

FIU LAW LIBRARY STATISTICAL REPORT

2018-2019 FISCAL YEAR

LIBRARY SERVICES

Library Services are activities that support the research, instruction and information needs of FIU Law faculty, students, staff, and the broader FIU community. Patronage, whether in-person or virtually, are how the Library measures performance.

PERFORMANCE METRICS

The table is a quantitative analysis of services provided to patrons.

Metric	2017-2018	2018-2019	Change
In Person & Virtual Patronage			
Patron gate counts	513,837	543,405	+6%
Total Patron Interactions*	1,650	1,894	+9%
Desk Reference	393	353	-1%
Reference	476	592	+8%
Tickets	390	534	+27%
Book and Article Delivery	132	135	+2%
Interlibrary Loan Requests	259	280	+8%
Circulation – Physical Materials	23,496	12,953	-44%
Outreach**			
Programs and Presentations	43	58	+35%
Attendees	1195	1365	+14%
Digital Patronage			
Librarian-Created Content			
Guide Views	8848	6702	-24%
FAQ Views	3011	3,494	+14%
eResources			
A-Z eResources	4316	5317	+23%
Homepage Views	748	1106	+7%
FAQ Views	3,011	3,494	+9%
Lexis Digital Libraries	1897	2576	+36%
West Academic***	NA	6983	

* Total Patron Interactions reflects the number of individual interactions patrons had with librarians and staff. Sums in-person and virtual research and reference statistics, document delivery, and ILL.

** Programs and Presentations include all library-lead programs, workshops, lectures, and other presentations.

*** West Academic Study Aids was acquired in FY 2018-2019. Amount is total document views.

DIGITAL INITIATIVES

The Digital Initiatives Center manages the electronic and digital resources and initiatives of the law library. This includes patron support through virtual research and reference, electronic resource management and scholarly impact services.

- **Virtual & Digital Patronage:** maintenance of guides and ticketing system. *These statistics are reported under Library Services.*
- **Faculty Scholarship and Publications Services:** promotion and dissemination of law faculty scholarship through SSRN Legal Studies Research Paper Series, eCollections, Selected Works, Heinonline ScholarCheck, Google Scholar, ORCID, and scholarship feeds.
- **Digital Collections:** digitization activities and electronic resources. *Electronic resource statistics are reported under Library Services and Collections.*

PERFORMANCE METRICS

This table includes the annual report statistics for downloads and uploads into eCollections including Selected Works, and downloads and uploads statistics in SSRN.

	2017-2018	2018-2019	% Change
eCollections & Selected Works			
Downloads	47,766	49,788	+4%
Uploads	492	456	-7%
SSRN			
Downloads	5,164	4,615	-1%
Uploads	26	22	-15%

In 2017-2018, the Digital Initiatives Center completed the scanning, cleaning and uploading of Laws of Jamaica to the Digital Library of the Caribbean (dLOC), <https://dloc.com/>, a cooperative digital library of FIU and other institutions to provide open access to the laws of the Caribbean. As a result, the usage statistics for FIU Law increased exponentially. The table below illustrates usage statistics of FIU Law Library contributions to dLOC:

Metric	2017-2018	2018-2019	% Change
Item Views	42,382	134,597	+217%

COLLECTIONS

There are four categories of law library collections:

- **Physical Materials:** books, serials, etc. on the shelf and acquired in physical format.
- **Electronic Resources:** databases, ebooks, eserials, etc. available through the internet. Cross-over with Digital Initiatives services.
- **Databases:** refers to number of databases that the library subscribes to.
- **Special Collections:** the items of particular historical and/or legal research significance held by the law library such as the Caribbean Collection, Mario Diaz Cruz Library, Spak Wedgwood, and Elaine Bloom Library.

PERFORMANCE METRICS

Collections describe the physical and digital items provided by the Law Library for patron use. This service is quantitatively measured through these indicators:

Metric	2017-2018	2018-2019	% Change
eBooks	52,565	54,031	+3%
Databases	49	51	+5%
Physical Materials*	43,505	29,112	-50%
Images Produced**	10,571	0	

**Print Materials.* We now have more accurate reporting methods to reflect actual Physical Materials. Also, due to necessary collections cuts to accommodate budget needs, we have moved to an electronic format preference.

***Images Produced.* Scanning physical materials was put on hold during 2018-2019 as we completed the scanning of our foreign laws collection in 2017-2018 with the completion of Laws of Jamaica. See dLOC statistics for impact.

NEW ERESOURCES

The Law Library acquired the following new digital resources in 2018-2019:

ICC Digital Library

West Academic Study -Aids

COURSES

Three courses taught by adjunct lecturer law librarians throughout 2018-2019:

Summer 2018 – Advanced Legal Research, LAW6798 and Law Practice Technology, LAW6823

Fall 2018 – Advanced Legal Research, LAW 6798

Spring 2019 – Foreign and International Legal Research, LAW 6824

Summer 2019 – Law Practice Technology, LAW6823

BUDGET

In response to increased use of the law library and anticipated collections budget shortfall due to inflation increases and possible loss of grant funding, the law library was granted additional budget to maintain operating hours utilizing temporary employees and collections budget. JM allocation was moved under Collections for simplicity; Collections - OCO was updated to reflect actual spend and new process and procedure implemented in FY 2018-2019.

Allocated	Load 2018-19	Forecast 2019-20
Librarian Salaries	\$478,209	\$479,103
Library Specialists and Office Manager	\$326,586	\$331,953
F.B.	\$225,447	\$228,368
Adjunct Law Librarians + F.B.	\$54,142	\$54,121
Temporary/Students + OT + F.B.	\$67,477	\$70,781
Operating Expenses	\$72,750	\$72,750
Collections	\$701,093	\$742,065
JM	\$21,000	
	\$1,946,704	\$1,979,141

TECH FEE AWARDS

The following Tech Fee was requested by and awarded to the Law Library:

1. 19-050 Resource Enrichment for Law Student Success, \$343,906.30 over three years

The following Tech Fees were requested by Library Operations and a portion is allocated to the Law Library:

2. 19-025 Learning Hub, ASK Center, and Law Library Refresh, ~\$89,500.00
3. 19-027 SMART Boards for Group Study Rooms, ~\$19,000.00

OTHER GRANTS

Latin American and Caribbean Center. The Law Library received \$10,000.00 through Title 7 Grant. Increase of 100% from last year's allocation of \$5,000.00. These funds are used to purchase a shared physical library of materials focusing on Latin American and Caribbean law.

ADDENDUM TO STATISTICAL REPORT

FIVE YEAR REVIEW OF LIBRARY SERVICES

VIRTUAL LIBRARIAN REFERENCE AND RESEARCH SERVICES

In 2014, the FIU Law Library started managing and providing librarian services through virtual portals:

- Ask a Law Librarian Ticketing System
- Frequently Asked Questions
- Research, Subject and Resource Guides
- A-Z eResource List

This Addendum provides a five-year review of virtual and in-person librarian services utilization as a result of the migration to virtual library services.

PATRON INTERACTIONS

Chart 1: Yearly Totals for All Inquiry Streams and Types

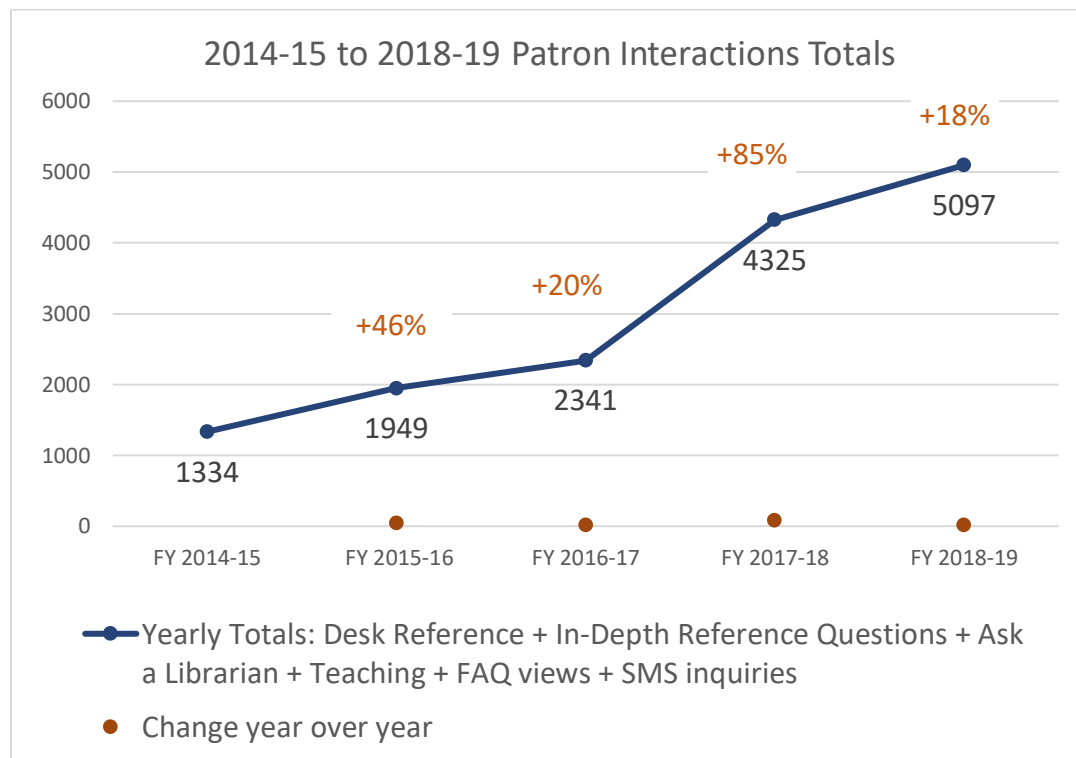


Chart 1 demonstrates the changed nature of patron interactions with the law library as well as the increased use of library services as a result of the migration to virtual services.

Chart 2: Reference and Teaching Statistics by Year.

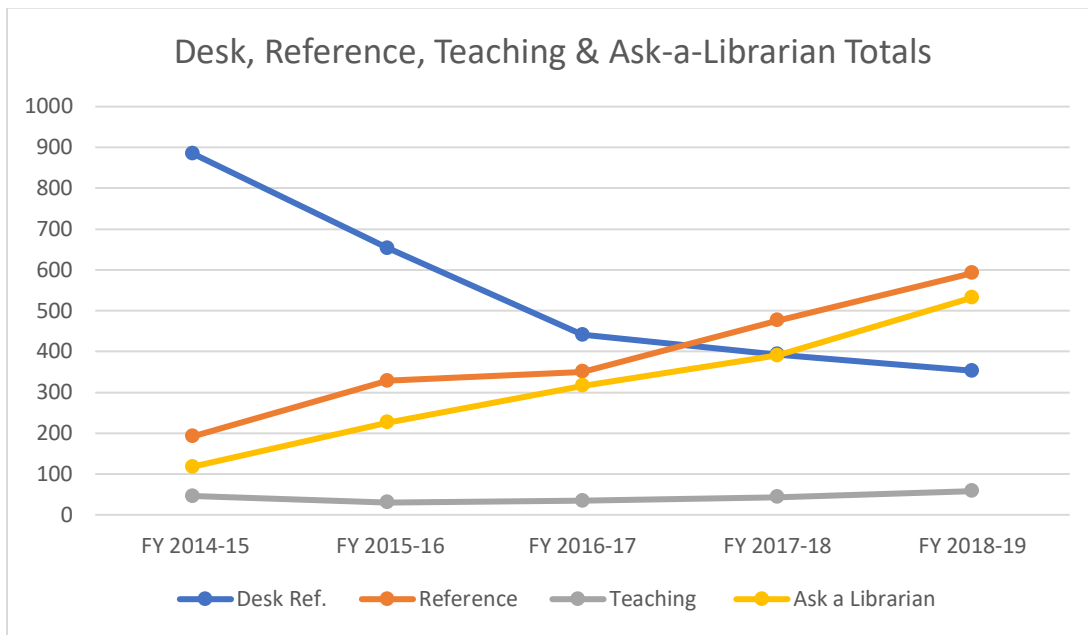


Chart 2 demonstrates the changing nature of patron utilization of library services. Desk Reference has decreased year-to-year while other Reference (any interaction while not on at the Information Desk) has increased, in-line with the Ask a Librarian virtual ticketing system. Patrons are utilizing virtual services more than in-person, trending in-line with Reference generally. While Teaching statistics have increased, the limited number of law librarians to provide presentations and lectures keeps those numbers relatively flat.

Table 1: Raw Data for Charts.

Year	Desk	In-Depth Reference	Teaching	Ask a Librarian	FAQs	SMS	Yearly Totals	% Change
2014-15	885	192	46	118	93	0	1334	-
2015-16	653	328	30	226	710	2	1949	+46
2016-17	441	350	34	316	1199	1	2341	+20
2017-18	393	476	43	390	3011	12	4325	+85
2018-19	353	592	58	532	3494	68	5097	+18

PATRONS SERVED

Chart 3: Reference Questions by Year and Patron Type.

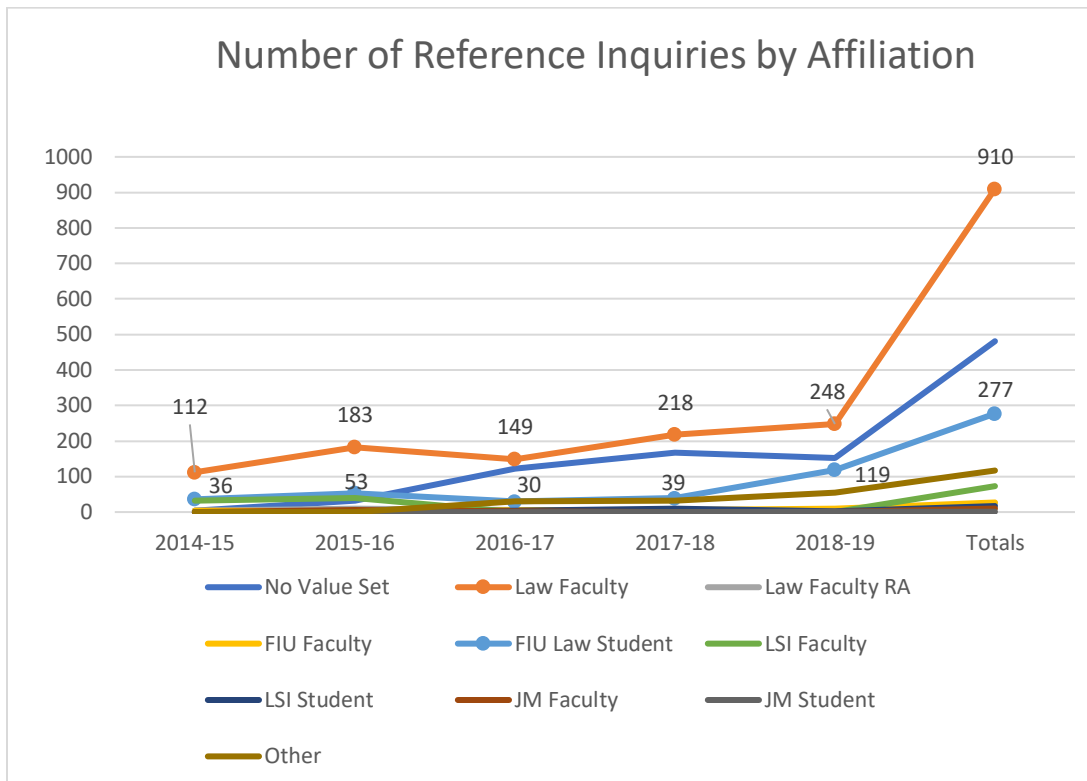


Chart 3 demonstrates the changing nature of who requests and receives library services. FIU Law Faculty utilize the law library the most, however, the trend for FIU Law Students indicates that their utilization has increased more than that of Law Faculty.

The actual numbers for COL faculty and law students are called out on the two marked lines. The dark blue line for 'No Value Set' refers to questions where the patron affiliation to the COL was not explicitly noted in the records; we will work on more accurate reporting moving forward.

TIME REQUIREMENT FOR INQUIRIES

How much time an inquiry takes is proportional to its depth (detailed research as compared to document discovery). Reference questions requiring more than 1 hour to answer come almost exclusively from faculty members.

Chart 4: In-Depth Reference and Research Inquiries

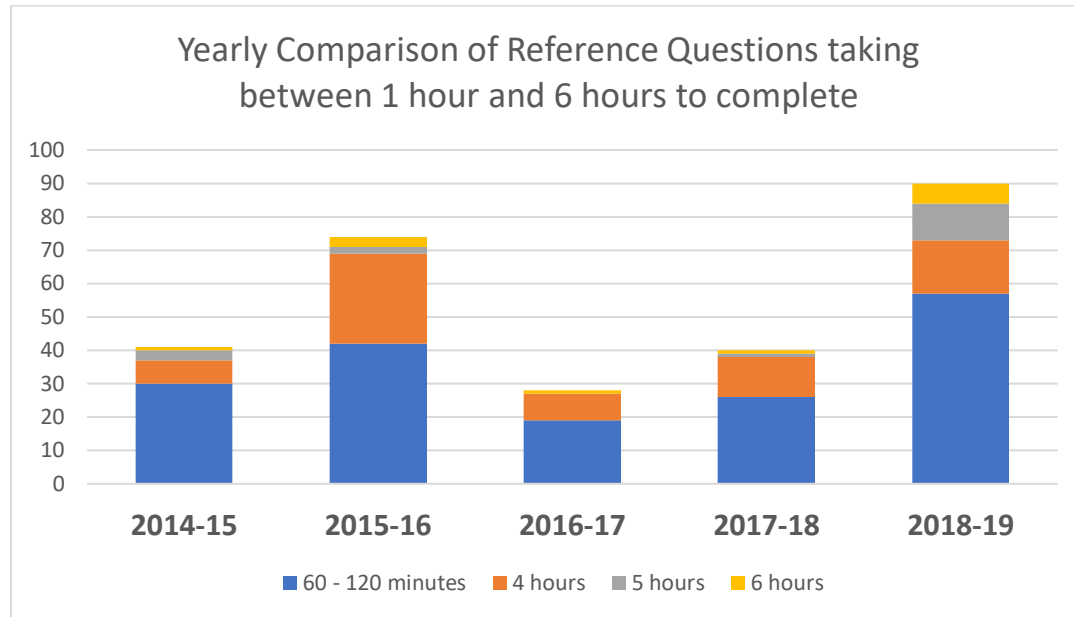
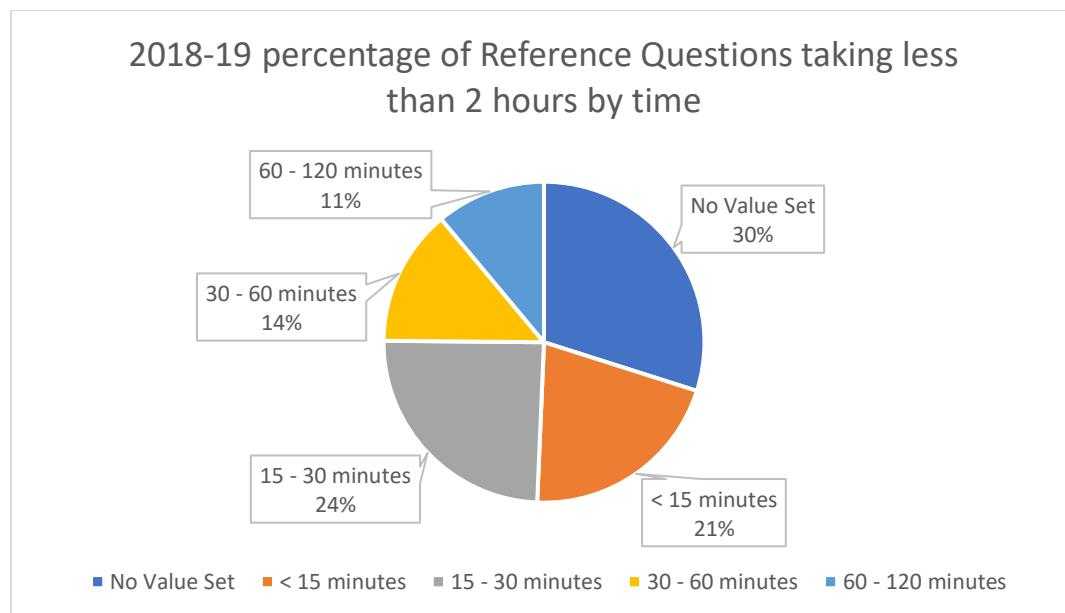


Chart 5: Brief Reference and Research Inquiries – FY 2018-2019 Sample



The total number of Brief Reference and Research Inquiries for FY 2018-19 was 515.

Charts 4 and 5 show the relative impact each interaction has on the law library; some inquiries are brief, some are more detailed and require more time and effort for law librarians. As the law library continues to see upward utilization trends, the burden on librarians exponentially increases as a result; with more inquiries comes increased time and effort relative to the type of inquiry. And all types of detailed inquiries have nearly doubled since five years ago, as demonstrated in Chart 4.