

Information Literacy Instruction FY 2021

		# of Classes	# of Students
100-299 level classes	Fall	2	28
	Spring	1	12
	Total	3	40
300-400+ level classes	Fall	0	0
	Spring	0	0
	Total	0	0
	Fall Totals	2	28
	Spring Totals	1	12
	Total All	3	40

	# Classes	# Students
FY2017	25	521
FY2018	10	187
FY2019	14	144
FY2020	19	288
FY2021	3	40

Eportfolio and other Instruction FY 2020

		# of Classes	# of Students
100-299 level classes	Fall	3	34
	Spring	0	0
	Total	3	34
300-400+ level classes	Fall	0	0
	Spring	0	0
	Total	0	0
	Fall Totals	3	34
	Spring Totals	0	0
	Total All	3	34

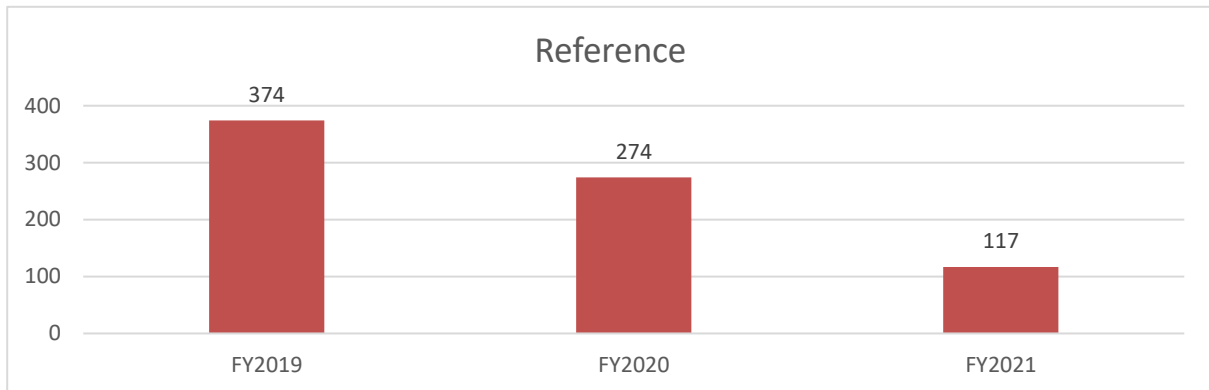
	# Classes	# Students
FY2017	7	159
FY2018	2	36
FY2019	10	154
FY2020	4	80
FY2021	3	34

Reference Questions Statistics

FY 2021	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	ILL*	Total
Reference	0	1	20	9	8	3	15	15	8	14	6	18		117
Directional*	0	0	0	0	0	0	0	0	0	0	0	0		0
Comp/Genera	0	0	11	0	0	0	2	0	0	0	0	0		13
Comp/Instruct	0	0	3	0	0	0	0	0	0	0	0	0		3
Total	0	1	34	9	8	3	17	15	8	14	6	18		133

FY 2020	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	ILL*	Total
Reference	15	18	44	49	40	18	15	31	18	0	4	0	22	274
Directional*	2	2	10	10	8	7	0	0	0	0	0	0		39
Comp/Genera	7	0	10	10	13	3	0	1	0	0	0	0		44
Comp/Instruct	2	0	13	8	4	2	0	0	2	0	0	0		31
Total	26	20	77	77	65	30	15	32	20	0	4	0		388

FY 2019	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Total
Reference	13	21	57	40	56	33	31	30	40	28	19	6		374
Directional*	0	4	18	11	8	5	11	15	8	6	9	0		95
Comp/Genera	2	4	10	15	12	4	10	9	16	27	7	5		121
Comp/Instruct	0	3	10	3	5	3	5	14	5	7	4	4		63
Total	15	32	95	69	81	45	57	68	69	68	39	15		653



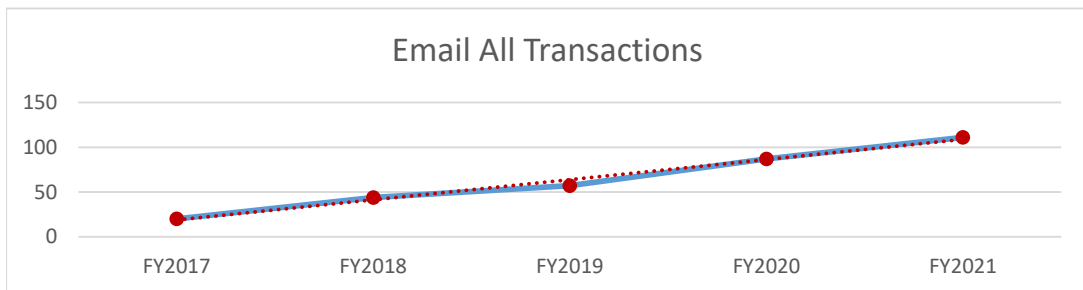
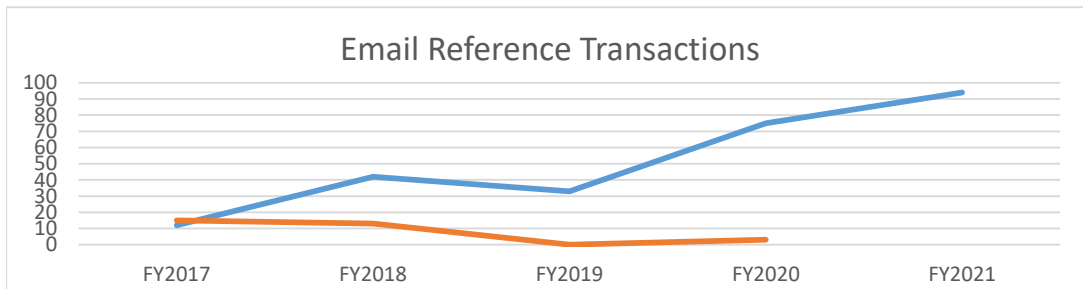
FY2020 - Covid-19 Pandemic affected us starting spring break, March 16-20. The pandemic continued through fall and spring of FY2021.

*ILL count refers to those interlibrary loan requests initiated by patrons for items that the library already had. According to ACRL annual survey directions, these counts are supposed to be included with the reference transactions.

Electronic Chat and Email Services

CHAT	FY2017	FY2018	FY2019	FY2020	FY2021	
Reference (traditional)	15	13	0	3		
BB	0	1	0	0		
Circulation	0	0	1	0		
Concierge	0	0	0	0		
Dropped	1	0	0	0		
Eportfolio	1	1	2	1		
General Library	1	1	0	0		
IT	2	0	1	0		
Other and Testing	9	0	0	3		
Total	29	16	4	7	0	*

EMAIL	FY2017	FY2018	FY2019	FY2020	FY2021	% change
Reference	12	42	33	75	94	25%
BB	1	0	0	0		
Circulation	0	1	3	0		
Concierge	0	0	0	0		
UMFK Help Form				4	2	N/A
Dropped	0	0	0	0		
Eportfolio	6	1	18	5	15	200%
General Library	0	0	0	3		N/A
IT	1	0	0	0		
Symposium			1	0		
Other	0	0	2	0		
Total	20	44	57	87	111	28%



*Email was the primary and only form of online reference. Chat was used off and on, as well as offered as an alternative means to phone, email, or zoom, but no one used it.

A few zoom sessions were used, but not enough to count.

Blake Library Service Points

Question Type Total by Year

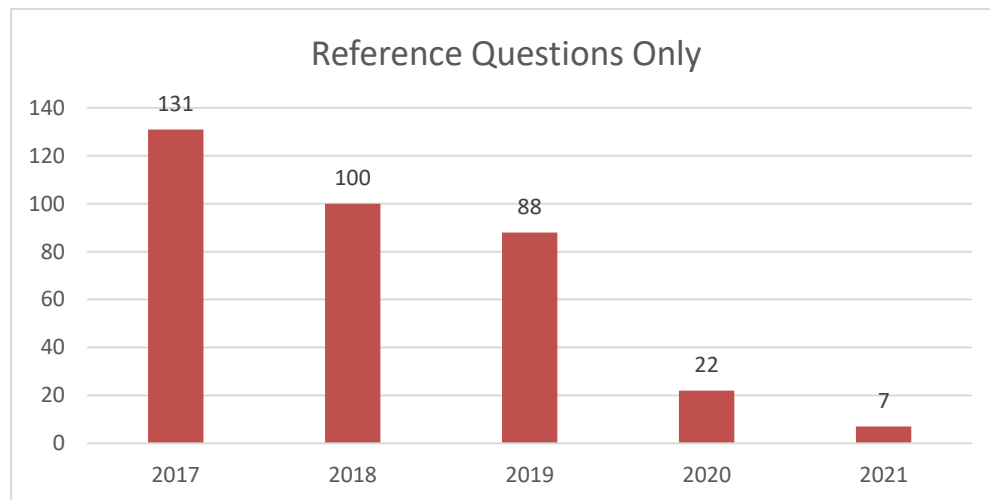
YEAR	Gen	Ref	IT	Total
2017	326	131	350	807
2018	234	100	228	562
2019	202	88	157	447
2020	169	22	90	281
2021	104	7	48	159

Location Type Total for FY2021*

LOCATION	Gen	Ref	IT	Total
Circulation	38	7	31	76
				0
Tech Services	66	0	17	83
Total All	104	7	48	159

*circulation desk numbers were estimated

*there are no longer two service points in tech services



Service Point Locations

SP#	Description	Location
SP1	Circulation	By Quad door
SP2	Tech Services/Cataloging	In back office (left early January)
SP3	Serials & Acquisitions	In back office

**CampusGuides at UMFK
Top Ten Views**

Guides by Titles	FY2017	FY2018	FY2019	FY2020	FY2021
Returning to Campus at UMFK				126	7,027
Brightspace for Students				386	3,404
Portfolio Resources and Help	1,143	1,371	1,754	1,924	2,095
Brightspace for Faculty				577	1,617
Plagiarism	268	211	237	570	1,446
CampusGuides at UM Fort Kent	701	899	440	851	926
General Education E-Portfolio Guidelines & Proc.	340	936	959	879	879
*1 Acadian Treasure Chest					634
Nursing at UMFK	259	267	252	458	594
*2 Turning the Corner at UMFK: Covid-					452

*New: *1 in Dec 2020; *2 in June 2021

