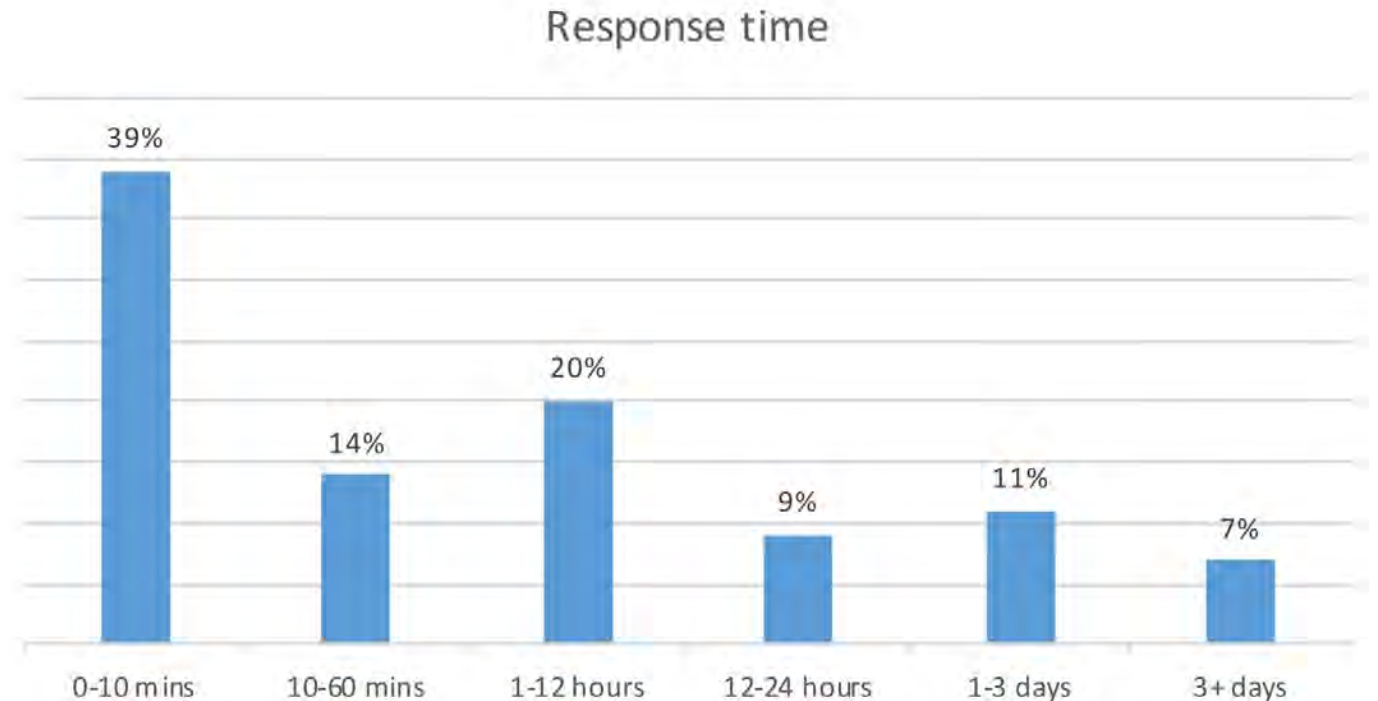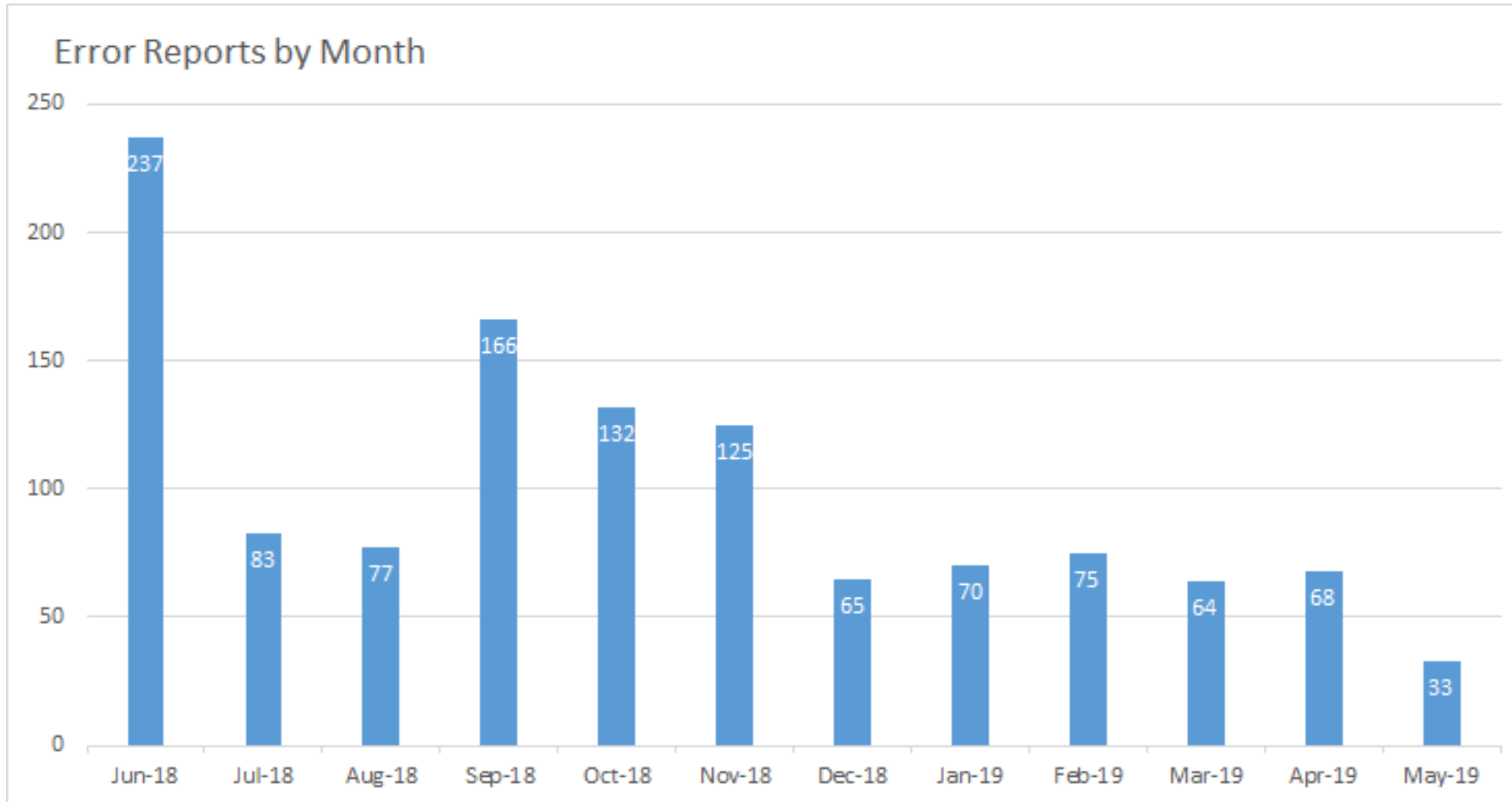# Ex Libris: Data and Insights from the First Year
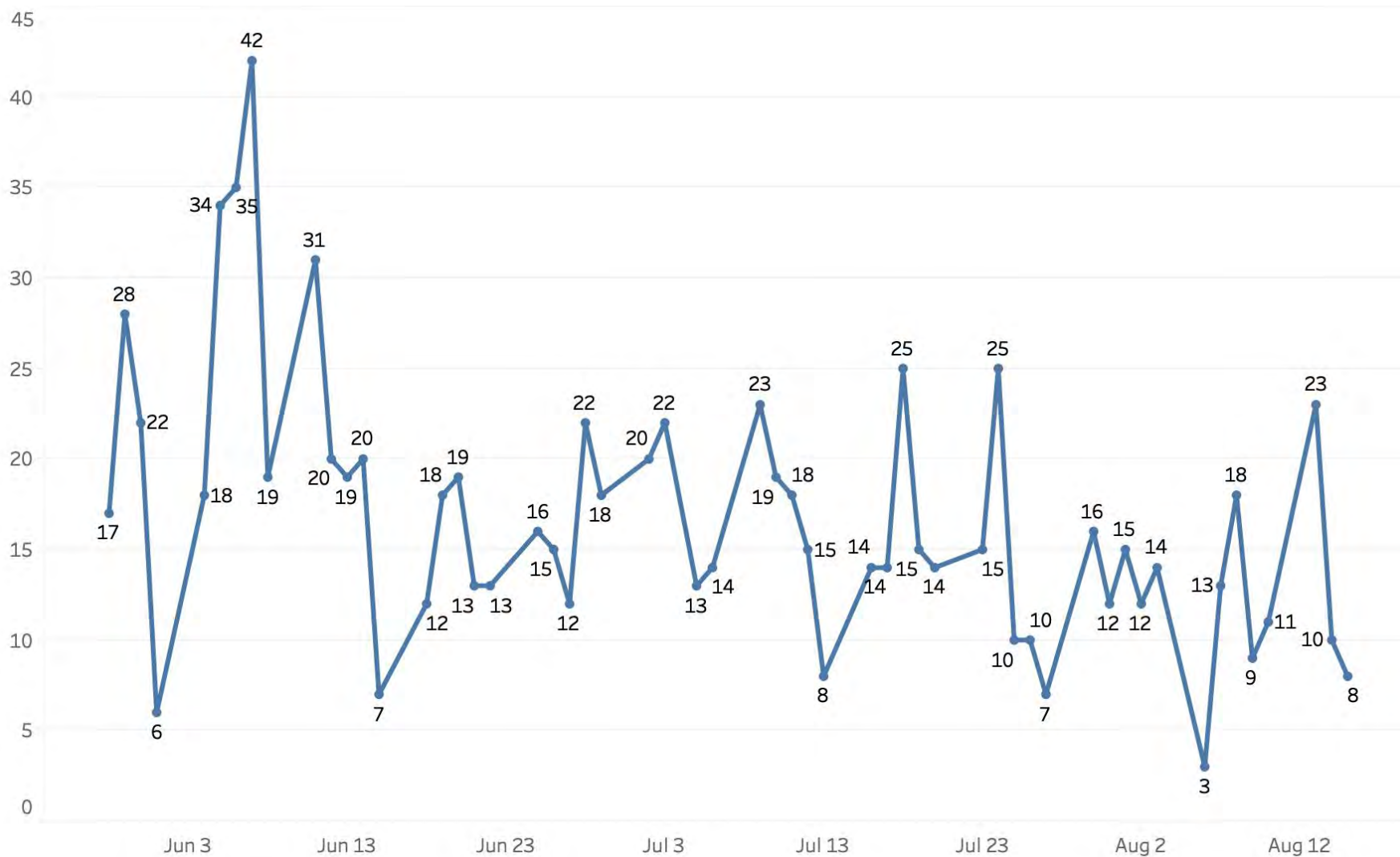
Support Stats

The Ex Libris Implementation Team managed internal and external error reports during the transition to QuickSearch:

- A total of 1,215 reports have been submitted
- Most reports are resolved in under an hour

Response time

0-10 mins	10-60 mins	1-12 hours	12-24 hours	1-3 days	3+ days
39%	14%	20%	9%	11%	7%

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Error Reports by Month

This chart shows the number of error reports received through QuickSearch since launch. Error reports were high in the first month and spiked slightly in the beginning of fall semester but are trending down.

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Chat also showed a spike during the implementation as reference librarians helped users troubleshoot issues and learn the new system. This chart shows chat transcripts by day during Summer 2018.

QuickSearch Usage

1.2 million Sessions

2.9 million Searches
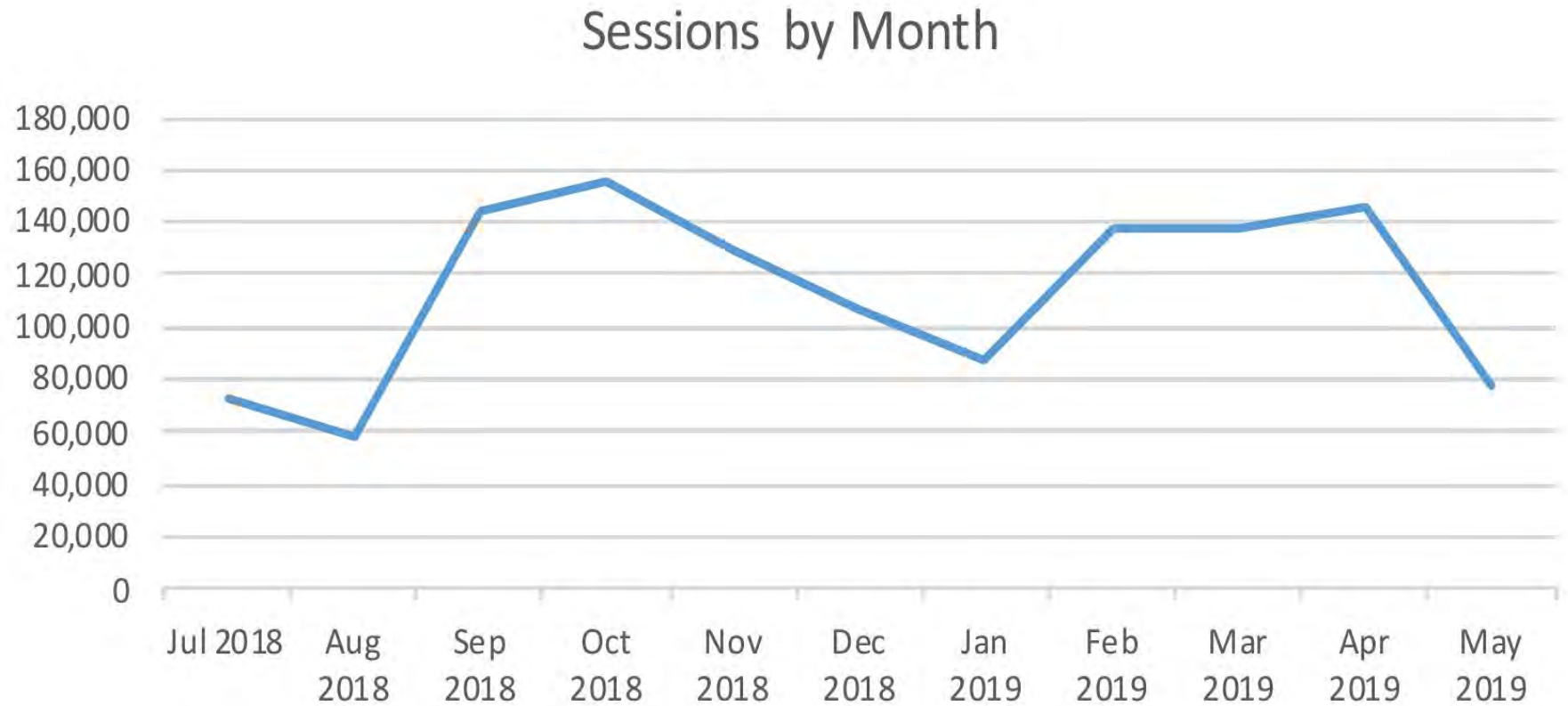
1.9 million Record views

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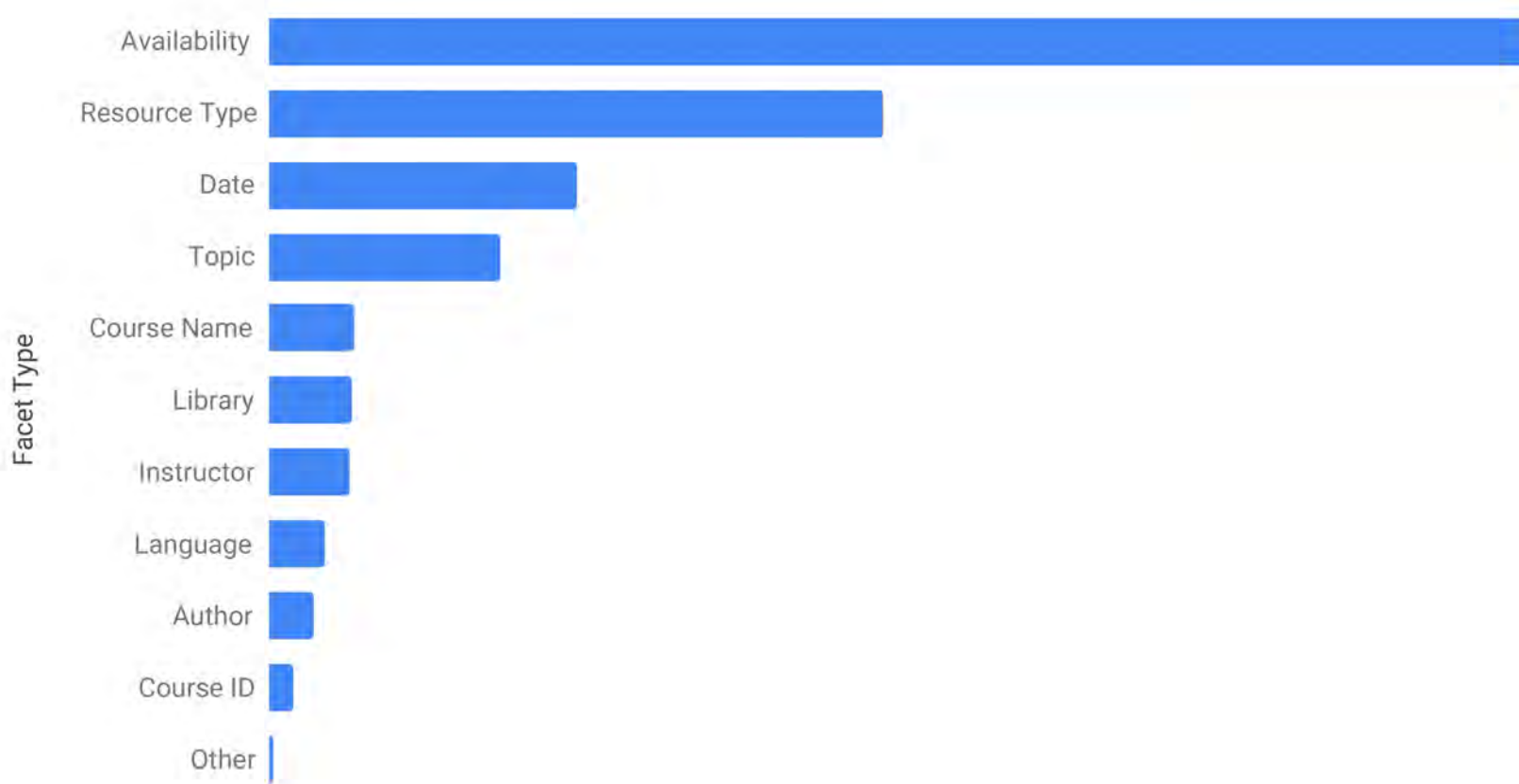| Month	Searches
Jul 2018	149,489
Aug 2018	125,205
Sep 2018	304,970
Oct 2018	383,400
Nov 2018	312,605
Dec 2018	258,539
Jan 2019	205,460
Feb 2019	308,481
Mar 2019	326,195
Apr 2019	347,295
May 2019	180,837
Total	**2,902,476**

Searches by Month

Over 2 million searches have been conducted in QuickSearch this year. The monthly trend shows users searching for materials during the fall and spring semesters.

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Month	Sessions
Jul 2018	72,321
Aug 2018	59,006
Sep 2018	143,734
Oct 2018	155,885
Nov 2018	130,223
Dec 2018	106,431
Jan 2019	87,037
Feb 2019	138,443
Mar 2019	137,377
Apr 2019	146,569
May 2019	78,161
Total	**1,255,187**

Sessions by Month

This chart shows unique sessions in QuickSearch. Like searches, it reflects activity in the fall and spring semesters.

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Facets Used in Search

45% of users that activated facets in their searches used the availability facet. 22% used the resource type facet. 11% limited by date and 8% limited by topic.
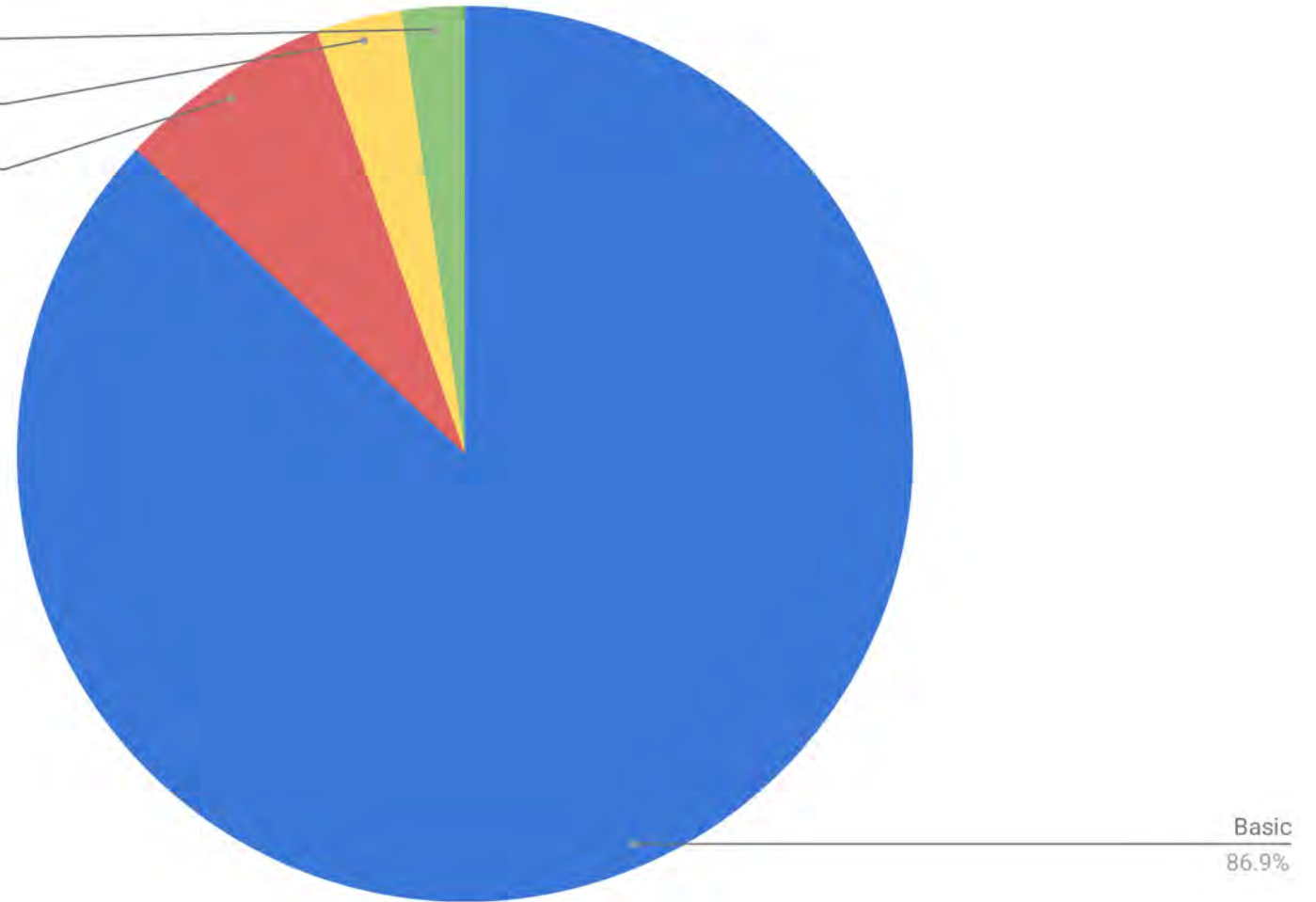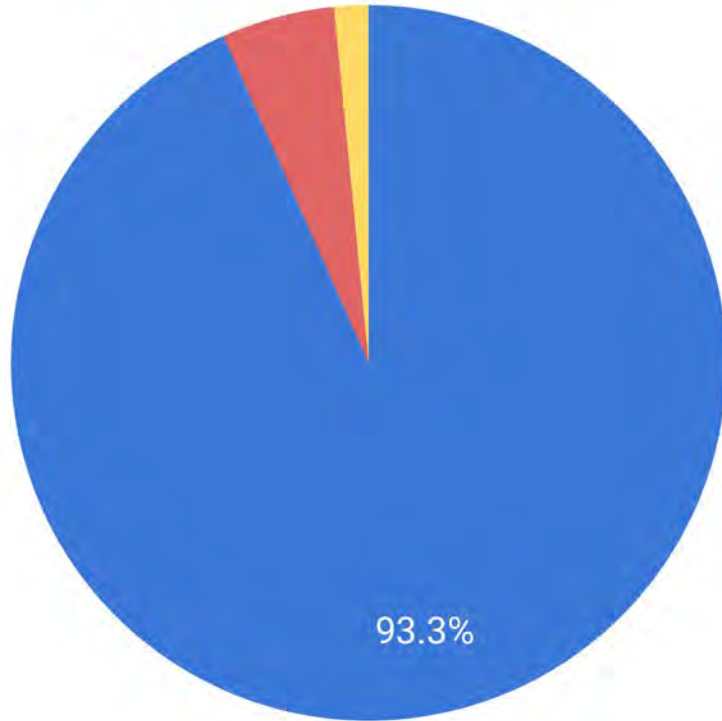
Searches by Type

Search Type	Actions
Basic	2,520,573
Advanced	225,217
Journals	89,590
Browse	66,164
Total	**2,901,544**

Browse
2.3%
Journals
3.1%
Advanced
7.8%

Basic
86.9%

Almost all users access materials using the basic search in QuickSearch. 7.8% of users search using the advanced search option.

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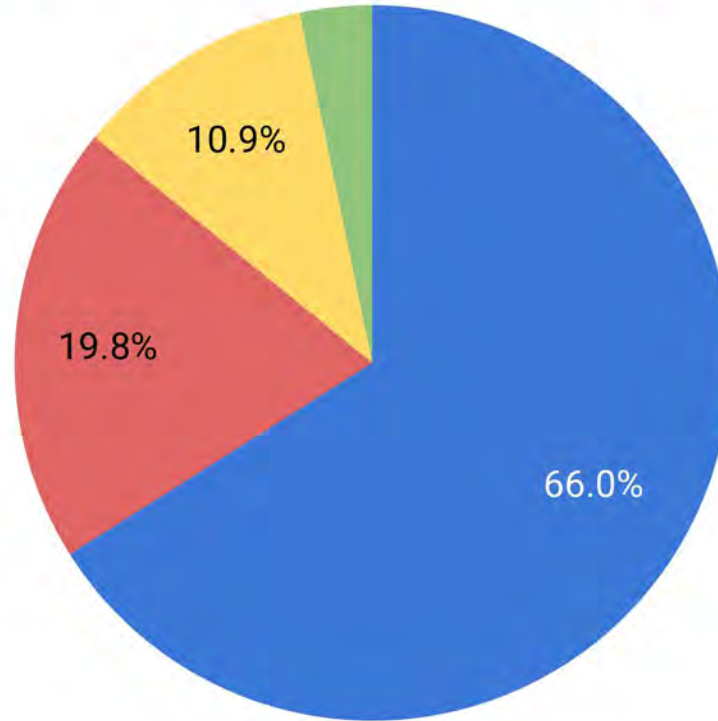University Libraries

Device

- Laptop/PC
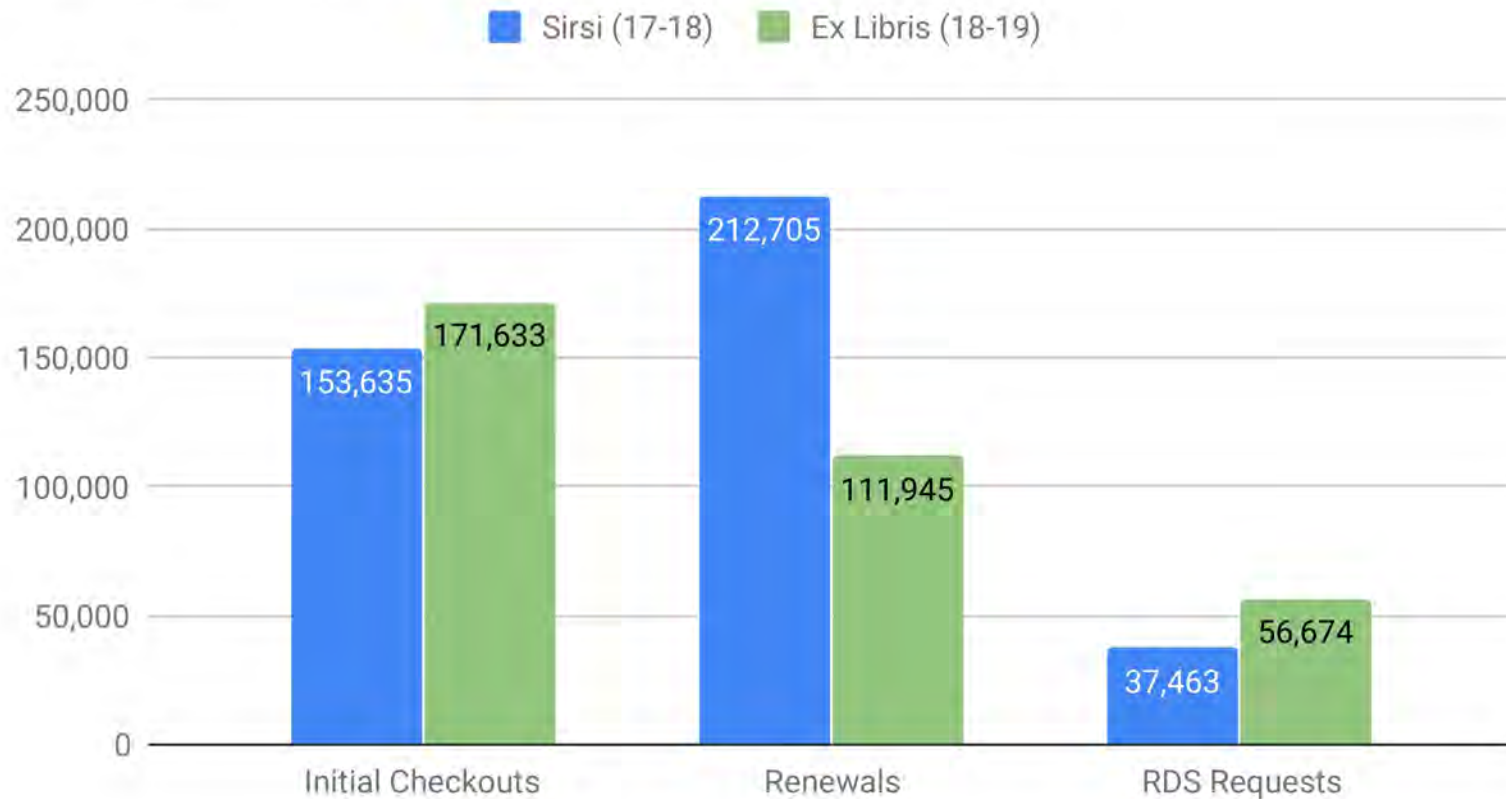- iOS
- Android

93.3%

Browser

- Chrome
- Safari
- Firefox
- IE

66.0%

19.8%

10.9%

These charts show how users are accessing QuickSearch. Most users are accessing via PC or laptop. Only around 7% of users access via mobile.

Most users access QuickSearch using the Chrome browser, though significant numbers also use Safari and Firefox.

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This year we had slight growth in initial checkouts and RDS of physical materials. Renewals decreased, likely because of extended loan periods for undergraduates.

Course Reserves Highlights

1,130 Courses created in Alma

900 Reading lists created in Alma

6,767 Citations created in Alma

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Resource Sharing Highlights

40,336 ___

38,795 ___

8,464 ___

Resource Sharing Highlights

Document delivery requests are down 40%. Copyright Clearance and Reprints Desk costs are also down significantly. We are on track to spend less than half of the FY2018 expenditure on copyright clearance costs.

This suggests users are finding more resources that meet their needs in our collections.
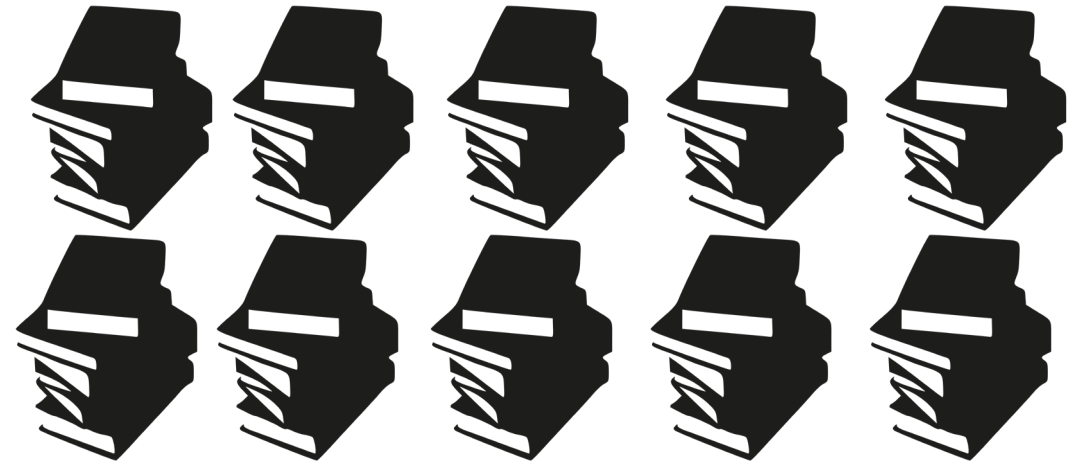
Copyright Clearance Costs (Reprints Desk + CCC)

$250,000	
$200,000	$201,090.00 (17-18)
$150,000	
$100,000	
$50,000	$80,014.00 (18-19)
$-	

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Data Clean Up Highlights: P2E

June 2018

900k records

June 2019

8k records

99% complete

Migration to Alma required significant cleanup of our electronic resource holdings. At launch, there were approximately 900k records requiring cleanup. Today, there are only 8k records.

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Resource Management Highlights

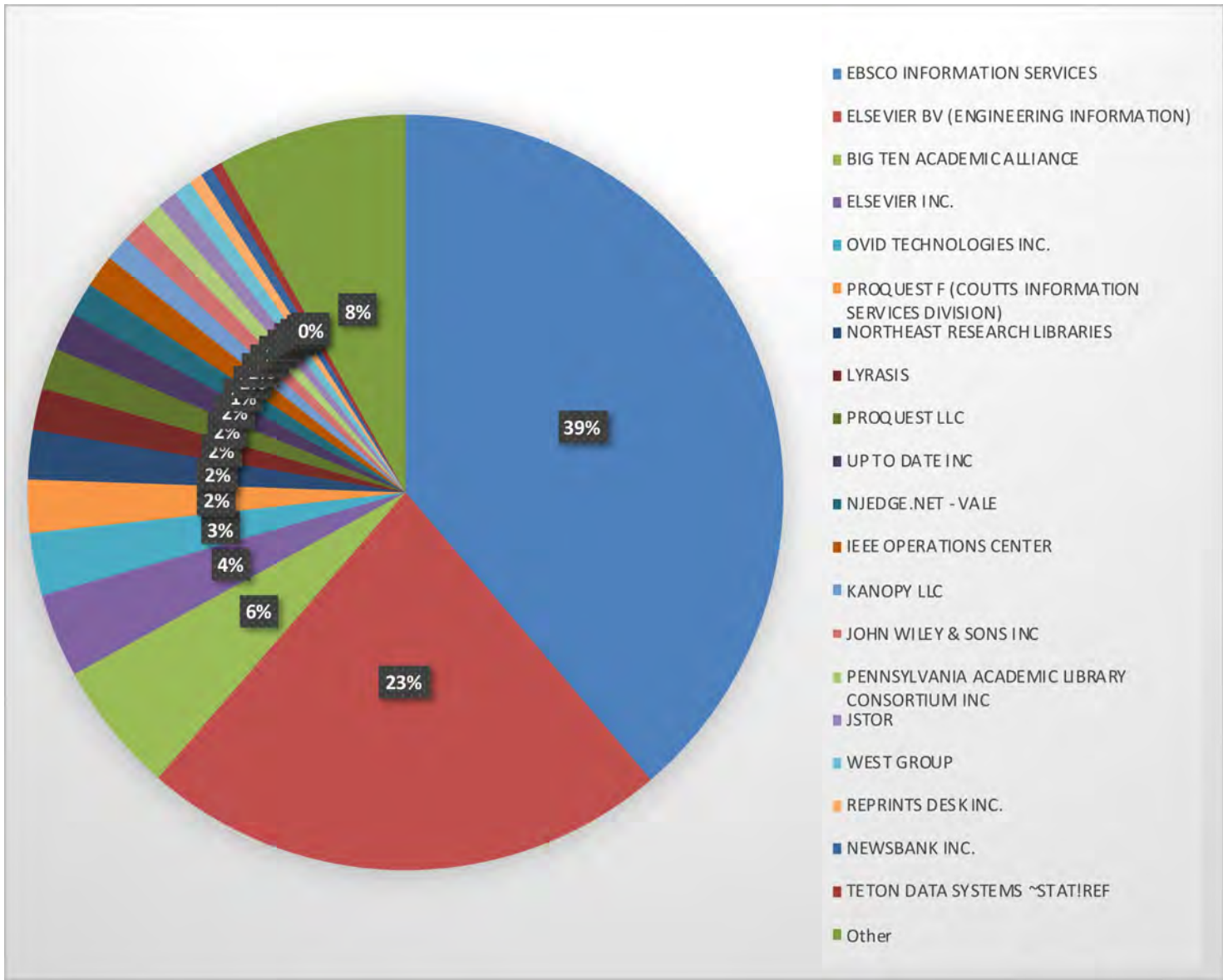Post-implementation focus on quality assurance/data integrity projects:

27,651 Empty/unassigned holdings removed.

16,074 Incorrectly migrated serials holdings corrected.

200+ Community Zone records enhanced as part of P2E clean up in collaboration with E-Resources.

Introduced a cataloging queue to track queries, requests; 770 tickets have been submitted since August 2018.

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Top 20 Vendors
92% of FY19 Expenditures

Legend:
- EBSCO INFORMATION SERVICES — 39%
- ELSEVIER BV (ENGINEERING INFORMATION) — 23%
- BIG TEN ACADEMIC ALLIANCE — 6%
- ELSEVIER INC. — 4%
- OVID TECHNOLOGIES INC. — 3%
- PROQUEST F (COUTTS INFORMATION SERVICES DIVISION) — 2%
- NORTHEAST RESEARCH LIBRARIES — 2%
- LYRASIS — 2%
- PROQUEST LLC — 2%
- UP TO DATE INC — 2%
- NJEDGE.NET - VALE — 1%
- IEEE OPERATIONS CENTER
- KANOPY LLC
- JOHN WILEY & SONS INC
- PENNSYLVANIA ACADEMIC LIBRARY CONSORTIUM INC
- JSTOR
- WEST GROUP
- REPRINTS DESK INC.
- NEWSBANK INC.
- TETON DATA SYSTEMS ~STAT!REF
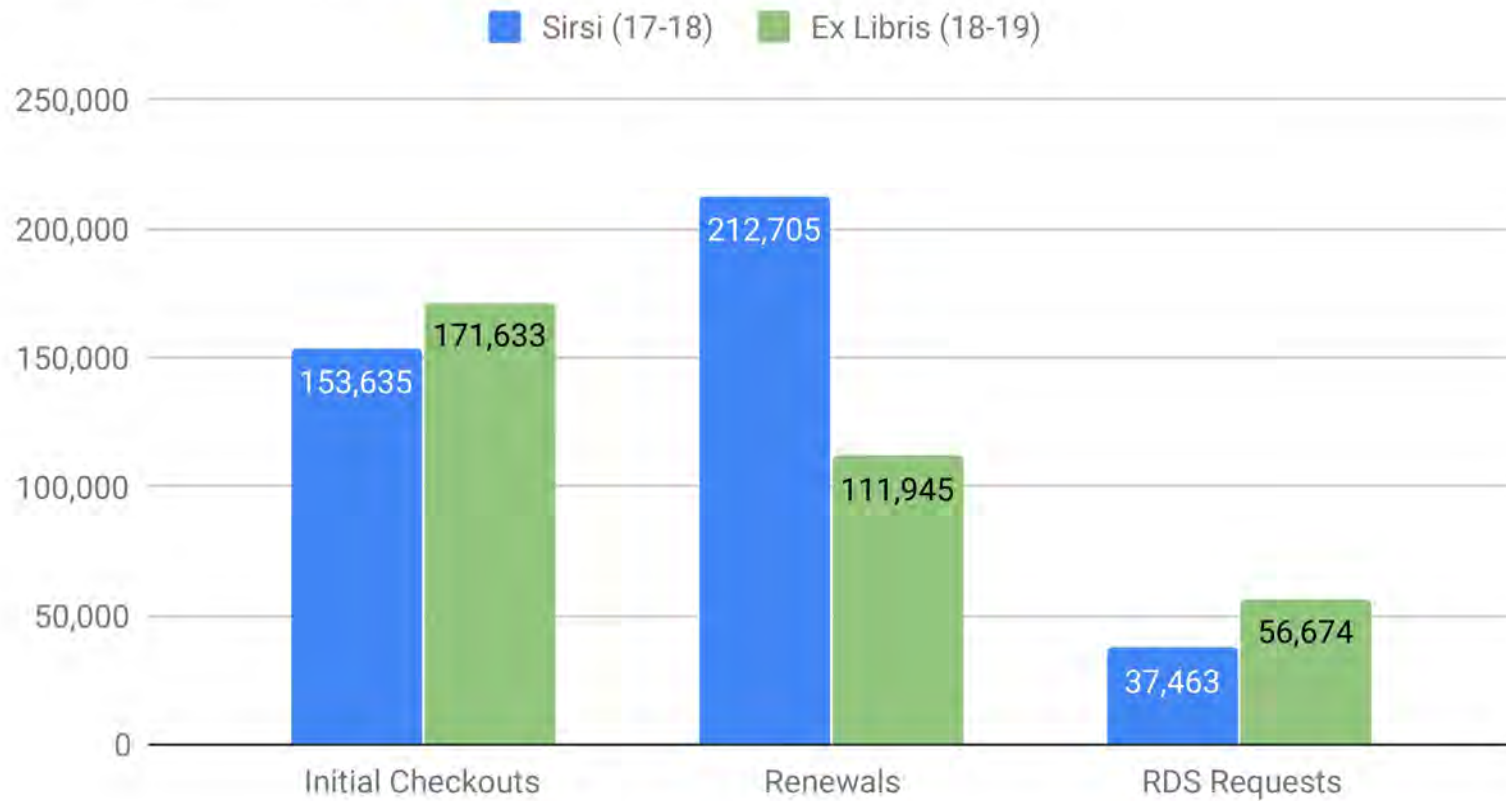- Other — 8%

What's Next?

The Ex Libris Implementation Team is currently working on several projects:

- A course reserves pilot with the School of Social Work using Ex Libris Leganto. This project will soft launch on every campus in Fall 2019 and will be open for all courses in Spring 2020.

- The team is assisting the Law Libraries in Camden and Newark in their transition to Alma and Primo scheduled for January 2020.

- The implementation team will be conducting another round of visits to all campuses to talk to library staff and faculty.

- The team is currently engaged in a review of the fund structures.

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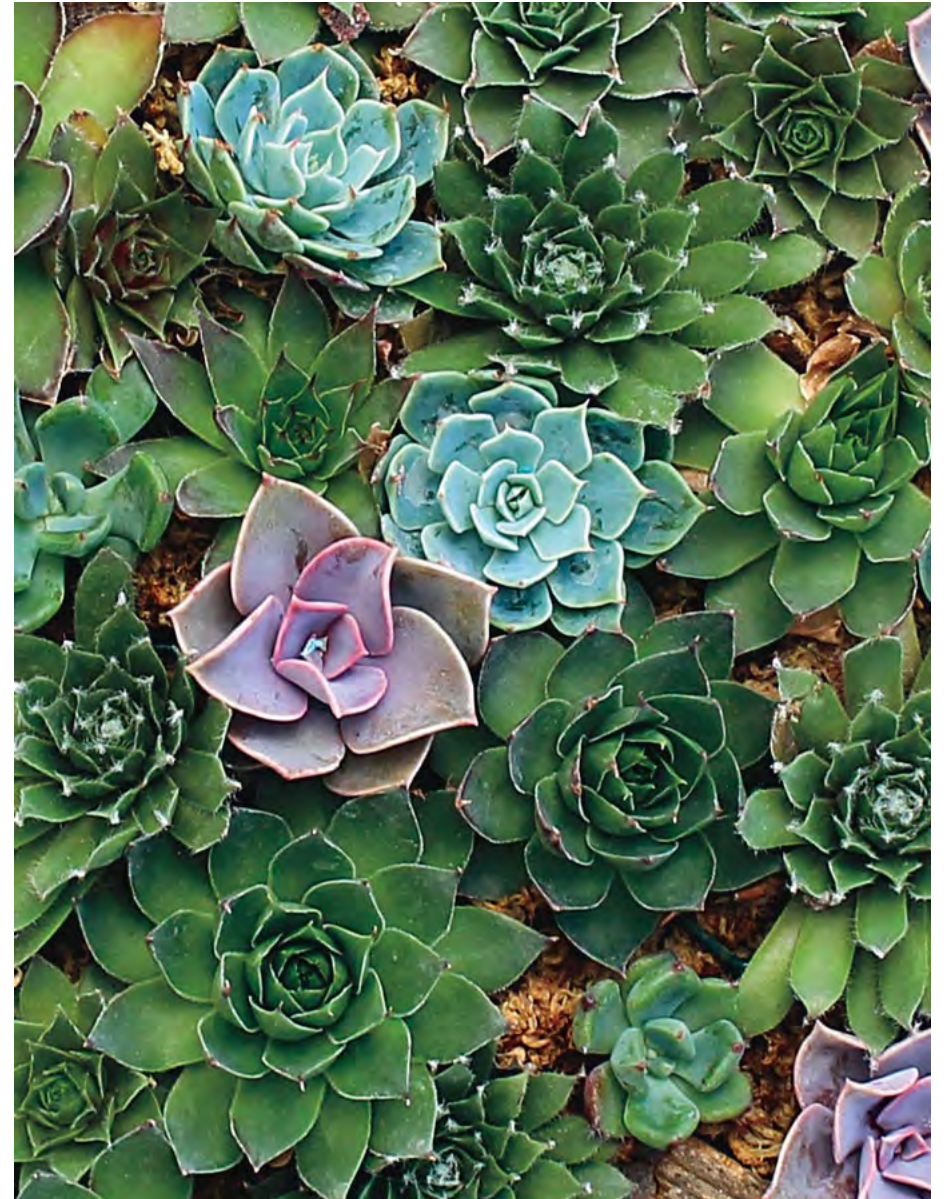
Templates

This is the place to put your explanation

Informational Slide No Pic

The Ex Libris Implementation Team is currently working on several projects:

- Info
- Info
- Info
- Info
- Info

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Informational Slide

Something about this:

- Info

- Info

- Info

- Info

2,233,495

Here's your big 'ol number slide