

## Services

	ACRL Q#	FY2020	FY2021	% change
<b>REFERENCE &amp; INSTRUCTION</b>				
Informational Reference Transactions	64-65	252	117	-53.6%
Reference Transactions at other service points	64	22	0	-100.0%
Electronic Reference Transactions	67	78	94	20.5%
Presentations, Number of (BI Sessions)	70	19	3	-84.2%
Presentations, Attendance at	71	288	40	-86.1%
<b>CIRCULATION</b>				
Circulation (initial checkouts only - no reserves)		1,633	882	-46.0%
Reserves		1,440	620	-56.9%
Equipment from reserves		573	54	-90.6%
Total (no equipment)	60a	2,500	1,448	-42.1%
<b>ELECTRONIC CIRCULATION</b>				
Ejournals: Unique Item Requests (sim.to FT dwnlds)	63	9,280		-100.0%
Emedia All - emedia (tot.item req.)and ebooks (uniq. tit.)	60b	631	1,548	145.3% **
Ebooks (Cloud Library Checkouts)	<i>comment 60b</i>	481	501	4.2%
<b>LENDING TO OTHER LIBRARIES</b>				
Interlibrary Loan: books (w/all)(returnables)		19	23	21.1%
interlibrary Loan: articles (w/all)(Non-returnables)		2	3	50.0%
Maine Info Net/InnReach (w/state) (returnables)		272	236	-13.2%
Requestor Function (w/UMS) (returnable)		284	279	-1.8%
<b>Total Loaned:</b>	<b>81</b>	<b>577</b>	<b>541</b>	<b>-6.2%</b>
Total Returnable:	81a	575	538	-6.4%
Total Non-returnable:	81b	2	3	50.0%
<b>BORROWING FROM OTHER LIBRARIES</b>				
Interlibrary Loan: books (w/all)(returnables)		12	2	-83.3%
interlibrary Loan: articles (w/all)(Non-returnables)		37	25	-32.4%
Maine Info Net/InnReach (w/state) (returnables)		350	137	-60.9%
Requestor Function (w/UMS) (returnable)		518	308	-40.5%
<b>Total Borrowed:</b>	<b>82</b>	<b>917</b>	<b>472</b>	<b>-48.5%</b>
Total Returnable:	82a	880	447	-49.2%
Total Non-returnable:	82b	37	25	-32.4%
<b>Student Enrollment*</b>				
Full-Time Equivalents (FTE)	90	891	877	-1.6% *
Full-Time Equivalents (FTE) (fall numbers)		845	816	-3.4%
Full-Time Undergraduate	91a	552	526	-4.7%
Part-Time Undergraduate	91b	1,037	1,099	6.0%
Total Headcount	91e	1,892	1,625	-14.1%
<b>ATTENDANCE (we no longer take a traditional gate count - and not required for IPEDS)</b>				
Average # of people in the library at any given time		<b>FY2020</b>	<b>FY2021</b>	
(weekends include Fridays)	Wkdays	7	4	-42.9%
	Wkends	6	3	-50.0%
Hours open (standard semester week)		91	83	-8.8%

FY2021 numbers will be way down in some cases due to covid-19

\*FTE count From IPEDS 12-Month Enrollment survey component, Part A. as required by ACRL/IPEDS

\*\*Alexander Street Press and Academic Videos Online have been added this year. Ebook use went up