

Appendix B

Reference Questions Statistics

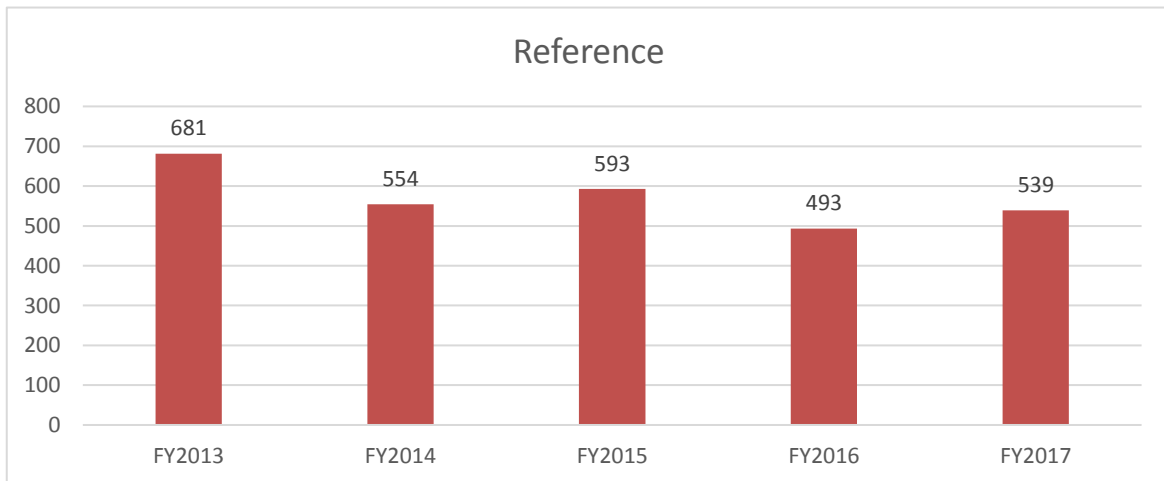
FY 2017	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	23	23	119	41	56	52	29	46	52	42	34	22	539
Directional*	2	0	4	8	3	4	3	9	7	4	1	0	45
Comp/General	4	3	71	11	7	18	7	24	19	11	6	0	181
Comp/Instruct	4	3	12	0	6	3	10	8	3	4	7	0	60
Total	33	29	206	60	72	77	49	87	81	61	48	22	825

FY 2016	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	27	34	59	49	59	43	24	36	70	44	33	15	493
Directional*	1	3	15	4	3	2	2	5	4	6	3	3	51
Comp/General	10	11	38	18	20	23	14	11	9	27	13	4	198
Comp/Instruct	2	2	16	12	12	10	0	10	3	8	4	0	79
Total	40	50	128	83	94	78	40	62	86	85	53	22	821

FY 2015	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	42	24	95	76	51	40	42	41	49	76	35	22	593
Directional*	8	62	7	7	9	4	4	1	8	11	5	4	130
Comp/General	4	4	40	19	11	13	16	11	9	13	8	4	152
Comp/Instruct	9	1	28	10	8	14	3	5	6	17	3	3	107
Total	63	91	170	112	79	71	65	58	72	117	51	33	982

FY 2014	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	31	15	59	68	56	41	47	50	56	64	34	33	554
Directional	3	0	11	12	7	6	9	7	5	12	6	3	81
Comp/General	1	4	45	12	8	10	10	14	8	17	10	5	144
Comp/Instruct	2	0	13	10	6	6	14	10	8	10	5	0	84
Total	37	19	128	102	77	63	80	81	77	103	55	41	863

FY 2013	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	38	48	74	90	83	47	32	39	82	76	62	10	681
Directional	5	4	12	8	5	7	3	7	12	7	7	2	79
Comp/General	1	8	9	12	4	7	6	14	9	13	13	0	96
Comp/Instruct	2	0	11	12	5	5	3	7	7	8	7	0	67
Total	46	60	106	122	97	66	44	67	110	104	89	12	923



Electronic Chat and Email Services

CHAT	FY2013	FY2014	FY2015	FY2016	FY2017	% change
Reference	41	71	23	31	15	-52%
BB	N/A	3	0	0	0	
Circulation	N/A	2	5	2	0	
Concierge	N/A	4	2	1	0	
Dropped	N/A	20	4	0	1	
Eportfolio	N/A	2	0	0	1	
General Library	N/A	7	2	5	1	
IT	N/A	15	4	0	2	
Other and Testing	31	0	1	0	9	
Total	72	124	41	39	29	-26%

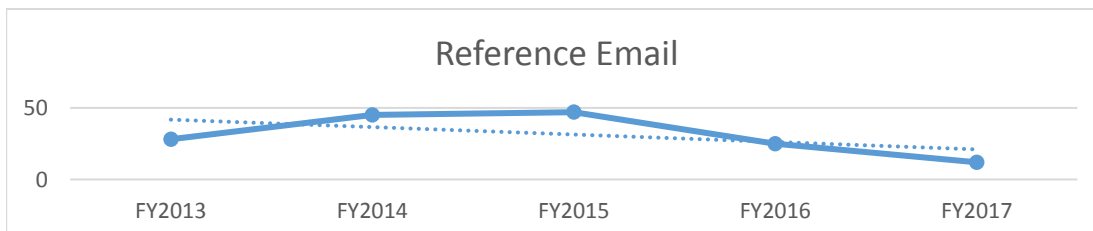
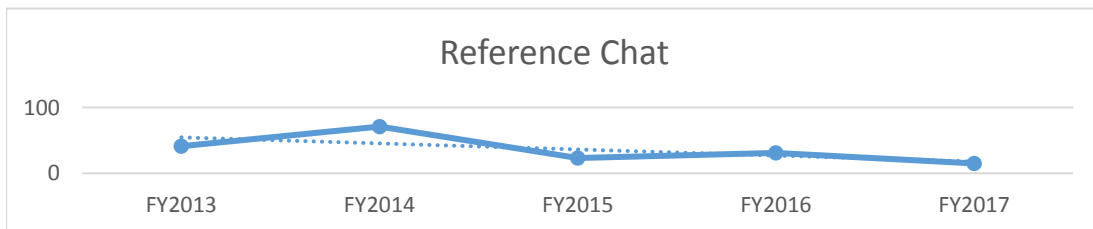
EMAIL	FY2013	FY2014	FY2015	FY2016	FY2017	% change
Reference	28	45	47	25	12	-52%
BB	N/A	0	0	1	1	
Circulation	5	4	3	0	0	
Concierge	N/A	0	0	0	0	
Dropped	N/A	0	0	0	0	
Eportfolio	N/A	0	0	6	6	
General Library	N/A	0	0	0	0	
IT	N/A	3	4	1	1	
Other	6	0	1	0	0	
Total	40	52	55	33	20	-39%

FY2015 - starting in January we covered UMPI chat. We had one reference chat for UMPI, which we put in Other.

FY2014 was the first complete year using a chat service that worked reliably.

In addition to monitoring electronic reference statistics for the same reasons as traditional, we also:

1. Consider the electronic tools we use to determine if they work for our needs
2. Compare these figures to other libraries in the system with regard to % change



Blake Library Service Points

FY2016

MONTH	SP1 (Circ/ILL)			SP2 (TechServ/Cat)			SP3 (Serials/Aqui)			TOTAL	
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT		
Jul	8	5	6	20	4	4	4	0	5	56	
Aug	14	13	39	24	10	15	4	0	25	144	
Sep	12	7	27	33	9	14	5	3	21	131	
Oct	11	7	14	17	2	12	5	0	8	76	
Nov	9	5	7	2	2	4	10	0	2	41	
Dec	5	4	7	7	1	6	2	0	3	35	
Jan	8	8	13	12	2	2	4	0	8	57	
Feb	5	8	14	8	4	2	5	0	10	56	
Mar	17	8	9	2	2	6	5	6	4	59	
Apr	12	4	10	12	1	3	6	3	6	57	
May	9	7	9	5	1	8	7	3	7	56	
Jun	9	0	11	5	1	5	3	1	4	39	
TOTAL	119	76	166	147	39	81	60	16	103	807	
SP1 TL			361	SP2 TL			267	SP3 TL			179

Total Gen 326 Ref 131 IT 350

FY2016

MONTH	SP1 (Circ/ILL)			SP2 (TechServ/Cat)			SP3 (Serials/Aqui)			TOTAL	
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT		
Jul	9	3	15	8	2	5	2	0	0	44	
Aug	12	10	18	8	1	5	10	0	50	114	
Sep	13	15	18	15	2	5	8	0	5	81	
Oct	10	13	10	6	3	9	13	1	17	82	
Nov	12	7	8	9	4	1	8	1	9	59	
Dec	13	6	13	7	5	2	8	1	5	60	
Jan	12	12	9	10	4	3	13	0	2	65	
Feb	9	7	11	3	5	3	5	1	2	46	
Mar	11	8	6	11	5	3	1	0	0	45	
Apr	12	9	18	15	4	7	5	3	2	75	
May	9	11	12	3	2	1	8	2	1	49	
Jun	9	7	6	16	5	5	15	1	5	69	
TOTAL	131	108	144	111	42	49	96	10	98	789	
SP1 TL			383	SP2 TL			202	SP3 TL			204

Total Gen 338 Ref 160 IT 291

FY2015

MONTH	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			TOTAL		
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT			
Jul	1	3	9	0	3	0	6	0	1	0	0	0	23		
Aug	18	3	12	0	12	6	11	1	4	10	0	0	77		
Sep	16	15	31	0	0	1	14	5	16	10	11	3	122		
Oct	9	10	9	0	0	0	13	4	1	3	0	2	51		
Nov	8	7	3	0	0	0	8	2	4	4	0	3	39		
Dec	12	9	7	0	0	0	11	6	3	3	0	2	53		
Jan	8	18	13	0	0	0	13	1	3	3	0	4	63		
Feb	9	12	13	0	0	0	5	1	3	3	0	2	48		
Mar	8	14	14	0	0	0	8	5	1	2	0	2	54		
Apr	9	10	17	0	0	0	17	2	1	0	0	0	56		
May	9	7	7	0	0	0	10	1	2	0	0	0	36		
Jun	9	11	14	0	0	0	5	5	2	0	0	0	46		
TOTAL	116	119	149	0	15	7	121	33	41	38	11	18	668		
SP1 TL		384		SP2 TL		22		SP3 TL		195		SP4 TL		67	

Total Gen 275 Ref 178 IT 215

FY2014

MONTH	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			TOTAL		
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT			
Jul	11	6	14	0	4	1	4	1	0	0	0	0	41		
Aug	12	3	17	0	1	0	11	7	3	5	0	2	61		
Sep	18	39	17	4	1	0	15	15	2	10	2	4	127		
Oct	8	7	4	0	1	0	10	4	2	8	0	0	44		
Nov	11	7	3	0	0	0	8	2	1	9	0	0	41		
Dec	12	13	10	0	1	0	10	1	1	5	0	0	53		
Jan	10	17	17	0	1	0	5	2	0	5	0	0	57		
Feb	13	10	12	0	0	0	10	5	2	2	0	0	54		
Mar	13	13	2	0	0	0	8	5	1	0	0	0	42		
Apr	7	18	7	2	1	0	17	10	5	0	0	0	67		
May	14	9	6	0	4	0	11	1	3	0	0	0	48		
Jun	12	10	7	0	0	0	5	3	0	0	0	0	37		
TOTAL	141	152	116	6	14	1	114	56	20	44	2	6	672		
SP1 TL		409		SP2 TL		21		SP3 TL		190		SP4 TL		52	

Total Gen 305 Ref 224 IT 143

FY2013

MONTH	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			TOTAL
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	
Jul	5	11	9	0	0	0	6	1	9	0	0	0	41
Aug	11	11	8	0	1	2	8	11	7	3	0	5	67
Sep	33	29	26	3	2	12	34	9	8	18	0	5	179
Oct	4	13	14	0	3	0	11	7	8	6	0	0	66
Nov	16	18	9	0	1	0	10	4	4	15	0	0	77
Dec	10	17	7	0	0	1	5	4	4	20	0	0	68
Jan	17	19	12	0	2	1	12	5	6	10	0	0	84
Feb	11	22	7	0	0	0	12	3	1	5	0	3	64
Mar	13	23	6	0	1	2	15	3	4	5	4	3	79
Apr	11	13	11	0	6	0	15	2	0	0	0	0	58
May	11	16	7	0	3	0	12	1	5	0	0	0	55
Jun	16	7	12	0	3	0	10	2	1	0	0	0	51
TOTAL	158	199	128	3	22	18	150	52	57	82	4	16	889
	SP1 TL	485		SP2 TL	43		SP3 TL	259		SP4 TL	102		

Total Gen 393 Ref 277 IT 219

YEAR	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			Total
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	
2012	142	190	92	4	23	17	147	102	57	40	6	23	843
2013	158	199	128	3	22	18	150	52	57	82	4	16	889
2014	141	152	116	6	14	1	114	56	20	44	2	6	672
2015	116	119	149	0	15	7	121	33	41	38	11	18	668

	SP1 (Circ)			SP2 (TechServ/Cat)			SP3 (Serials/Aqui)			Total
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	
2016	131	108	144	111	42	49	96	10	98	789
2017	119	76	166	147	39	81	60	16	103	807

Quest. Type Total				
YEAR	Gen	Ref	IT	Total
2012	333	321	189	843
2013	393	277	219	889
2014	305	224	143	672
2015	275	178	215	668
2016	338	160	291	789
2017	326	131	350	807

Service Point Locations

SP#	Description	Location
SP1	Circulation Desk	By Quad door
SP2	Tech Services/Cataloging De	In back office
SP3	Serials & Acquisitions	In back office

FY2016 - now only have three service points.

CampusGuides at UMFK

Guides by Titles	Views				
	FY2013	FY2014	FY2015	FY2016	FY2017
A Guide to Our Biographies	18	18	15	55	16
Archives/Archives acadiennes at UMFK!	176	702	693	185	306
Biology at UMFK	0	5	28	16	20
Book Awards					56
Business at UMFK	64	46	28	13	39
CampusGuides at UM Fort Kent	159	687	746	695	701
Citing Sources at UMFK: APA	669	932	1,586	1032	780
Comics, Graphic Novels and Manga at UMFK	N/A	N/A	N/A	5	1
Computer Science at UMFK	18	43	3	10	8
Criminal Justice at UMFK	32	46	6	6	39
Ebola: Learn the Facts!	N/A	N/A	27	3	0
Education at UMFK	48	93	42	83	70
Environmental Sciences at UMFK	24	46	3	6	7
Forest Protection at UMFK - FOR 330	29	1	15	2	3
General Education E-Portfolio Guidelines and Procecd	N/A	N/A	191	382	340
Health and Wellness at UMFK	6	26	27	10	50
Health Care Coverage Information (Affordable Care Act) (moved to unpublshed)	N/A	13	20	1	0
History at UMFK	128	159	181	37	108
Literature at UMFK	15	23	29	16	4
Nursing at UMFK	142	328	266	322	259
Online Content at UMFK	N/A	26	19	20	10
Plagiarism	N/A	N/A	N/A	348	268
Portfolio Resources and Help	N/A	399	471	1072	1143
Psychology at UMFK	7	51	11	24	8
Rural U in association with UMFK	N/A	N/A	N/A	151	100
Special Collections at UMFK	28	6	2	9	14
UMFK Diversions	205	175	133	95	49
Understanding Information Tools	N/A	N/A	N/A	56	26
Total	1,768	3,825	4,542	4,654	4,425

