

SHARING KNOWLEDGE

How the Library Supported the BU Community in Fall 2021



A DEDICATED SPACE FOR THE PURSUIT OF KNOWLEDGE

The Library created a space for almost **20,000** student and faculty visits during the fall 2021 semester. This enabled the BU community to access study space and technologies that otherwise would have been unavailable to them. Keeping our library open during this semester meant that students could have greater connection to their academic community.

17,718

Visits to the John E. Robbins Library in the fall of 2021

2,137

Visits to the Music Library in the fall of 2021



2,045

Loans processed



929

Renewals for loaned material



336

Hold requests for items in our collection

ACCESSING THE COLLECTION

The library has always been a place for students and faculty to access materials curated for their learning and research needs. We are proud to have been able to support the BU community through the fall 2021 semester by fulfilling so many loans, renewals, holds and interlibrary loans!

INTERLIBRARY LOANS

Did you know that you can access materials that are not available in our collection? We work tirelessly to supply students and faculty alike with the material they need to fuel their academic curiosity. One of the ways we do this is by connecting with other libraries from around Canada (and sometimes further) to access their material through what is called an interlibrary loan.



140

The number of interlibrary loan requests from BU to other institutions. Our library shares its collection in an effort to support access

181

The number of interlibrary loan requests by BU users for material outside of our collection



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CONNECTING YOU WITH THE INFORMATION YOU NEED

2669



Requests fulfilled by Library and HelpDesk teams in Fall 2021

377

Questions at the Circulation desk

102

Reference appointments

245

In-person Reference queries

189

Virtual Reference interactions

62

Hours spent assisting students with Virtual Reference inquiries

REFERENCE SUPPORT



Finding the information you need can be difficult at times so the Library offers Reference Support to students and faculty. Our reference services aim to assist you in finding the most relevant and comprehensive collection of materials on your topic.



COLLECTION SPOTLIGHT

The **Large Ensemble Library** houses a special collection of musical scores meant to be played by large groups. To facilitate easy access for students, and remain copyright compliant, we scan each piece electronically and make them available through a secure site.



274

Number of scans for Jazz Ensembles



564

Number of scans for Symphonic Bands



104

Number of scans for the Orchestra

1524

Helpdesk tickets received

1504

Helpdesk tickets resolved

User Services tickets received

252

User Services tickets resolved

174



IT HELPDESK

Students and employees are reliably supported on questions and issues pertaining to BU technologies used to support teaching, learning, and work at the University. IT problems can take a very short time or a very long time to resolve - tracking resolutions within the semester shows backlog at a manageable level.



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