

Reference Department



**Univeristy of Maine at Fort Kent
Blake Library
Annual Report – FY2014**

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Bibliographic and Computer Instruction

Bibliographic sessions:

- FY2014: 596 students attended 33 sessions, FY2013: 460 students attended 26 sessions; a significant rise by 30 and 27 percent respectively.
- On a side note: library staff actually addressed 878 students (some students were part of the eportfolio sessions). The BI sessions are broken down into two sessions, the first being a tour and general information about the library, and the second being specifics on using tools and resources in the library (primarily addressing advanced database searching). Library staff only counted one session and one set of students.
- This year, bibliographic instruction entered the English classes, which helped the rise in sessions and students.
- In FY2014, eportfolios became more prominent on the UMFK campus. Initially new students enrolled in FY2014 were required to create and maintain general education eportfolios. This has since changed to the FY2015 new students. However, during the year there were many more non-bibliographic sessions given by library staff than there had been before.
 - Non-bibliographic sessions in FY2014: 33 sessions, 282 students compared to 1 session and six students in FY2013.

See Appendix A

Collection Development

- We continue to weed as we add new material to the collection.
- We are actively using patron driven acquisitions (PDA) to purchase materials. These materials will have notes inserted into the records to identify them so we can collect data.
- Goal is to have a tight clean collection of pertinent materials.

Exhibit Area

Date	Title	Artist/Host
July/Aug 2013	"Eclectic Works by Jessica Becker"	Jessica Becker
August/Sep 2013	"Seven Directions"	Joan H. Lee
October 2013	Domestic Violence Awareness	Hope & Justice Project (HJP)
November 2013	"The Unstill Life"	Lynn Cyr
December 2013	Art Work by UMFK Students	Therese Provenzano
January 2014	Photography Club photos	John Metz/Photography club
February 2014	"Dark Matter: An Allegory in Relief"	Terry Murphy
March 2014	Art Work by UMFK Students	Therese Provenzano
April 2014	Art Work by UMFK Students	Therese Provenzano
May 2014	Art Work by UMFK Students	Therese Provenzano
June 2014	"Scenes of Tranquility"	Rita Pelletier

Indexes and Databases

SYSTEM:

- UMS searches dropped by 9% as opposed to last year's drop of 5%. However, the logins only dropped by 2.5% as compared to the previous year's drop of 6%. Though last year, UMFK shared a similar drop rate as the system, this year that is not the case. UMFK's percentages rose significantly. See below under UMFK.
- For the last couple of years, UMFK's use of resources remained steady at a 4.1% to 4.3% use of all resources used in the system. However, that figure rose to 5.2% to 5.7% this year.
- CINAHL (nursing) and FSTA (Food Science...) databases were two of the most used and have consistently high use. Last year, UMFK patron's use of CINAHL compared to the system was 11% of all uses, while this year it was 12%. UMFK patron's use of FSTA last year was 34% and only dropped slightly to 29% of all use.
- System database committee decisions and issues for the coming year:
 - The total appropriation for system databases was \$221,730 (same as the last four years).
 - The total estimated cost of current resources was \$265,131.49
 - OCLS contributed \$17,000.
 - MSL continued to pay a portion of the WorldCat subscription.
 - We had a shortfall of \$23,425.63
 - We agreed to make up the difference by cancelling OED and paying out our FTE share of the remainder. Our portion was \$569.

UMFK:

- Last year, FY2013, the Fort Kent EBSCO sessions and searches dropped in use between a -4% to -7% range. This year, FY2014, they rose again to 13% and 26%. This rise in use also was higher than in FY2012 where there had been a significant rise in use from the FY2011 year. The question to ask is what is causing these fluctuations?
- Full Text downloads totaled 23,492 documents in FY2014 while in FY2013 there were 21,657; an 8% change. This is a continued increase from the previous year.
- UMFK had access to 98 licensed databases.
- This year we continued the subscription to Films on Demand (FOD) through a consortial purchase. UMFK library staff organized the purchasing and the pricing stayed the same.
 - There were 419 sessions this year as opposed to 1,382 last year, a -70% change and 1,628 searches as opposed to 1,685 last year, a -3% change.
- BioOne: This year there was a boost a 91% in full text articles retrieved. Last year there were 117 full text article requests while this year there were 224. However, Searches dropped by 21% and BioOne no longer collects session data.
- Chronicle of Higher Education: searches continued to drop from 76 last year to 43 this year giving us a 43% decline. In addition, both visitors and pageviews dropped by 36% and 79% respectively.

- ProQuest data now includes, to some degree of validity, statistics on CJPI: Criminal Justice Periodical Index. This year, there were 803 searches and 942 full text requests in CJPI. Full text requests represented 72% of all requests through ProQuest.

Table 2. Top ten databases from EBSCOHost (by session)

	Databases	FY2014 # of Searches	FY2014 # of Sessions	FY2013 # of Sessions	% Change of sessions
1	Academic Search Complete	23,743	7,094	5,970	18.8%
2	CINAHL w/Full Text	18,205	4,542	3,671	23.7%
3	PsycINFO	5,362	1,174	964	21.8%
4	Education Full Text	2,894	813	462	76.0%
5	PsycArticles	1,965	766	680	12.6%
6	Business Source Complete	2,216	747	692	7.9%
7	Nursing & Allied Hlth Coll.	3,319	743	447	66.2%
8	Health Source: Nursing ed.	3,018	725	520	39.4%
9	MEDLINE	2,391	564	427	32.1%
10	MasterFILE Premier	1,172	542	379	43.0%

See Appendix B for more detail.

Reference

Table 3. Printer Table

	FY2014	FY2013:	FY2012:	FY2011*:	FY2010:
Jobs	7,203	6,164	6,979	9,808	4,285
Pages	41,048	34,424	35,464	50,184	21,887

Table 4. Libpub Account

	FY2014: Full Fiscal Year	FY2013: Full Fiscal Year			
Jobs	2,909	2,987			
Pages	23,236	24,062			
Cost	\$696.72	\$737.76			

Reference Questions Statistics

- During late spring, staff began covering campus Concierge questions by phone on nights and weekends. During late spring, we handled four questions via chat.
- In FY2014, there were 554 reference questions, while in FY2013 there were 681 reference questions, a decrease of 19%.
- In FY2014, there were 863 total questions, while in FY2013 there were 923 total questions, a decrease of 7% (same as last year).
- Service Point questions:
 - Staff tallied questions that came to them at their desk.
 - In FY2014 there were 224 reference questions asked at four service points not including the reference desk, whereas in FY2013 there had been 277; a -19% difference.
 - Staff did not include questions asked on their night to work at the reference desk.
 - Reference questions tallied were ones not forwarded to the reference desk.
 - The 224 questions have not been included in the total reference questions noted above.
- Though reference statistics dropped this year, electronic reference statistics rose due to a more visible chat service.

Electronic Reference Service

- Continued using Comm100 for chat services though a new service will begin July 2014.
- In late spring began covering the new Concierge Chat until new chat service takes effect. May still cover Concierge along with IT help desk on evenings and Sundays during regular semesters.
- Toward the end of FY2013, email statistics were partially lost due to circumstances beyond library staff control. In order to keep track of chats across the year, the emailed transcripts were placed in folders within the email system. Any chat transcripts we still had that were not reference were placed into the "other."
- In FY2014, chat services answered 124 questions of which 71 were reference. In FY2013, chat services answered 72 questions, of which 41 were reference. This was a 73% increase in reference questions. Chat services continue to rise as more people become comfortable chatting with library staff.
- Reference emails (not chat): FY2014 there were 45; FY2013 there were 28

CampusGuides

- There are currently 21 published guides.
- The guides were viewed this year 3,825 while last the guides were viewed 1,995; an increase of 92%.

Reference: Other

- Tutorials Group:
 - Guidelines and procedures documents created, and are currently being updated
 - New direction came into play in March/April of 2014 in that the system library directors asked that a creative team be built with Sofia Birden as the head. The team initially started with two, and by end of fiscal year is now four.
 - Three vetters (people who vet created tutorials) and one uploader (person who uploads the tutorials into YouTube) provide a smooth process for getting tutorials up and available to the public.

- Seven tutorials were posted to the YouTube channel by May 23: (<https://www.youtube.com/channel/UCI9b1yle26Se0PUAViLAZsQ>).
- Charges to the Reference Committee:
 - Chat services: This charge is being handled by Nancy Lewis at UM
 - Discovery Services charge: Sofia Birden is the lead on this charge with Jess Isler are the lead on this charge with Jess Isler as a collaborator.
 - Reviewing ExLibris Primo, Ebsco EDS, Proquest Summon, Innovative Encore, and possibly an open source tool yet to be determined.
 - Interim report due by July 28.
 - Final recommendation to directors due October or November.

See Appendix C for complete reference statistics

Website

New additions, changes, and future goals

- Goal: Continue to evaluate navigation, site structure, and content based on patron input, page statistics, etc. The site has worked very well as it currently is, so there is no plan to make major changes in the near future.

Table 4. Top Sites: Pageviews		
	FY2014	FY2013
Tutorials	3,623	3,293
Printz Awards List	2,666	N/A
Reserves Jump Page	2,336	N/A
Serials by Subject	1,863	2,786
Staff/Hrs	1,735	1,504
Fiddlehead Focus Archive	1,688	3,211

Web Report

- There were 31,123 visits (now called sessions) in FY2014 and 30,139 visits in FY2013. This figure does not include spiders and web crawlers.
- There were 69,601 pageviews in FY2014 and 67,815 pageviews in FY2013, a difference of 3%.
- Table 4 shows the top six sites with the most pageviews, not including individual databases, the database page, URSUS, or the main page were (the main page was viewed approximately 30,407 times as opposed to last year's 29,948 times).
- Table 5 shows the top "landing" pages (pages visitors went to directly from offsite). Does not include individual databases, the database page, URSUS, or the main page (the main page was approximately 20,929 visits as opposed to 21,147 in FY2013).

Table 5. Top Sites: Landing Pages		
	FY2014	FY2013
Fiddlehead Focus Archive	1,146	2,186
Tutorials	840	753
Exhibit	563	412
Staff and Hours	512	335
Evaluating (Orientation FY2012)	458	216
Orientation	253	198
Serial Killer Annotated Bibliography	239	296

See Appendix D for more detail.