

Hunter Library
2021-2022 Annual Report to the Provost
Supplemental Report: Operational Statistics

Research & Instruction Services Departmental Statistics

Number of library items used:

- **11,729** physical items were checked out: 9,217 books, 1,306 media, and 1,206 reserves and equipment. 580 items owned by WCU Library were checked out by ASU and UNCA patrons. 539 items owned by ASU and UNCA were checked out by WCU patrons.
- Interlibrary loan services borrowed or otherwise located **4,121** items to fulfill information needs at WCU.
- Interlibrary loan services loaned **2,532** print and digital items to patrons of other libraries.

Statistics on other services:

- The library entrances were used 122,682 times, but one gate malfunctioned during a busy seven-week period. We estimate an additional 3,000 entries in that period, for a probable total of 125,682.
- Librarians created or substantially revised **40** web-based learning materials (i.e. videos, research guides, exercises) for the students.
- Subject specialists provided answers to **3,304** research consultations and inquiries in person, email, phone, video, and through chat services.
- Questions to **1,031** online chats inquiries were answered. Chat is available 24 hours each day.
- Librarians conducted a total of **226** in person and online classes serving **4,431** students.

Content Organization & Management Departmental Statistics

- We purchased **2,947** print books.
- We purchased **847** new e-books.
- We purchased streaming media license for **202** titles through Kanopy and Swank
- We had a total of **14,358** streaming media plays.
- We had a total of **139,878** ebook usages
- We added **157** maps, scores, kits, games, and media.

- Due to the migration of our digital collections to a new platform, we froze adding any additional items to the digital collection. Currently, the new platform is hosting **53,325** items and we have a number of collections we plan to add to it this coming year.
- **11** new collections were added to Special Collections
- Special Collections completed **407** research consultations, over **70%** came from patrons external to WCU.