Reference Department

University of Maine at Fort Kent
Reference Department
Annual Report – FY 2005

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Bibliographic and Computer Instruction

In FY2005 580 students attended 46 bibliographic instruction (BI) sessions. This is a decrease of 17% and 4% respectively from the previous year primarily because there was no Academic Computing sessions taught this year. Academic Computing sessions were a new offering in FY2004 and were counted for the first time last year. Academic Computing sessions accounted for 91 students and 5 additional classes. In retrospect these sessions should have been included in the additional instruction chart rather than with the bibliographic instruction chart. If we were to eliminate the Academic Computing sessions last year from our calculations, then there would be only a slight decrease in the number of students (4%) and an increase in the number of sessions given (7%). In addition, we continue to increase our numbers from the FY2003 report of 547 students (6% increase) and 39 sessions (18% increase). See appendix A for more detail.

The reason there were no Academic Computing sessions given is the information was not enough to warrant taking over a full class period. The reference librarian was able to incorporate enough computing information in the regular BI session without taking too much time away from the library information. However, if in the future we are asked to give an Academic Computing session, these will no longer be counted in with the BI sessions. They will be counted in the "Other Instruction" data.

The reference librarian began in FY2003 working with the Humanities Seminar instructors and the education instructors to offer BI sessions in each of the HUM102 (First Year Experience) sections, Curriculum and Instruction sections, and Learning Process sections. Due to these efforts all incoming freshmen and new Canadian Education students receive training in library services, specifically using URSUS (finding books) and the Indexes & Databases (finding articles). The goal was to offer training with minimal duplication and to as many new incoming students each year. We believe this goal is being met.

In FY2004 one of the Reference Librarian's goals was to reevaluate the presentation of the bibliographic instruction session. Due to time constraints research and reevaluation did not happen. However, part of the goal was to create online tutorials for students to use in which they would learn how to use the research utilities in the library. This part of the goal was accomplished with twelve online tutorials created and linked off the "More Resources" web page. See appendix H for an example.

One of the main hurdles in offering a better BI session is time. A typical class goes for one and one-half hours which does not give a lot of time to do more than teach the basics in searching the library resources. Ideally, a complete BI session would include how to do research from beginning to finish. The online tutorials may help by reducing the amount of in class teaching of the resources and open up more time to teach the actual research process.

Across FY2005 library staff worked with Ray Albert to coordinate our teaching the section of COS103 (Introduction to Information Technology) that covered library use. We believed by doing this we could cover the research basics we didn't have time to

cover in the humanities classes. In addition, students were made accountable for what they learned which is not always the case in the humanities, or HUM102, classes. However, there seemed to be a few drawbacks. Many of the students had already received the training in URSUS and the databases therefore duplication was an issue. The COS103 course can be taken at any time during a student's four years at UMFK. We had a range of freshmen to seniors in the classes with differing experience levels which meant we taught too fast for some and not quick enough for others. In addition, many of the students did not see the relevance or relationship between research and their course which is essentially introduction to computer applications.

We talked with Professor Albert about these issues, and discussed his having the students try the tutorials this summer without our going into the classroom. In addition, we wanted to try a similar method in the humanities classes next fall where the students will view the tutorials and complete the given assignment before library staff goes in for the regular BI session. We hope to spend no more than 20 minutes going over questions on the assignment then spend the rest of the class time giving instruction on searching techniques and how to use the library for research. The reference librarian will continue to work and develop a plan.

In addition to the BI sessions offered, there are a variety of other sessions given across the year. In FY2005, there were 11 other instruction sessions offered teaching 59 students. See Table 1 below.

Table 1. Instruction - Other				
Date	**Type**	**Group**	**Instructor**	**Size**
July	Workshops	FK Community (4)	Birden, S.	2
Fall	Web Pages	NUR425 (4)	Therault, L.	9
9-Dec	Marvel Databases	FK Pub. Library Staff	Birden, S.	2
3-Feb	E-Portfolios	NUR200 (2)	Radsma, J.	46
TOTAL: 11				**59**

Electronic Reference Service

UMS placed icons on the URSUS online catalog help page and the Mariner tutorial help pages providing access to the consortia level Ask a Librarian service.

Electronic Chat service is getting very little use. In FY2004 there were 19 chat sessions whereas in FY2005 we only had 6 chat sessions and three of these are not considered reference. This is a 68% decrease in use. Reasons could be people are still not aware the service is available, the service may be daunting to use for people who have trouble on the computer in the first place, or people simply don't want to use the service. The hours have been consistent, and with only a few exceptions we were available during our time slots.

The Electronic Reference Email service, on the other hand, is seeing a slight rise. In FY2004 there were a total of 49 email questions whereas this year there was a total of 65 questions answered; a 33% increase. Though the reference email service is suppose to be questions related only to finding books and articles, we find there are many other questions asked through this service. This holds true more so this year than in FY2004. See appendix B for a break down of question types.

Exhibit Area

FY2005 was less eventful than the previous year, but the exhibit space was filled with some notable artists, Joan Lee and Scott Voisine, in addition to the UMFK student work which is always very interesting. On May 8th, 2004, 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 twenty-five people showed up between 3:00 and 4:00. Last year, FY2003, there were 15 people who showed up between 3:15 and 3:50. I would recommend we stay open only from 3:00 to 4:30 if we are asked to remain open in the future.

Table 2. Exhibits on display for FY2005		
Date	**Title**	**Artist**
May 2004	"Fundamentals of Art and Drawing Student Show" (cont. from April)	Therese Provenzano
June 2004	"Painting the Maine Landscape", UMFK Student work	Therese Provenzano
July 2004	None	
August 2004	"Explorations"	Joan H. Lee
September 2004	"94 to Now"	Scott Voisine.
October 2004	"94 to Now" continued	Scott Voisine.
November 2004	National American Indian Heritage Month	Library staff
December 2004	UMFK student work	Priscilla Daigle
January 2005	UMFK student work (cont.)	Priscilla Daigle.
February 2005	Black History Month	Library staff
March 2005	"Alcatraz Eel: The John Stadig Files Source Materials"	Darrell McBreairty
April 2005	UMFK student work	Priscilla Daigle

See appendix C for more information regarding the exhibit space.

Other notable activities best mentioned here though not directly related to the exhibit area are:
- "Faces of Recovery" a cardboard display and pamphlets from AMHC
- UMFK students author own children's books (books were displayed in the book display area of the library)
- UMFK's Kindred and Provenzano artwork displayed in Maine State Capitol (Wendy Kindred, a UMFK retired art instructor, and Therese Provenzano have both exhibited in the Blake Library Gallery).

See appendix D for more information.

Indexes and Databases

This year we continue to 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, searches, annual comparison, and percentage differences in sessions compared to the previous year.

	Databases	FY2005 # of Searches	FY2005 # of Sessions	FY2004 # of Sessions	% Change of sessions
	Table 3. Top ten databases from EBSCOHost				
1	Academic Search Premier	23409	6951	3742	86%
2	ERIC	3963	1332	604	121%
3	CINAHL	1990	665	382	74%
4	Business Source Premier	1173	305	149	105%
5	MEDLINE	776	263	82	221%
6	Health Source: Nursing ed.	712	235	40	488%
7	Health Source – Con. ed.	739	185	54	243%
8	Nursing & Allied Health	604	184	62	197%
9	MasterFILE Premier	134	96	70	37%
10	Econlit	401	76	8* (new)	N/A

A copy of the complete list including statistics on use can be found in Appendix E.1.

The trend of rising database use continues into FY2005. The rise seen in the top ten databases is mirrored in almost all the databases in the complete list. The 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 were GeoRef, MLA Directory of Periodicals, MLA International Bibliography, and NoveList K-8. However, the numbers for these databases are not significant. One slight exception is GeoRef which had a lot of use by one student in FY2004 for a project she was working on. In FY2004 the number of sessions was 23 whereas in FY2005 it was 7. This comparison makes a point that some subject specific databases will rise and fall depending on courses being taught in any given semester.

Two databases that do not show up in our statistics this year are Books in Print and PsychInfo. At the beginning of FY2005 we had a vendor change so the statistics for these two could not be included.

When looking at the total searches for UMFK across the last two years, comparing only the common databases for FY2004 and FY2005, there is a 98% increase of session activity from the previous year. See Table 4.

Table 4. Annual comparison of common databases.		
FY2004 Sessions	**FY2005 Sessions**	**% Change**
5,509	10,925	98%

The increase in sessions (logins) is reflected in the overall UMS database statistics as well. UMS had a 42% increase in sessions. See Appendix E.2 for more details.

Unfortunately, we continue to only be able to 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. This is the second year we have been able to compare logons (sessions) versus searches. 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 accounted for 4.0% of system wide searches as opposed to 3.4% in FY2004 (an 18% increase) and 3.4% of system wide logons (sessions) as opposed to 2.4% in FY2004 (a 42% increase). More detailed statistics on system wide searches compared to Fort Kent searches can be found in Appendix E.3.

In FY2005 six licensed databases were eliminated, no database changed its name, and four databases were added. In addition, four non-licensed online databases were added and one eliminated. The total count of unique licensed databases accessed from UMFK is 69. This number does not include different named links to the same resource or resource center links which go to a collection of databases. A complete list of the databases to which Blake Library patrons have access can be found in Appendix E.4.

Databases are purchased in one fiscal year for the next fiscal year. The databases used in FY2005 were purchased in FY2004. The system costs for the databases it subscribed to was $131,167. Previously the base budget was only $58,000. The system libraries had to make up the difference. Our part was roughly $5,000 which cut seriously into the Blake Library budget. Efforts are being made to find resources which will fund the databases on a regular basis rather than trying to find the money each year. The estimated expenses for databases next year, without adding any new resources, are $141,888. A list of databases divided up by subscriber and the database budget can be found in appendix E.5. One change in this list is we chose to return to EBSCO for PsycInfo rather than stay with OVID. The cost is a little higher than the FY06 price for OVID.

Maine Government Documents

During the fiscal year 2004, the backlog of documents was finally completed with only a few exceptions. In FY2005 the number of documents cataloged decreased by 32%. The reduction is most likely due to only having a minimal amount of backlog items to catalog. 737 Maine government documents were cataloged in FY2004 whereas 503 were cataloged in FY2005. Out of the 503 cataloged, 386 were unique titles and 110 items were additional volumes. In FY2004 there were 574 unique titles and 163 additional volumes which mean a decrease of 33% for both categories. 124 government documents were removed from the collection as opposed to last year's 179 items, a decrease of 31%. We predict that our number of cataloged items will remain fairly stable (between 450 and 550 items per year). The continued efficiency of the cataloging department and reference has helped keep the government documents current and have very little backlog.

This year the total number of government documents and reference inserts were 603. This is a decrease of 11% from last year's 677 new inserts. In FY2004, 821 inserts were discarded because they were dated, replaced, or irrelevant. This year's discards only totaled 360 items, a decrease of 56%. The backlog cleanup in FY 2004 allowed us to clean up the government documents of older issues which resulted in the large number of discards for that year. This year the backlog is minimal and cleanup has stabilized. Finally 17 inserts were duplicates we discarded, a decrease of 56% from last year's 41 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 F.

Reference

Collection
In FY2005 new atlases were added to the collection. During the previous year the atlases had been weeded of old and outdated works. Other items added to the reference were books on ancient and medieval civilizations due to an increase in research in these areas and a variety of music titles.

Computers
Computers in the reference area are the same as the previous year. A new printer replaced the old one because the older printer was unable to handle the large amount of printing going on. Problems such as print jobs erroring out or taking a long time to spool and print were significant. The current printer (Savin MLP25) solved all the problems. The print jobs print in record time with no errors. However, across the spring we have had problems with the new machine constantly having paper jams in the duplexing unit. The plastic of this machine does not seem to be as hardy as earlier models.

Printing continues to be free. Due to advertising during bibliographic instruction sessions and word of mouth it seems more people have been using the public stations and printing from them. Though we don't have numbers from previous years, due to recent monitoring of this printer we do know that from November 5, 2004 to April 30, 2005 there were 5,948 print jobs and 36,924 pages printed.

One of the two public stations still using Windows 2000 was upgraded to XP. The other machine will be done in May. The scanner originally used with the assistive learning station was moved to the multimedia station because of its erratic behavior. The scanner has worked for the most part problem free on the multimedia station. By having the scanner at the multimedia station we have learned that having an extra scanner (and one close to the reference area) has been highly beneficial. Both scanners, the one in the computer lab and the one at the multimedia station, have been used a lot. If the scanner is ever moved back to the assistive learning station, a replacement scanner for the multimedia station near reference is recommended.

During the spring of FY2005 another complex computing system was placed in the reference area due to the convenience of having the work done by staff manning the reference desk. The system includes a dual tape deck, two hard drives, and a top of the line I-Mac. The purpose of the system is to digitize taped interviews conducted by students in Roger Paradis' folklore classes in the 1970's. More information on the project is found in Book 1 (the General section).

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.

In FY2005 the total number of questions answered by staff manning the reference desk rose 15%. In FY2004 we had a total of 1115 questions whereas this year it was 1281 questions. This is not surprising since UMFK's enrollment rose by 19%. When looking at the individual numbers, reference questions increased by 11% (FY04-884 & FY05-979), directional questions decreased by 19% (FY04-78 & FY05-63), general computer questions increased by 96% (FY04-70 & FY05-137), and computer instruction increased by 23% (FY04-83 & FY05-102).

Detailed statistics on reference transactions can be found in Appendix G.

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. It was the EIR librarian's intention to place the library handbooks for staff, faculty, and students online. In FY2005 after having looked at the information in the handbook compared to what was already on the library web site, the EIR librarian discovered that placing a handbook online would simply be duplicating the information. Instead, a student and faculty handbook will continue to be available in print. Printing a staff handbook will be revisited.

Website

New additions, future goals, and changes
- The new library web site coincides with the new campus web site. It features:
  - A front page entrance which displays the current exhibit
  - A two item list each of new books and new media
  - An opinion poll
  - Better navigation throughout
- Online Tutorials for URSUS, Indexes & Databases, and other features were created in the fall and early spring of FY2005. The tutorials are found on the "More Resources" page of the library web site. The tutorials were created with a program called ViewletBuilder. This program was compared to RoboDemo (now called Captivate). See appendix H for slide samples.
- The opinion poll asks questions where the answers will not only be helpful to staff, but provide an avenue to disseminate information to the faculty, staff, and students. See appendix I for polls and their results.

The Electronic and Information Resources Librarian still plans to place 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.

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, a report was run on the modem pool (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 27% and 186% respectively. Unique visits represent "Individuals who visited your site during the report period. If someone visits more than once, they are counted only the first time they visit." The overwhelming increase of oncampus unique visitors may be due to more students bringing computers with them or from roaming IP's. Computers on campus mostly have "fixed" IP addresses which are

used to identify unique visitors. This means that in general the unique visitors should not go up this much. However, library staff believes the number rose significantly because there were a much larger number of students bringing their own laptops and desktop computers on campus. Library staff discussed this with the IT department, and they confirm this suspicion. There are no numbers this year to back this up, but we plan to look into it further and have numbers next year.

Off-Campus report:

Consistently the top most visited pages include the front library page, the indexes and database jump page, and the URSUS jump page.

	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/	7,943	15,778	24.23%	00:00:38
2	**Indexes and Databases** http://www.umfk.maine.edu/infoserv/library/indxdb/alphalist.asp	1,884	2,653	4.04%	00:02:34
3	**URSUS (jump page)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.cfm	1,364	1,608	2.46%	00:04:55
4	**Library Staff & Hours** http://www.umfk.maine.edu/ infoserv/library/about/staffhrs/	1,027	1,905	2.92%	00:00:49

This year the Library Staff & Hours page not only made the top four but rose significantly in the number of visits.

	Table 6. Annual comparison of visits to FY 2005 top four pages.				
	Pages	**FY 2003 Visits**	**FY2004 Visits**	**FY2005 Visits**	**% Change (FY '04 & '05)**
1	**University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/	5,033	6,320	7,943	26%
2	**Indexes and Databases** http://www.umfk.maine.edu/infoserv/library/indxdb/alphalist.asp	1,179	1,609	1,884	17%
3	**URSUS (jump page)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.cfm	N/A	1,135	1,364	20%
4	**Library Staff & Hours** http://www.umfk.maine.edu/ infoserv/library/about/staffhrs/	163	82	1,027	1,152%

An interesting statistic to report in FY2005 is "Most Downloaded Files." The off-campus report shows the apa_nursing.pdf document second on the list whereas it was number one last year. The apa_nursing.pdf document is a "cheat sheet" for nurses on citing in APA format. The top downloaded document was one of the pages from the Century of

Progress document. The Century of Progress pages turned out to be the most downloaded pages with a total of 879 downloaded pages out of a total of 1,248 (this total only includes the top twenty downloads). Finally two files that made the top four downloads was the unpstairs and downstairs maps of Blake Library.

The general statistics section of the web report shows a continued increase of 27% in unique viewers. In addition, 17% of the total visits are international. See table 7 for an annual comparison of unique visitors.

Table 7. Unique visitors.
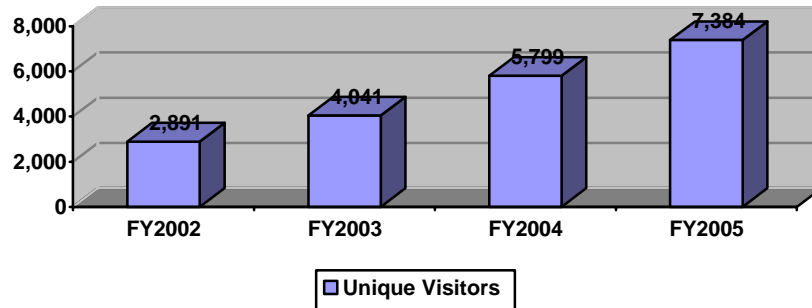
In the Visitors and Demographics section in the web report and under Most Active Cities we find that Chantilly, Virginia came in first with San Mateo, California coming in second. Interestingly enough the last few years Mountain View, California had the most active visits of all cities yet didn't show up at all this year. Our guess is we eliminated the Google search engine company this year which originates in Mountain View, California. The top organization to hit our site in FY 2004 was Google, Inc. We tried to eliminate any crawler activity to get better statistics. But our suspicions are the top two cities mentioned above reflect the home cities of companies visiting our site or bots (crawlers), as in Inktomisearch which is a Yahoo! Bot and shows up as the top two organizations to hit our site.

Rather than try to compare all top cities, since we have the issue of crawlers and companies hitting our sites, we chose to only compare the most active cities in Maine and nearby. See table 8.

Table 8. Annual comparison of instate/local visits.				
Most Active Cities	**FY2003 Visits**	**FY2004 Visits**	**FY2005 Visits**	**% Change FY04 to FY05**
Biddeford	155	178	225	26%
Fort Kent	372	258	128	-50%
Halifax, Nova Scotia (CanEd stds)	238	192	350	82%
Madawaska	442	319	N/A	N/A%
Orono	259	373	426	14%
Portland	166	334	385	15%
Presque Isle	152	175	164	-6%
Saint John, New Brunswick	319	477	282	-41%
Standish	253	282	N/A	N/A%
Unity	N/A	N/A	658	N/A%

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 this year was 1pm to 2pm whereas last year was 2 to 3 pm (in last year's report FY04 the most active hour was erroneously reported as 11-12pm). Last year, (FY2004), the most active day of the year was January 28, 2004. This year it was March 30th, 2005. Looking at the most active dates across the years we do not see a pattern yet. In FY2003 it was September 16, 2002.

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.

		Browser	Hits	% of Total Hits	Visits ▼
■	1	Microsoft Internet Explorer	71,081	82.64%	8,220
■	2	Others	6,710	7.80%	1,929
■	3	Netscape Navigator	6,820	7.92%	840
■	4	Netscape Compatible	1,257	1.46%	476
■	5	WebTV	52	0.06%	18
■	6	Lynx	70	0.08%	2
■	7	Opera	15	0.01%	7
		Total For Browsers Above	**47,957**	**100.00%**	**8,606**

Table 9. Top browsers.

		Browser	FY2002 Visits	FY2003 Visits	FY2004 Visits	FY2005 Visits	% Change (FY '04 & '05)
■	1	Microsoft Internet Explorer	3,260	4,313	6,597	8,220	25%
■	2	Others	540	768	1,127	1,929	71%
■	3	Netscape Navigator	360	371	438	840	92%
■	4	Netscape Compatible	165	297	437	476	9%
■	5	WebTV	7	19	3	18	500%
■	6	Lynx	3	N/A	2	2	0%
■	7	Opera	1	2	2	7	250%
		Total For Browsers Above	**4,336**	**5,770**	**8,606**		

Table 10. Annual comparisons of the browsers used.

		Platform	Hits	% of Total Hits	Visits ▼
■	1	Others	28,345	26.76%	10,328
■	2	Windows XP	53,311	50.33%	5,888
■	3	Windows 98	8,163	7.70%	1,113
■	4	Windows 2000	8,696	8.21%	1,106
■	5	Windows ME	2,734	2.58%	304
■	6	Macintosh PowerPC	1,824	1.72%	302
■	7	Windows 95	264	0.24%	58
■	8	Windows NT	2,466	2.32%	94
■	9	Linux	96	0.09%	41
	10	Windows Win32s	13	0.01%	8
	11	OS/2	1	0.00%	1
		Total For Platforms Above			

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

	Browser	FY2002 Visits	FY2003 Visits	FY2004 Visits	FY2005 Visits	% Change (FY '03 & '04)
1	Others	1,921	5,799	7,874	10,328	31%
2	Windows XP	162	1,073	2,961	5,888	99%
3	Windows 98	2,033	1,757	1,650	1,113	-33%
4	Windows 2000	257	695	1,322	1,106	-16%
5	Windows ME	631	629	541	304	-44%
6	Macintosh PowerPC	103	88	170	302	78%
7	Windows 95	414	265	161	58	-64%
8	Windows NT	195	140	152	94	-38%
9	Linux	5	3	97	41	-58%
10	Windows Win32s	2	6	9	8	-11%
12	Windows 3.x	N/A	N/A	1	N/A	N/A%
13	SunOS	9	4	N/A	N/A	N/A%
14	OS/2	N/A	1	N/A	1	N/A%
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 99% whereas Windows 98 showed a 33% decrease in usage.

See Appendix J.1 for details 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 #2). 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/	7,001	18,647	41.03%	00:00:17
2	**Indexes and Databases** http://www.umfk.maine.edu/ infoserv/library/indxdb/ alphalist.asp	3,167	5,124	11.27%	00:03:29
3	**object moved (*jump page to URSUS*)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.cfm	2,617	3,914	8.61%	00:06:23
4*	**University of Maine at Fort Kent - Blake Library** http://www.umfk.maine.edu/infoserv/library/reso urces/	1,535	5,038	11.08%	00:00:18

Table 14. Annual comparison of FY2004 top four pages visited.					
	Pages	**FY2003 Visits**	**FY2004 Visits**	**FY2005 Visits**	**% Change (FY '04 & '05)**
1	**University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/	2,573	4,131	7,001	69%
2	**Indexes and Databases** http://www.umfk.maine.edu/ infoserv/library/indxdb/ alphalist.asp	1,177	2,164	3,167	46%
3	**Object moved (*jump page to URSUS*)** http://www.umfk.maine.edu/ infoserv/library/research/ ursus.asp	N/A	1,662	2,617	57%
4	**University of Maine at Fort Kent - Blake Library** http://www.umfk.maine.edu/infoserv/library/res ources/	N/A	N/A	1,535	N/A

The number of unique visitors is not as significant for on campus use as off-campus which is why we look at only unique visitors on the off-campus report. For the On Campus report 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 FY2005 we continue to see a significant rise in on campus visits. In FY2004 we had 4,158 visits whereas in FY2005 there were 7,306 visits; a 76% increase. During this year UMFK had a large jump in enrollment which shows in the increased visits. However, we contend also the increase in usage may reflect 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.

	FY2003	FY2004	FY2005
Visits	2,728	4,158	7,306
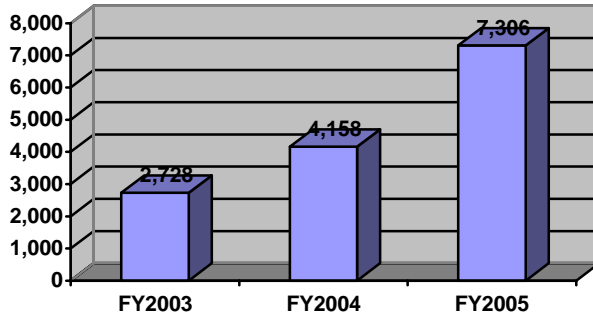
Most active time of day and week:
The activity levels by hour and days remain consistent with regard to what days are most acitve. There is only a slight fluctuation throughout the week with Mondays and Tuesdays being the most active, Wednesdays and Thursdays coming up a close second, and Fridays dropping by almost half the visits as the other days. This year the number of on campus visits to the site rose significantly. For example, in FY2004 Mondays had 999 visits whereas in FY2005 there were 1,457 visits; a 46% increase. This increase is similar for all the days with an average increase of 70%. The same is true for the time of day statistics. Last year the peak time of 1-2 pm had 551 visits whereas this year we had 739 visits; a 34% increase. Not only did the number of visits increase from last year, the visits remained fairly steady from 8 am to 8 pm with only slight decreases as the day progressed past 2 pm. See tables 16 and 17 for annual comparisons of days and sample annual comparisons of times.

Table 16. Activity Level by Day of the Week			
Day	**FY2004 Visits**	**FY2005 Visits**	**% Change (FY '04 & '05)**
Sun	269	489	82%
Mon	999	1,457	46%
Tue	950	1,559	64%
Wed	705	1,359	93%
Thu	791	1,272	61%
Fri	422	771	83%
Sat	158	372	135%

Table 17. Sample Activity Level by Hours Details			
Hour	**FY2004 Visits**	**FY2005 Visits**	**% Change (FY '04 & '05)**
11:00-11:59	337	592	76%
12:00-12:59	475	647	36%
13:00-13:59	551	739	34%
14:00-14:59	393	580	48%
15:00-15:59	353	578	64%
16:00-16:59	224	504	125%

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The month of September 2004 continues to be the most active month while the least active month was December 2004. The least active month tends to change without any pattern.

See Appendix J.2 for detail on the On-Campus report.

Work space

During the summer of FY2005 the new reference desk was installed. A desk was designed to fit with how not only the reference librarian used the space but how others on their nights to work used the space. Accommodations for both left and right handed staff were made as well as a space for one student employee to work.

Wiring was cleanly placed so it blends in with the desk and the surroundings. The desk is an L shape with two book cases in the opposite corner. When staff is sitting at the desk they face toward the old entrance with easy viewing of the new entrance (which is now complete).

One problem we have discovered is the flow of traffic in front of the reference desk (between the desk and the reference stations). Often there are traffic jams due to people standing either at the desk or with friends at the reference stations. The fact that people would "hang out" in this space was not considered when designing the desk. There may or may not be a way to solve this in the future. For now we plan to continue to monitor the problem.

Finally, one of the options available from the move in FY2004 was once the Acadian Archives was finished the reference librarian would get office space to accommodate non reference materials and functions. However, the Archives are still waiting on problems that have not been fixed which means the materials in the future office/staff room can not be moved.

See Appendix K for pictures.

Workshops

Workshops on computer applications, Internet searching, general use of a computer, etc. were offered to the Fort Kent community population. However, advertising for these workshops did not get out soon enough; therefore there was a much lower interest and turnout as has been in the past. Out of the four workshops offered, though people signed up ahead of time, only two showed up the first day. Additionally, workshops were not offered across the year to students or faculty/staff. The reference librarian hopes to be able to offer workshops again in fall 2005.