**Fast Facts: UNH Library Services**

**FISCAL YEAR 2021 DATA POINTS (7/1/20 - 6/30/21)**

**LIBRARY VISITS**
- 632,615 Virtual Visits
- In Person: 0.8%
- Web Form: 30.9%
- Email: 26.4%
- Chat: 7.9%
- No Data: 24.8%
- Phone: 3.9%

**LIBRARY VISITS**
- 126,299 In Person Visits*
  *UNH Library reopened 8/28/21

**CIRCULATION DESK ACTIVITY**
- 8,191 Total Interactions
- 5,098 Books Circulated
- 2,531 Questions Answered
- 419 Media Items Circulated
- 143 Technology Circulated

**RESEARCH QUESTIONS**
- 2128 Total Research Questions Asked
  - 654 Questions Via Web Form
  - 543 Questions Via Email
  - 543 Questions With No Data
  - 167 Questions Via Online Chat
  - 112 Questions Via Zoom
  - 63 Questions Via Phone
  - 6 Questions In Person

**LIBRARY INSTRUCTION**
- 291 Total Instruction Sessions
  - 231 Classes
  - 30 Workshops & Presentations
  - 30 Tours, Fairs, & Orientation Events

**STUDY ROOM USAGE**
- 2,444 Total Reservations
- 4,179 Total Hours Reserved
- 174 Total Days Reserved

**TOP SPECIAL COLLECTIONS & ARCHIVES BY USE**
- Betty & Barney Hill Papers: 11,256 Views
- Amy Cheney Beach Papers: 1,508 Views
- Historical NH Newspapers: 1,000 Views
- Football Team Photographs: 932 Views
- Lotte Jacobi Papers: 694 Views
Fast Facts: UNH Library Collections

**DISTRIBUTION OF BOOK & JOURNAL COLLECTION**

- **2,554,644 Total Book & Journal Titles**
  - 909,312 Print Books
  - 1,484,230 E-Books
- **25,894 Print Journal Titles**
- **135,208 E-Journal Titles**

**MEDIA COLLECTION**

- **8,820 Streaming Titles** Including Kanopy Titles
- **5,581 Physical Media Titles**

**ITEMS ADDED TO COLLECTION FY20**

- **94,389 Total New Titles Added**
  - 89,979 Electronic Titles
  - 4,410 Print Titles

**TOP 5 VIEWED RESEARCH GUIDES**

<table>
<thead>
<tr>
<th>Title</th>
<th>Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fake News, Misleading Info &amp; Evaluating Sources</td>
<td>24,852</td>
</tr>
<tr>
<td>English 401 Research Starter</td>
<td>6,757</td>
</tr>
<tr>
<td>Open Educational Resources</td>
<td>6,524</td>
</tr>
<tr>
<td>FIRE - First Year Innovation and Research Experience</td>
<td>4,260</td>
</tr>
<tr>
<td>Responsible Conduct of Research &amp; Scholarly Activity</td>
<td>2,950</td>
</tr>
</tbody>
</table>

**TOP 5 SCHOLARS REPOSITORY COLLECTIONS**

<table>
<thead>
<tr>
<th>Collection</th>
<th>Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honors Theses and Capstones</td>
<td>346,466</td>
</tr>
<tr>
<td>Doctoral Dissertations</td>
<td>211,549</td>
</tr>
<tr>
<td>Master's Theses and Capstones</td>
<td>194,512</td>
</tr>
<tr>
<td>The Carsey School of Public Policy</td>
<td>76,538</td>
</tr>
<tr>
<td>University of New Hampshire Survey Center</td>
<td>60,560</td>
</tr>
</tbody>
</table>

*Total Downloads Includes All Repository Collections

**INTERLIBRARY LOANS**

- **6,449 Items Supplied from Other Libraries**
- **11,916 Items Supplied to Other Libraries**

- **Materials Received** 35.1%
- **Materials Sent** 64.9%