

Reference Questions Statistics

FY 2020	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	ILL*	Total
Reference	15	18	44	49	40	18	15	31	18	0	4	0	22	274
Directional*	2	2	10	10	8	7	0	0	0	0	0	0		39
Comp/Genera	7	0	10	10	13	3	0	1	0	0	0	0		44
Comp/Instruct	2	0	13	8	4	2	0	0	2	0	0	0		31
Total	26	20	77	77	65	30	15	32	20	0	4	0		388

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/Genera	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/Genera	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

Reference Tallies Only

FY20 FALL

184	-16%
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SPRING

90	-42%
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FY19 FALL

220	-3%
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SPRING

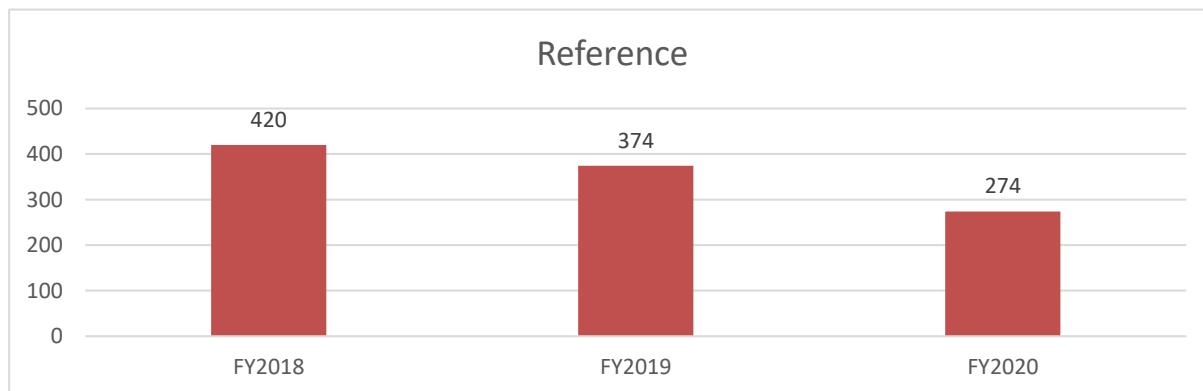
154	-20%
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FY18 FALL

227

SPRING

193



FY2020 - Covid-19 Pandemic affected us starting spring break, March 16-20.

*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.

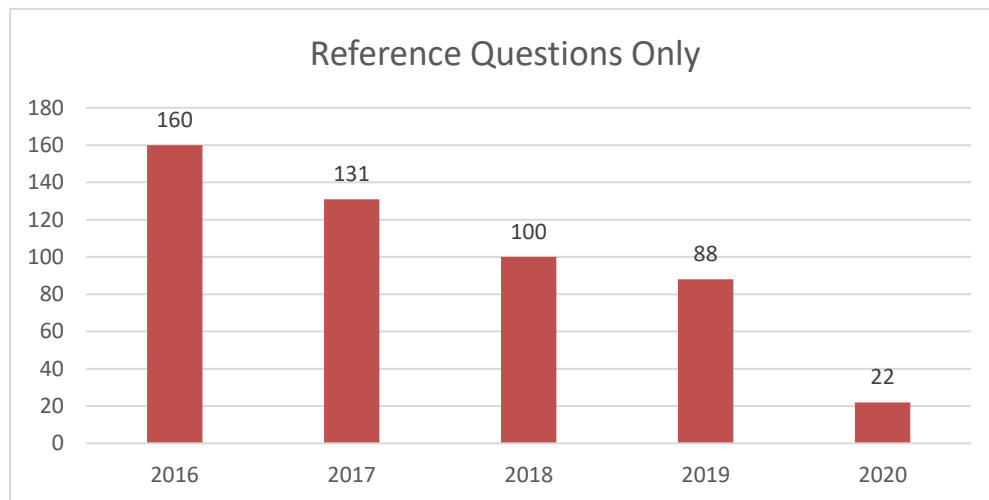
Blake Library Service Points

Question Type Total by Year

YEAR	Gen	Ref	IT	Total
2016	338	160	291	789
2017	326	131	350	807
2018	234	100	228	562
2019	202	88	157	447
2020	169	22	90	281

Location Type Total for FY2019

LOCATION	Gen	Ref	IT	Total
Circulation Desk	59	16	69	144
Tech Serv/Cat	25	3	9	37
Acq/Serials	85	3	12	100
Total All	169	22	90	281



Service Point Locations

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

CampusGuides at UMFK

Guides by Titles	Views				
	FY2016	FY2017	FY2018	FY2019	FY2020
Portfolio Resources and Help	1,072	1,143	1,371	1,754	1,924
General Education E-Portfolio Guidelines & Proc.	382	340	936	959	879
CampusGuides at UM Fort Kent	695	701	899	440	851
* Brightspace for Faculty (DE collaboration)					577
Plagiarism	348	268	211	237	570
Nursing at UMFK	322	259	267	252	458
* Blake Library and UMFK Tutorials (moved from website)					404
* Open Education Resources (OER) at UMFK					389
* Brightspace for Students (DE collaboration)					386
Archives/Archives acadienes at UMFK!	185	306	219	222	236
* Faculty Guide to Instruct at UMFK (CREDO)					232
Writing and Research Resources at UMFK (name change)				671	200
Understanding Information Tools	56	26	21	22	198
Diversions at UMFK (name change)	95	49	13	37	179
Citing Sources at UMFK: APA w/links to other style tools	1,032	780	278	220	162
* Art and Comfort in a Virtual Worlds (virtual exhibit)					157
* Returning to Campus at UMFK (for campus-COVID)					126
* Coronavirus also known as COVID-19					64
* Faculty Resources (Direct Access)					34
History at UMFK	37	108	199	174	29
Rural U in association with UMFK	151	100	97	41	29
Psychology at UMFK	24	8	21	22	26
Biology at UMFK	16	20	7	9	23
Book Awards		56	38	7	23
A Guide to Our Biographies	55	16	13	241	21
Health and Wellness at UMFK	10	50	6	10	20
* NAVIGATE UMFK (SSC collaboration)					18
Online Content at UMFK	20	10	7	2	15
Computer Science at UMFK	10	8	6	6	13
* Library DE Orientation Tutorials (moved from website)					11
Special Collections at UMFK	9	14	8	13	10
Criminal Justice at UMFK	6	39	29	17	9
Literature at UMFK	16	4	11	10	9
Lyme Disease: Learn the FACTS!			6	7	6
Business at UMFK	13	39	62	41	5
Environmental Sciences at UMFK	6	7	1	6	5
Comics, Graphic Novels and Manga at UMFK	5	1	4	5	4
* Online Learning for K-12					3
RefWorks to Zotero				3	3
* Citing Sources at UMFK (7th ed. APA)					-
Total	4,565	4,352	4,730	5,428	8,308

*new

