Snapshot Day is a project of the Illinois Library Association <http://www.ila.org/>. On Snapshot Day, we tell the story of “one day in the life” of libraries across the State of Illinois and of the invaluable services we provide to the students, staff, faculty, and community members who use the University of Illinois at Urbana-Champaign Library.

On April 13, 2011, 14,040 people visited participating units of the University Library, and 5,343 unique visitors accessed the Library Gateway <http://www.library.illinois.edu/>.\(^1\) In addition, the Library had 60 unique visitors to its mobile Web site <http://m.library.illinois.edu/>, 828 “friends” on Facebook and 4,404 “followers” on Twitter.

On “one day in the life” of the University Library, our users:

- Asked 224 reference questions (of which 72 were asked by digital means, including Ask-a-Librarian <http://www.library.illinois.edu/askus/>)
- Accessed instructional materials 1,400 times through our LibGuides service <http://uiuc.libguides.com/index.php>
- Conducted 33,154 searches in our catalog
- Borrowed 2,321 items from our print collections
- Borrowed 261 items from the collections of other Illinois libraries through the “I-Share” system
- Borrowed 282 items from our print reserves collection, and downloaded 1,984 items from our electronic reserves
- Borrowed “Loanable Technology” from the Undergraduate Library 279 times
- Made 20,154 requests for digital library content through our search and discovery systems
- Accessed 3,987 electronic resources through our search and discovery systems
Downloaded more than 50,000 articles from electronic journals, and accessed more than 750 electronic books

Downloaded more than 4,000 items from the Illinois collection of freely-available digital materials provided through the Internet Archive <http://www.archive.org/details/texts>

Downloaded 2,223 items from IDEALS, the University of Illinois at Urbana-Champaign institutional repository <http://www.ideals.uiuc.edu/>

Printed 12,670 pages on public printers

Library staff were busy, too! In addition to providing the services above on April 13th, we:

- Sent 272 items from our print collections to users of the “I-Share” system across the State of Illinois
- Issued 3 “Community Borrower” cards to members of the public
- Taught 3 classes reaching 39 students
- Ordered 309 new monographs or media items
- Received 356 new monographs and 284 new issues of print journals
- Created 3,123 “New Item Records” in our catalog to reflect newly-available materials
- Updated 24,041 “Existing Item Records” in our catalog to improve our users’ ability to locate Library materials in print and digital formats
- Digitized more than 5,000 pages of content to be made available through Web-based collections, including Illinois Harvest <http://illinoisharvest.grainger.uiuc.edu/>

Finally, we spent the day listening to our users. Almost 1,000 people completed a short survey about their experience with the Library on April 13th, and Library users also shared their experiences with us through short interviews. Please visit <http://www.library.illinois.edu/services/snapshot/2011/index.html> for more information.

Thanks to everyone who made Snapshot Day a success at the University of Illinois at Urbana-Champaign!

1. University Library units participating in Snapshot Day 2011 included: Acquisitions, Business & Economics Library, Chemistry Library, Communications Library, Content Access Management, Education & Social Science Library, Funk-ACES Library, Global Studies Library Services, Information Processing & Management, Institute of Natural Resource Sustainability Library, Library & Information Science Library Services, Library Information Technology, Music & Performing Arts Library, Reference, Research, & Government Information Services, Undergraduate Library, and University High School Library. Data on digital library services, including access to digital content, are reported for the entire University Library.