Showcasing Usage of Library Resources and Services
Ashlynn Kogut, Texas A&M University Libraries

Background
The Texas Medical Center (TMC) Library
• is a stand-alone, non-profit medical library
• serves 7 governing and 13 supporting institutions
• historically, provided the Library’s Board of Directors with
  • gigabytes of electronic data routed through proxy server
  • gate count

Project Goal
Develop an easy-to-understand document to provide the Board of Directors with a comprehensive picture of how their institutions use library services.

1 Conducted Data Inventory
Yielded the following data sources:
• CYBRARIAN, public computer management
• Departmental Spreadsheets
  • Education Statistics
  • Resource Requests
  • Systematic Review Requests
• Digital Commons, institutional repository
• EZproxy Logs
• ILLiad
• Johnson Controls Access Gate System
• LibAnswers
• Voyager Integrated Library System
• WebEvent Room Booking System
• Wordpress Search Request Form

2 Drafted Table of Contents

3 Requested Feedback

4 Created Prototype Using Piktochart and Infogram

5 Requested Feedback

6 Created Usage Profiles for Academic Governing Institutions

Enhancements Made to Subsequent Usage Profiles
• Circulated draft versions among liaison librarians for comments and edits
• Added usage data for new services, like office hours and electronic newsletters
• Developed comparison tables for institutions to view each six months of usage data side by side
• Created overall comparison document to analyze usage data at the institutional level

Results
• Board of Directors appreciative of additional usage data and interested in receiving more detailed data
• Liaison librarians like having the detailed data on hand to share with their respective institutions and to guide liaison activities