

## Reference Questions Statistics

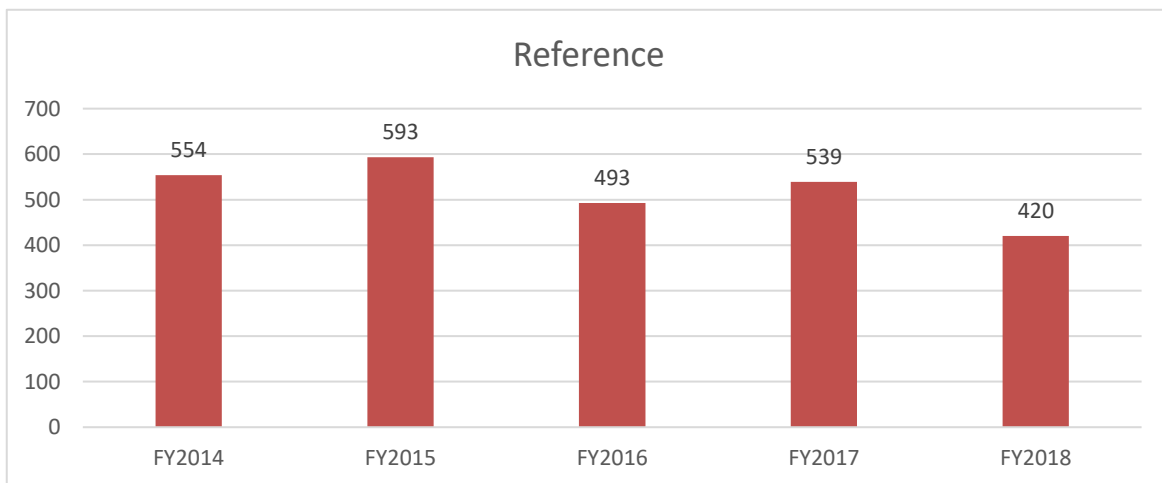
<b>FY 2018</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
Reference	23	42	38	47	49	28	42	34	35	24	33	25	420
Directional*	3	11	7	6	6	0	4	9	8	4	4	4	66
Comp/General	7	17	22	4	23	9	15	10	5	7	5	12	136
Comp/Instruct	1	4	14	3	4	1	5	3	9	2	1	3	50
<b>Total</b>	<b>34</b>	<b>74</b>	<b>81</b>	<b>60</b>	<b>82</b>	<b>38</b>	<b>66</b>	<b>56</b>	<b>57</b>	<b>37</b>	<b>43</b>	<b>44</b>	<b>672</b>

<b>FY 2017</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
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
<b>Total</b>	<b>33</b>	<b>29</b>	<b>206</b>	<b>60</b>	<b>72</b>	<b>77</b>	<b>49</b>	<b>87</b>	<b>81</b>	<b>61</b>	<b>48</b>	<b>22</b>	<b>825</b>

<b>FY 2016</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
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
<b>Total</b>	<b>40</b>	<b>50</b>	<b>128</b>	<b>83</b>	<b>94</b>	<b>78</b>	<b>40</b>	<b>62</b>	<b>86</b>	<b>85</b>	<b>53</b>	<b>22</b>	<b>821</b>

<b>FY 2015</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
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
<b>Total</b>	<b>63</b>	<b>91</b>	<b>170</b>	<b>112</b>	<b>79</b>	<b>71</b>	<b>65</b>	<b>58</b>	<b>72</b>	<b>117</b>	<b>51</b>	<b>33</b>	<b>982</b>

<b>FY 2014</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
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
<b>Total</b>	<b>37</b>	<b>19</b>	<b>128</b>	<b>102</b>	<b>77</b>	<b>63</b>	<b>80</b>	<b>81</b>	<b>77</b>	<b>103</b>	<b>55</b>	<b>41</b>	<b>863</b>



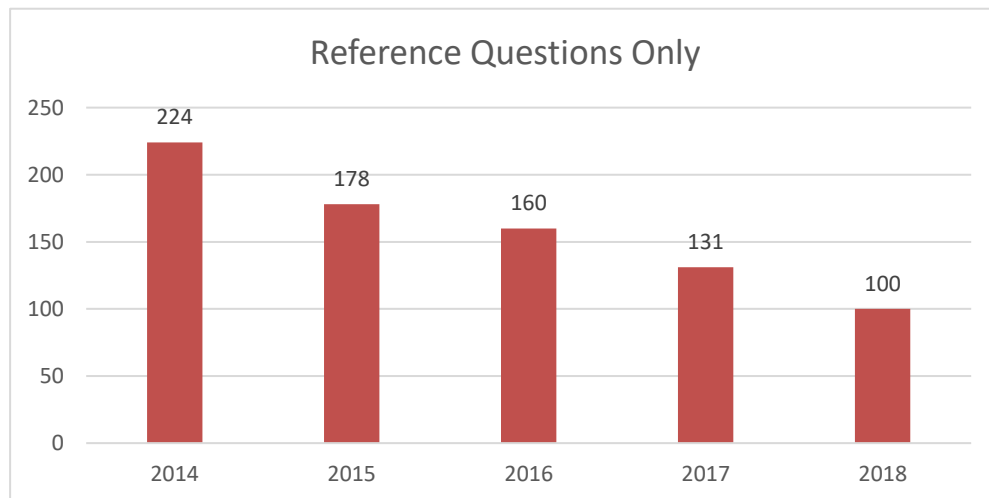
## Blake Library Service Points

### Question Type Total by Year

YEAR	Gen	Ref	IT	Total
2014	305	224	143	672
2015	275	178	215	668
2016	338	160	291	789
2017	326	131	350	807
2018	234	100	228	562

### Location Type Total for FY2018

LOCATION	Gen	Ref	IT	Total
Circulation Desk	87	59	110	256
Tech Serv/Cat	81	36	58	175
Acq/Serials	66	5	60	131
<b>Total All</b>	<b>234</b>	<b>100</b>	<b>228</b>	<b>562</b>



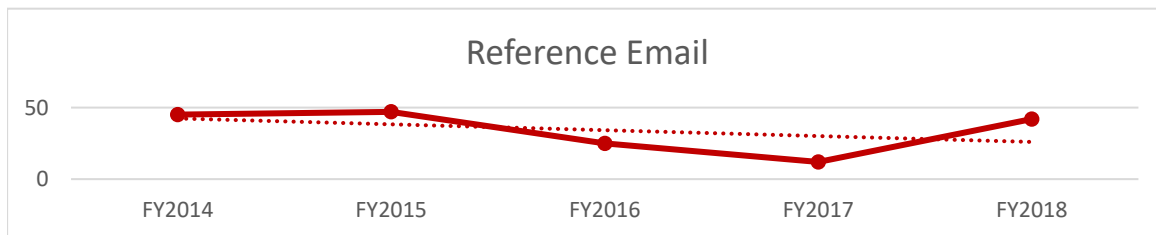
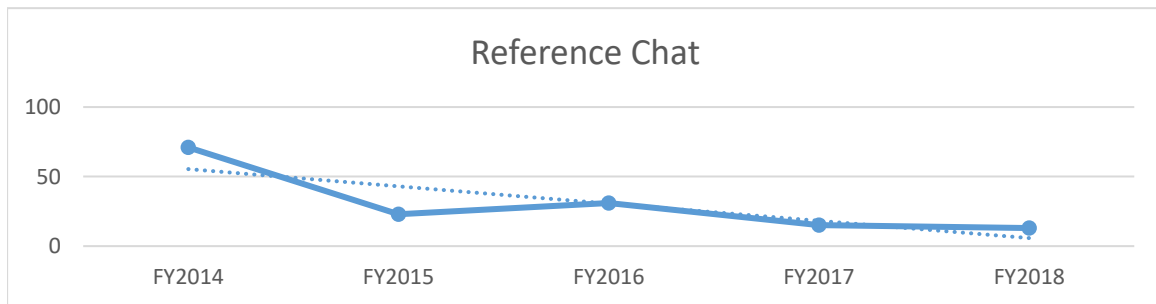
### Service Point Locations

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

### Electronic Chat and Email Services

CHAT	FY2014	FY2015	FY2016	FY2017	FY2018	% change
Reference	71	23	31	15	13	-13%
BB	3	0	0	0	1	
Circulation	2	5	2	0	0	
Concierge	4	2	1	0	0	
Dropped	20	4	0	1	0	
Eportfolio	2	0	0	1	1	
General Library	7	2	5	1	1	
IT	15	4	0	2	0	
Other and Testing	0	1	0	9	0	
<b>Total</b>	<b>124</b>	<b>41</b>	<b>39</b>	<b>29</b>	<b>16</b>	<b>-45%</b>

EMAIL	FY2014	FY2015	FY2016	FY2017	FY2018	% change
Reference	45	47	25	12	42	250%
BB	0	0	1	1	0	
Circulation	4	3	0	0	1	
Concierge	0	0	0	0	0	
Dropped	0	0	0	0	0	
Eportfolio	0	0	6	6	1	
General Library	0	0	0	0	0	
IT	3	4	1	1	0	
Other	0	1	0	0	0	
<b>Total</b>	<b>52</b>	<b>55</b>	<b>33</b>	<b>20</b>	<b>44</b>	<b>120%</b>



## CampusGuides at UMFK

Guides by Titles	Views				
	FY2014	FY2015	FY2016	FY2017	FY2018
A Guide to Our Biographies	18	15	55	16	13
Archives/Archives acadiennes at UMFK!	702	693	185	306	219
Biology at UMFK	5	28	16	20	7
Book Awards				56	38
Business at UMFK	46	28	13	39	62
CampusGuides at UM Fort Kent	687	746	695	701	899
Citing Sources at UMFK: APA	932	1,586	1032	780	278
Comics, Graphic Novels and Manga at UMFK	N/A	N/A	5	1	4
Computer Science at UMFK	43	3	10	8	6
Criminal Justice at UMFK	46	6	6	39	29
Ebola: Learn the Facts!	N/A	27	3	0	0
Education at UMFK	93	42	83	70	20
Environmental Sciences at UMFK	46	3	6	7	1
Forest Protection at UMFK - FOR 330	1	15	2	3	0
General Education E-Portfolio Guidelines and Procecd	N/A	191	382	340	936
Health and Wellness at UMFK	26	27	10	50	6
Health Care Coverage Information (Affordable Care Act) (moved to unpublshed)	13	20	1	0	0
History at UMFK	159	181	37	108	199
Literature at UMFK	23	29	16	4	11
Lyme Disease: Learn the FACTS!					6
Nursing at UMFK	328	266	322	259	267
Online Content at UMFK	26	19	20	10	7
Plagiarism	N/A	N/A	348	268	211
Portfolio Resources and Help	399	471	1072	1143	1371
Psychology at UMFK	51	11	24	8	21
Rural U in association with UMFK	N/A	N/A	151	100	97
Special Collections at UMFK	6	2	9	14	8
UMFK Diversions	175	133	95	49	13
Understanding Information Tools	N/A	N/A	56	26	21
<b>Total</b>	<b>3,825</b>	<b>4,542</b>	<b>4,654</b>	<b>4,425</b>	<b>4,750</b>

