All stats are from April 2013-March 2014, unless otherwise noted.

All quotations are from the 2014 Library Survey of Faculty, Staff and Administrators, unless otherwise noted.
library catalogue

Items in the library catalogue
(as of June 2014)

This includes
• books (print & electronic)
• video (hardcopy & streaming)
• music (hardcopy, streaming & scores)
• print journals
• non-journal serials
• web resources & microform

$961,120
SPENT ON THE COLLECTION

Show me the money

“I am most satisfied with the alacrity with which the Librarian has responded to each and every request for new publications, which has enabled me not only to improve course content, but to be current in research.”
books

(this does not include packages, or subscription databases)

5,494 SINGLE TITLES PURCHASED

= 16 titles purchased every 24 hrs

“The electronic book collections have been a great supplement to the monograph collection.”

The Library now has more ebooks than print books.
journals

51,087 FULL-TEXT JOURNALS
(as of June 2014)

“...the range of online periodicals has improved greatly in the past few years, this helped my classroom preparation and research very much.”

39,819 NEW ARTICLES ADDED TO THE JSTOR DATABASE ALONE

=109 articles added to JSTOR every 24 hrs

JSTOR is only one of our 70+ subscription databases, whose content continuously grows.
video

286 SINGLE TITLES PURCHASED
(this does not include packages, or subscription databases)

NUMBER OF DVD TITLES PURCHASED

AV EQUIPMENT

6,624 EQUIPMENT BOOKINGS

= 19 bookings per day

Audioconferencing unit ● Boombox ● Digital voice recorder ● headset ● PA system ● USB speaker ● camera ● camcorder ● light set ● computer ● computer on wheels ● projectors ● document camera ● laptop ● USB drive ● webcam ● slide carousel ● remote control ● projection screen ● TV/VCR/DVD units ● remote presenter

“The availability of laptops has been a life saver for me, and the service and technology has been very good.”
library space

1,016,138
GATE COUNT

= 2,903
library users per day

60,236
STUDY ROOM HOURS BOOKED

= 86
study room bookings per day

“I was completing a graduate degree at UBC, and using their online library services was so painful and cumbersome that I always just used KPU’s library services. I’m currently completing another graduate degree at a UK university, and though I do use their library services for the most part, it is not as intuitive as KPU’s system, so when I have difficulties, I always go to KPU.”
interlibrary loan

average time to fill an INTERLIBRARY LOAN (ILL) REQUEST FROM ANOTHER INSTITUTION

“Although many of the articles I want are not available full text the system for getting them through interlibrary loan is easy and efficient.”

INCREASE IN EFFICIENCY + INCREASE IN ELECTRONIC OBJECTS = FASTER TURNAROUND TIME

KPU loaned library items to Washington DC • Australia • Czech Republic • Washington State University

KPU borrowed items from Finland • Stanford • Harvard

DOTTING THE GLOBE (a random sample of our transnational ILLs)
## Across Canada

**KPU loaned out** 935 library items  
**KPU borrowed** 1188 library items

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Items Loaned Out</th>
<th>Total Items Borrowed from Other Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>673</td>
<td>1810</td>
</tr>
<tr>
<td>2011/12</td>
<td>731</td>
<td>1534</td>
</tr>
<tr>
<td>2012/13</td>
<td>863</td>
<td>1260</td>
</tr>
<tr>
<td>2013/14</td>
<td>940</td>
<td>1218</td>
</tr>
</tbody>
</table>

- **INCREASE IN LENDING** + **DECREASE IN BORROWING** = **STRONG LIBRARY COLLECTION**
Chat Reference

KPU was the 3rd highest user in the province after UBC (2,981) & SFU (5,915)

23,604 questions were answered by AskAway, the provincial live chat reference service

Excellent return on investment

2,166 of those questions were asked by KPU students & or faculty

1,009 of the province wide questions were answered by KPU librarians

241 questions asked by KPU students or faculty were answered by KPU librarians

KPU users receive answers to 2,166 questions in 1,009 questions

KPU librarians spend time answering 1009 questions
How likely is it that you will use AskAway again if you had another question?

(statistics and quote from the Fall 2013 AskAway Exit Survey)

“AskAway is an amazing way for students to get direct help from an expert, and help find [ing] what they are looking for! I love this service and it has helped me many times!”

Kwantlen Polytechnic University Learner

Demographics

47% 1ST/2ND YEAR STUDENT

28% 3RD/4TH YEAR STUDENT

15% GRADUATE OR POST-GRADUATE

4% ALUMNI

3% FACULTY OR STAFF

3% OTHER

83% VERY LIKELY

5% NOT LIKELY

4% SOMEWHAT LIKELY
finding information

545,053 SUMMON SEARCHES

"Summon finds materials I didn't know existed."

THIS Google-LIKE SEARCH STRATEGY DOESN'T WORK FOR EVERY INFORMATION NEED SO...

librarians teach

INFORMATION LITERACY
9,056 STUDENTS TAUGHT IN
384 RESEARCH SKILLS CLASSES

<table>
<thead>
<tr>
<th></th>
<th>April 2013</th>
<th>May 2013</th>
<th>June 2013</th>
<th>July 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Info</td>
<td>10</td>
<td>19</td>
<td>20</td>
<td>7</td>
</tr>
<tr>
<td>Website Evaluation</td>
<td></td>
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<tr>
<td>Subject Specific Research Guides</td>
<td></td>
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<tr>
<td>Citing Sources</td>
<td></td>
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<td></td>
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<tr>
<td>Scholarly vs Popular Information Sources</td>
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</tr>
<tr>
<td>Forming a Search Strategy</td>
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<tr>
<td>Using Subject Headings</td>
<td></td>
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</tbody>
</table>

“...The reference librarians are a big help and I love the library orientations/labs for my students. Fantastic resource. Thanks librarians and library staff! “
questions answered
(not including chat reference)
20,291 QUESTIONS ANSWERED

<table>
<thead>
<tr>
<th>DAILY BREAKDOWN</th>
<th>BY THE HOUR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7 am-8 am</td>
</tr>
<tr>
<td>mondays</td>
<td>8 am-9 am</td>
</tr>
<tr>
<td>4,221</td>
<td>9 am-10 am</td>
</tr>
<tr>
<td>thursdays</td>
<td>10 am-11 am</td>
</tr>
<tr>
<td></td>
<td>11 am-12 pm</td>
</tr>
<tr>
<td>tuesdays</td>
<td>12 pm-1 pm</td>
</tr>
<tr>
<td>4,609</td>
<td>1 pm-2 pm</td>
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<tr>
<td>fridays</td>
<td>2 pm-3 pm</td>
</tr>
<tr>
<td></td>
<td>3 pm-4 pm</td>
</tr>
<tr>
<td>wednesdays</td>
<td>4 pm-5 pm</td>
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<tr>
<td>4,370</td>
<td>5 pm-6 pm</td>
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<tr>
<td>saturdays</td>
<td>6 pm-7 pm</td>
</tr>
<tr>
<td></td>
<td>7 pm-8 pm</td>
</tr>
<tr>
<td>sundays</td>
<td>8 pm-9 pm</td>
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<td></td>
<td>9 pm-10 pm</td>
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<tr>
<td></td>
<td>10 pm-11 pm</td>
</tr>
<tr>
<td></td>
<td>11 pm-12 am</td>
</tr>
</tbody>
</table>

Front counter staff are always friendly and helpful. Even though sometimes they don't know the answer right away, they don't mind going ahead and finding it out for you.
asked & answered

(not including chat reference)

LIBRARY AS INFORMATION HUB

RESEARCH BASIC
5,783

RESEARCH COMPLEX
1,690

GUEST LOGIN TO COMPUTERS
669

TROUBLESHOOTING
1,556

NOT STATED
142

DIRECTIONAL/FACILITATIVE
10,451

“Where is this classroom?”
“How do I book an ACP English test?”
“Who do I ask to get a parking pass?”
“When is the learning centre open tomorrow?”
“What is the shuttle schedule?”

who's asking?

Walk-in (in-person)
19,152

Telephone
760

Email - Ask a Librarian
160

One-on-one Appointment
39

Not Stated
180
Saving the planet one donated book at a time

Books given to Better World Books are a combination of older titles weeded from the collection, & books donated to the library that we have decided not to add to the library collection.

### Total books donated to Better World Books

- **$241.32** Money donated to charity
- **$723.95** Commission paid back to the library

### Electricity saved

- **10,846 kilowatt hours**
- There are 4893 Kilowatt Hours of electricity saved per ton of paper produced when comparing 100% forest fiber sources to 100% postconsumer fiber

### Water Saved

- **26,824 gallons**
- There are 8,750 gallons of water saved per ton of paper produced when comparing 100% forest fiber sources to 100% postconsumer fiber

### Landfill space saved

- **6 cubic yards**
- 1 ton of books takes up 3.3 cubic yards of space in a landfill

### Greenhouse gases avoided

- **7,021 lbs**
- Landfilling produces .725 pounds of methane per book. Total greenhouse gases, saved in production of one ton of paper from 100% postconsumer fiber versus 100% forest fiber resources is 2108 pounds

### Trees saved

- **52**
- Number of trees saved per ton of 100% recycled fiber produced is twenty four

### RECYCLED

- **2,256**

### REUSED

- **1,051**