

# Reference Department



University of Maine at Fort Kent  
Reference Department  
Annual Report – FY 2007



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## **Bibliographic and Computer Instruction**

In FY2007, 471 students attended 43 bibliographic instruction (BI) sessions, whereas in FY2006 there were 520 students and 41 instruction sessions. This is a decrease of -9% in the number of students and an increase of 5% in sessions. See appendix A for more detail.

This year the reference librarian continued to target HUM102 (now FYE100), EDU327, and EDU304. There was a drop of roughly 50 students who attended the bibliographic sessions. We attribute part of this drop to the fact that last year 138 education students attended the BI sessions while this year there were only 112. There was also an overall drop in enrollment in the elementary education program. Finally, in FY2006 the nursing division asked for and received ten-minute orientations for 73 nursing students. They did not ask for the same in FY2007.

Orientation sessions were given periodically throughout the summer instead of right before the fall semester began. By having sessions throughout the summer the reference librarian was able to offer seven sessions rather than the three that would normally have been offered. In addition, the number of attendees for each session was higher than normal. Though there were more attendees, they were not enough to maintain last year's total BI session numbers.

In FY2006 the Reference Librarian continued to reevaluate the presentation of the bibliographic instruction session. The reference librarian created tutorials previously and used them in COS103, but we wanted to utilize them differently in the HUM (FYE- First Year Experience) courses. The reference librarian began in the fall of 2005 to try a different approach. First, we asked instructors to hand out assignments a week before the actual lecture and asked students to complete and turn in the assignment on the day of the lecture. Second, during the actual lecture only 10 to 15 minutes was given to answering questions regarding the assignment and tutorials. Once we had answered all questions, the reference librarian spent the rest of the class time discussing advanced searching in Academic Search Premier, and showed the students other databases that were pertinent to their studies at UMFK. Finally, enough time was available to discuss research methods and give a tour of the library specifically geared to the student's program of study at the university.

In FY2007, the reference librarian continued the same approach, but added a hands on activity to allow students to practice some of the searching techniques. In addition, the students met in the library lab in order to have access to the computers. The one piece the reference librarian did not do was to give a tour of the library. Part of this was due to negotiating time. The other was due to the different orientation schedule in which many of the participants who received the tour were also in the classes the BI sessions were given. However, this year the librarian plans to have the students meet at the front entrance, and give a quick tour as she walks them to the lab.

Finally, besides the BI sessions offered, there is a variety of other types of sessions given across the year such as Blackboard and e-portfolios. This year

there was a significant increase in additional sessions. The number of students who attended was 622 while the number of sessions was 30 whereas in FY2006 there were 151 students and 11 sessions. This is an increase of 312% and 173% respectively. The increase is directly attributed to Leslie Kelly, the Associate Director of the Library and Distance Education, who handled both Blackboard and e-portfolios sessions.

## Electronic Reference Service

Electronic Chat service continues to get very little use. In FY2006, there was a total of 7 chat sessions where only 6 were considered truly reference. In FY2007, there were 9 chat sessions where only 7 were reference. This year many of the other libraries chose to discontinue using Docutek in favor of other chat resources or not offering chat at all. Unfortunately, due to the lack of use at the UMFK campus, we chose to discontinue using Docutek as well. At this time, we do not know if we will implement some other chat service in its place.

The Electronic Reference Email service rose slightly from last year. In FY2006, there were 40 email questions, 26 of which were actual reference questions. In FY2007, there were 45 questions answered, 29 of which were reference (11 of those were from our own form). This is a slight increase of 13% and 12% respectively. See appendix B for more detail.

## Exhibit Area

This year we had some cancellations and the exhibit space remained empty from May to part of August. However, we managed to have some very interesting exhibits across the year such as “Holding Patterns” by Wendy Kindred.

<b>Table 1. Exhibits on display for FY2007</b>		
<b>Date</b>	<b>Title</b>	<b>Artist</b>
May 2006	UMFK student work (cont. from April)	Paul Gebhardt
June 2006	Cancelled	Jeannine Toussant
July 2006	Cancelled	Therese Provenzano
August 2006	“Holding Patterns”	Wendy Kindred
September 2006	“Holding Patterns” cont.	Wendy Kindred
October 2006	Domestic Violence Awareness	Battered Women’s Project
November 2006	“Ice Jam”	Darrell McBairty
December 2006	HIV/AIDS Awareness Week	Chris Ayala and others
January 2007	UMFK student work	Paul Gebhardt
February 2007	No Title	Daniel Morin
March 2007	Portraits	Lulu Pelletier
April 2007	Cancelled (student work)	Paul Gebhardt

See appendix C for more information regarding the exhibit space.

## 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 logins, however, counts the single individual instead of the number of searches the individual may have created. Table 2 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. The databases we look at from year to year are the common databases in EbscoHost.

**Table 2. Top ten databases from EBSCOHost**

	Databases	FY2007 # of Searches	FY2007 # of Sessions	FY2006 # of Sessions	% Change of sessions
1	Academic Search Premier	23115	6732	6232	8%
2	CINAHL	6895	1581	1253	26.2%
3	ERIC	3550	797	943	-15.5%
4	PsycArticles (new)	1380	572		N/A
5	PsycINFO	1816	541	633	-14.5%
6	MEDLINE	1996	460	550	-16.4%
7	Health Source: Nursing ed.	1281	386	509	-24.2%
8	Business Source Premier	952	331	331	0%
9	Nursing & Allied Health	1295	315	472	-33.3%
10	Health Source – Con. ed.	713	174	261	-33.3%

A copy of the complete list including statistics on use is found in appendix D.1.

Looking at the overall view of the database use, there is a slight decrease in searches (-3.2%) while there was a slight increase in logins (2.2%). This could possibly be attributed to patrons creating better search strategies thereby reducing the number of searches. Even so, the changes are not significant enough to warrant a need to explain.

Looking at the statistics for the whole University of Maine System, the trend is similar. The system saw a decrease of -5.3% in searches while they increased in logins by 15.1%. Their increase was more significant than ours.

Blake Library's patrons accounted for 4.2% of system wide searches as opposed to 4.1% in FY2006 (only a slight increase) and 4.3% of system wide logons (sessions) as opposed to 3.4% in FY2006. Interestingly, UMFK use of CINAHL rose from 5.0% of the system in FY2006 to 8.4% and Novelist K-8 rose from .3% to 16.7%; a huge increase. UMS total use of Novelist K-8 was 150 logins while UMFK accounted for 25 of those. More detailed statistics on system wide searches compared to Fort Kent searches are found in appendix D.2.

In FY2007 two licensed databases were eliminated, two database names changed, and sixteen databases were added. One of the databases the system eliminated was Access Science while the other database was one we purchased called Smithsonian Folkways. The Smithsonian database was actually discontinued by the vendor and they gave us access instead to the whole Smithsonian Global Sound. Besides Smithsonian Global

Sound, we also purchased licenses to BioOne, Tales Unlimited, and Roots of Forestry. BioOne is a collection of journals in the sciences with full text offerings. Roots of Forestry is a collection of five forestry journals also with full text. Tales Unlimited is a full text database of folk tales from around the world. Other databases the system leased were PsychArticles, LIST (Library, Information Science, and Technology abstracts), and PAIS (an index to literature in the social sciences) to name a few.

This year, FY2007, there are 79 unique licensed databases. Last year we reported there were 69. This number does not include different named links to the same resource or resource center links which go to a collection of databases (the individual collections were counted). Also, individual newspapers in the list were not counted unlike last year where we counted 4. Rather the “Newspapers” database was counted as one resource. We chose to stop counting individual newspapers because in actuality the “Newspapers” database contains holdings of more than 500 sources. We did not believe it feasible to single out just a few. A complete list of the databases to which Blake Library patrons have access can be found in appendix D.3.

The estimated expenses for system databases this past year, without adding any new resources, was \$182,404. The estimated cost for the same databases for FY2008 is \$232,002. Again this year we had additional money to work with. This was mainly due to our not having to pay for the PsycArticles until next year. The database committee decided to keep the current list of databases and add Education Full Text, Oxford English Dictionary, Mental Measurements Yearbook online, Women’s Studies International, and changed our Books in Print vendor so that we now have Book Index with Reviews. The committee will most likely have to cancel some of these databases next year. The library directors approved the budget in April. The database budget proposal and committee minutes are found in appendix D.4.

## **LibQual Survey**

In FY2007 the system libraries purchased a survey called LibQual. The survey is designed specifically for libraries and has been around for a number of years. The survey was administered to each library in spring FY2007.

For UMFK:

- 1042 UMFK faculty, staff, and students were contacted
- There were 237 total surveys completed
  - 178 submitted by students
  - 21 submitted by faculty
  - 38 submitted by staff
- “Affect of Service” received the highest scores
- “Library as Place” received the lowest scores

See appendix E for a full report. (not currently available online)

## **Maine Government Documents**

In FY2007, we showed an increase in cataloged documents. 420 government documents were cataloged in FY2007\* whereas 281 were cataloged in FY2006; a 49% increase \*(unfortunately only 411 items are accounted for this year. Items were discarded after the end of the year, but lists were not exported before discards took place). Out of the 411 cataloged, 335 were unique titles and 76 items were additional volumes.

730 government documents were removed from the collection as opposed to last year's 630 items, an increase of 16%. One reason for this is we began cleaning out the government documents that were older than five years (2001 and older). A majority of the items discarded, over 600, were discarded in April alone. Next year will show the completion of this project. In addition, we plan to remove items on a regular bases as well as remove all 2002 items in January 2008 in order to maintain space and consistent number of government documents. We will continue this process indefinitely.

This year the total number of government document inserts was 382. Last year the number of government document inserts was 525 items. This is a reduction of -27%. There were no reference inserts again this year. We thought there had been a delay last year, but this being the second year in a row for the inserts not to come there could have been another reason. We contacted the Department of Fisheries and Wildlife to find out why we are not receiving the reference inserts, which are always the Maine Lakes and Ponds maps. They reported that there actually had not been any updates since 2005 therefore no new inserts.

In FY2006, 881 inserts were discarded because they were dated, replaced, or irrelevant. This year's discards totaled 620 items, a decrease of -30%. The discards of the inserts have fluctuated up and down over the last couple of years. Sometimes we have a major clean up while other years we may stick to our regular discarding schedule.

Finally, the number of duplicate inserts remained the same as last year with there only being 2. 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**

This year we cancelled the rest of the indexes: Readers Guide to Periodical Literature, Biography Index, and Book Review Digest. We also plan to discard what we have except for the much older Readers Guide to Periodical Literature.

### **Computers**

Research printing continues to be free at the reference stations. It is interesting to see that though the number of pages printed dropped by roughly 1000, the number of jobs rose by almost 1,500. See Table 3 below.



<b>Table 3. Printer Count</b>		
	<b>FY2007: Full Fiscal Year</b>	<b>FY2006: Full Fiscal Year</b>
Jobs	5,924	4,497
Pages	30,778	31,660

Both library employees and patrons used the Multimedia station a lot for scanning and training. We noticed having a station in the reference area reduced our need to constantly go to the back and be out of reach when others needed help.

### **Space**

For several years, there were plans to provide the reference librarian with a small office space away from the reference desk. This year we were able to create this space in the new staff room, which once was the Acadian Archives old A/V room (see Book 1 for more detail). The office space is intended to allow the reference librarian time away from the main desk to work on projects such as annual reports, tutorials (using sound), monitoring reference chat sessions if necessary, and any other projects where quiet and privacy were needed. In addition, the space allows the reference librarian to move non-essential materials from the reference desk so that the area is less cluttered and more accessible by patrons and other staff.

### **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 we spend troubleshooting computer problems and/or instructing patrons on the use of equipment/software.

The FY2007 statistics for reference questions improved. The previous year they dropped from 979 questions in FY2005 to 548 questions in FY2006; a -44% drop. However, this year we saw an increase to 878; a 60% rise. In addition, the total number of questions answered from the reference desk rose by 55% (1097 total). Interestingly enough the totals this year are closer to those for FY2003 and FY2004.

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

### **Security Systems**

This past year we looked closer into security systems. 3M was the primary system, having flexibility with RFID and simple tattle tape security. We considered installing a full RFID system that was more than just security. It would have allowed us to monitor and maintain the collection better. However, the cost was prohibitive and the 3M representative, Mark, was less than helpful. We then considered going simply with the security tattle tape, but according to our specs, the “gates” would not work in our environment nor did we want the gates (assuming they did work) to take up as much

room as they would. Finally, we felt the loss of items in the library did not warrant the cost of the security system. So overall, we decided to forgo the security system as well.

In the meantime, the reference librarian continues to look for alternative methods to secure the library items. The reference librarian plans to look for alternatives at the ALA Conference this summer. See appendix H for 3M estimates.

## Website

### New additions, changes, and future goals

- Included quick access to URSUS, Databases, renew, and reserve on the main page.
- Working with Web Services to create a consistent look with the new UMFK web page going up in FY2008.
- Would like to add voice and interactive features to tutorials.

### Polls

Only two polls were posted this year. Time and content were a factor. We hope to offer more next year. See appendix I to view the polls.

### Web Report

We are reducing the web report to six elements:

1. Off campus report only
  2. Number of visits minus spiders
  3. Top sites visited not including the main page, URSUS, or the databases
  4. Top downloaded files
  5. Most/least active day of week
  6. Most/least active hour of day
- There were 32,621 visits to the library site. We do not have a number in 2006 to compare, but in FY2005 there were 14,040 visits. This is over 100% increase.
  - The top five sites visited were:
    - Staff and hours
    - citations page
    - Ask a Librarian
    - More Resources
    - Search page
  - The top downloaded files were:
    - Annual reports 2004, book 5, appendix B (**654** downloads)
    - Annual reports 2003, library report (**626** downloads)
    - citations page, apa\_nursing.pdf (**390** downloads)
    - Annual reports 2002, library report (**356** downloads)
    - Annual reports 2006, book 5, appendix D (**288** downloads)
  - The most active day of the year was Tuesday with the least active day being Saturday. In FY2005 Monday was the most active but Monday and Tuesday were

very close for most active, while Saturday seems to always be the least active day.

- The most active hour of the day was 2-3pm, and the least active hour was 4-5am. In FY2005 it was 1-2pm for the most active hour and 2-3am for the least active.

## **Appendices**

## **A. Bibliographic Instruction Sessions**

**A.1 Bibliographic Sessions**

**A.2 Other Sessions – Other**

## **B. Electronic Reference**

## **C. Exhibit shows**

## **D. Indexes and Databases**

- D.1 UMFK databases statistics**
- D.2 UMS and UMFK's databases comparisons**
- D.3 Details on databases kept, removed, and added**
- D.4 Budget and Committee minutes**



## **E. LibQual**

## **F. Maine Government Documents**

**F.1 Non-cataloged item statistics**

**F.2 Cataloged items breakdown**

## **G. Reference Statistics**

## **H. Security System**

## **I. Web Site: Polls and Results**