## **Services**

|   | FY2012  | FY2013 | % change |
|---|---------|--------|----------|
| REFERENCE & INSTRUCTION                               |         |        |          |
| Informational Reference Transactions                  | 734     | 681    | -7.2%    |
| Reference Transactions at other service points        | 321     | 277    | -13.7%   |
| Directional Reference Transactions                    | 55      | 79     | 43.6%    |
| Computer Assistance (both inst. and gen.)             | 206     | 163    | -20.9%   |
| Trans. other than Ref and IT. at other service points | 333     | 393    | 18.0%    |
| Bibliographic Sessions and Tours                      | 36      | 26     | -27.8%   |
| CIRCULATION   |         |        |          |
| Total Circulation Transactions                        | 17,397  | 16,712 | -3.9%    |
| Circulation (checkouts only)                          | 7,952   | 7,032  | -11.6%   |
| By on campus FTE                                      | 14.10   | -      | -17.2%   |
| Circulating (stacks) collection (checkouts)           | 2,413   | 2,329  | -3.5%    |
| Reserve Circulation (checkouts)                       | 2,046   | 1,637  | -20.0%   |
| Reference/Special Collection Circ. (checkouts)        | 12      | 1      | -91.7%   |
| Media   | 2,226   | 2,090  | -6.1%    |
| Inhouse Circulation (Barcoded materials)              | 1,244   | 1,109  | -10.9%   |
| Checkout Statistics by FK Patron Type:                | _,_ : : | _,     |          |
| Student Circulation                                   | 4,122   | 3,414  | -17.2%   |
| Faculty & Staff Circulation                           | 1,158   | 982    | -15.2%   |
| Other System Borrowers (FK ILL)                       | 90      | 65     | -27.8%   |
| Guest Patron (Courtesy) Circulation                   | 30      | 05     | 27.070   |
| Community Borrowers                                   | 956     | 1,220  | 27.6%    |
| Public School Borrowers                               | 158     | 54     | -65.8%   |
| Special   | 2       | 12     | 500.0%   |
| Total Guest Patron Circulation                        | 1,116   |        | 15.2%    |
| Total All Patron Checkout Statistics                  | 6,486   | 5,747  | -11.4%   |
| INTERLIBRARY LOAN                                     | 0,480   | 3,747  | -11.470  |
| Books borrowed from other libraries:                  |         |        |          |
| Number of books borrowed                              | 16      | 20     | 81.3%    |
|   | 16      | 29     |          |
| Number of periodical articles borrowed                | 103     | 85     | -17.5%   |
| Total borrowed  | 119     | 114    | -4.2%    |
| Books loaned to other libraries:                      | 0.5     | 74     | 47.40/   |
| Number of books loaned                                | 86      | 71     | -17.4%   |
| Number of periodical articles loaned                  | 57      | 55     | -3.5%    |
| Total loaned  | 143     | 126    | -11.9%   |
| MAINE INFO NET/INNREACH                               |         |        |          |
| Number of books borrowed                              | 366     | 563    | 53.8%    |
| Number of books loaned                                | 468     | 376    | -19.7%   |
| REQUESTOR FUNCTION                                    |         |        |          |
| Number of books borrowed                              | 960     |        | -2.1%    |
| Number of books loaned                                | 1,033   | 886    | -14.2%   |
| ELECTRONIC COLLECTION                                 |         |        |          |
| Total full text online article requests (ebsco only)  | 20,714  | 21,657 | 4.6%     |
| ATTENDANCE  |         |        |          |
| Total by gate count                                   | 46,898  | 44,750 | -4.6%    |
| Total by an campus ETE (Fall11-E64, Fall12-602)       | 0.0     | 7.1    | -10.6%   |
| Total by on campus FTE (Fall11=564, Fall12=602)       | 83      | 74     | -10.0%   |