

ABSEES	39,429 discrete online searches from 134 institutions
ACES	evaluative database of journal subscriptions
Architecture and Art	journal/e-journal use
Archives	cubic feet
Archives	email reference
Archives	geographic source of request
Archives	length of reference transaction
Archives	letter/fax reference
Archives	on-site reference
Archives	record serials and material type used
Archives	research topics
Archives	telephone reference
Archives	user projects
Archives	web page usage
Biology	e-journal page access
Biology	gate counts
Biology	items reshelved
Biology	journal use
Biology	photocopies of TOC
Biology	reference questions
Browsing Room	hours open
Central Circulation	158 ranges of compact shelving were cleaned
Central Circulation	231 minor repairs on binding, marking, and office equipment
Central Circulation	2587 volumes were sent for commercial binding, 6928 items received in-house binding, n-unit book repairs were performed
Central Circulation	68,914 volumes were returned to the book drop in the library parking lot, 71% of items had routed to other libraries
Central Circulation	773 maintenance repairs were performed on compact shelving
Central Circulation	billing office assisted 1985 walk-in patrons and 3691 call-in patrons with billing problems
Central Circulation	billing office performed 1253 searches for billed items at the request of borrowers, 314 of were found
Central Circulation	book stack item circulated 419,851
Central Circulation	Carolyn Killingsworth and Sarah Plummer and their students performed 1663 hours of f-reading
Central Circulation	circulation transaction performed at book stacks workstations 490,957
Central Circulation	desk staff paged 32, 530 items for users
Central Circulation	Discharge/Route-in Unit routed in 199, 480 items and discharged 168, 021 items.
Central Circulation	in-house circulation 23, 040

Central Circulation	issued 2728 courtesy cards and book stacks passes
Central Circulation	mailed 25,359 book stacks volumes to campus offices
Central Circulation	over 258,500 items were reshelved
Central Circulation	received 48, 043 patron-initiated requests via online catalog
Central Circulation	send Item/Call slip Unit performed 2813 searches and found 55% of the items
Central Circulation	sent 165,988 email notices and 19,278 paper notices to borrowers
Central Circulation	staff corrected and updated 5277 records in the online catalog
Central Circulation	telephone center and circ. Staff added or updated 4, 838 borrower records in the Voyager databases
Central Circulation	telephone center assisted over 150 users with IO access problems
Central Circulation	telephone center fielded 28,906 telephone calls
Central Circulation	telephone center fielded 8724 email queries
Central Circulation	telephone center followed up on 17, 211 expired requests
Central Circulation	telephone center renewed 175,485
Central Circulation	turnstile count for book stacks entrance 54, 495
Central Reference	chat reference
Central Reference	email reference
Chemistry	e-journal use
Chemistry	journal use
Chemistry	patron counts
Chemistry	photocopy counts
Commerce	headcounts
Commerce	reference questions
Education and S.S.	18,903 reference and directional questions answered
Education and S.S.	e-reserve usage
Education and S.S.	homepage hits
Education and S.S.	journal use
Education and S.S.	misshelved items
Education and S.S.	missing items found
Geology	journal use
Gov. Docs.	in-house use
Gov. Docs.	reference questions
Gov. Docs.	Website hits
Grainger	database use
Grainger	events hosted
Grainger	Grainger local database Web server (Shiva): 4.4 million transactions, 1.1 million actions without .jpps
Grainger	Grainger simultaneous search and OAI server (G118): 108 thousand transactions

Grainger	lib. Web server (Enhil) Grainger directory transaction: 700,000
Grainger	public Terminal menu selections
Grainger	remote access to homepage
History	e-reserve access
INHS	article photocopy requests
INHS	courses with reserves
INHS	current serials
INHS	journal titles
INHS	journal use
IRIS	money (in the form of subscription and licensing revenue)
IRIS	number of subscribing institutions
IRIS	usage
IRIS	user feedback
IRRC	\$107,187.50 OCLC credits
IRRC	171 UMI Dissertations
IRRC	6853 orders were filled via Docline
IRRC	borrowing requests filled
IRRC	borrowing requests received
IRRC	CICVEL and OCLC First Search ILL order forms - 10.603
IRRC	DRA Patron Initiated requests
IRRC	e-reserves
IRRC	ILLiad - 33,802, fill rate of 92%
IRRC	Inside document delivery requests - 822
IRRC	IRRC web blank order forms were the preferred method of requesting at 25, 570 total
IRRC	lending is creating digital text for unit libraries
IRRC	lending requests filled
IRRC	Lending requests received
IRRC	OCLC bill
IRRC	orders for material available on campus - 2223
Latin American	links to newspapers
Latin American	video bibliography items
Library Development	Cost of gifts
Library Development	Number of gifts
Library Unit	Item
Map and Geography	reference questions
Map and Geography	shelving
Mortenson	countries
Mortenson	number of participants

Mortenson	tours of non-UIUC University libraries
Mortenson	tours of UIUC University libraries
Office of Services	
Preservation	administration duties and % time
Preservation	items bound
Rapid Cataloging	bracketing items
Rapid Cataloging	maintenance requests
Serials team	analytics - cataloged
Serials team	item - original cataloging
Serials team	items - cataloged
Serials team	items - serials maintenance
Serials team	MARCettes converted
Systems	e-reserves database entries
Systems	proxy logins
Systems	support requests
Systems	unique proxy logins
Undergraduate	attendance at resume workshops
Undergraduate	audio tour use
Undergraduate	career cluster visits
Undergraduate	chat reference
Undergraduate	e-reserve items
Undergraduate	media center transactions
Undergraduate	periodical titles
Undergraduate	reference questions
Undergraduate	reserve items
Undergraduate	students taking quizzes
Undergraduate	walk-up jacks
Undergraduate	web material use
Veterinary Medicine	DOCLINE requests
Veterinary Medicine	Loans
Veterinary Medicine	Loansome Doc Requests
Veterinary Medicine	photocopy requests