

Reference Questions Statistics

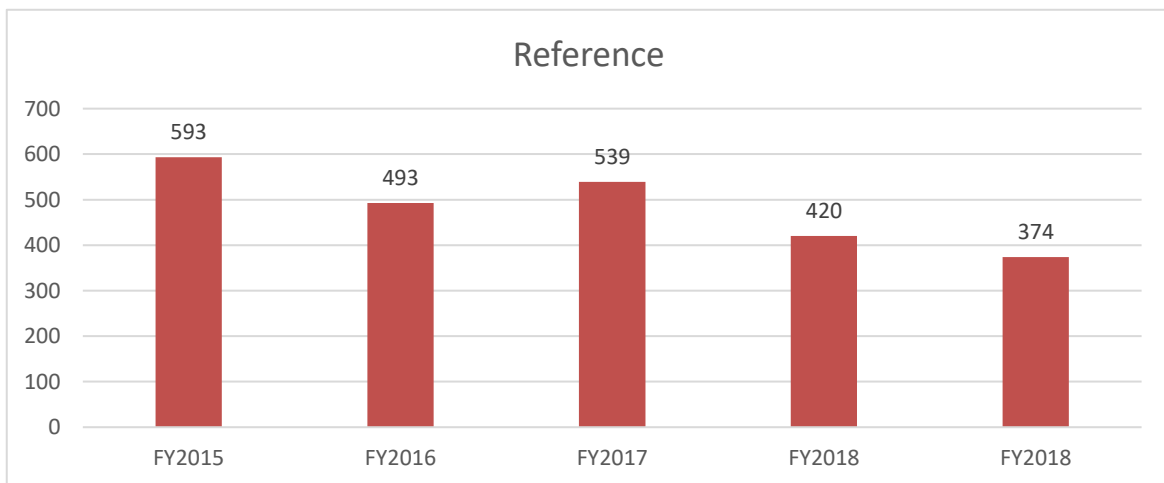
FY 2019	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	13	21	57	40	56	33	31	30	40	28	19	6	374
Directional*	0	4	18	11	8	5	11	15	8	6	9	0	95
Comp/General	2	4	10	15	12	4	10	9	16	27	7	5	121
Comp/Instruct	0	3	10	3	5	3	5	14	5	7	4	4	63
Total	15	32	95	69	81	45	57	68	69	68	39	15	653

FY 2018	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
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
Total	34	74	81	60	82	38	66	56	57	37	43	44	672

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



Computer tallies are broken down by general and instructional type questions. General describes help with printing problems, lost files, disk problems, etc. Instructional describes help with using a software program, scanning, and other help not related to reference (for example, showing someone how to use our online catalog is considered a reference question not computer instruction).

We maintain reference statistics in order to:

1. Have data available for the various surveys we are asked to fill out such as ACRL/IPEDS
2. Help us monitor the annual fluctuation of questions and patron use of the library
3. To keep track of active months and long term see if there is any change in what months are active

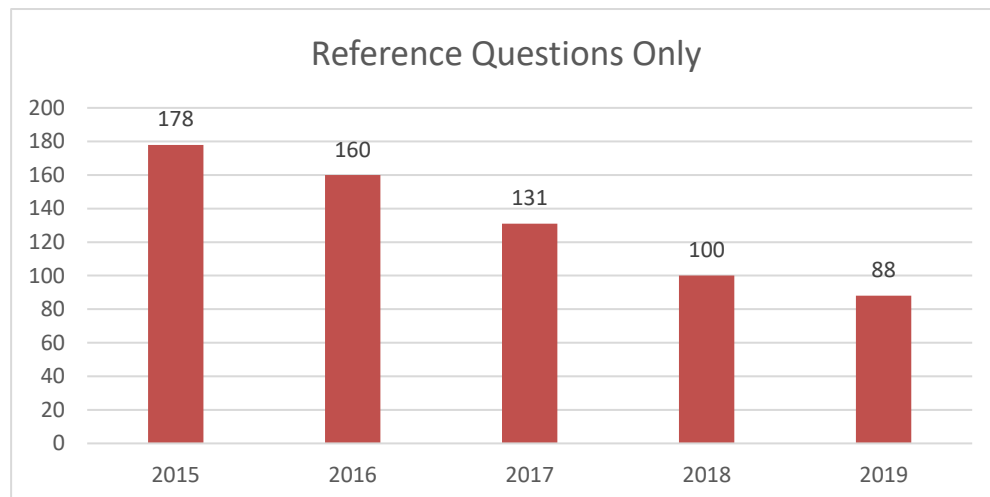
Blake Library Service Points

Question Type Total by Year

YEAR	Gen	Ref	IT	Total
2015	275	178	215	668
2016	338	160	291	789
2017	326	131	350	807
2018	234	100	228	562
2019	202	88	157	447

Location Type Total for FY2019

LOCATION	Gen	Ref	IT	Total
Circulation Desk	82	52	94	228
Tech Serv/Cat	61	32	34	127
Acq/Serials	59	4	29	92
Total All	202	88	157	447



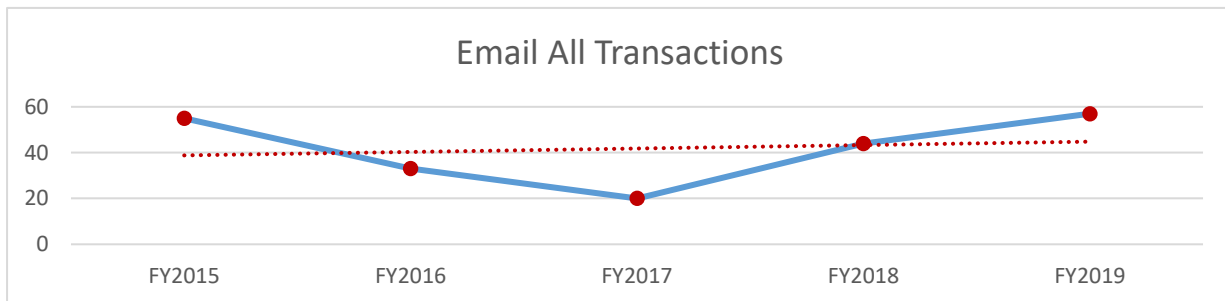
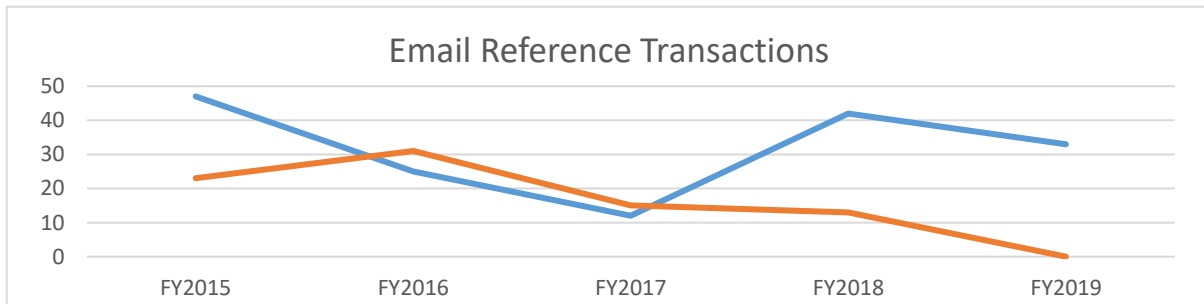
Service Point Locations

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	FY2015	FY2016	FY2017	FY2018	FY2019	% change
Reference (traditional)	23	31	15	13	0	-100%
BB	0	0	0	1	0	
Circulation	5	2	0	0	1	
Concierge	2	1	0	0	0	
Dropped	4	0	1	0	0	
Eportfolio	0	0	1	1	2	
General Library	2	5	1	1	0	
IT	4	0	2	0	1	
Other and Testing	1	0	9	0	0	
Total	41	39	29	16	4	-75%

EMAIL	FY2015	FY2016	FY2017	FY2018	FY2019	% change
Reference	47	25	12	42	33	-21%
BB	0	1	1	0	0	
Circulation	3	0	0	1	3	
Concierge	0	0	0	0	0	
Dropped	0	0	0	0	0	
Eportfolio	0	6	6	1	18	
General Library	0	0	0	0	0	
IT	4	1	1	0	0	
Symposium					1	
Other	1	0	0	0	2	
Total	55	33	20	44	57	30%



CampusGuides at UMFK

Guides by Titles	Views				
	FY2015	FY2016	FY2017	FY2018	FY2019
Portfolio Resources and Help	471	1,072	1,143	1,371	1,754
General Education E-Portfolio Guidelines & Proc.	191	382	340	936	959
Library Writing Resources at UMFK*					671
CampusGuides at UM Fort Kent	746	695	701	899	440
Nursing at UMFK	266	322	259	267	252
A Guide to Our Biographies	15	55	16	13	241
Plagiarism	N/A	348	268	211	237
Archives/Archives acadiennes at UMFK!	693	185	306	219	222
Citing Sources at UMFK: APA	1,586	1,032	780	278	220
History at UMFK	181	37	108	199	174
Business at UMFK	28	13	39	62	41
Rural U in association with UMFK	N/A	151	100	97	41
UMFK Diversions	133	95	49	13	37
Psychology at UMFK	11	24	8	21	22
Understanding Information Tools	N/A	56	26	21	22
Criminal Justice at UMFK	6	6	39	29	17
Special Collections at UMFK	2	9	14	8	13
Health and Wellness at UMFK	27	10	50	6	10
Literature at UMFK	29	16	4	11	10
Biology at UMFK	28	16	20	7	9
Book Awards			56	38	7
Lyme Disease: Learn the FACTS!				6	7
Computer Science at UMFK	3	10	8	6	6
Environmental Sciences at UMFK	3	6	7	1	6
Comics, Graphic Novels and Manga at UMFK	N/A	5	1	4	5
RefWorks to Zotero*					3
Online Content at UMFK	19	20	10	7	2
Ebola: Learn the Facts!	27	3	0	0	0
Education at UMFK	42	83	70	20	0
Forest Protection at UMFK - FOR 330	15	2	3	0	0
Total	4,522	4,653	4,425	4,750	5,428

*new

