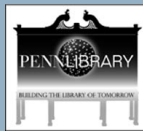


2003|2004

PENNLIBRARY facts

# PENNLIBRARY facts



University of Pennsylvania Library  
Office of the Vice Provost and Director of Libraries  
Room 237, Van Pelt-Dietrich Library Center, 3420 Walnut Street  
Philadelphia, PA 19104-6206  
215-898-7091

The data in this publication describe the development and use of Penn Library resources from July 1, 2003 through June 30, 2004.



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15.	Principal Officers and Advisory Bodies

Access this publication online through the **Penn Library Data Farm** at <http://metrics.library.upenn.edu>. For information about Library measurement, contact Joe Zucca, Office of Administrative Services, 215-573-4643/[zucca@pobox.upenn.edu](mailto:zucca@pobox.upenn.edu)



Note on time series data: The multi-year averages included in the *Penn Library Facts* are based on available source data, which may vary from service to service.

### Use of Print and Other Physical Formats

	FY04	Change from '03	5-Year Change Aver.
Volumes circulated	381,064	2.6%	3.8%
Course reserve items circulated	70,805	1.2%	-1.4%
Items supplied from High Density Storage	11,283	12.7%	23.0%
Videos circulated	32,754	52.1%	91.1%
Sound recordings circulated†	15,551	38.1%	8.2%
Laptop computers circulated	22,673	40.5%	72.6%

### Circulation of Print and Other Physical Formats by Borrower Status\*

	FY04	Change from '03	5-Year Change Aver.
Graduate students	148,322	3.7%	2.1%
Undergraduates	137,510	-1.0%	1.4%
Faculty	41,792	3.0%	7.8%
University staff	37,343	16.5%	11.7%
Student carrels	13,377	9.9%	1.6%
Medical Center staff and affiliates	3,893	12.7%	0.6%

\*Counts do not include Biddle Law Library

### Other Access Services

	FY04	Change from '03	3-Year Change per year
Photocopiers, pages copied	3,301,576	-18.7%	-14.2%
Printers, pages printed	1,577,164	29.6%	56.0%
Total pages reproduced	4,878,740	-7.5%	-2.5%

### Interlibrary Loan/Document Delivery

	INTERLIBRARY LOAN			DIRECT BORROWING/LENDING‡		
	FY04	Change from '03	4-Yr. Change Aver.	FY04	Change from '03	4-Yr. Change Aver.
Titles borrowed	7,634			27,742		
Photocopies received	28,798			na		
Total items borrowed	36,432	10.6%	7.3%	27,742	26.9%	99%
Volumes lent	7,666			17,202		
Photocopies sent	12,751			na		
Total items lent	20,417	-17.6%	-2.8%	17,202	93.0%	85%

Average time to borrow a book for a Penn borrower from request to receipt:

9 days Interlibrary Loan

4 days Direct Borrowing

† The policy governing circulation of audio materials was liberalized in 2004. ‡Category is comprised of services that allow users to bypass interlibrary loan and request books directly from selected schools in the Ivies and state-wide in Pennsylvania.

	Circulation <sup>†</sup>	Volumes Held	Staff <sup>‡</sup>
Annenberg	1,316	8,646	2.0
Biddle	26,561	573,514	39.0
Biomedical <sup>^</sup>	18,969	196,474	43.3
Center for Advanced Judaic Studies (CAJS)	3,840	204,458	3.9
Chemistry	3,914	37,395	5.4
Dental	6,940	59,447	6.4
Engineering	7,517	46,269	9.0
Fine Arts	37,734	156,870	16.1
Lippincott	406	185,787	22.8
Math/Physics/Astronomy	6,552	49,237	5.4
Museum	10,729	131,805	6.7
Music	17,553	113,885	7.5
Rare Books and Manuscripts	na	243,153	15.4
Van Pelt	306,176	2,454,237	101.0
Veterinary <sup>^</sup>	3,662	37,846	6.6
High Density Storage	na	878,449	9.5
Tech. Servs., Systems, Collection Mgt. & Admin.	na	na	101.0
<b>Total</b>	<b>451,869</b>	<b>5,377,472</b>	<b>401.0</b>

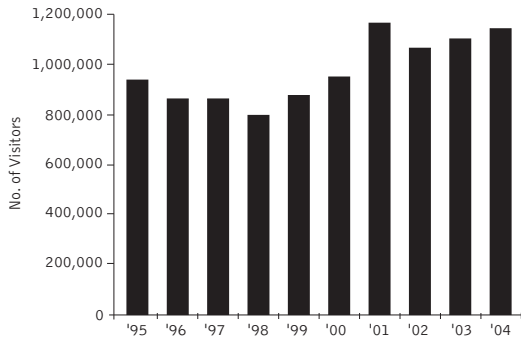
<sup>†</sup> Includes general and reserve circulation; excludes laptops and other equipment. <sup>‡</sup> Full-time equivalent professional, support and student staff. <sup>^</sup>Biomedical includes PA Hospital; Veterinary includes New Bolton Center.

### Assignable Space, Computers, Seating, and Visitor Count

	Net Sq. Ft.	Computers*	Seating	Visitors
Annenberg	6,428	9	90	na
Biddle <sup>^</sup>	36,362	68	310	na
Biomedical <sup>^</sup>	33,726	70	469	246,975
CAJS	11,391	3	26	426
Chemistry	6,332	13	75	55,305
Dental	5,724	9	102	78,665
Engineering <sup>^</sup>	6,322	17	98	68,964
Fine Arts <sup>^</sup>	19,934	28	347	149,424
Lippincott	33,000	42	387	na <sup>°</sup>
Math/Physics/Astr.	5,164	5	69	35,310
Museum <sup>^</sup>	11,671	12	154	34,600
Music <sup>^</sup>	6,369	6	69	na <sup>°</sup>
Rare Books & Mss. <sup>^</sup>	16,033	2	28	na <sup>°</sup>
Van Pelt <sup>^</sup>	221,069	211	2,016	1,138,772
Veterinary	4,318	5	115	58,903
High Density Storage	43,400	1	24	na
<b>Total</b>	<b>467,243</b>	<b>501</b>	<b>4,379</b>	<b>1,867,344</b>

\* The Van Pelt-Dietrich building has 207 tabletop ports for laptop access to the campus network. <sup>^</sup> Provides wireless access. <sup>°</sup> Visit counts for these Libraries are included with Van Pelt.

### 3 Van Pelt-Dietrich Library Visitor Counts Since Renovations Began



#### Reference and Information Transactions

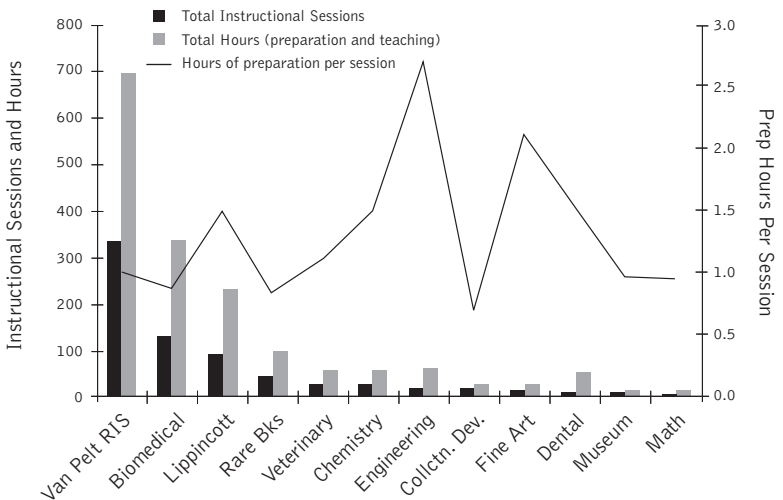
Based on sampling	FY04	Change from '03	5-Yr. Change Aver.
Reference queries	220,367	<1%	-4.9%
Directional & equipment help queries	142,079	<1%	-9.5%
<b>Total</b>	<b>362,446</b>		

#### Library Instruction and Research Consultation

	Sessions		Participants	
	FY04	Change from '03	5-Yr. Change Aver.	
Course & discipline related	743	2.6%	3.0%	
Library orientation	147	21.1%	36.37%	
<b>Total Instructional</b>	<b>890</b>	<b>7.2%</b>	<b>8.6%</b>	
Individual research consultations		9,173	11.9%	na
	SESSION HOURS	PREPARATION HOURS	TOTAL HOURS	HRS. PREP PER SESSION
Instructional Sessions†	882	796	1,678	1.1
Consultative Sessions†	1,410	1,095	2,505	.4

† These data do not include Biddle Law

#### Library Instruction: Time Analysis 2004





At present, no single metric can adequately represent the scale or the intensity of Digital Library use. Nor can existing metrics ensure the consistency of today's benchmarks with future data. For this reason, Penn is engaging with other libraries and collaborating with electronic information providers to develop measurement standards and methods that will result in a uniform and stable set of e-metrics for general use by libraries. Until our metrics improve, a quantitative picture of electronic information use must employ a variety of measures derived from Library Web servers, campus network systems, and vendor-supplied data.

## Survey of Key Digital Library Resources in 2004

Number of Electronic Reference Sources†	676
Number of E-journals*	9,552
Number of Locally Digitized and Published Images	239,537
Documents uploaded to Blackboard for Course E-reserve	12,194
Bibliographic Records in the Online Catalog	3,112,175
Book and Serial Records Converted from Catalog Cards	10,893
Links to Research-Oriented Web Sites	3,870
Library-created Online Research Guides (title count)	440

† e.g., citation indexes, encyclopedias, full text article collections and data sources. \*Includes purchased and non-purchased e-journals.

## Use of Electronic Services, Overview

	FY04	FY03
Online Catalog (logins)	500,000†	507,600
Penn-Created Image Collections (views)	268,779	306,200*
Library FAQ Service: (queries)	93,248	na
Reference Sources & E-journals (logins)	2,827,081	2,325,257*

## Use of Electronic Reference Sources & E-journals 2004

	RESOURCES LICENSED FOR PENN	PUBLICALLY ACCESSIBLE (INCL. LIBRARY-CREATED)	TOTAL
On-Campus Logins	1,210,758	126,159	1,336,917
Off-Campus Logins	1,208,314	281,874	1,490,188
Total	2,419,072	408,009	2,827,081

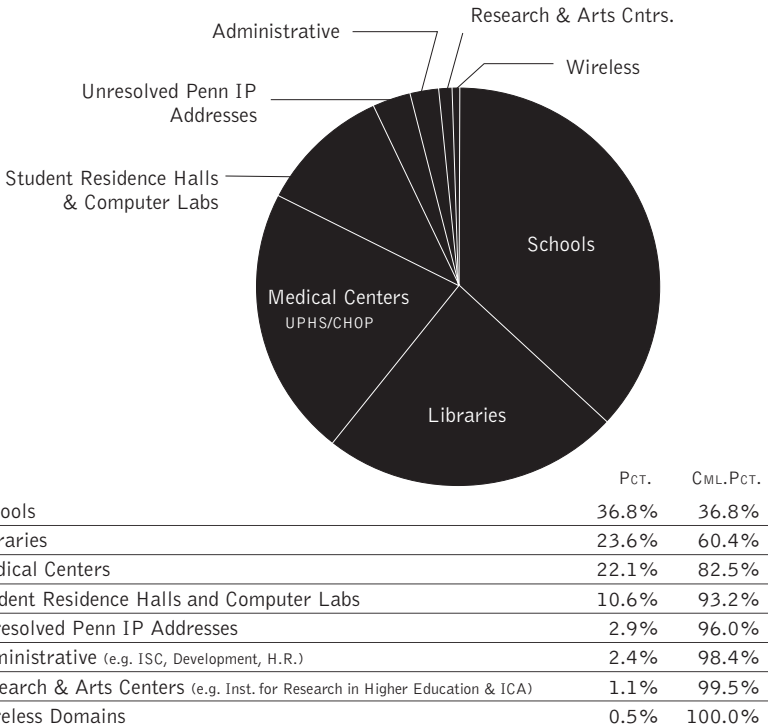
† The 2004 count is estimated. \*Revised counts

5 NB: Login counts are recorded in a database whenever users chose links to electronic reference sources or e-journals on the Library web site. The activity generated by commercial indexers, such as Google, are filtered out of the data stream to the greatest possible extent. IP addresses are mapped to schools and centers, and deleted from Library records before analysis occurs. Logins that occur through the use of bookmarks are not recorded; as a result, the data represented here are conservative gauges of use. The Library's counts have a high positive correlation with specific vendor statistics.

Use of Electronic Reference Sources & E-journals, On- and Off-Campus Domains

Total	LICENSED 2,419,072	PUBLIC 408,009	TOTAL 2,827,081	
	LOGIN COUNT	PCT.	CML.PCT.	
E-journals (licensed sources)	1,142,117	40.4%	40.4%	
Databases (licensed)	1,088,828	38.5%	78.9%	
Public Web (non-government)	272,693	9.6%	88.6%	
E-books (licensed)	111,790	4.0%	92.5%	
Library-created Online Research Guides	106,904	3.8%	96.3%	
Geographic and Government Info. and Data	52,123	1.8%	98.1%	
public web	28,412	1.0%		
licensed sources	23,711	0.8%		
Other resources	50,389	1.8%	99.9%	
Image Databases (licensed)	2,237	0.1%	100.0%	
Total Logins (licensed and public sources)	2,827,081	100.0%		

On-Campus Logins by Subdomain (Licensed Resources)



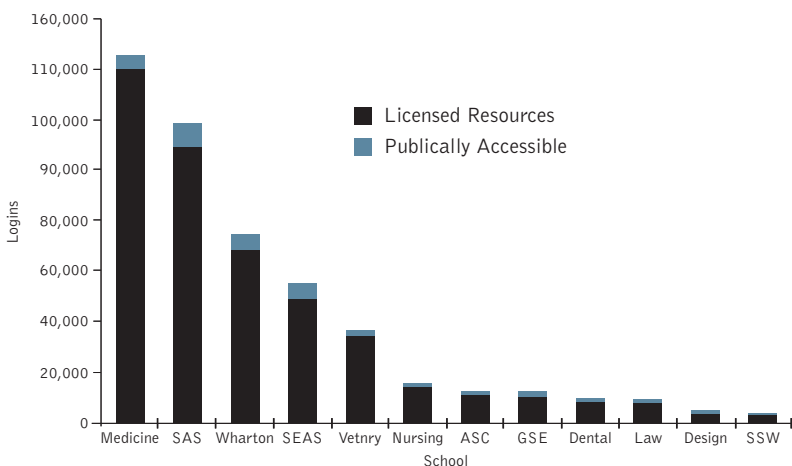


## Login by Library Subnet (Licensed Resources)<sup>†</sup>

		Pct.	CML.Pct.
Van Pelt (public areas)	174,584	55.2%	55.2%
Biomedical (public areas)	41,577	13.2%	68.4%
Staff (Van Pelt-Dietrich and Biomedical)	41,356	13.1%	81.5%
Electronic Classroom	14,535	4.6%	86.1%
Fine Arts	13,671	4.3%	90.4%
Lippincott	10,293	3.3%	93.6%
Veterinary	5,708	1.8%	95.4%
Dental	4,304	1.4%	96.8%
Museum	3,598	1.1%	97.9%
Chemistry	1,950	0.6%	98.6%
Math	1,901	0.6%	99.2%
Goldstein Undergraduate Study Center	1,502	0.5%	99.6%
Rare Book and Manuscript Library	954	0.3%	99.9%
High Density Storage	209	0.1%	100.0%
<b>Total Libraries</b>	<b>316,140</b>	<b>100.0%</b>	

<sup>†</sup>Counts are not available for the Engineering Library.

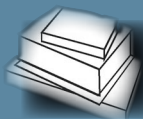
## Login by School Domains



## Use of the Blackboard Courseware Service

Total log-ins to Blackboard sites	1,562,123	22.7%, 1-yr. change		
Number of course documents viewed	1,522,634			
Course sites by school:	'04	'03	'02	1-yr. change
Total	1,839	1,362	1,123	35.0%
Arts & Sciences	1,447*	1,077	858	
Engineering & Applied Science	148	134	124	
Nursing	98	51	38	
Education	81	48	50	
Design	46	40	43	
Dental	8	0	0	
Social Work	6	2	0	
Annenberg	3	2	1	
Medicine	2	8	9	

\* Includes Biomedical Graduate Studies

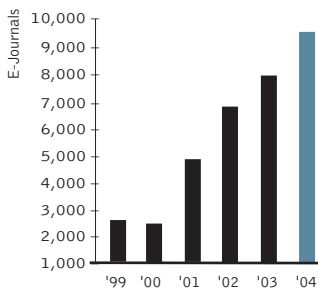
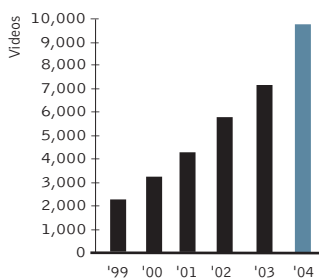
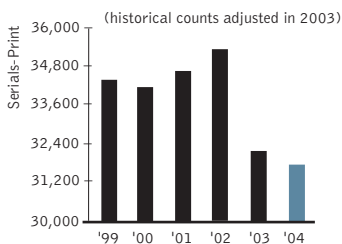
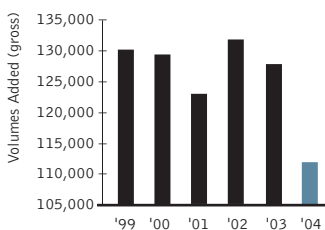


## Information Resources

Total book & serial volumes in library	5,377,472
Total serials received†	39,426
Number of volumes processed (gross adds)	112,214
Number of volumes added (net)	103,585
Number of serials added (gross)	248
Number of electronic reference sources added	41
Total number of videos	9,731
Total number of computer files (including CD-ROM)	9,196
Total microform holdings (piece count)	4,016,699

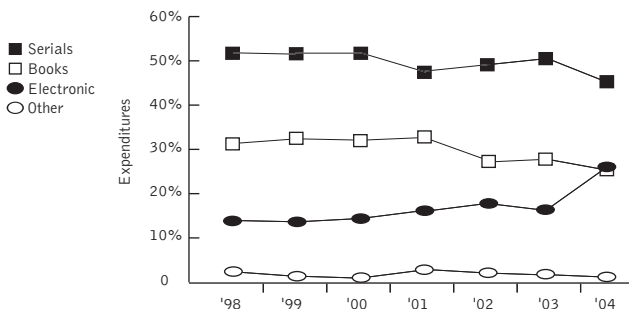
† Includes print serials & e-journals acquired in aggregations, e.g. JSTOR

## Growth of Collection Resources

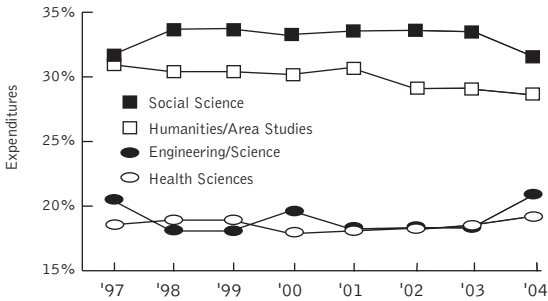


## Information Expenditure by Category

Serials (for print and e-journals that come bundled with print)	44.82%
Books	25.70%
Electronic Information	26.27%
Other (e.g. scores, slides, audio-visual)	3.21%

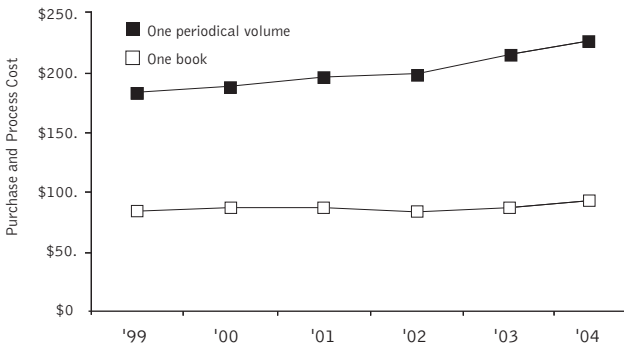


Social Sciences, including Law & Business	31.04%
Humanities and Area Studies	28.57%
Engineering and Science	20.59%
Health Sciences	19.80%



Processing Costs

Average cost to purchase & process one book	\$91.02
Average cost to purchase & process one periodical volume	\$235.99



National Ranks

Penn's Ranks in the Association of Research Libraries, FY98-03

113 libraries	fy98	fy99	fy00	fy01	fy02	fy03
Volumes in Library	22	22	23	22	22	21
Volumes Added (gross)	18	19	19	20	19	23
Current Serials	29	28	29	25	26	31
Total Expenditures†	12	13	14	14	19	19
Total Prof'l & Support Staff	28	27	27	28	29	26
Overall Rank	20	19	20	21	20	21

Source: Association of Research Libraries † Library expenditures in this time frame include externally-raised funds used for Van Pelt-Dietrich renovation projects



In the spring of 2004, the Penn Library conducted a large-scale survey to assess the quality and impact of library services. The survey asked respondents twenty-five questions relating to services at their primary Library. They were also asked to rate library service overall in terms of its quality and the degree of positive impact it has on their academic work. The survey was offered to a random, stratified sample of students from Penn's twelve schools, and the full standing faculty.

Respondents: Total =3,294

	Faculty	Grad./Prof'l.	Ugrad.
Respondents	634	1,506	1,154
Pct. of total respondents	19.2%	45.7%	35.0%
University total	2,440	11,216	10,222
Respondents as pct. of total	26%	13.4%	11.3%
Schools represented	12 of 12	12 of 12	4 of 4

Mean Overall Scores [scale 1-7, 7 highest]

	All	Faculty	Grad./Prof'l.	Ugrad.
Positive Impact of Service	5.5	5.9	5.5	5.5
Service Quality	5.7	5.9	5.6	5.7

Service Categories: Mean Scores [scale 1-7, 7 highest]

The survey explored user perceptions of Library quality in five dimensions of service. This table represents the mean scores for twenty-five questions grouped by service dimension:

I. Responsiveness (e.g. providing prompt service)	5.6
II. Assurance (e.g. staff knowledge and understanding of user needs)	5.8
III. Information Access (e.g. quality of print & e-resources)	5.6
IV. Impact (e.g., Library aids academic or professional achievement)	5.4
V. Tangibles (e.g. equipment and facilities)	4.8

Service Categories Ranked by Respondents

How do students and faculty rank major aspects of Library service in terms of their importance to academic work?

	Information Resources	Staff Expertise and Help	Technology (e.g. Web tools and courseware)	Research Skills Training	Library as Place
All [n=3,394]	1	2	3	4	5
Faculty [634]	1	3	2	4	5
Grad/Prof'l [1,506]	1	2	3	4	5
Undergrad [1,154]	1	2	4	5	3

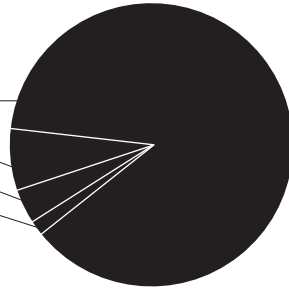


### Library Income †

Total Income: \$38,745,800

Sources of funds:

- 87.42% Schools & Centers
- 7.10% Endowment
- 3.83% Gifts & Grants
- 1.65% Self-generated



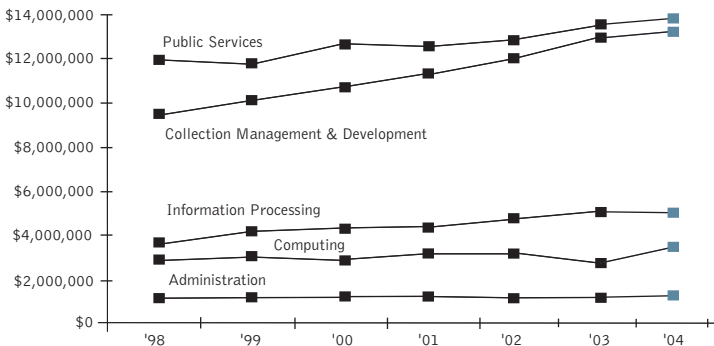
### Library Costs Allocated to Schools and Centers †

† Excluding University Operations & Maintenance

‡ Includes the Law School's direct contribution to its Library

Arts & Sciences	28.06%
Medicine	16.47%
Wharton	11.50%
Law ‡	11.06%
Engineering	5.28%
Design	2.55%
Dental	2.46%
Veterinary	2.30%
Nursing	2.25%
Education	1.81%
Annenberg	1.19%
Museum	.98%
Social Work	.82%
Hospital [HUP]	.55%
Interdisciplinary	.13%
Total	87.42%

### Library Expenditures by Program



Total Operating Expenditures: \$38,745,800

### Library Expenditure by Program

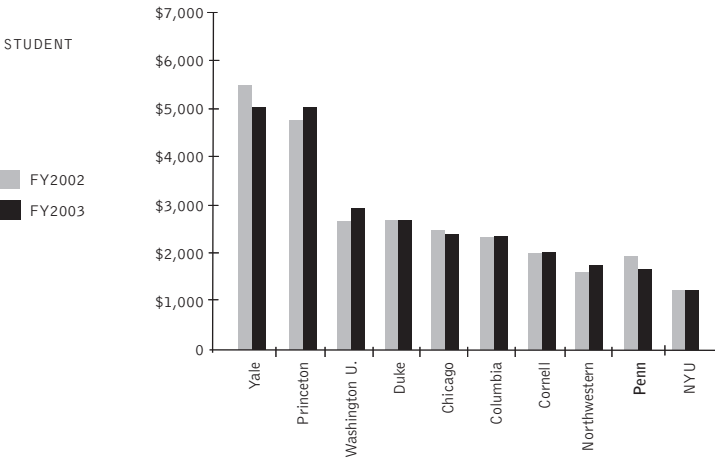
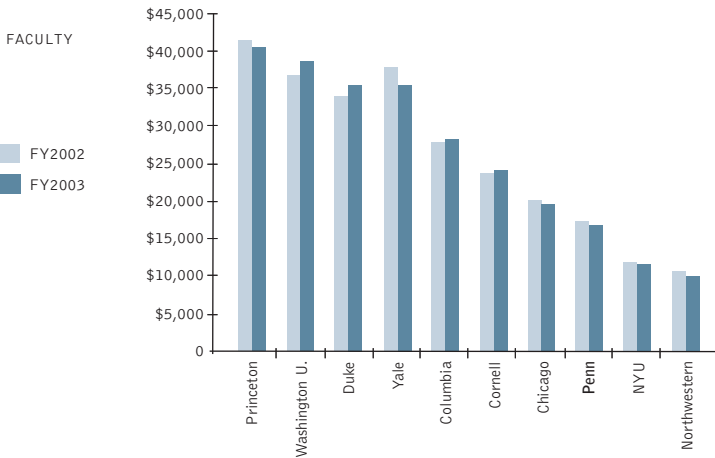
Public Services <i>Pct. of Total Expenditures</i>	\$13,874,950 35.81%
Collection Management & Development	\$13,610,640 35.13%
Information Processing	\$4,891,073 12.62%
Computing	\$2,805,652 7.24%
Renovations	\$1,571,758 4.06%
Administration	\$1,115,001 2.88%
Preservation	\$761,985 1.97%
Staff Development	\$114,741 .30%

### Library Expenditure by Category

Compensation <i>Pct. of Total Expenditures</i>	\$18,763,508 48.43%
Acquisitions	\$12,782,115 32.99%
Supplies & Services	\$2,513,460 6.49%
Renovations	\$1,571,758 4.06%
Equipment	\$951,839 2.46%
Bibliographic Services	\$660,882 1.71%
Computer Services	\$572,960 1.48%
Storage (Rent /O&M)	\$457,331 1.18%
Binding	\$357,206 .92%
Staff Development	\$114,741 .30%

## Library Expenditures Per Faculty and Student: Peer Comparisons

Data source: Assoc. of Research Libraries (FY2003 latest available)



## Human Resources



### Professional Staff Salaries

Beginning	\$40,000
Average	\$56,632
Median	\$52,859

### Personnel

Professional staff	114.0 FTE
Support staff	177.0 FTE
Student assistants	110.0 FTE
Total	401.0 FTE



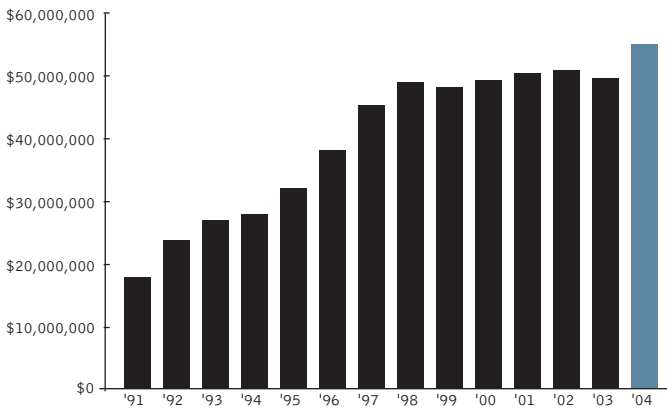
### Library Expendable Endowment

	FY04	Change from '03	5-Year Change
Number of endowment funds	194	+3	+12
Market value	\$54,838,936	10.5%	2.7% (aver.)
Income from endowment	\$2,345,651	-1.9%	2.6% (aver.)

### Library Endowments Valued at \$1 Million or More

Adolph G. Rosengarten, Jr. Mem. Fund	\$16.94 million
Edmund J. Kahn Book Fund	\$6.72 m.
Alumni and Friends Fund	\$2.84 m.
Dr. Louis A. Duhring Fund	\$1.97 m.
George Clapp Vaillant Fund	\$1.41 m.
Hazel Hussong Fund	\$1.23 m.
Eugene Ormandy Fund	\$1.12 m.
Rosengarten International Programs Fund	\$1.08 m.
Trachtman Memorial Fund	\$1.04 m.

### Growth of Library Endowment 1991-2003 (market value)



### Gifts, Bequests and Selected Grants

The Penn Library received \$3,000,000 in gifts and bequests in FY04. Grants included:

*for the Schoenberg Cntr. for Electronic Texts & Image and facilities*

National Endowment for the Humanities Challenge Grant	\$500,000
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*to digitize images of papyrus fragments from the Cairo Genizah*

Jeffrey C. Keil	\$150,000
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*to process the papers of Alma Mahler-Werfel*

National Endowment for the Humanities	\$130,000
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*to transfer taped broadcasts of the Philadelphia Orchestra to CD*

National Academy of Recording Arts and Sciences, Inc.	\$40,000
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- 1750 Library receives donation of books from famed cartographer Louis Evans.
- 1762-4 First Provost William Smith travels to England to raise money for the Library. First list of collections created.
- 1784 Louis XVI, King of France, gives 100 volumes.
- 1829 First Library printed catalog published.
- 1872 Penn moves to west Philadelphia, with Library quartered in College Hall.
- 1884 First professional librarian, James G. Barnwell, appointed to direct the Library. Dictionary catalog begun.
- 1891 Furness Library opens, with 55,000 volumes. The next half century saw the significant growth of collections & the founding of many departmental and special libraries, including: Dentistry-1914, Lea-1924, Lippincott-1927, Medicine-1931.
- c1945 Library reaches one million volume mark.
- 1962 Van Pelt Library opens.
- 1967 Dietrich Graduate Library Center opens.
- 1969 Biomedical Library opens in its present location, Johnson Pavilion.
- 1972 Automated circulation system introduced. Penn, Drexel and Temple first libraries outside Ohio to begin automated cataloging on OCLC.
- 1973 Library Data Services Office established.
- 1981 Three millionth acquisition.
- 1985 Online catalog introduced.
- 1989 One-millionth online catalog entry.
- 1990 Furness building restored.
- 1993 Four-millionth acquisition, 2 millionth online catalog entry.
- 1995 Penn's Digital Library opens on the World Wide Web. Van Pelt-Dietrich Library Center renovation begins.
- 1996 Phase I VPDLC renovation completed: Lippincott Library.
- 1997-8 Phases II-IV VPDLC renovation completed. Voyager Library Management System launched; online catalog and all Library databases accessible on the WWW. High-Density Storage Facility opens.
- 1999 Construction begins on the Undergraduate Study Center in Van Pelt-Dietrich.
- 2000 Library observes its 250th anniversary.
- 2001 Five-millionth acquisition.
- 2002 Library assumes responsibility for campus-wide Blackboard courseware support.
- 2003 PennText linking service becomes operational. Mark's Café opens in Van Pelt-Dietrich.
- 2004 H. Carton Rogers appointed the 11th Director of Libraries. Developed VCat to improve access to holdings in video formats.



### Library Administration

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H. Carton Rogers III, Vice Provost & Director of Libraries  
 Adam Corson-Finnerty, Director, Development & External Affairs  
 Michael Halperin, Director, Lippincott Library  
 Roy Heinz, Director, Library Systems Office  
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