508	981	393	