

## Reference (Information) Services

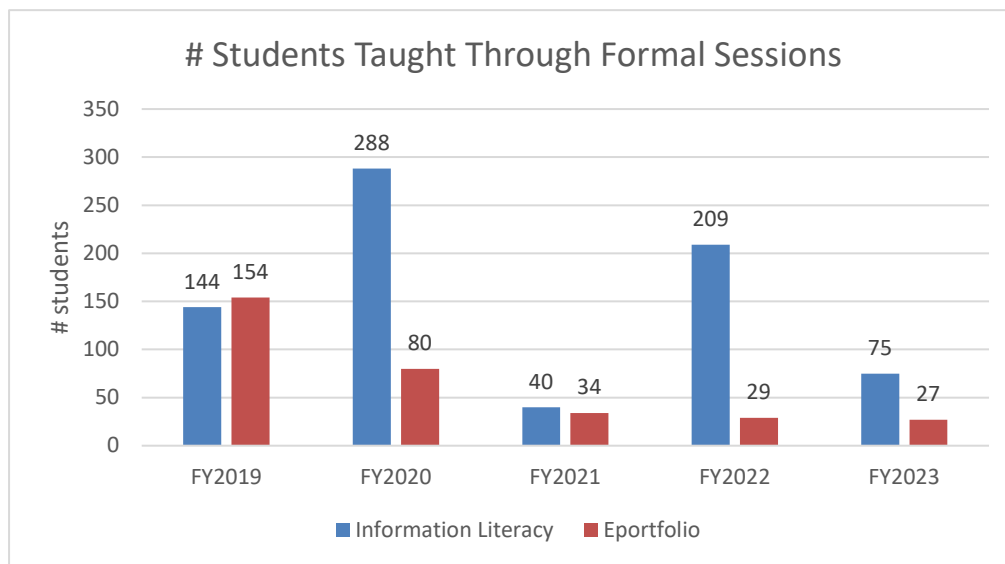
### One-Shot Sessions in Information Literacy and Eportfolios

#### FY 2023

	# Classes	# Students
Information Literacy	5	75
Eportfolios	2	27

Information Literacy	# Classes	# Students
FY2019	14	144
FY2020	19	288
FY2021	3	40
FY2022	13	209
FY2023	5	75*

Eportfolios	# Classes	# Students
FY2019	10	154
FY2020	4	80
FY2021	3	34
FY2022	4	29
FY2023	2	27



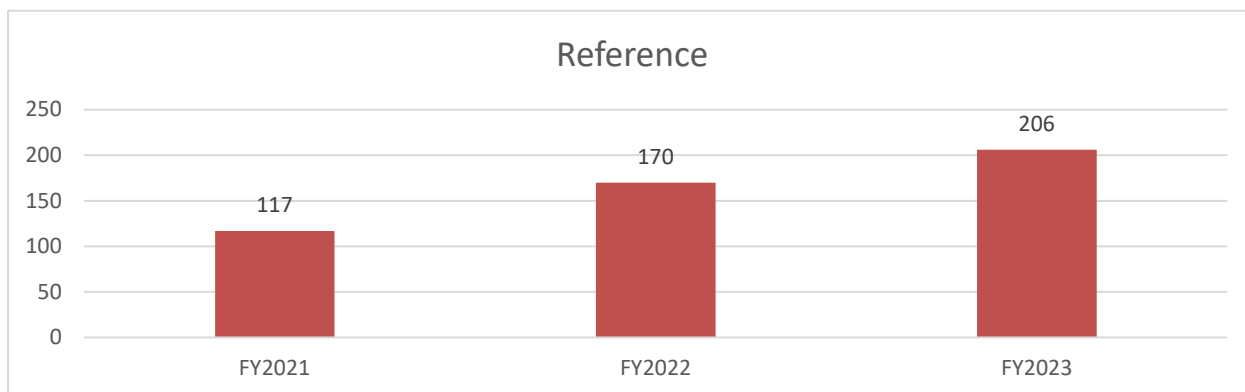
\*significant drop in numbers due to there being only one FYE section this year as opposed to four in FY2022

## Reference Questions Statistics

FY 2023														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	ILL*	Total
Reference	6	13	41	18	13	18	17	17	17	20	15	11		206
Directional**		2							1	1	1			5
Comp/Gen**				1			2		1	1				5
Comp/Inst**			2	1		2	1			4	1			11
<b>Total</b>	<b>6</b>	<b>15</b>	<b>43</b>	<b>20</b>	<b>13</b>	<b>20</b>	<b>20</b>	<b>17</b>	<b>19</b>	<b>26</b>	<b>17</b>	<b>11</b>		<b>227</b>

FY 2022														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	ILL*	Total
Reference	11	15	36	24	19	12	1	10	7	7	13	4	11	170
Directional**	0	0	0	0	0	0	0	0	0	0	0	0		0
Comp/General	0	3	0	0	1	0	0	0	0	0	0	0		4
Comp/Instruct	0	0	0	0	4	1	1	0	0	4	0	1		11
<b>Total</b>	<b>11</b>	<b>18</b>	<b>36</b>	<b>24</b>	<b>24</b>	<b>13</b>	<b>2</b>	<b>10</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>5</b>		<b>185</b>

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/General	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
<b>Total</b>	<b>0</b>	<b>1</b>	<b>34</b>	<b>9</b>	<b>8</b>	<b>3</b>	<b>17</b>	<b>15</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>18</b>		<b>133</b>



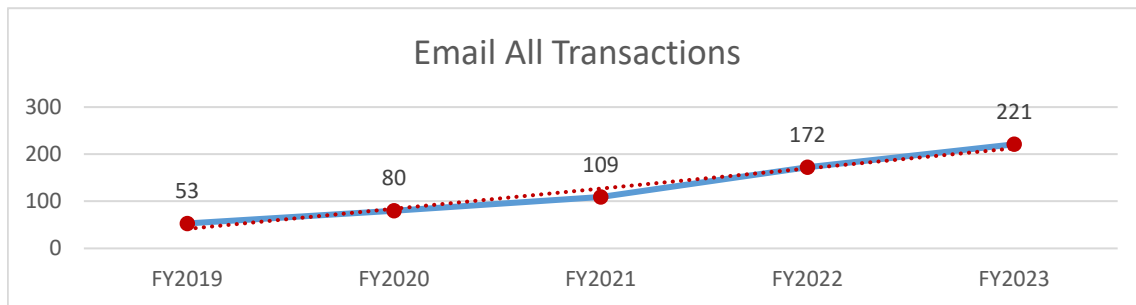
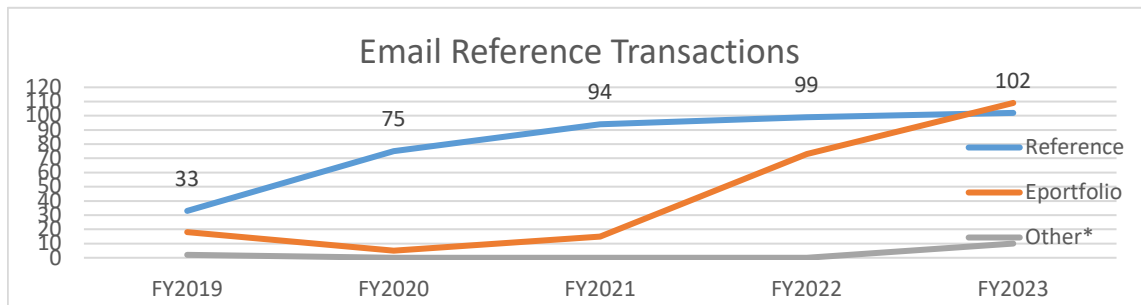
\*ILL count refers to those interlibrary loan requests initiated by patrons for items that the library already had. According to ACRL annual survey directions, these counts are supposed to be included with the reference transactions.

\*\*We have not collected Directional data consistently. ACRL/IPEDS does not ask for it. ACRL/IPEDS only asks for Reference, from primary desk and service desks, and Electronic Reference.

### Electronic Chat and Email Services

CHAT (Zoom)	FY2019	FY2020	FY2021	FY2022	FY2023
<b>Reference (traditional)</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>
BB	0	0	0	0	0
Circulation	1	0	0	0	0
Concierge	0	0	0	0	0
Dropped	0	0	0	0	0
Eportfolio	2	1	0	0	10
General Library	0	0	0	0	0
IT	1	0	0	0	0
Other and Testing	0	3	0	0	0
<b>Total</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>12</b>

EMAIL	FY2019	FY2020	FY2021	FY2022	FY2023	% change
Reference	33	75	94	99	102	3%
Eportfolio	18	5	15	73	109	49%
Other*	2	0	0	0	10	n/a
<b>Total</b>	<b>53</b>	<b>80</b>	<b>109</b>	<b>172</b>	<b>221</b>	<b>28%</b>



\*"Other" represents: accounts (library and IT), ID/library Cards, Brightspace, access to course texts and general campus information.

**CampusGuides at UMFK**  
**Top Ten Views**

<b>Guides by Titles</b>	<b>FY2019</b>	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>	<b>FY2023</b>
Portfolio Resources and Help	1,754	1,924	1,888	2,142	1,935
Brightspace for Students (DE collaboration)		386	3,230	2,295	1,654
General Education E-Portfolio Guidelines & Proc.	959	879	860	1,033	951
Plagiarism	237	570	1,387	1,217	914
Brightspace for Faculty (DE collaboration)		577	1,566	625	732
Onward and Upward at UMFK: Covid-19 V. 4 *			6,997 (v.1)	2,238	615
Advising Manual UMFK					541
CampusGuides at UM Fort Kent	440	851	880	634	446
Information Literacy Micro-Credential Pathway at UMFK*					267
Acadian Archives/Archives acadienes at UMFK	222	236	171	255	254
Nursing at UMFK	252	458	570	390	252
Information Services Newsletter			147	230	233
UMFK OER Grant Program			136	135	157
History at UMFK	180	29	101	222	150
Blake Library and UMFK Tutorials		404	292	181	146
Citing Sources at UMFK: APA w/link:	222	162	252	140	124
Nursing Portfolio Resources and Help (created 5/2023)*					116

\*new for FY2023

