Reference Department

Compiled and Written
by
Sofia L. Birden
Electronic and Information Resources Librarian
Fiscal Year 2004

Table of Contents

Bibliographic and Computer Instruction

In FY2004 698 students attended 48 bibliographic instruction (BI) sessions. This is an increase from the previous year's figures (students – 547 and sessions – 39) by 28% and 21% respectively. Over the past five years the average attendance was 385 students.

Last fiscal year the reference librarian's efforts in working with the Humanities 102 classes (required courses for all incoming freshmen) were successful. There was minimum duplication and very few freshmen, if any, were missed.

This fiscal year the library staff continued to work with the Humanities Seminar instructors to provide bibliographic instruction for all HUM102 classes. This course is a required course for all incoming freshman. The reference librarian was able to instruct virtually all freshmen for the year in basic library skills (finding books and articles), as well as general library policies. In addition, bibliographic instruction was split for some instructors into two classes. One class dealt with the traditional library instruction while the other covered instruction on campus computing.

Because library staff back-up the computing department, and because computing issues are discussed in every BI session, library staff felt it necessary to include such instruction as part of the BI sessions. Campus computing instruction includes such things as how to activate their email, what they need to logon to a university computer, general tips on disk use, etc. Feedback from the class instructors continues to be positive.

Last year we planned to offer instruction in EDU335, Computers in the Classroom, however, after reviewing the schedule and talking with the education department chair, we instead approached the instructors for EDU327, Curriculum & Instruction, and for EDU304, Learning Processes. Giving BI sessions in these classes allowed us to reach the Canadian education students new to UMFK. As stated in last year's annual report, by approaching the Canadian students through one common course, there should be limited duplication and most, if not all Can-ed students will have received instruction.

Now that the initial streamlining of basic bibliographic instruction in classes with new students has been addressed, the EIR Librarian plans to reevaluate the bibliographic instruction process. Her goal is to create a more research based presentation, under the heading of "Information Literacy Program," rather than just concentrating on how to use the online catalog and databases. In addition, in FY2005 the Electronic and Information Resources Librarian plans to approach upper level faculty in the attempt to offer a more fine-tuned look at our resources.

Finally, the EIR Librarian continues to work toward the goal of creating Macromedia Flash tutorials for URSUS and the databases. She wants students, especially distance education students, to have access to a more visual and slightly more interactive method of learning about these resources.

In FY2004, there were 3 computer instruction sessions offered. Two sessions were one on one with faculty instruction on Docutek Ereserves, and one session was on web development for Nursing 425 with five students. A list of instruction sessions can be found in Appendix A.

Electronic Reference Service

The electronic reference service (live chat and email) continues to develop. The University of Maine System upgraded the service to consortium level in January, 2004. This means the UMS libraries started working together to offer live chat services as a group. When a patron is in a shared site, such as Mariner, and clicks on the "Ask the Librarian" icon, the patron is able to choose from any library that happens to be online at the time. Links to "Ask the Librarian" were placed in UMS commonly used websites which are the Mariner help page and the Mariner databases. Eventually UMS will place icons on the URSUS online catalog help page and the Mariner tutorial help pages.

Electronic Reference has slowly picked up from last year. For FY2004 there were 19 chat sessions and 34 email sessions through Docutek and 15 email questions through the Blake Library email form. The email sessions in Docutek had 25 questions answered, 3 questions unanswered but closed, 5 questions pending patron input, and 1 question transferred. Some questions were unanswered due to waiting for patron input. Patrons very rarely answered questions we sent them.

Table 1. Electronic Reference Email Sessions.
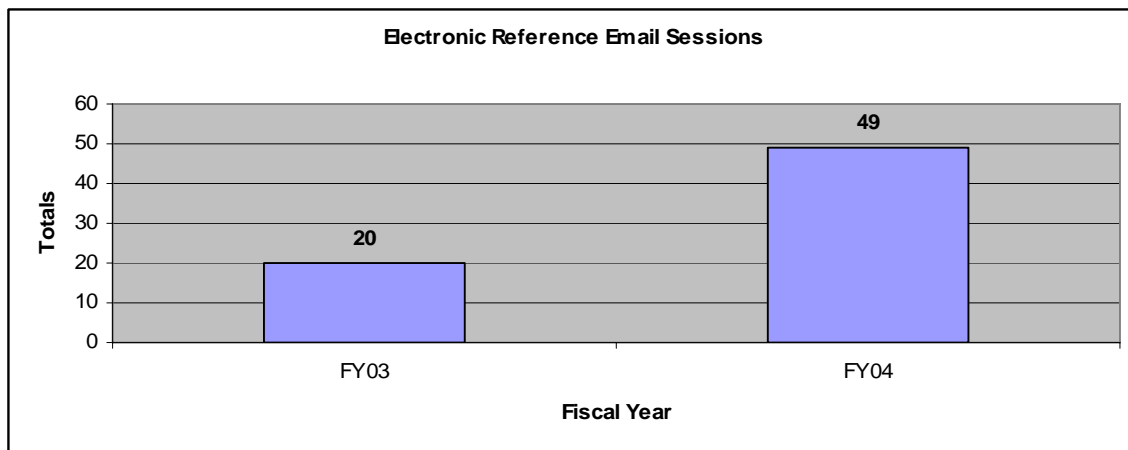
Encompass (Cross Search) - In March 2003 the University of Maine System purchased a package called Encompass through the Endeavor company. Encompass allows students to search multiple resources through a single interface. These resources are grouped under subject headings with some subheadings. The desired result is the student creates one search and is able to retrieve relevant material in all formats, from various sources such as the library online catalogs, indexes and databases, and from the Web. In FY2004 the name Encompass was officially changed to "Cross Search." In the spring of FY2004

the University of Maine System determined that the technology behind Encompass (Cross Search) was not at the level we had hoped and decided to cancel the package. All UMS libraries were asked to remove any link to Cross search from their web pages.

On another note, the system began work on a package called Serials Solution which is a system designed, in part, to make organizing and searching electronic journals easier. The University of Maine System library consortium group continues to try to make searching for materials an easy endeavor for our patrons. See Book 4 (ILL/Serials) for more information.

Exhibit Area

The Blake Library exhibit space was filled in FY2004 primarily with exhibits reflecting UMFK's 125th anniversary. On May 10th, 2003, a Saturday, the library stayed open from 3 P.M. to 6 P.M. for graduation. This was at the request of the interim art teacher who wanted parents to see student work. A maximum of fifteen people showed up between 3:15 and 3:50.

Table 2. Exhibits on display for FY2004		
Date	Title	Artist
May 2003	"Students Works"	Therese Provenzano
June 2003	None	
July 2003	None	
August 2004	"UMFK From Our Attic: the 1800's"	Sofia Birden
September 2003	"UMFK and Friends Art Exhibit"	Therese Provenzano/Sofia Birden
October 2003	"Styles of UMFK's 125 Years"	Melissa Jandreau
December 2003	"Painting and Fundamentals Student Show"	Therese Provenzano
January 2004	"Drawings of Acadian Culture-The Artists' Eye"	Therese Provenzano
February 2004	"Threatened and Endangered"	Rebecca Goodale
March 2004	"125th Anniversary of UMFK: SAD #27 Student Art Show"	Sofia Birden
April 2004	"Clothesline Project"	Stan Pettegrow of AMHC
April 2004	"Fundamentals of Art and Drawing Student Show"	Therese Provenzano

The reference librarian put together the exhibit called "125th Anniversary of UMFK: SAD #27 Student Art Show." Art teachers from the high school and elementary schools were asked to help in this endeavor. Throughout the year arrangements were made for the show by asking people to judge, requesting funds for supplies and a reception, disseminating instructions, creating a web page with criteria for the art show and links to useful informational sights, reserving the teleconference center, arranging for ribbons and prizes, and developing a judging rubric. If this is to happen again, the reference librarian needs to do the following: send invitations to specific campus and community members, take pictures of the art work, and place them on the library web site, and plan a reception with food for no more than fifty people.

See appendix B for more information regarding the exhibit space.

In FY2004 no action was taken on an initially proposed idea of creating a committee to handle the acceptance of exhibit shows. At this time the EIR Librarian plans to put the committee idea on hold indefinitely.

Indexes and Databases

This year we are able to also look at the number of sessions (logons) for each database. The session statistic is more reliable than the number of searches. The reason is a single person can create multiple searches until he or she constructs a search that produces good results. The number of sessions (logons), however, counts the single individual instead of the number of searches the individual may have created. Table 3 shows the top ten databases for the year and their coinciding number of sessions (new this year), searches, annual comparison, and percentage differences in searches compared to the previous year.

	Databases	# of Sessions	FY2003 # of Searches	FY2004 # of Searches	% Change
	Table 3. Top ten databases from EBSCOHost				
1	Academic Search Premier	3742	9344	16327	75%
2	ERIC	604	1627	4569	87%
3	PsychINFO	275	778	1844	137%
4	CINAHL	382	827	1191	44%
5	Books in Print w/reviews	150	2449	843	-66%
6	MEDLINE	82	303	838	177%
7	Business Source Premier	149	338	469	39%
8	Health Source – Con. ed.	54	121	313	159%
9	Middle Search Plus	41	147	261	78%
10	Primary Search	50	115	248	116%

A copy of the complete list including statistics on use can be found in Appendix C1.

The steep rise in use seen in the top ten databases is mirrored in almost all the databases in the complete list. The considerable rise in use may be attributed to such things as better bibliographic instruction, better publicity regarding free printing at the public stations where the EIR Librarian can steer patrons toward the databases and away from web sites, a higher enrollment, and a rise in library use overall. The only databases that did not rise, but actually dropped considerably were Books in Print (seen above) and Health Source Nursing/Academic edition (-39%). Interestingly enough Books in Print saw a 64% increase in FY2003 whereas this year we see a 66% decrease.

When looking at the total searches for UMFK across the last two years (comparing only the common databases, not new databases or eliminated databases, for FY2004 and FY2003) there is a 65% increase of search activity from the previous year. The new databases in EBSCOHost represent an additional 615 searches and 160 sessions for FY2004. See Table 4.

Table 4.

Table 4. Annual comparison of common databases.			
FY2003 Searches	**FY2004 Searches**	**FY2004 Sessions**	**% Change**
16,900	27,902	5,778	65%

The phenomenal increase in searches is reflected in the overall UMS database statistics as well. The trend in the University of Maine System may also be reflected across the nation. Current library literature opinions that libraries overall are seeing an increase in current use compared to the nineties. The belief is based on the Internet explosion in the nineties, and patrons, as well as faculty, were more inclined to stay home and browse the Internet rather than come to the library. Whereas now patrons are realizing that not only is not everything on the Internet, but the librarian is a very capable teacher and researcher and can help find the information the patron wants whether it be on the Internet, through a database, or housed in the library itself.

Unfortunately, at this time we can only gather Fort Kent statistics on the databases subscribed to through EBSCOHost. The University of Maine System provides statistics on databases subscribed to from other vendors, but all the participating libraries are lumped together in these statistics. However the statistics provided by the system do enable us to calculate the percentage of searches and logons our patrons contributed to each of the EBSCOHost databases. Logon statistics, also referred to as sessions, is new this year. Previously we were unable to compare logons because EBSCO did not include this statistic by campus. However, this year EBSCO has included this statistic. Logons are different from searches in that they represent the number of times a patron enters a database whereas searches represents the number of times a patron initiates a search within a database. Blake Library's patrons account for 3.3% of system wide searches and 2.3% of system wide logons (sessions) in EBSCOHost. More detailed statistics on system wide searches compared to Fort Kent searches can be found in Appendix C2.

In FY2004 sixteen licensed databases were eliminated, one database changed its name, and twenty-nine databases were added. In addition, sixteen non-licensed online databases were also added and five eliminated. The total count we currently have access to is roughly 68 licensed databases. A complete list of the databases to which Blake Library patrons have access can be found in Appendix C3.

Databases are purchased in one fiscal year for the next fiscal year. The databases used in FY2004 were purchased in FY2003. The system costs for the databases it subscribed to was roughly $121,000 whereas the base budget was only $58,000. The estimated base budget to spend in FY2004 for databases in FY2005 is still $58,000. There has been some confusion as to exactly how much the database committee is allotted to spend. At the last committee meeting the EIR Librarian attended, the committee was told they had roughly $133,000 to spend. Blake Library staff believes the $58,000 is the more accurate figure. Finally the UMaine system paid around $200,000 to the state for shared databases. These shared databases and ones to which the state subscribe solely are all part of the

UMFK list of databases. A list of databases divided up by subscriber and the database budget can be found in appendix C4.

Finally, the Maine State Library unveiled a new name and logo for the collection of databases. Once called E-Resources, the name is now MARVEL! Maine's Virtual Library . Blake Library staff will probably use the logo, instead of the text currently used, to link to the Maine databases from our own indexes & databases page.

Maine Government Documents

During the fiscal year 2004, 737 Maine government documents were cataloged. This is an increase of 35% from the previous year which had a total of 544 newly cataloged documents. Of the 737 documents cataloged 574 items were unique titles as opposed to last year's 470 which is an increase of 22%. 163 items were additional volumes which is an increase of 120% from last year's 74 volumes. In addition, 179 government documents were removed from the collection as opposed to last year's 87 items, an increase of 106%. The continued efficiency of the cataloging department and reference has helped keep the government documents current.

This year the total number of government documents and reference inserts were 677. This is a slight increase of 5% from last year's 642 new inserts. In addition, 821 inserts were discarded because they were dated, replaced, or irrelevant. Last year's discards only totaled 197 items, a phenomenal increase of 317%. Finally 41 inserts were duplicates we discarded, an increase of 215% from last year's 13 duplicates. Inserts (newsletters, senate and house sessions, minutes, etc.) are not reflected in computer generated reports that calculate "cataloged" items but are tabulated manually. More detailed statistics on Maine documents can be found in Appendix D.

The Move

During the early part of FY2004 the final stage of the library move took place. The reference area was moved from the temporary location in the cluster area (in the 1988 addition next to the exhibit room) to its permanent location in the next section over (1988 edition next to the new internal entrance to the Acadian Archives). The reference desk is in the center of the floor space while the public stations line the wall opposite the new Acadian Archives building.

Because the new entrance to the library was not available yet, the reference desk was placed in such a way to allow the reference librarian and other staff to see the old entrance from their sitting position. This allowed staff to not only offer a welcoming face to incoming students, but also helped with security. At the same time the reference librarian needed to see, and have easy access to, the public stations to help students find materials.

Wiring for computers and telephones was dropped down from the ceiling to accommodate the reference desk being out in the center of the room. The wiring was dropped where the corner of the new desk will go, and once the new desk arrives the wiring will be permanently installed using a long pole casing similar to that in the small cluster. Due to the current location of the reference computer station, wiring had to run across the reference/work study work area. This configuration will be eliminated once the new desk is installed.

Library staff had hoped to change the current reference desk configuration to eliminate the problems mentioned above as well as allow the reference person to not have her back to the new front entrance and the circulation area. However, due to the delay in construction of the new front entrance (was to open in September 2003, now currently expected to open at least by September 2004) we were unable to change the configuration.

Finally, staff had to endure dust, noise, smells, and smoke during the year long construction. Staff had expected noise, but the onslaught of dust, smells (such as turpentine), and smoke (construction crew smoking) was not anticipated. Sometimes the intrusion of these elements was so pervasive students and staff complained, and the problem was reported to Dick Bouchard.

Reference

Bookmarks
In FY2004 reference staff developed a much needed bookmark to hand out to patrons. It includes library information such as hours, fines, and loan periods on one side while on the other side information on how to activate one's email account. See appendix E-1 to view the bookmark.

Collection
The reference collection was moved to its permanent place during summer 2003. As an ongoing process, the reference librarian continued the deselection (weeding) of various materials, and during the new budget year (FY2004) was allotted another $2000 for collection development.

In addition, the reference librarian completed her goal of weeding the atlas stand of outdated materials. Roughly 21 items were discarded. Across this next year (FY2005) she plans to add a few volumes to either replace or fill out the atlas collection.

Finally, the reference librarian now shelves all new and returning materials in the reference section. This allows the reference librarian the chance to maintain familiarity with the collection, and to note what items have been used.

Computers
The reference station was upgraded with a new computer in the spring of FY2004. The old reference station replaced the multimedia station which is also used as a backup to the public stations and as a station for the reference work study student. Staff decided to leave the CDRW in the old reference station (new multimedia) since the reference work study student will be sharing the computer and can be trained in copying disks for students. The reference computer came with Windows XP and the multimedia computer was upgraded to Windows XP. On a side note, in the past we have upgraded the multimedia station from Windows 98 to Windows 2000 and now to XP. Each time we have upgraded this machine we lose a number of CD-ROMs because they no longer work on a certain platform. We have purchased very few CD-ROMs, and we will need to always seriously consider what and if we will purchase in the future.

The three public stations were also upgraded across FY2004. Two of them were upgraded in the summer of FY2004 and the last one in the spring. All were originally Pentium 2 machines and were all upgraded to Pentium 4. The fact the machines run faster may be a factor in the increase in the public station use for printing articles. In addition, as they were upgraded they were moved from the Novell system to the Saturn system.

The old multimedia station as well as the old work study station in circulation will be moved to the back part of the library (gym), one upstairs and one down, to accommodate the need to search for books while in those areas. This will eliminate running back to the front part of the library to use the URSUS catalog every time the need arises while in the old section. These new stations, libpub1 and libpub2, will require people to stand at them and will only give access to URSUS. There will be no printing available from these stations.

Statistics
The statistics on reference questions sent to IPEDS (Integrated Postsecondary Education Data System) is broken down only by Reference and Directional questions. However,

Blake Library statistics breaks down Directional into two categories: Directional and Computer/Support. Computer/Support is further broken down to: General and Instructional. This allows us to collect data specifically on computer oriented questions helping us to determine how much time is spent troubleshooting computer problems and/or instructing patrons on the use of equipment/software.

The total number of questions answered by the Reference staff dropped from 1187 in FY2003 to 1115 in FY2004. The drop can be attributed to a drop in computer related questions. Either we are not marking them when we get the questions, having a work study student in the computer lab has helped, or like last year bibliographic instruction sessions were used to give academic computing instruction and fewer students may have needed to approach a librarian for computer help. When looking at just reference questions, there was actually a slight increase. In FY2003 there were 878 questions whereas in Fy2004 there were 884 questions.

Detailed statistics on reference transactions can be found in Appendix E-2.

Staff Handbook

The Electronic and Information Resources Librarian produces a handbook for both students and faculty. In FY2004, library staff not only created the staff handbook, but created it for online use rather than for printing. The EIR Librarian plans to have both the student and faculty handbooks placed online in FY05. Print versions will still be available.

Website

New additions, future goals, and changes
- Book Awards lists which were once displayed on paper are now online under "More Resources." The award lists are: Caldecott, Coretta Scott King, Laura Ingalls Wilder, Michael L. Printz, Newbery, and Pura Belpre. The lists include holdings information (call number and location in the library).
- A Library of Congress Classification Outline was added to the web site under "More Resources." Every year students used the outline, and library staff would refer them to the book. The book is falling apart, and staff decided to place a simpler version online.

The Electronic and Information Resources Librarian still plans to place online tutorials (see the Bibliographic and Computer Instruction section for more detail) and a Computer Skills page on the website. The Computer Skills page may be built on a question and answer format. The details are still being worked out. In addition, during FY2004 the EIR Librarian worked on a new design to coincide with the new campus web site look to appear in FY2005. Staff expects to have significant changes to the library page in place by FY2005.

Web Report
Two year end web reports, off-campus and on-campus, were generated for Blake Library and can be compared to last year's web reports. In addition, FY2003 and FY2004 reports were run on the public stations in the reference area, and a report on the modem pool was run (which is included in the on-campus report). All of these reports are meant to give us as complete a picture as possible on the use of the library through its virtual access.

In general, all areas increased in usage. When looking at just the unique visits from both off and on campus, the increase was 44% and 52% respectively. The trend may be due to concentrating the bibliographic instruction sessions in the Humanities 102 freshmen courses. This is the second year we have done this, and those students who received the training may be retaining the information better. However, the enrollment at UMFK has also risen significantly, and professors this year seem to be requiring more research from their students. Read further for a break down of off-campus and on-campus usage.

Off-Campus report:

The top most visited pages are, for the most part, the same as last year. The only difference is #4 (ursus.asp) which is a jump page we placed during FY2004 to get a count of patrons leaving our page to go to URSUS. Last year the Ask a Librarian page was the fourth most hit.

Table 5. Top four pages visited in FY2004.					
	Pages	**Visits** ▼	**Views**	**% of Total Views**	**Avg. Time Viewed**
1	**University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/	6,320	10,808	23.58%	00:00:31
2	**University of Maine at Fort Kent - Blake Library (*Start Your Research page*)** http://www.umfk.maine.edu/infoserv/LIBRARY/ research/	1,733	3,672	8.01%	00:00:21
*3	**Indexes and Databases** http://www.umfk.maine.edu/infoserv/library/ind xdb/alphalist.asp	1,179	1,609	2.79%	00:05:24
4	**Object moved (*jump page to URSUS*)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.asp	1,135	1,328	2.89%	00:05:24

*(#3 includes the figures of a jump page called "redirect.asp." These figures represent those patrons who were redirected to Mariner when our alphalist page was temporarily out of order)

| Table 6. Annual comparison of visits to the top four pages.				
Pages	**FY2002 Visits**	**FY2003 Visits**	**FY2004 Visits**	**% Change (FY '03 & '04)**
1 **University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/	3,379	5,033	6,320	26%
2 **University of Maine at Fort Kent - Blake Library (*Start Your Research page*)** http://www.umfk.maine.edu/infoserv/LIBRARY/research/	353	1,595	1,733	9%
*3 **Indexes and Databases** http://www.umfk.maine.edu/infoserv/library/indxdb/alphalist.asp	207	1,179	1,609	36%
4 **Object moved (*jump page to URSUS*)** http://www.umfk.maine.edu/infoserv/library/research/ ursus.asp	N/A	N/A	1,135	N/A

(#4 was a new jump page placed in FY2004 to be able to count all patrons going to URSUS)

An interesting statistic to report in FY2004 is "Most Downloaded Files." This was not discussed in previous reports simply because two years was not enough of a span of time. However this year we have noticed an increase in independent files that were downloaded. In both the off-campus and on-campus reports, the apa_nursing.pdf document was the top downloaded file. The off-campus report showed 73 visits and 143 downloads while the on-campus report had 49 visits and 101 downloads. The apa_nursing.pdf document is a "cheat sheet" for nurses on citing in APA format. It was given to the EIR Librarian to put up on the web for the nursing faculty and students.

What is also interesting to note is that the documents from 4 to 20 in the complete list (with two exceptions) all come from the Century of Progress document placed online this year. We suspect that a large number of the documents were downloaded by students from the high school and elementary schools in preparation for the SAD #27 student art show. Students were required to show the 125th UMFK anniversary theme in their work.

The general statistics section of the web report shows a continued increase of 44% in unique viewers. In addition, almost 14% of the total visits are international. See table 7 for an annual comparison of unique visitors.

Table 7. Unique visitors.

15
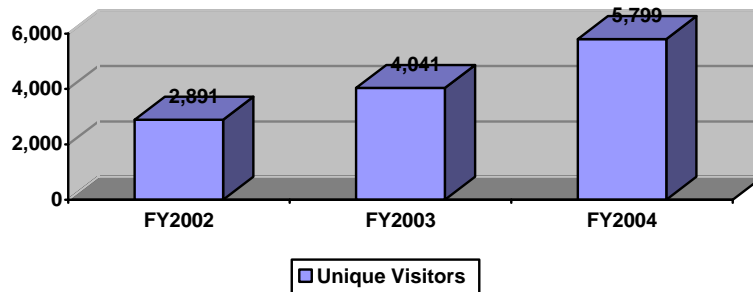
In the Visitors and Demographics section in the web report and under Most Active Cities we find that Mountain View, California continues to lead in the most active visits of all cities with 4,323 visits. The Google search engine company originates in Mountain View, California and the top organization to hit our site is Google, Inc. The top four cities were all from California.

See table 8 for an annual comparison of in state/local visits.

Table 8. Annual comparison of instate/local visits.			
Most Active Cities	**FY2003 Visits**	**FY2004 Visits**	**% Change**
Biddeford	155	178	15%
Fort Kent	372	258	-31%
Madawaska	442	319	-28%
Orono	259	373	44%
Portland	166	334	101%
Presque Isle	152	175	15%
Saint John, New Brunswick	319	477	50%
Standish	253	282	11%

Most active time of day and week:
This year the trend continues for the most active days of the week to be Mondays and the least active days to be Saturdays. The most active hour last year and this year was 11 to 12 noon. The report states in its summary of activity that the time from 2-3 p.m. (14:00 to 14:59) was the most active. However, a closer look at the breakdown does not support the summary activity figure. Last year, (FY2003), the most active day of the year was September 16, 2002. This year, FY2004, the most active date was January 28, 2004.

Top Browsers and Platforms:
This year and last year remain consistent with Internet Explorer being the most used browser. See Table 9 for the top browser for FY2004.

Table 9. Top browsers.				
	Browser	**Hits**	**% of Total Hits**	**Visits ▼**
1	Microsoft Internet Explorer	38,185	79.62%	6,597
2	Others	4,653	9.70%	1,127
3	Netscape Navigator	3,367	7.02%	438
4	Netscape Compatible	1,739	3.62%	437
5	WebTV	3	0.00%	3
6	Lynx	3	0.00%	2
7	Opera	7	0.01%	2
Total For Browsers Above		**47,957**	**100.00%**	**8,606**

Table 10 shows annual comparisons of the browsers used.

	Browser	FY2002 Visits	FY2003 Visits	FY2004 Visits	% Change (FY '03 & '04)
■ 1	Microsoft Internet Explorer	3,260	4,313	6,597	53%
■ 2	Others	540	768	1,127	47%
■ 3	Netscape Navigator	360	371	438	18%
■ 4	Netscape Compatible	165	297	437	47%
■ 5	WebTV	7	19	3	-84%
■ 6	Lynx	3	N/A	2	N/A
■ 7	Opera	1	2	2	0%
Total For Browsers Above		**4,336**	**5,770**	**8,606**	

Table 10. Annual comparisons of the browsers used.

Table 11 shows the top operating systems (platforms) used by the visitors.

	Platform	Hits	% of Total Hits	Visits ▼
■ 1	Others	18,387	30.75%	7,874
■ 2	Windows XP	16,328	27.30%	2,961
■ 3	Windows 98	9,111	15.23%	1,650
■ 4	Windows 2000	6,725	11.24%	1,322
■ 5	Windows ME	3,083	5.15%	541
■ 6	Macintosh PowerPC	2,919	4.88%	170
■ 7	Windows 95	589	0.98%	161
■ 8	Windows NT	2,174	3.63%	152
■ 9	Linux	460	0.76%	97
10	Windows Win32s	12	0.02%	9
11	Windows 3.x	6	0.01%	1
Total For Platforms Above				

Table 11. Top operating systems (platforms) used by the visitors.

Table 12 shows annual comparisons of the platforms used.

	Browser	FY2002 Visits	FY2003 Visits	FY2004 Visits	% Change (FY '03 & '04)
■ 1	Others	1,921	5,799	7,874	36%
■ 2	Windows XP	162	1,073	2,961	176%
■ 3	Windows 98	2,033	1,757	1,650	-6%
■ 4	Windows 2000	257	695	1,322	90%
■ 5	Windows ME	631	629	541	-14%
■ 6	Macintosh PowerPC	103	88	170	93%
■ 7	Windows 95	414	265	161	-39%
8	Windows NT	195	140	152	9%
9	Linux	5	3	97	3133%
10	Windows Win32s	2	6	9	50%
12	Windows 3.x	N/A	N/A	1	0%
13	SunOS	9	4	N/A	0%
14	OS/2	N/A	1	N/A	0%
Total For Browsers Above					

Table 12. Annual comparisons of the platforms used.

The category "Others" continues to rank high on the list. We are still unsure what "Others" represents. However, one guess is "Others" may include iBooks. Fall 2002 was the beginning of the newly created initiative called the "Maine Learning Technology Initiative." This initiative was a program which would offer students in Maine computer laptops to use for school. Close to 17,000 seventh grade students in Maine received iBooks in fall 2002 due to this program. The initiators of the program planned on having distributed a total of 36,000 laptops by fall 2003 to additional seventh graders, eighth graders, and teachers of both grades. We suspect the initiative is the reason for not only the "Others" category but the large increase in visits under "Others" across the last two fiscal years. Windows XP beat Windows 98 this year showing an increase in usage by 176% whereas Windows 98 decreased in usage by 6%.

See Appendix F for detail on the Off-Campus report.

On-Campus report:

Table 13 below shows the top most visited pages for the year. We are not surprised at the top pages since these are the pages that lead to the primary resources, such as our online catalog for finding books and other similar items (URSUS #3) and our indexes and databases for finding articles (alphalist #4). Also not only are the same pages visited from both off-campus and on-campus, but the number of visits continue to rise. See Table 14 for an annual comparison.

| Table 13. Top four pages visited.				
Pages	**Visits ▼**	**Views**	**% of Total Views**	**Avg. Time Viewed**
1 **University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/	4,131	11,069	38.06%	00:00:14
2 **University of Maine at Fort Kent - Blake Library (*Start Your Research page*)** http://www.umfk.maine.edu/infoserv/library/research/	1,833	4,898	16.84%	00:00:19
3 **object moved (*jump page to URSUS*)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.asp	1,662	2,298	7.90%	00:07:19
4* **Indexes and Databases** http://www.umfk.maine.edu/ infoserv/library/indxdb/ alphalist.asp	2,164	2,274	7.82%	00:04:13

*(#4 includes the figures of a jump page called "redirect.asp." These figures represent those patrons who were redirected to Mariner when our alphalist page was temporarily out of order).

Table 14. Annual comparison of FY2004 top four pages visited.				
Pages		FY2003 Visits	FY2004 Visits	% Change (FY '03 & '04)
1 **University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/		2,573	4,131	61%
2 **University of Maine at Fort Kent - Blake Library (*Start Your Research page*)** http://www.umfk.maine.edu/infoserv/LIBRARY/ research/		1,361	1,833	35%
3 **Object moved (*jump page to URSUS*)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.asp		N/A	1,662	N/A
4 **Indexes and Databases** http://www.umfk.maine.edu/ infoserv/library/indxdb/ alphalist.asp		1,177	2,164	84%

(#3 was a new jump page placed in FY2004 to be able to count all patrons going to URSUS)

The number of unique visitors is not as significant for on campus use as off-campus and the increase was marginal (3%). However looking at the number of visits ("Number of times a visitor came to your site") gives us a better sense of activity on campus. In FY2004 there was a significant rise in visits. In FY2003 we had 2,728 visits whereas in Fy2004 we had 4,158 visits; a 52% increase. In addition 2,990 of the on-campus visits were students, faculty, and/or staff coming in through the modem pool. Again, the increase in usage may reflect the rise in enrollment, better BI sessions, or professors requiring more research work than has been required in the past. See Table 15 for an annual comparison.

Table 15. Annual comparison of on-campus visits.
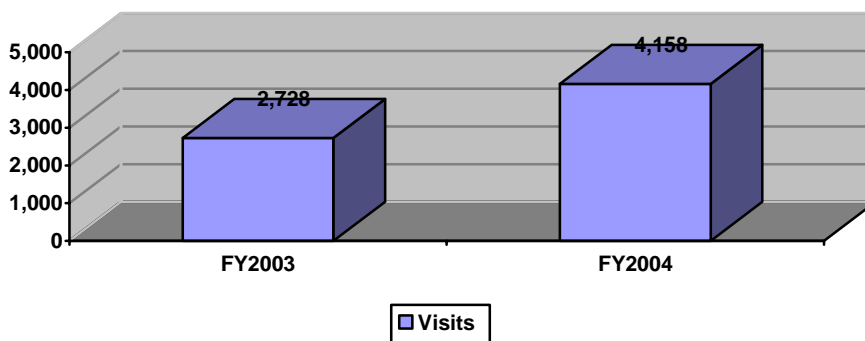
Most active time of day and week:
The activity levels by hour and days remain consistent. There is only a slight fluctuation throughout the week with Mondays and Tuesdays being the most active, Wednesdays and Thursdays coming up a close second, and Fridays dropping by almost half the visits as the other days. The same goes for the time of day. 8:00 a.m. begins the day with a fairly high number and this number increases slightly across the day. The number of visits

fluctuates with a peak time from 1-2 p.m. The number of visits begins to drop significantly between 4 and 5 p.m. These numbers remain consistent with last year.

The month of September continues to be the most active month while the least active month was August rather than January (FY2003's least active month). This would make sense due to our enrollment across the year and the fact that just about all areas of the library have increased their numbers this year. August tends to be our least active month.

See Appendix F for detail on the On-Campus report.

Public Stations:
This year we looked at the public stations to investigate the amount of use they were getting compared to last year. The EIR Librarian believed the stations were used a lot more in FY2004. When we looked at the numbers generated, the only set of numbers we could use was the number of page view. Page views, as described in the Web Trends web reports, are the "hits to files designated as pages. Supporting graphics and other non-page files are not counted." We believed that page views would give a fairly accurate account of use since the reason patrons use these stations is to retrieve research in pdf and html formats. In other parts of the web reports we reported mostly on the number of visits. However in this case because the stations are available all the time, a person may leave the station and another sit down within a few minutes. This means the second person who sat down would not be counted as a new visit. Web Trends defines visits as the:

> "Number of times a visitor came to your site. If a visitor is idle longer than the idle-time limit, Web Trends assumes the visit was voluntarily terminated. If the visitor continues to browse your site after they reach the idle-time limit, a new visit is counted. The default idle-time limit is thirty minutes."

The EIR Librarian's suspicions on the amount of use the public station received this year were founded. According to the Web Trends report, in FY2003 the public stations had 12,419 page views with an average of 34 page views a day. In FY2004 the stations had 89,755 page views with an average of 238 views per day. This is an increase of 623%. As stated previously, this increase could be the result of better bibliographic instruction which emphasizes the free printing at these stations, higher enrollment at UMFK, more research required by professors, faster computers, and a general increase in library use.

Work space

The reference librarian's work space currently holds two desks, a table, a book shelf and two book carts. The space remains close to the computer stations used for student general research. Two major issues continue to plague the reference librarian's space. First, the reference desk continues to be a collection of mismatched furniture to accommodate both the reference atmosphere, helping people, and an "office" atmosphere, storing files, books, projects, etc. Second, the reference librarian has no personal space in which to

maintain an office, this in turn forces the librarian to use the reference area as an office space. This predicament creates an area less conducive to reference work.

In FY2004 a reference desk was designed and ordered. The desk should be in place by fall 2004. In addition, once the Acadian Archives is finished, and once the Web Services office moves, the reference librarian should get office space to accommodate non reference materials and functions. For more details see Furniture/Equipment in Book One Section Two.

Workshops

Workshops on computer applications, Internet searching, general use of a computer, etc. were not given this year due to the construction and amount of work the library staff was doing due to the move. The EIR Librarian hopes to offer workshops throughout FY2005.