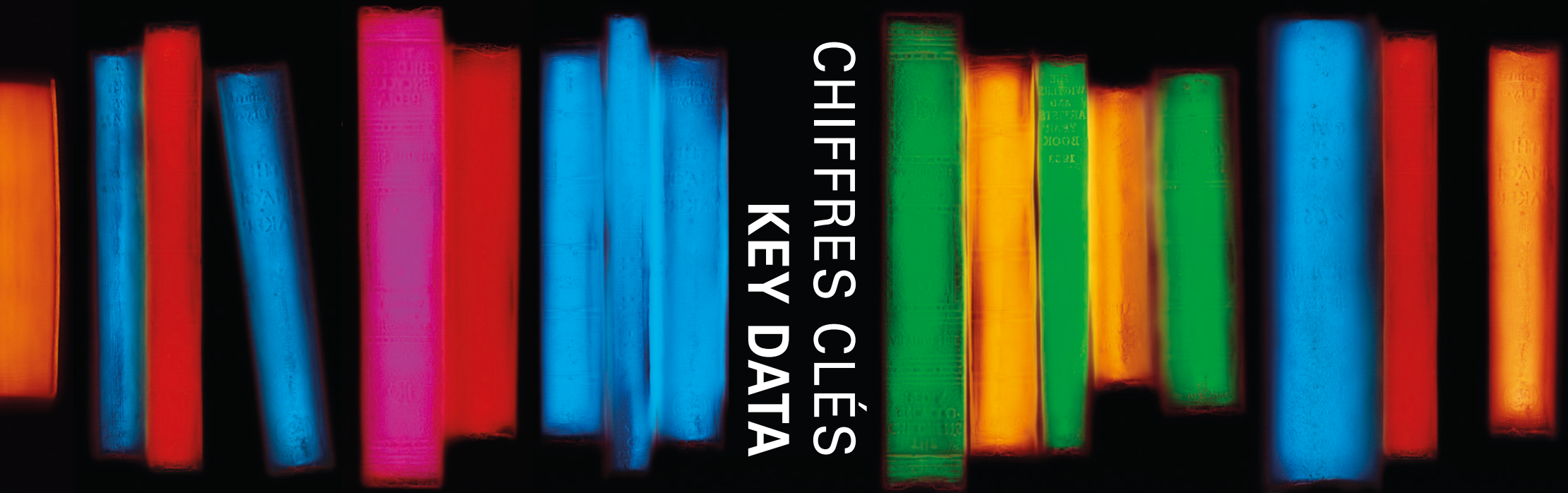
UNIVERSITÉ DU LUXEMBOURG

Bibliothèque de l'Université du Luxembourg



CHIFFRES CLÉS
KEY DATA

2008 - 2011

Chers utilisateurs de la BUL,

Nous avons le plaisir de vous présenter le premier rapport « Chiffres clés, 2008 - 2011 ».

Pour la première fois, la Bibliothèque de l'Université du Luxembourg (BUL) publie des chiffres disponibles relatifs à ses activités, à ses services et collections, ainsi qu'à l'usage de ceux-ci.

Ce rapport constitue l'aboutissement de plusieurs années de travail. En effet, le préalable à l'obtention de ces chiffres réside dans la mise en place des collections et services mais aussi des outils de gestion, de collecte des données et des procédures de travail professionnels.

Ce rapport n'est cependant qu'une simple étape dans une démarche visant la qualité de nos services et l'attractivité de nos collections. Il permet une première évaluation quantitative. Les chiffres présentés ne constituent qu'un premier pas vers la mise en place d'indicateurs ISO, au service d'un pilotage des activités plus efficace et plus à l'écoute de vos besoins. Ces indicateurs et d'autres permettront également une stratégie de « benchmarking » permettant de situer la BUL dans le contexte européen des bibliothèques universitaires.

Ces premiers chiffres permettent de relever ces quelques constats :

- **Vous êtes de plus en plus nombreux à fréquenter les bibliothèques de l'Université :**

- 42% de visiteurs en plus entre 2009 et 2011 ;
- 71% d'augmentation de lecteurs inscrits entre 2009 et 2011.

- **Vous empruntez de plus en plus d'ouvrages:** +129% de prêts entre 2008 et 2011 pour la seule bibliothèque du Limpertsberg ;

- **La navette (transfert des livres entre les campus) est un service fort utilisé:** depuis sa mise en place en 2008, l'augmentation de livres transférés est de 737% ;

- **Vous utilisez de plus en plus les ressources électroniques**: par rapport aux données du trafic du portail findit.lu en 2006, le trafic en 2011 a été multiplié par 27, soit une augmentation de 2668% (30% de ce trafic provient des usagers se connectant depuis un poste de l'UL, 54% à distance (domicile par exemple ou lors de déplacement)) ;

Nous, les collaborateurs du service BUL, voyons dans ces constats un encouragement à poursuivre dans notre volonté d'offrir des réponses professionnelles et des services en évolution, dans une démarche de qualité.

Mais cette dernière n'est rendue possible que grâce aux partenaires avec lesquels nous travaillons chaque jour. Nous souhaitons profiter de ce document pour les remercier.

Nous tenons à remercier particulièrement la Bibliothèque nationale de Luxembourg, sa Direction et ses collaborateurs, qui organisent, coordonnent le Consortium Luxembourg et le réseau Bibnet.lu. Ils assurent notamment la gestion du serveur, du système de gestion des bibliothèques et des services connexes exploités en commun par les membres du réseau, dont nous faisons partie.

Nous remercions également nos partenaires au quotidien : le Rectorat, les autres services de l'Université, les Facultés et centre interdisciplinaires, les professionnels des bibliothèques consultants externes, les bibliothèques universitaires partenaires, en particulier les bibliothèques de l'Université de la Grande Région.

Enfin, nous tenons à vous remercier, vous nos utilisateurs, pour votre confiance, pour vos questions au quotidien, pour vos remarques et suggestions, pour vos critiques constructives qui nous permettent d'améliorer la qualité de nos services et collections.

Bonne lecture et découverte de ces chiffres !

Marie-Pierre Pausch
Responsable du Service des bibliothèques

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1. SERVICES

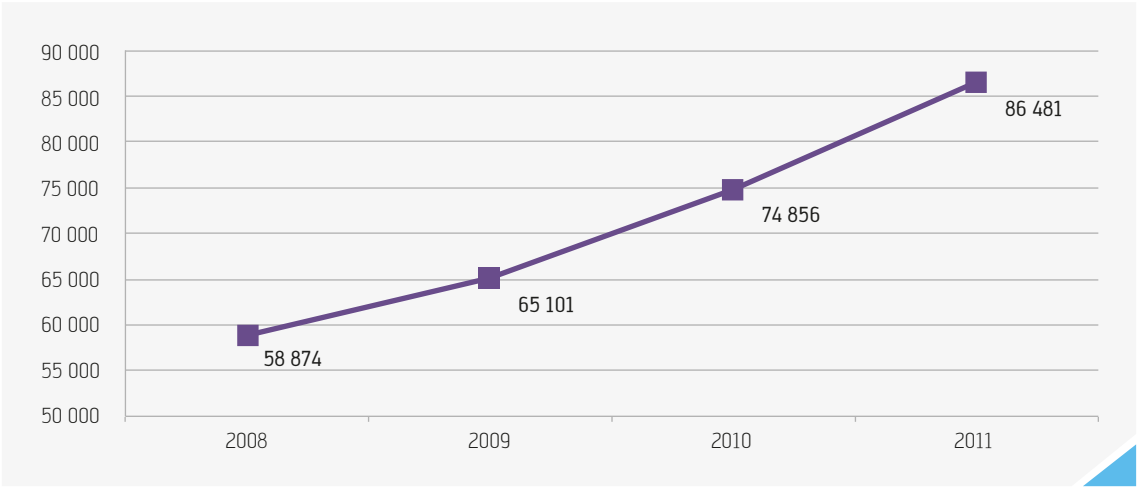
1. SERVICES

1.1 USER SERVICES

1.1.1. Visitors

A visitor is a person who has physically come to one of the University Libraries.

Figure 1: *Number of Visitors – All Libraries – 2008 to 2011*



Year	Number of Visitors		
	Limpertsberg	Kirchberg	Walferdange
2008	32 199	12 312	14 363
2009	38 556	8 487 *	18 058
2010	41 287	17 027	16 542
2011	46 160	22 241	18 080

* Counter malfunction from April to June.

Figure 2: *Monthly Visitors – Limpertsberg – 2008 to 2011*

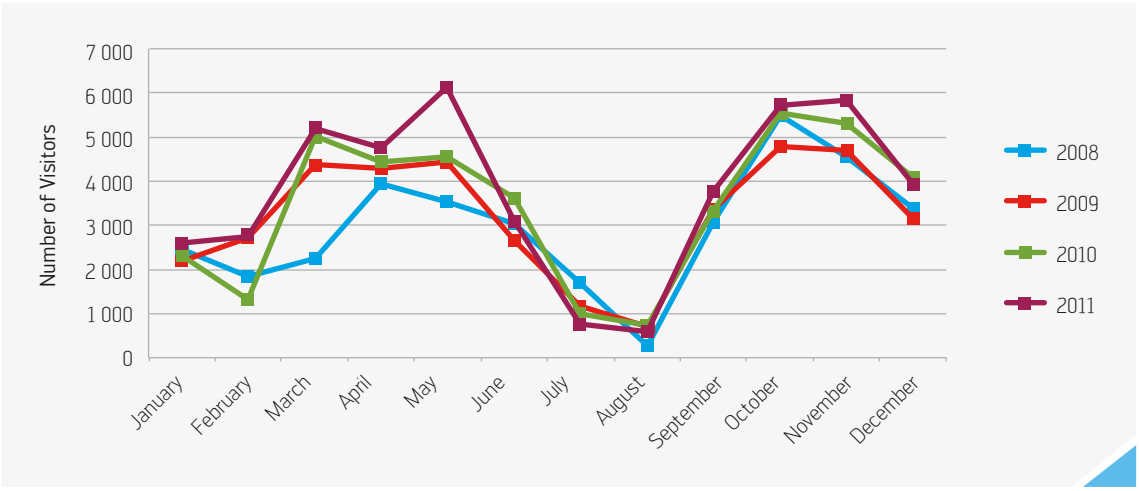


Figure 3: *Monthly Visitors – Kirchberg – 2008 to 2011*

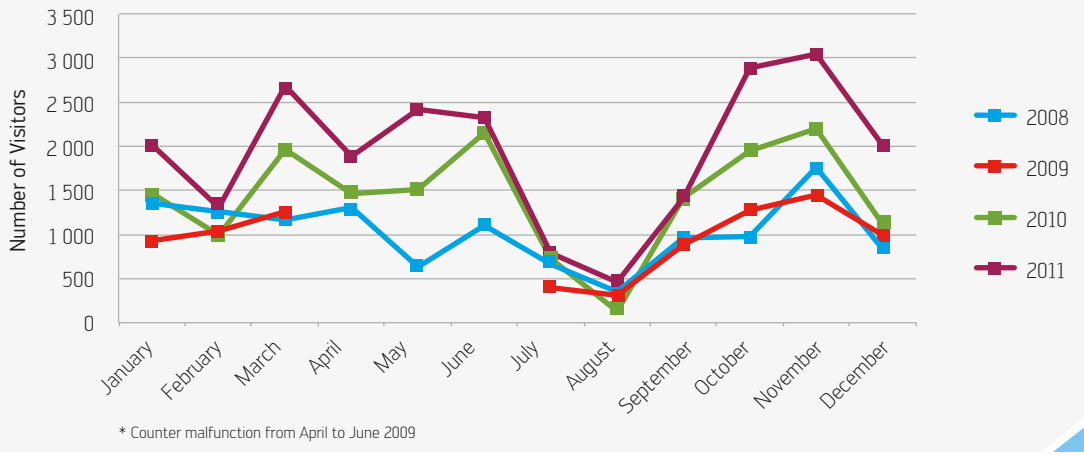
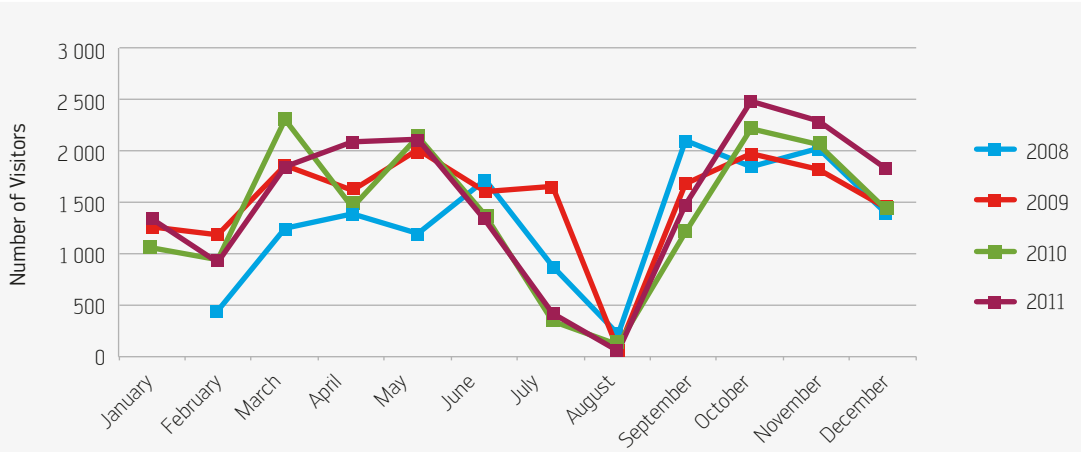
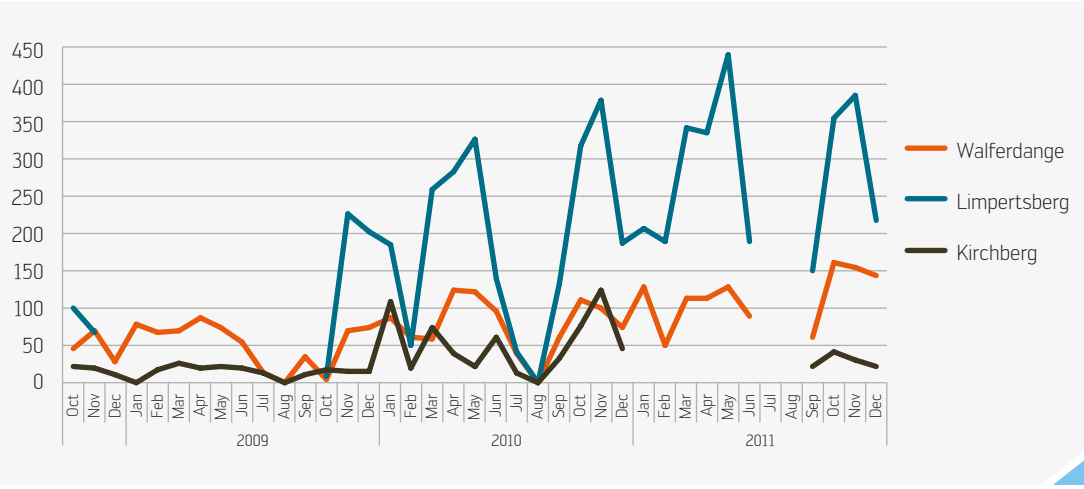


Figure 4: *Monthly Visitors – Walferdange – 2008 to 2011*



Since the fall of 2008, the opening hours of the three principal libraries were expanded to remain open for an additional hour each day, until 18h00. The following chart shows the results of this extended opening.

Figure 5: *Visitors to the Libraries between 17h00 and 18h00 – 2008 to 2011*



1.1.2. Patron Composition

A patron is a person who holds a library card for the University libraries.

Due to the fact that the statistics cover the entire January to December period and, therefore, include the students registered during both the summer and winter semesters, the number of students registered at the library is higher than the number of students provided by SEVE. As well, as can be seen in Figure 6, roughly 10% of the patrons are external users.

Figure 6: *Patron Evolution – 2008 to 2011*

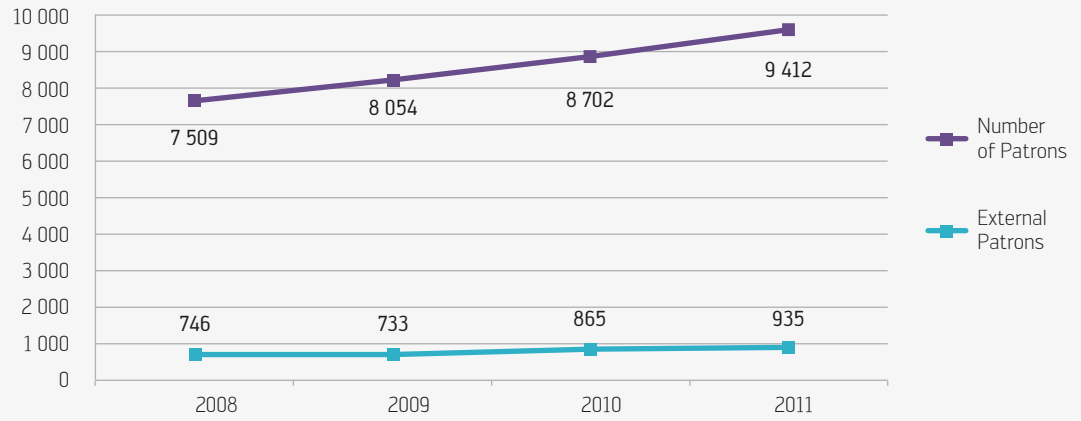
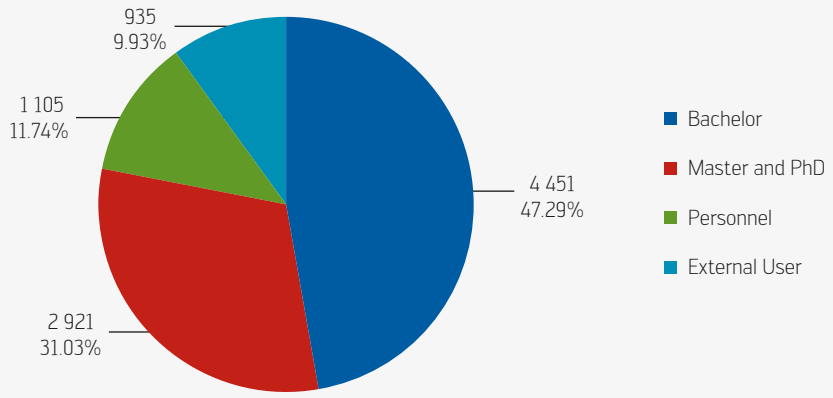


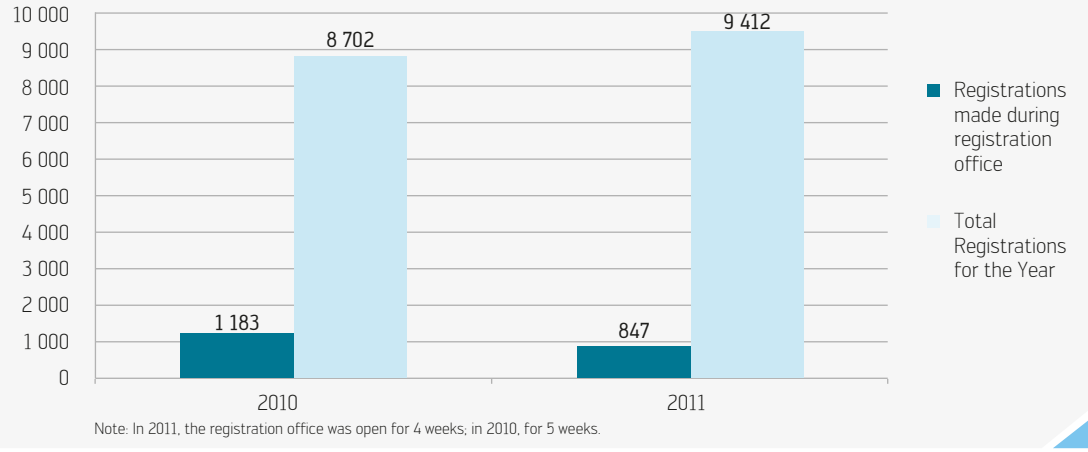
Figure 7: *Patrons by Category – 2011*



1.1.3. Registration Week

This section presents statistics showing the registrations that occur in September/October timeframe during which a special registration office is opened.

Figure 8: *Registration Evolution – 2010 to 2011*



Note: In 2011, the registration office was open for 4 weeks; in 2010, for 5 weeks.

Figure 9: *Number of Registrations per Week – Sep / Oct 2011*

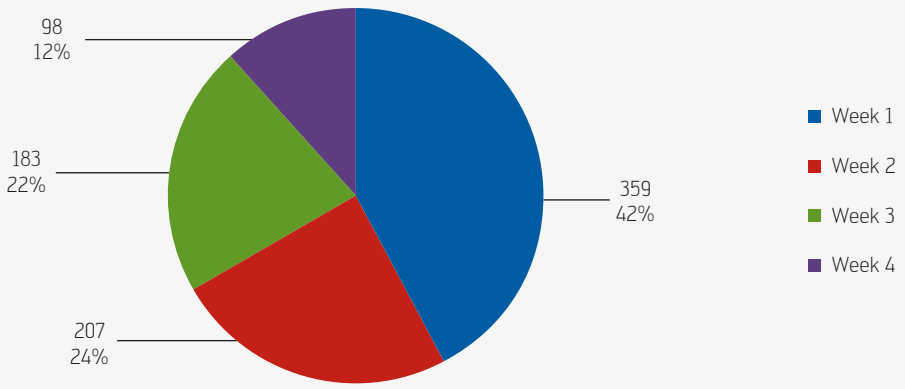
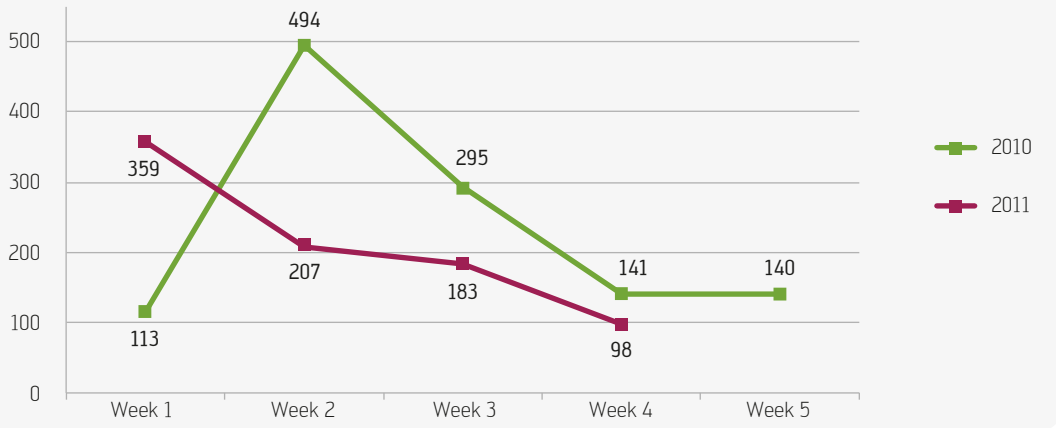


Figure 10: *Registration Evolution by Week – 2010 to 2011*

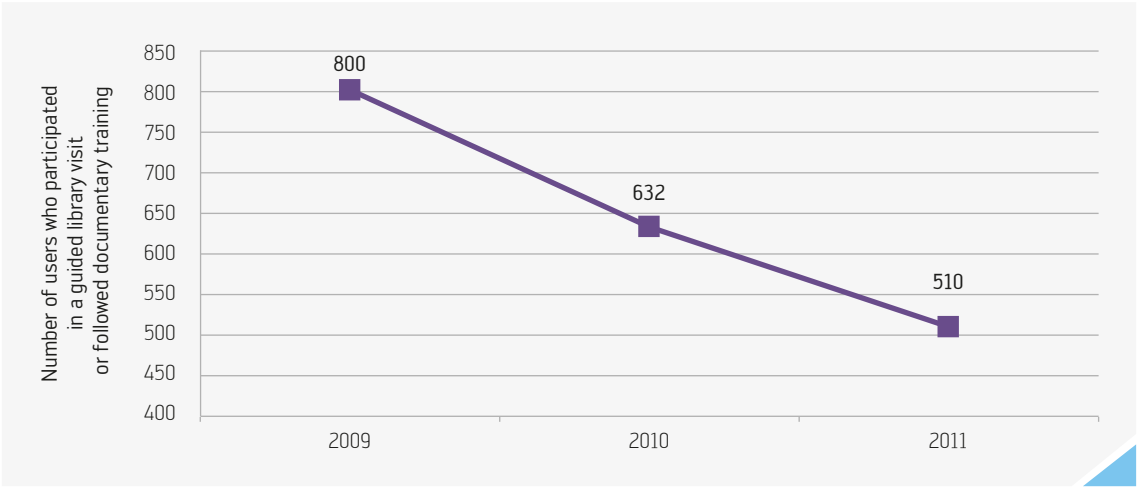


Note: In 2011, the registration office was only open for 4 weeks in total.

1.1.4. Documentary Training

The following chart shows the number of users who have participated in guided library visits or followed training in documentary research techniques.

Figure 11: *Documentary Training and Guided Visits – 2009 to 2011*



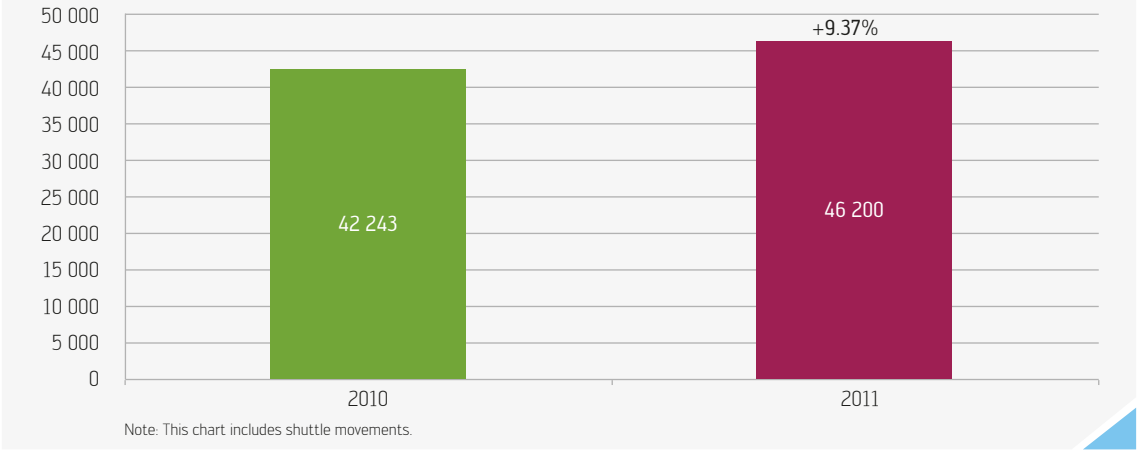
1.2 LOANS AND RENEWALS

The following section presents the number of loans and renewals for the BUL with or without shuttle movements. A shuttle movement occurs when an item is delivered, for the user, to a different library than the one in which the item resides. For example, if a patron requests a book that is in the Limpertsberg library to be delivered to the Walferdange library, one shuttle movement occurs. If the patron returns an item to a different library than the one in which it resides, then a shuttle movement occurs.

1.2.1. Including Shuttle Movements

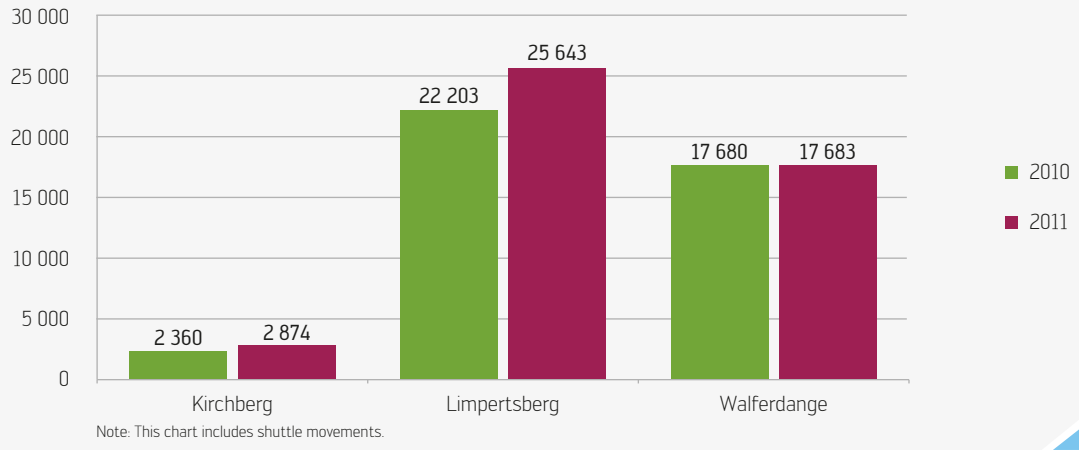
The following charts provide the loans and renewals **including** shuttle movements.

Figure 12: *Loans and Renewals – All Libraries – 2010 to 2011*



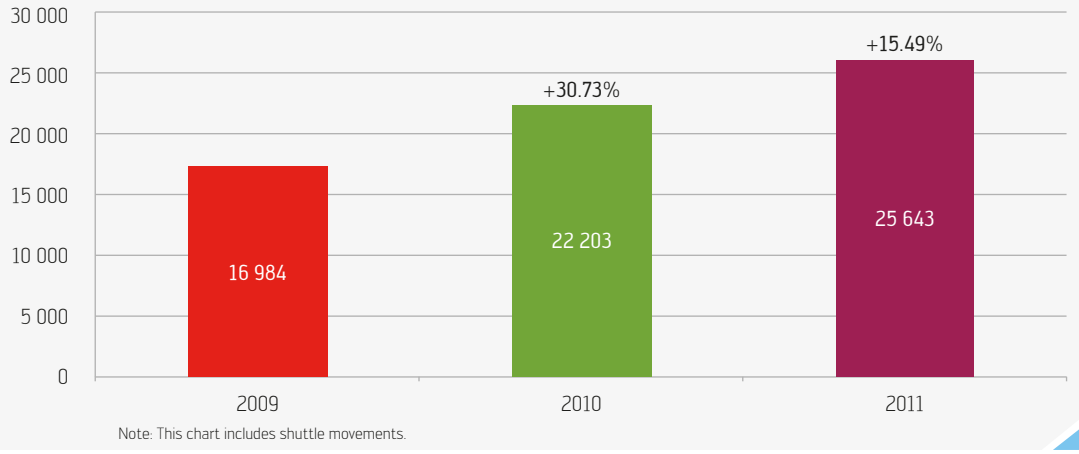
Note: This chart includes shuttle movements.

Figure 13: *Loans and Renewals per Library – 2010 to 2011*



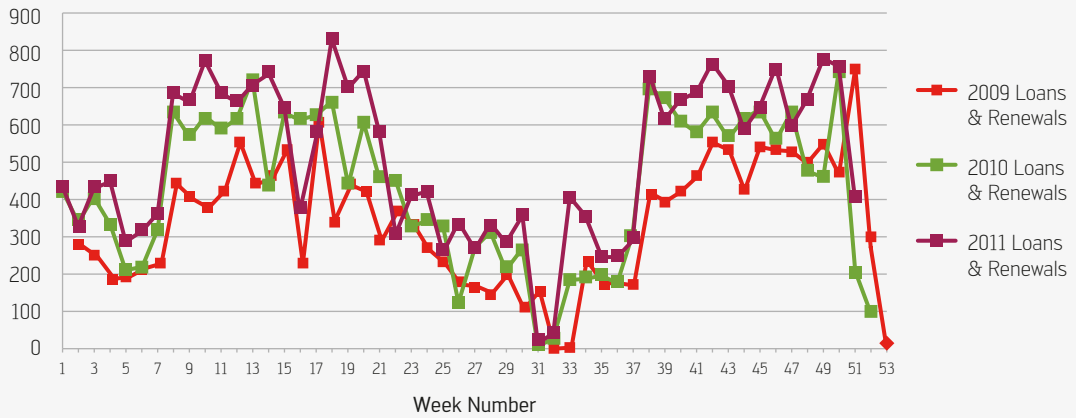
Note: This chart includes shuttle movements.

Figure 14: *Loans and Renewals – Limpertsberg Library – 2009 to 2011*



Note: This chart includes shuttle movements.

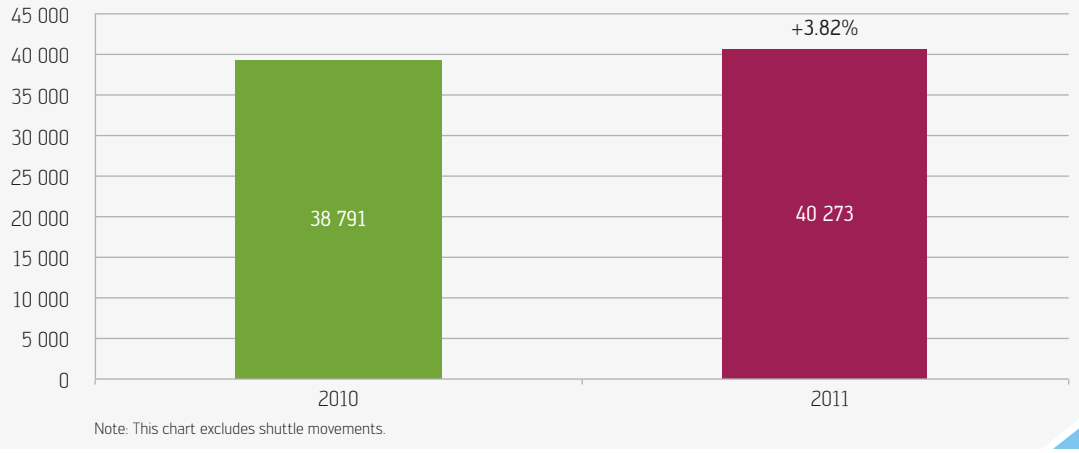
Figure 15: *Annual Trend – Limpertsberg Library – 2009 to 2011*



1.2.2. Excluding Shuttle Movements

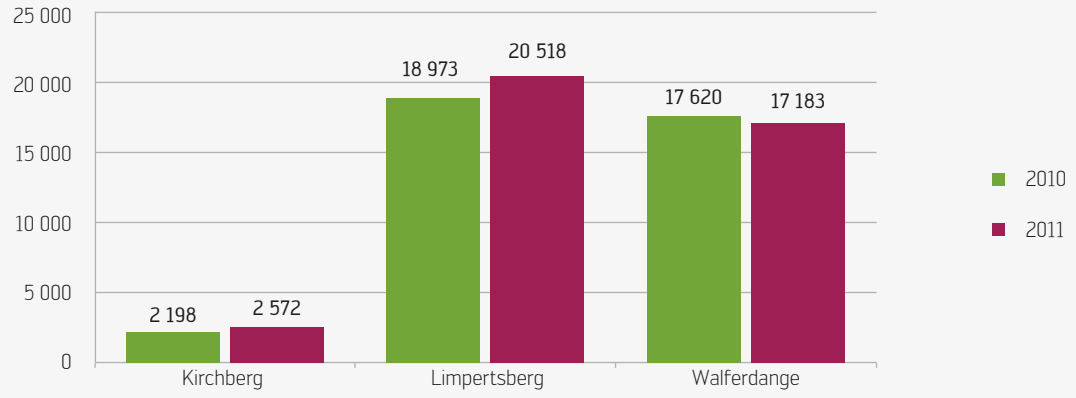
The following charts provide the loans and renewals **excluding** shuttle movements.

Figure 16: *Loans and Renewals – All Libraries – 2010 to 2011*



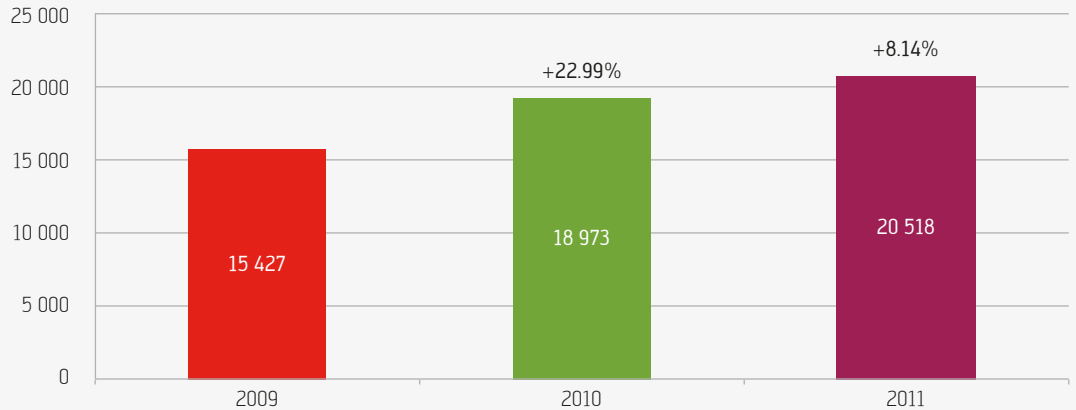
Note: This chart excludes shuttle movements.

Figure 17: *Loans and Renewals per Library – 2010 to 2011*



Note: This chart excludes shuttle movements.

Figure 18: *Loans and Renewals – Limpertsberg Library – 2009 to 2011*

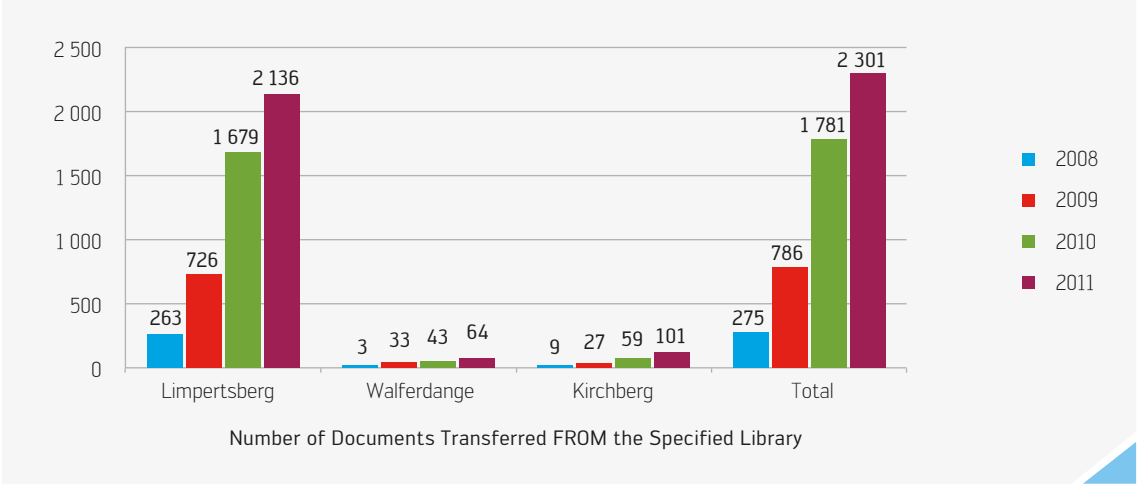


Note: This chart excludes shuttle movements.

1.3 BOOKS SHUTTLE SERVICE

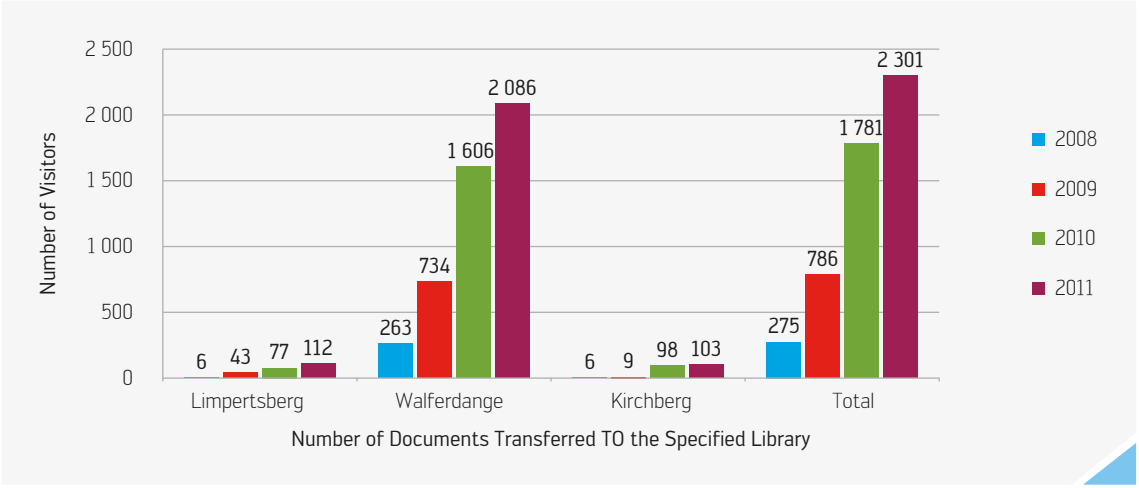
The library indicated in this figure is the library **from which** the item was sent. This figure includes only the number of loans made for delivery to a different library.

Figure 19: *Loans via the Book Shuttle Service – by source library – 2008 to 2011*



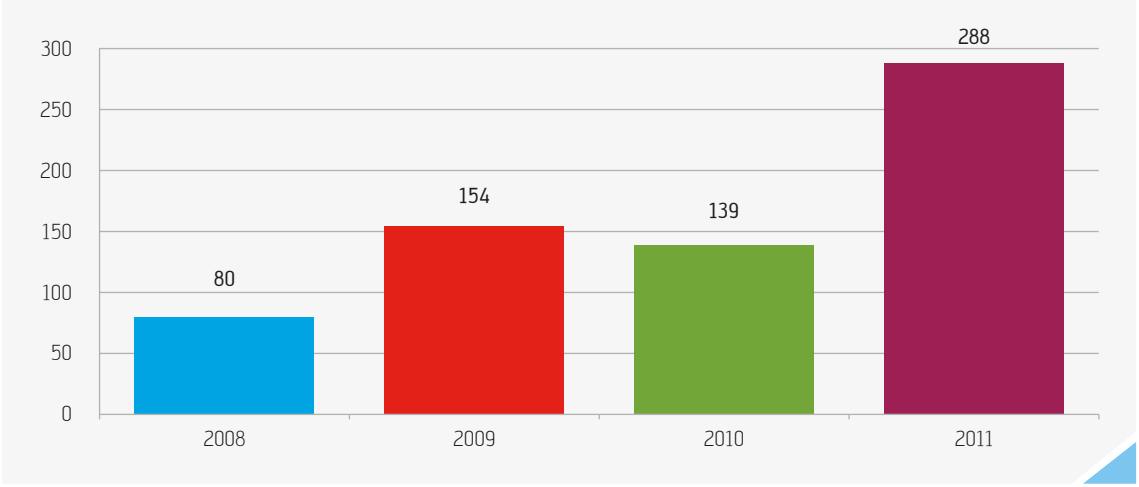
The library indicated in this figure is the library **to which** the item was sent. This figure includes only the number of loans made for delivery to a different library.

Figure 20: *Loans via the Book Shuttle Service – by pick-up library - 2008 to 2011*



1.4 PERIODICALS ACCESS

Figure 21: *Requests for Periodicals not available via Direct Access – 2008 to 2011*



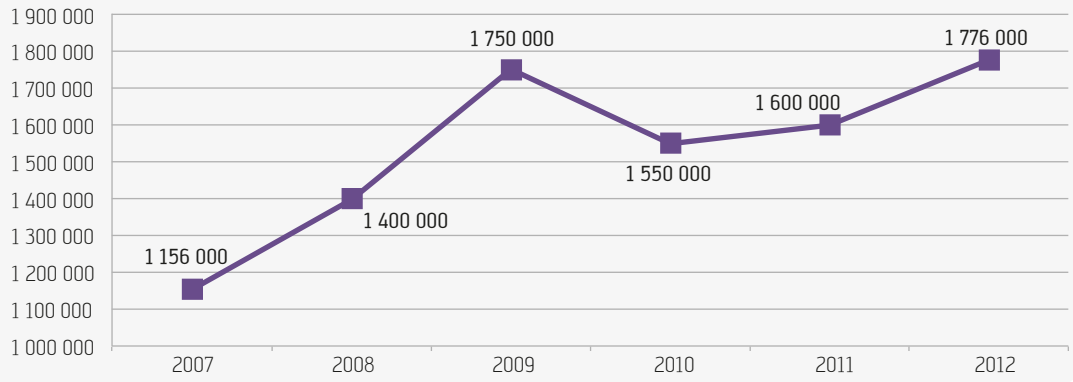
2. COLLECTION

2. COLLECTION

2.1 BUL ANNUAL BUDGET

2.1.1. Budget Evolution

Figure 22: *BUL Budget Evolution – 2007 to 2012*



2.1.2. Budget Distribution

Figure 23: *Annual Budget Distribution – 2010*

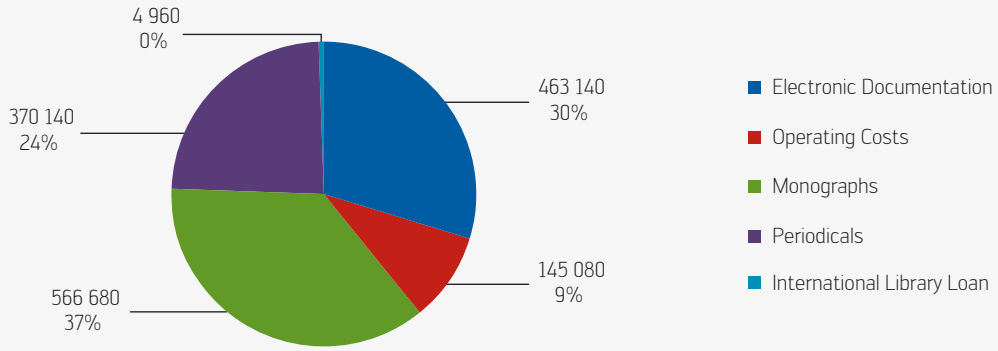
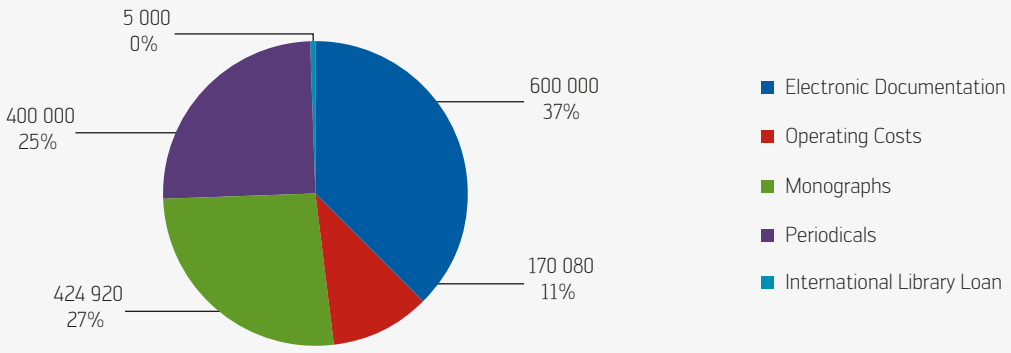


Figure 24: *Annual Budget Distribution – 2011*



2.2 THE BUL COLLECTION

This section presents various details regarding the number and growth of physical items within the three BUL libraries: Limpertsberg, Walferdange and Kirchberg. Items include all physical documents which are present in the library or in the storage areas which can either be taken out on loan or consulted from within one of the libraries.

2.2.1. New Items

New items are those items which have been added to the library's collection in the given year. They could be new acquisitions, gifts to the library, items that were previously held in laboratory collections or items which have been retrospectively catalogued. New Purchases are those items added to the library's collection through acquisition by the library.

Figure 25: *New Items/New Purchases – All Libraries – 2010 to 2011*

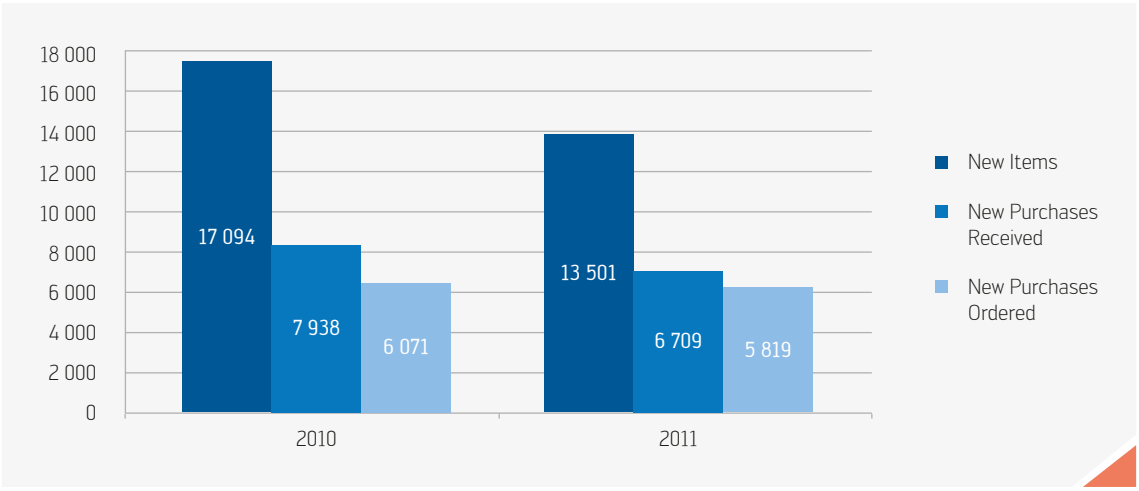


Figure 26: *New Items per Library – 2010 to 2011*

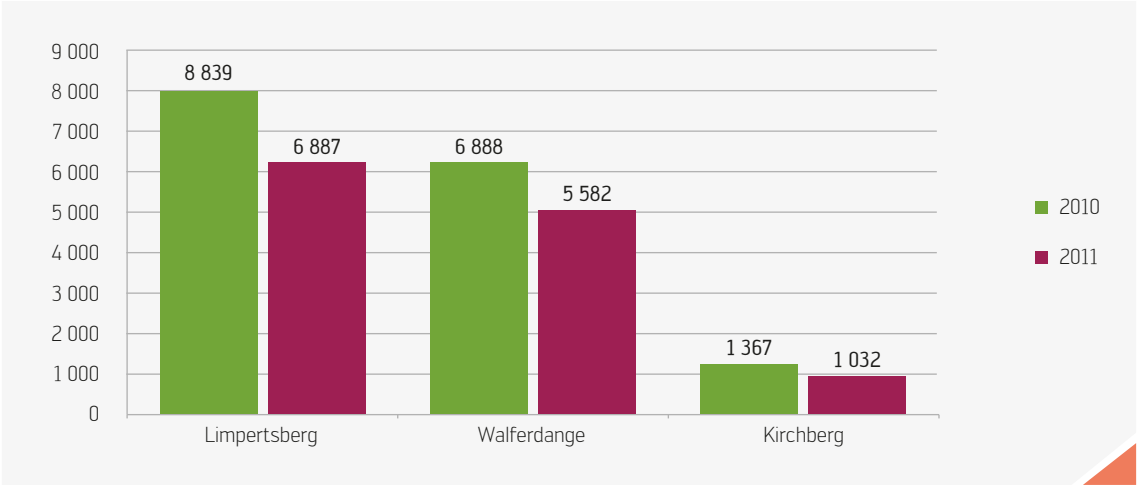
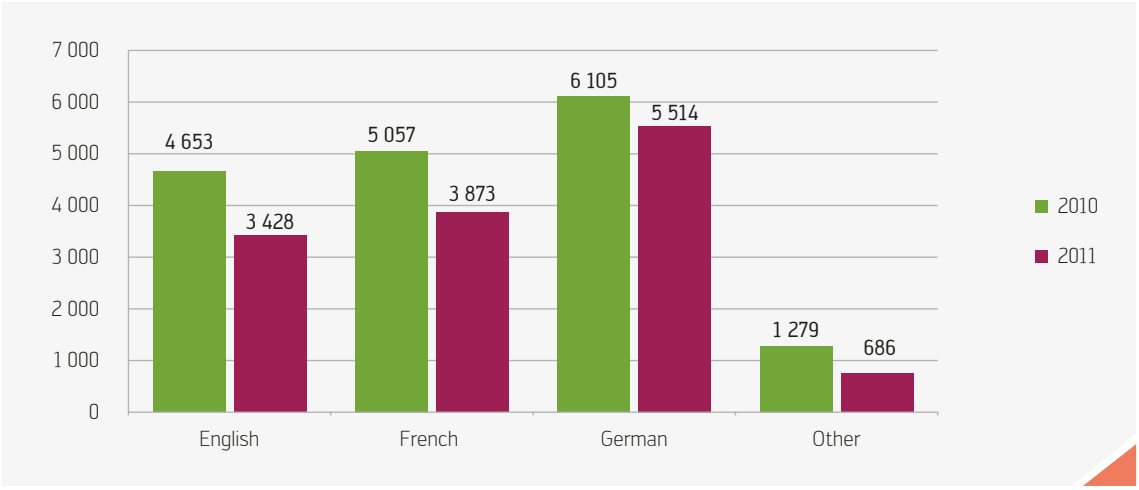


Figure 27: *New Items per Language – 2010 to 2011*



2.2.2. All Items

The following charts show the evolution and breakdown of items in the three BUL libraries regardless of when the items were added to the collection. Breakdowns are provided by library, by language and by library and language together.

Figure 28: *Item Evolution – All Libraries – 2010 to 2011*

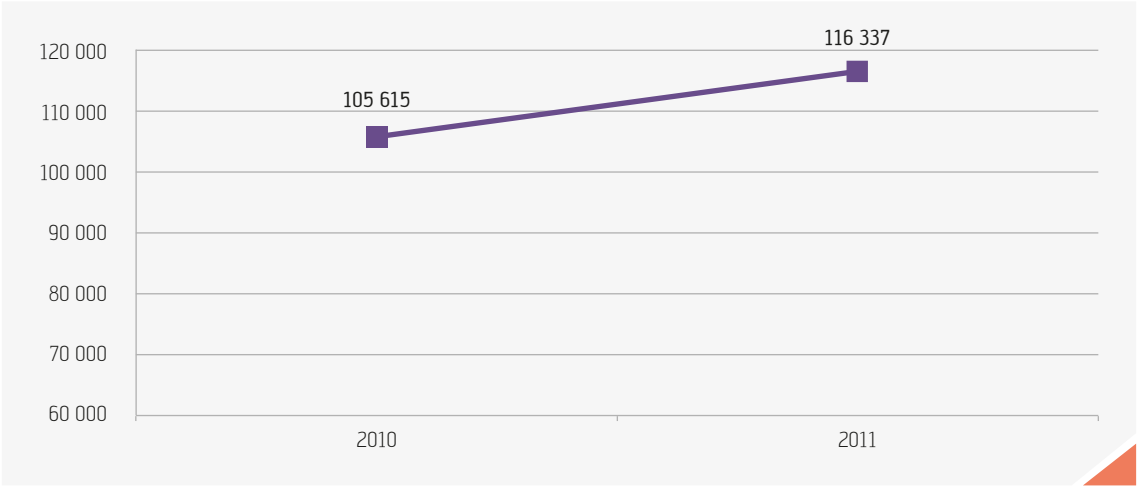


Figure 29: *Number of Items by Library – 2011*

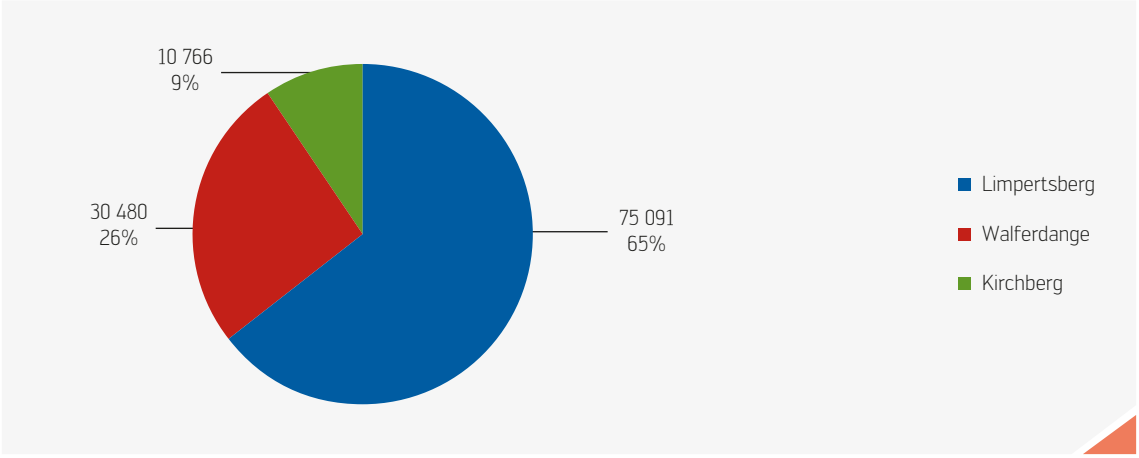


Figure 30: *Number of Items by Language – All Libraries – 2011*

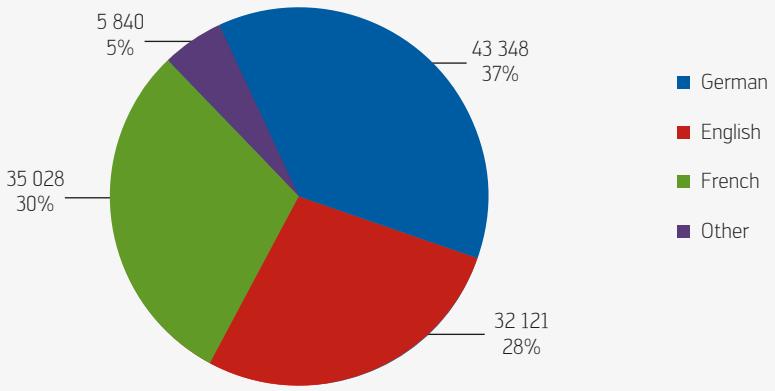


Figure 31 : *Percentage of Items by Library and Language – 2011*

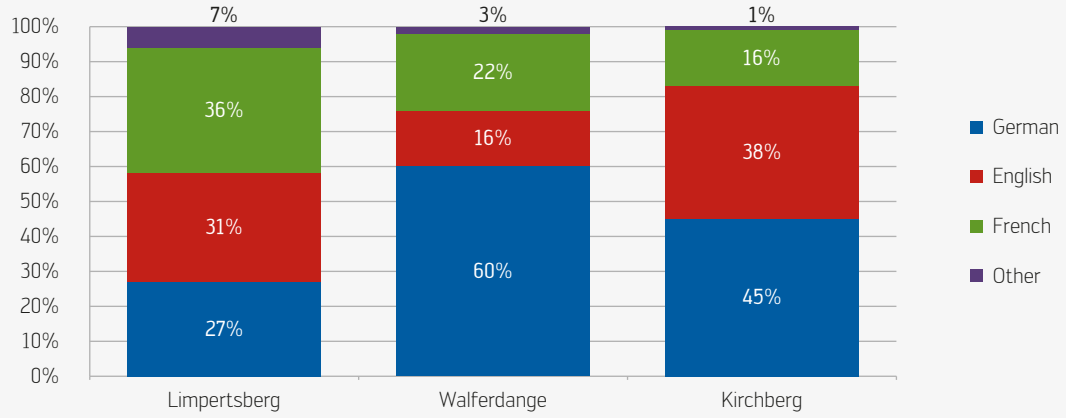


Figure 32: *Item Evolution by Library – 2010 to 2011*

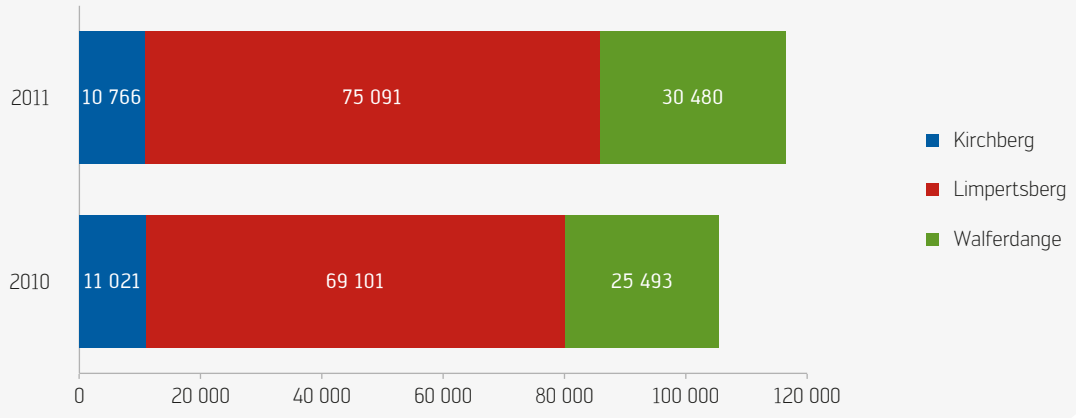
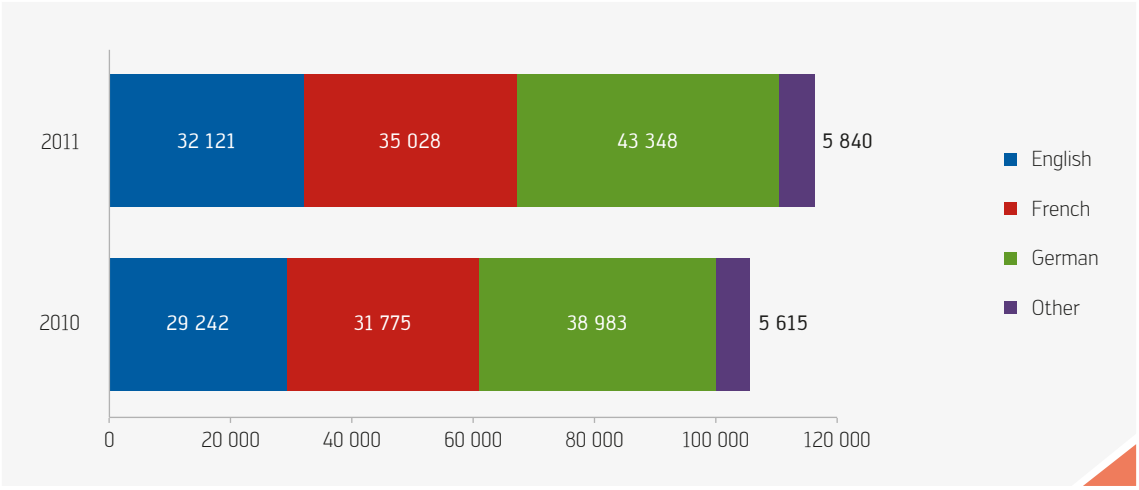


Figure 33: *Item Evolution by Language – 2010 to 2011*



2.2.3. Print Periodicals

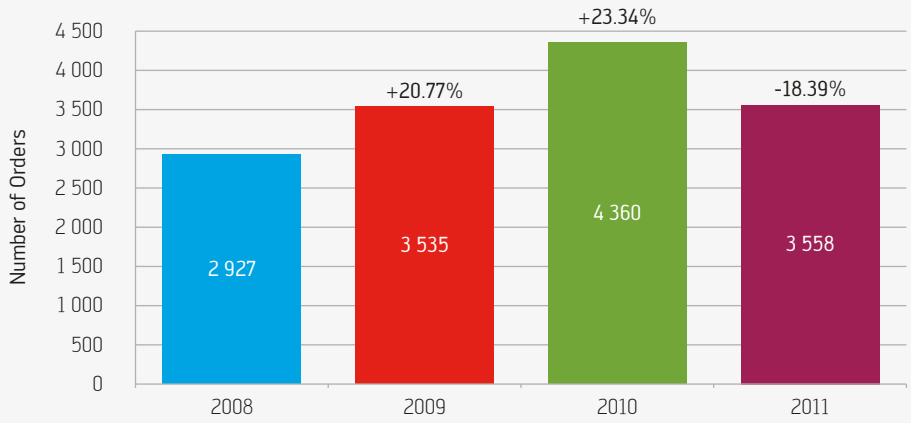
There are roughly 900 periodicals available for consultation within the University libraries covering the following range of subjects:

Subject	Number of Titles
Archaeology	1
Art	5
Astronomy	1
Biology	4
Chemistry	7
Computer science	16
Ecology, Environmental protection	11
Economics	120
Education, pedagogy	127
Engineering	60
General Science	26
Geography, Tourism	22
History, ancient	1
History, general	34
History, middle ages	4
History, modern	2
History, science	2
Language and Literature, Anglo-Saxon	8
Language and Literature, French	27
Language and Literature, German	45
Language and Literature, Italian	5
Law, Administration	125
Library Science, History of Books	13
Linguistics, philology	40
Mathematics	55
Medicine	2
News	143
Pharmacy	1
Philosophy	26
Physics	17
Politics	11
Psychology, psychoanalysis	17
Social Science	15
Sociology	27
Theology, History of the church and religions	4

2.3 ACQUISITIONS FOR OTHER BUDGETS

The following chart shows the purchases managed by the BUL's acquisitions procedure which do not reside in the library and which are not funded by the library's budget.

Figure 34: *Order Evolution – 2008 to 2011*



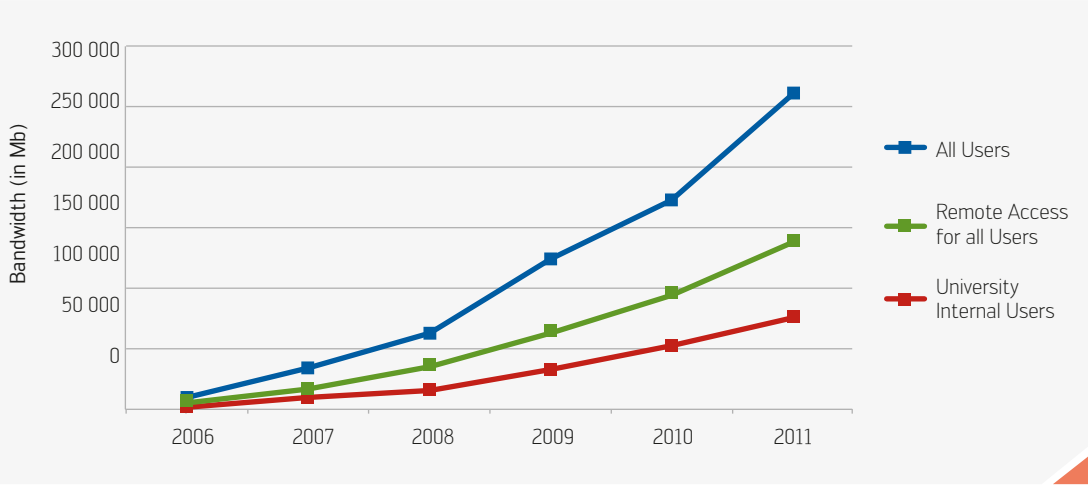
In 2011, the method of calculating these numbers has changed. Thus, the data from 2008 to 2010 has been recalculated and therefore, does not necessarily match what was previously published by the BUL.

2.4 ELECTRONIC RESOURCES – FINDIT.LU PORTAL[1]

2.4.1. Usage

The usage of electronic resources, offered by Consortium Luxembourg of which the BUL is a member, has seen exponential growth from 2005 to 2011. The figure presented below (Figure 35) shows the bandwidth evolution for the entire user base, the internal users from the University as well as for all users who connect from outside a member's network (Remote Access for all Users). These users (Remote Access for all Users) could be associated with any member of the Consortium.

Figure 35: *Bandwidth Evolution – in Mb – 2006 to 2011*

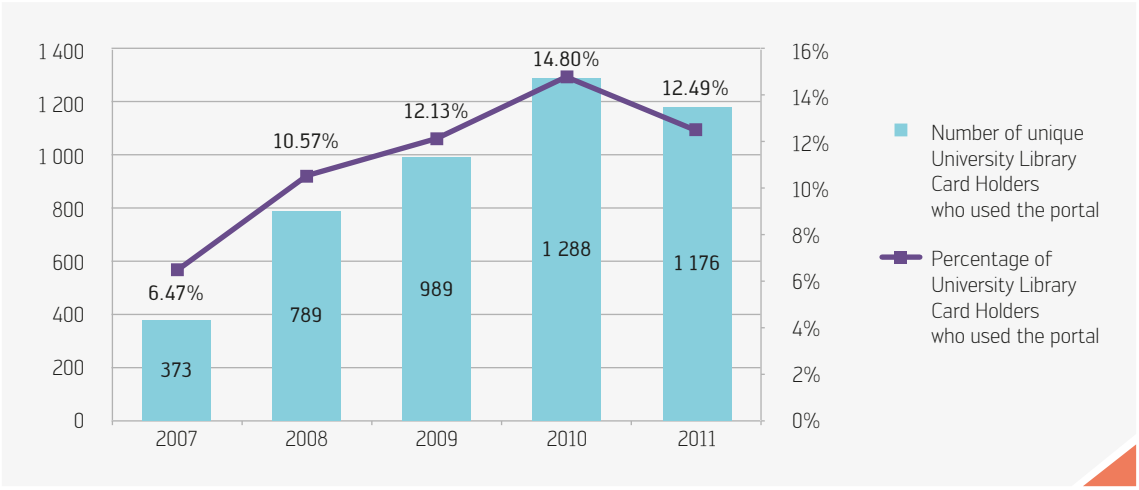


1 All the statistics presented in this section have been provided courtesy of Consortium Luxembourg.

Due to the fact that access can be made from outside the University campuses to the majority of these resources, it is impossible to accurately evaluate exactly what part of this growth is tied to the University. It is only possible to view the usage by the University staff, faculty and students when these users are accessing the electronic resources via the University's network or via VPN: "University Internal Users" in Figure 35.

This chart shows the number of unique University library card holders who have logged into the portal, findit.lu, at least once in the given year. The percentage shows what percentage of library card holders this represents.

Figure 36: *Portal Utilisation by University Library Card Holders – 2007 to 2011*



2.4.2. Databases

The findit.lu portal currently hosts over 300 databases which are accessible either remotely, from wherever the user happens to be connected to the Internet, or internally from within the University's network. The policy for database subscriptions is to have as many as possible available via remote access however, there are certain providers, notably those who offer legal databases, who refuse this type of access. In these cases, only internal access can be offered.

The databases which have been added over the course of 2011 are:

New Purchases for 2011	Access
Emerald Management Plus Collection	Remote
European Views of the Americas: 1493 – 1750	Remote
Hein Online	Internal Only
Lextenso – 9 additional titles	Internal Only
Naxos Video Library	Remote
Oxford Art Online / Grove Art Online	Remote
Oxford University Press Journal Collection	Remote
Rock's Backpages	Remote
Springer e-books Collection 2011	Remote
Taylor & Francis - Library and Information Science Collection	Remote

The top 10 databases by number of searches for 2011 are:

Rank	Database	Number of Searches 2009	Number of Searches 2010	Number of Searches 2011
1	Ebsco*host* – Academic Search Premier	56 319	85 159	79 782
2	Ebsco*host* – Business Source Premier	34 065	64 968	63 442
3	Thomson – Web of Science	9 924	17 704	16 556
4	Ebsco*host* – Image Collection	11 427	17 204	14 629
5	Ebsco*host* – ERIC	3 559	5 651	7 454
6	Ebsco*host* – Datamonitor Company Profiles Authority	19	174	6 268
7	Ebsco*host* – Education Research Complete	5 072	4 541	4 608
8	Ovid – Francis	398	1 825	2 968
9	Ebsco*host* – Medline with Full Text	3 790	2 773	2 536
10	Ovid – Journals@Ovid	1 849	2 653	2 510

The databases which are included in the above ranking are subscribed to via the following providers:

- deGruyter
- Ebsco*host*
- Emerald Insight
- Factiva
- Gale
- Munzinger
- Ovid
- ProQuest
- Web of Knowledge

It is important to note that most of the subscriptions to legal databases are not included in this ranking as these databases do not provide statistics in a format that allows them to be included in the ranking process.

2.4.3. Electronic Journals

There are currently over 45 000 journals available electronically in the findit.lu portal. The top 20 most used journals, based on the number of articles downloaded, are:

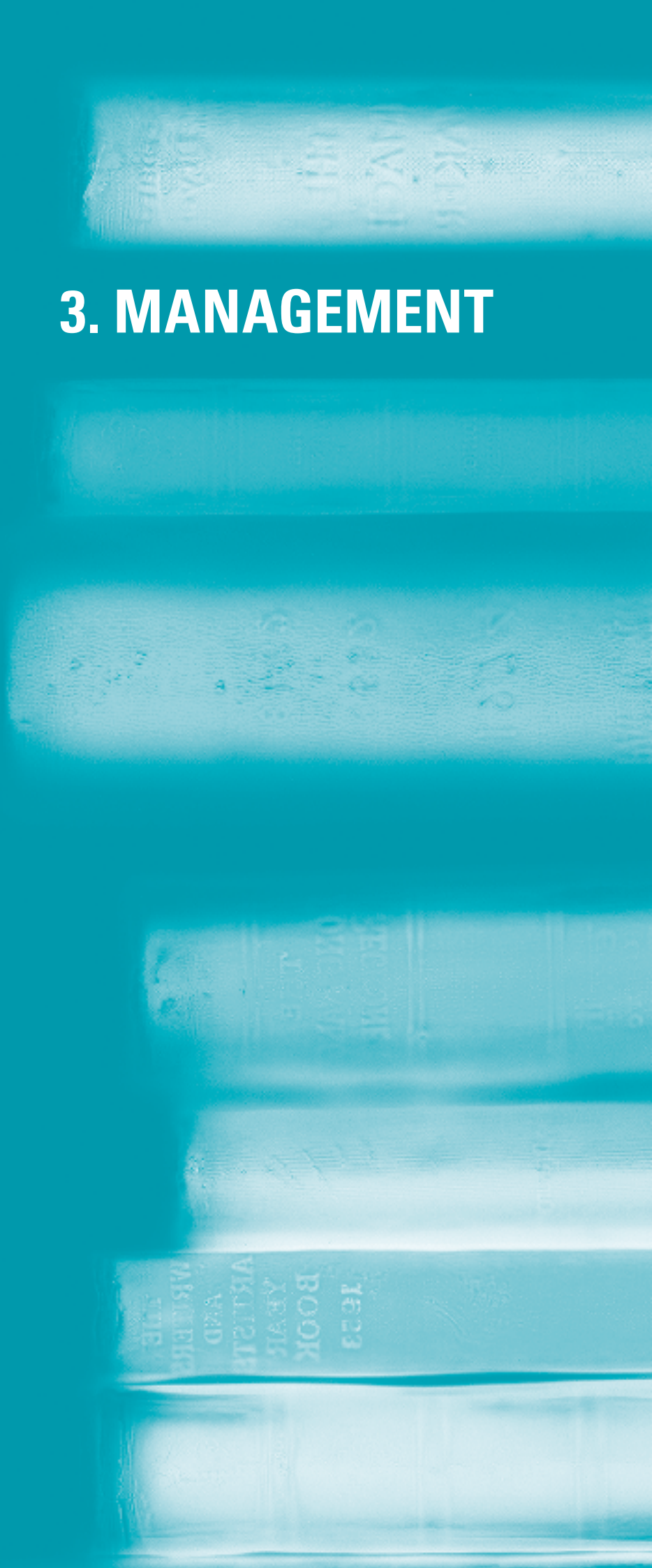
Rank	Journal	Provider	Number of Downloads 2009	Number of Downloads 2010	Number of Downloads 2011
1	Thin Solid Films	Elsevier	443	517	1 110
2	Diatom Research	Taylor & Francis			813
3	Plasma Processes and Polymers	Wiley		330	789
4	PROTEOMICS	Wiley		326	716
5	American Economic Review	Ebsco / JStor	266	104	669
6	Water Research	Elsevier	582	967	663
7	Design Studies	Elsevier	27	106	654
8	Journal of Finance	Ebsco / JStor	94	144	616
9	Journal of Applied Polymer Science	Wiley		278	585
10	Physical Review B	American Physical Society	22	347	563
11	Solar Energy Materials and Solar Cells	Elsevier	133	265	559
12	Surface and Interface Analysis	Wiley	3	363	553
13	Journal of Public Economics	Elsevier	236	402	513
14	Polymer	Elsevier	137	232	494
15	Rapid Communications in Mass Spectrometry	Wiley		137	450
16	Research Policy	Elsevier	672	525	446
17	Journal of Banking & Finance	Elsevier	206	484	440
18	Applied Surface Science	Elsevier	282	235	434
19	Nature*	Nature Publishing Group			423
20	Physical Review Letters	American Physical Society	27	202	407

*These statistics are for the entire Consortium. For Nature, in 2011, the University also had a separate subscription for which 2 458 downloads were recorded.

Due to limitations in the statistics furnished by Consortium Luxembourg's providers, it is not possible to include all subscriptions. The subscriptions which are included in the ranking above are:

- ACM Digital Library
- ACS Publications
- APS
- Cairn
- deGruyter
- Ebsco*host*
- Emerald Insight
- Factiva
- Gale
- IEEE Xplore
- JStor
- Nature
- OECD iLibrary
- Ovid
- Oxford University Press
- ProQuest
- Sage
- ScienceDirect
- Springer
- Taylor & Francis
- Wiley Online Library

3. MANAGEMENT



3. MANAGEMENT

3.1 BUL PERSONNEL

3.1.1. Personnel and Staff Evolution

The number of personnel working at the BUL has grown significantly since December 2005. As can be seen in the chart below, full-time personnel has more than tripled from 7 in 2005 to 22 in 2011 as required in order to put in place a quality university library service. However, it can also be seen that, since 2008, personnel growth has levelled off.

Figure 37: *Personnel Evolution – 2005 to 2011*

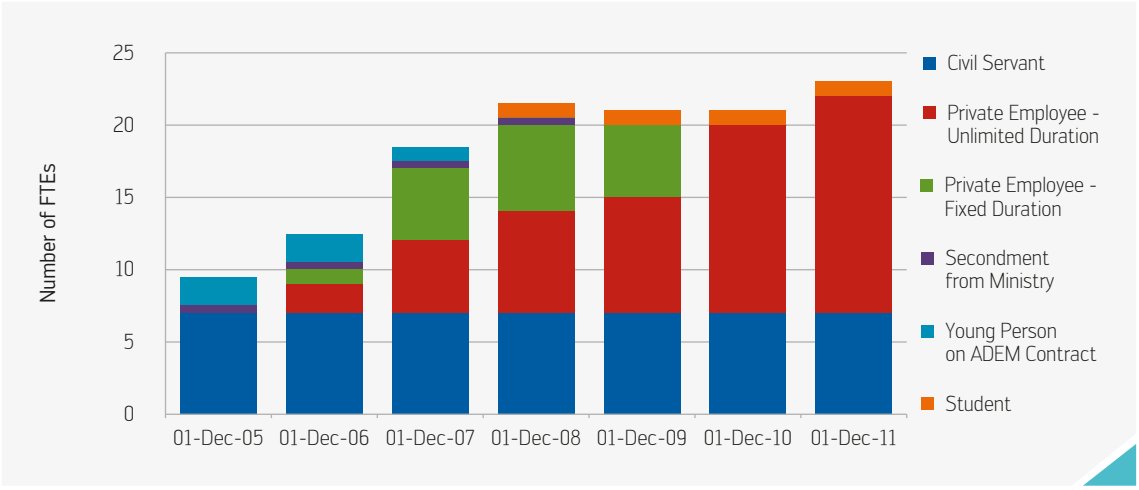


Figure 38: *Staff (excluding students) Evolution vs. Library Visitors – 2008 to 2011*

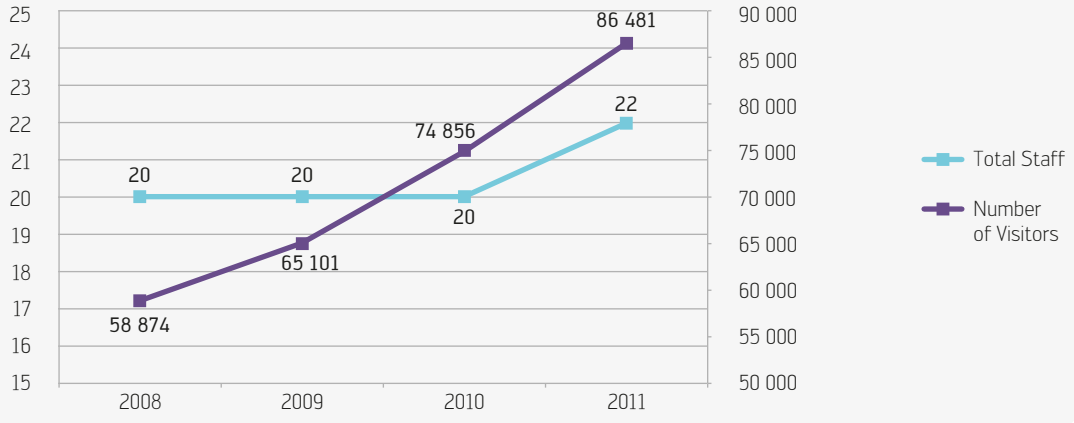
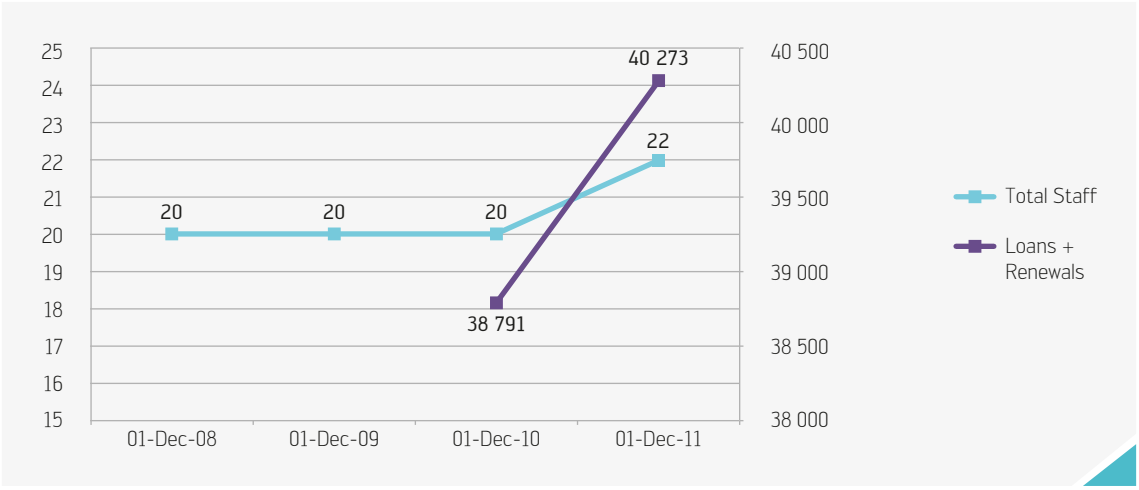


Figure 39: *Staff (excluding students) Evolution vs. Loans and Renewals – 2008 to 2011*



3.1.2. Formal Education Levels

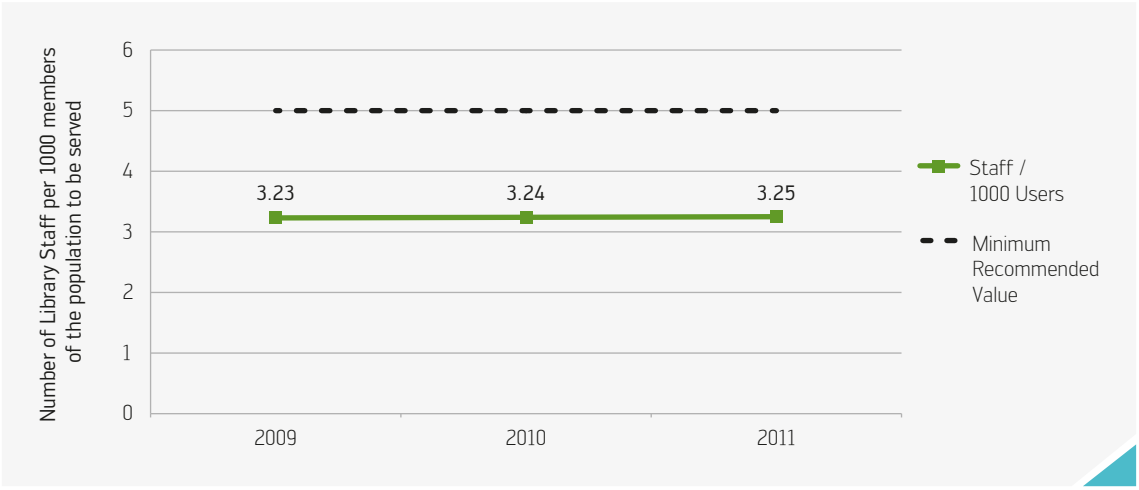
The table below shows the varied formal education level of the staff of the BUL, excluding students and those on ADEM contracts.

	Number of staff in 2005 (FTE)	Number of staff in 2011 (FTE)
Undergraduate or post-graduate degree in Library or Information Science	0	12
Undergraduate or post-graduate degree in other specialities	5.5	8
No higher education degree	2	2

3.1.3. Library Staff per Capita

The following chart shows the number of library staff per 1000 members of the population to be served, in this case, all students and University personnel.

Figure 40: *Library Staff (excluding students) per Capita – 2009 to 2011*



The value of this indicator, B.1.4 of ISO Standard 11620, is recommended by IFLA[2], BIX[3], LISU[4] and CAUL[5] to be between 5 and 7 (or one member of staff per 137 to 200 users). For the BUL, 3.24 equates to one member of staff per 308 users.

3.2 OTHER RESOURCES

3.2.1. Infrastructure

Equipment	Number Available		
	Limpertsberg	**Kirchberg**	**Walferdange**
Desks with computers	9	4	9
Desks with power points	19	6	11
Desks for study	21	52	50
Reading seats	0	6	4
Total Number of Seats	*49*	*68*	*74*
Photocopiers	2	1	2

2 The International Federation of Library Associations and Institutions (IFLA: http://www.ifla.org/) is the leading international body representing the interests of library and information services and their users.

3 BIX: der BibliothekIndex (http://www.bix-bibliotheksindex.de/)

4 LISU is an internationally renowned research and information centre for library and information services, based in the Department of Information Science at Loughborough University (http://www.lboro.ac.uk/departments/ls/lisu/).

5 CAUL: Council of Australian University Libraries (http://www.caul.edu.au/)

3.2.2. Shelf Space

The following table enumerates the shelf space available in each library as well as the storage depots.

Location	Shelf space (in metres)
Kirchberg – Direct Access	323
Kirchberg – Storage	900
Limpertsberg – Direct Access	2 516
Limpertsberg – Storage	1 936
Walferdange – Bibliothèque de l'éveil aux sciences – Direct Access	170
Walferdange – Principal Library – Direct Access	908
Walferdange – Storage (EIB Collection)	110
Total	6 863

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