

# Reference Department



University of Maine at Fort Kent  
Reference Department  
Annual Report – FY 2008

# Table of Contents

<b>Bibliographic and Computer Instruction</b> .....	4
<b>Electronic Reference Service</b> .....	4
<b>Exhibit Area</b> .....	4
<i>Table 1.</i> Exhibits on display for FY2008.....	5
<b>Government Documents</b> .....	5
<b>Indexes and Databases</b> .....	5
<i>Table 2.</i> Top ten databases from EBSCOHost .....	6
<b>LibQual Changes</b> .....	7
<b>Reference</b> .....	8
Collection.....	8
Computers.....	8
<i>Table 3</i> .....	8
Reference Questions Statistics.....	8
Space.....	9
<b>Website</b> .....	9
New additions, changes, and future goals.....	9
Polls.....	10
Web Report .....	10
See appendix E for more information on web statistics. ....	10
<b>Appendices</b> .....	12
A. Bibliographic Instruction Sessions.....	13
A.1 Bibliographic Sessions.....	13
A.2 Other Sessions – Other.....	13
B. Indexes and Databases .....	14
B.1 UMFk databases statistics.....	14
B.2 UMS and UMFk’s databases comparisons .....	14
B.3 Details on databases kept, removed, and added.....	14
B.4 Budget and Committee minutes.....	14
C. LibQual.....	15
D. Reference Statistics .....	16
E. Web Statistics F. Formulas.....	17
F. Formulas .....	18

## **Bibliographic and Computer Instruction**

Bibliographic sessions:

- FY2008 464 students attended 35 sessions, FY2007 471 students attended 43 sessions. This is a difference of -1.5% in students and -18% in sessions.

The statistical differences between last year's sessions and this year's are negligible. From year to year the numbers can fluctuate depending on the courses taught, the number of orientations given, the number of students attending classes, and the number of students new to the campus. Reference staff will continue to maintain contact with professors so that these numbers do not drop significantly because the professor chooses not to provide a session to their students.

At the same time, reference staff builds and updates tutorials on basic uses of the library resources and some advanced uses. Faculty could see the tutorials as a replacement for in class instruction. See appendix A for more detail.

Other instruction sessions:

- FY2008 735 students attended 30 sessions, FY2007 622 students attended 30 sessions. This is a difference of 18% in students and 0% in sessions.

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 an additional increase in students, though not as significant as the year before. At this time we can not determine if the numbers will increase or decrease. However, E-portfolios are expected to continue to have a strong presence on campus, so one can at least speculate that the numbers will go up.

## **Electronic Reference Service**

Electronic reference did not fair well this past year. We chose to no longer use Docutek Live reference because there were not enough live sessions to warrant continuing it. In addition, the number of emails received was much fewer than the year before.

We have instituted MEEBO which is a way for patrons to easily chat with a librarian, and the service is up when the librarian is on duty. Since the inception of MEEBO, there have been two sessions. Staff will advertise MEEBO and email reference this coming summer and fall during the orientations and usual BI sessions.

## **Exhibit Area**

This year the exhibit space was partially renovated. The partitions in the middle were removed completely and the windows facing the library collection were covered with carpeted material (similar to the other walls). The newly carpeted area is a more neutral color than the old carpeted walls and goes all the way to the floor, which the other areas

do not. The idea was to provide a space that was more like a gallery and provided a space that was open and less closed-in.

Future renovations will entail covering the other walls similarly to the new area including going down to the floor as well as covering the window that looks into the special collections so the wall is seamless. In addition, baseboard will need to be placed along the bottom of the carpeted walls to give the exhibit a finished look. Other additions staff want are two short benches to allow patrons to sit and view the work, study the work, or draw the work as has been the case in the past.

Finally, it is the reference librarian’s dream to have the heaters in the area removed if possible, and if not, covered with wood cabinets (with the understanding that vents will need to be added. The wood cabinets can double as display stand.

**Table 1. Exhibits on display for FY2008**

<b>Date</b>	<b>Title</b>	<b>Artist</b>
May 2007	None	
June 2007	None	
July 2007	None	
August 2007	“New Orleans - Katrina”	Julie Daigle
September 2007	“New Orleans - Katrina” (continued)	Julie Daigle
October 2007	Domestic Violence Awareness	Battered Women’s Project
November 2007	None (renovating)	
December 2007	World AIDS Awareness Week	students
December 2007	UMFK student work	Paul Gebhardt
January 2008	UMFK student work (continued)	Paul Gebhardt
February 2008	UMFK student work (continued)	Paul Gebhardt
March 2008	Portraits	Lulu Pelletier
April 2008	UMFK student work	Paul Gebhardt
May 2008	UMFK student work (continued)	Paul Gebhardt
June 2008	None	

## **Government Documents**

The reference department no longer handles government documents. The task was moved to the Technical Services Librarian because the task was mostly cataloging and fit better in this spot.

## **Indexes and Databases**

- UM System sessions grew 8.5% and searches grew 1.2%.
- 4.0% of UMS sessions and 4.3% of searches were Blake Library patron’s.
- CINAHL, PsycArticles, and PsycInfo were the top system purchased databases used by UMFK patrons (only Ebscor databases can be compared).
- Education Full Text remains after a year of successful uses along with a few others, while the state added such databases as Environment Complete and Forest Science.

- Fort Kent drops Roots of Forestry.
- Mental Measurements Yearbook, Oxford Reference Online, and Rilm were discontinued by the system.
- There were 93 unique licensed databases in FY08 as opposed to 79 in FY07.
- The total appropriation for system databases in FY2008 and FY2009 was/is \$221,730

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	FY2008 # of Searches	FY2008 # of Sessions	FY2007 # of Sessions	% Change of sessions
1	Academic Search Premier	14922	5304	6732	-21%
2	CINAHL	8735	1852	1581	17%
3	Health Source: Nursing ed.	2709	644	386	67%
4	PsycArticles	1564	574	572	0.3%
5	MEDLINE	2972	569	460	24%
6	PsycINFO	2017	548	541	1.3%
7	Nursing & Allied Health	2155	428	315	36%
8	Business Source Premier	1162	406	331	23%
9	ERIC	1358	381	797	-52%
10	Biomedical Reference Coll	993	218	144	51%

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

This year the numbers rose rather than declined as they did last year with the exception of Academic Search Premier (ASP) and ERIC. Nursing databases rose significantly as students discovered other nursing resources besides the dedicated CINAHL database. Education saw some ups and downs as education students began using Education Full-Text as opposed to ASP and ERIC, which is most likely the reason for their decline. Education Full-Text is not available through Ebsco so we are unable to provide a comparison, however, it ranked 14<sup>th</sup> out of 60 databases compared by logins in the system. And accounted for 5,892 logins. Next year we will have a better comparison since the database was new this year.

Looking at the statistics for the whole University of Maine the trend is similar. ASP and ERIC both declined by 3% and 10% in that order. In general the UMFK trend tends to reflect what happens in the UMS system across the years. More detailed statistics on system wide searches compared to Fort Kent searches are found in appendix B.2.

This year, FY2008, there are 93 unique licensed databases. Last year we reported there were 79. 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 B.3.

In FY2008 four licensed databases were eliminated, three by the database committee and one by us, and sixteen databases were added. In FY2007 Access Science was eliminated but has returned in FY2008. The database Fort Kent eliminated this year was Roots of Forestry. After talking with faculty we decided the database was not helpful or used enough to warrant spending the money on it. A database we purchased this year was Choice Reviews Online. We terminated the print in favor of the online version. The cost was only slightly more.

The total appropriation for system databases in FY2008 ended up being \$221,730. The appropriations are the same for FY2009. This year the system needed to pay for PsycArticles so its available money dropped somewhat. However, the system database committee knew this would be the case. The database committee decided to keep the standard list of databases as well as keep Education Full Text, Oxford English Dictionary, and Women’s Studies International, which replaced Contemporary Women’s Issues. We eliminated Mental Measurements Yearbook online, Oxford Reference Online, and RILM. The MMY database was dropped because we only intended to have it for one year. The committee worked over the years to try and bring the Oxford Reference Online usage up, but it simply was not being used. Finally, RILM was dropped because it was music specific and was getting little use. In order to help facilitate what should be cut, UMFK library staff created a report detailing the cost per login for each database. The library directors approved the budget in April. The database budget proposal, committee minutes, and other documentation are found in appendix B.4.

## **LibQual Changes**

Due to the LibQual survey conducted the previous year, the library undertook a number of changes. One set of changes dealt with opening up space for a friendlier and more comfortable environment. How the reference department was effected by this will be discussed further down under Space.

Reference staff put together some statistical data and analysis so that she might better understand why the library was hit hard by faculty with regard to resources. She developed a set of questions to ask the faculty. At this time, though the questions have been asked, no response has been forthcoming. See Appendix C for data, analysis, and more.

## Reference

### Collection

This year we moved a good 50% of the reference collection to the stacks or discarded the titles. We did this in an effort to reduce the collection not only to make it fit in a new location but to trim the items not used anymore. Staff wants to keep the reference collection small.

### Computers

Research printing continues to be free at the reference stations. Though reference questions were down, the printing significantly increased. This correlation may show that just because students didn't ask for help as much, it does not necessarily imply they are using the web instead. In addition, library staff did not see any erroneous printing, meaning printing of assignments, web pages, etc. All or most printing was legitimate research. See Table 3 below.

	<b>FY2008: Full Fiscal Year</b>	<b>FY2007: Full Fiscal Year</b>	<b>FY2006: Full Fiscal Year</b>
Jobs	6,853	5,924	4,497
Pages	39,819	30,778	31,660

### Reference Questions Statistics

- FY2008 750 reference questions, FY2007 878 reference questions, a difference of -15%.
- FY2008 947 total questions, FY2007 1,097 total questions, a difference of -14%.
- Library attendance drops by roughly 3,000 patrons or -5% from last year.
- However library attendance via internet increases by 28% (see web report)

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 number of questions has fluctuated across the last couple of years. Influences may be such things as the number of incoming students (this year there was an additional 5% drop in enrollment); how many people come into the library for research, e.g. we had a 5% decrease in attendance (roughly 3000 patrons) this year; if the previous BI sessions were successful enough to allow students to find information on their own; or if all staff are logging the questions as they should. Even emailed questions went way down to a negligible number and circulation checkout statistics dropped 9%.

On the other hand we continue to have a large population of patrons from off campus come to the library via the web. We have also noticed that more articles are being used versus books and since these articles are available, for the most part, online, students may be working from home more. See the web reports section below for more details on patrons entering the library via internet.

Also, though the reference staff would like to believe the BI sessions are working, after hearing from various faculty and students, staff can surmise that better instruction needs to take place, and not necessarily through simple how to instruction and advanced searching techniques. The reference staff needs to concentrate on comparing Google Scholar to the databases and how Google Scholar leads one back to the databases. Staff also needs to show some features of Ebscohost, such as My Ebscohost, to students so that they may find it easier in the end to use than the web.

If such methods take place, then the reference staff must continue to make sure the online tutorials are sufficient for the “how to” part of instruction. In addition, this coming year we will concentrate on logging all questions. Reference staff will discuss the importance of logging questions and follow-up each day to see if all questions were logged from the previous day. We may be able to greatly reduce the non-logging factor in our numbers.

Finally, the tick sheet for gathering the reference question numbers was replaced by an electronic version. See an example in appendix D.

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

### **Space**

Due to LibQual and a desire to open up the front area and reduce the reference collection, staff weeded the reference collection and removed the shelving from the area. Once the shelving was removed, tables and chairs were placed for group work. We also removed the shelving that enclosed the circulation area so that staff could see each other. Once the shelving was removed, the area became more open and we immediately received positive feedback from patrons.

In addition, reference staff rearranged the reference stations so that patrons were out of the walkway between the stations and the reference desk. Though there is still some congestion at times, the congestion has been considerably reduced.

### **Website**

#### **New additions, changes, and future goals**

- Updated and created a new look for the library web page.
- Created a faculty page so that faculty could find what they wanted quickly including the LOAR collection. (More information on LOAR is found in book 4).
- Would like to add voice and interactive features to tutorials.



## Polls

Polls have been removed from the site. The process by which they were posted was tedious. If we can find an easier way to post polls then we may introduce them again.

## Web Report

- In FY2008 there were 41,821 off campus visitors to the site minus the spiders. In FY2007 There were 32,621 visits. This is a 28% increase.
- The top five sites visited, not including databases, URSUS, or the main page were:
  - Staff and hours (**3,997** visits)
  - About Blake Library page (now called General)(**3,690** visits)
  - Citations page (**3,609** visits)
  - Forms (**3,558** visits)
  - More Resources (now called Research Help)(**3,402** visits)
- The top downloaded files were:
  - Annual reports 2004, book 5, appendix B (**669** visits)
  - Annual reports 2006, book 5, appendix G (**562** visits)
  - Annual reports 2006, book 5, appendix D (**529** visits)
  - Century of Progress, graduates 1970.pdf (**327** visits)
  - Annual reports 2007, book 5, appendix D (**277** visits)
- Top downloaded files not including Annual Reports were:
  - Century of Progress, graduates 1970.pdf (**327** visits)
  - Century of Progress, graduates 1950.pdf (**263** visits)
  - Century of Progress, graduates 1882.pdf (**240** visits)
  - Tutorials, ASP Part A.pdf (**191** visits)
  - Tutorials, Databases pdf (**188** visits)
- Tuesday was the most active day of the year with January 17, 2007 being the most active date (1,595 hits).
- Saturday continues to be the least active day of the year with July 28 being the least active date (358 hits).
- The most active hour of the day was 3-4 as opposed to last year's 2-3pm.
- The least active hour was 5-6 am as opposed to last year's 4-5am.

The number of visitors to the library site is important because as our patron, circulation, and reference counts drop, it is important to show that people are accessing our resources via internet if not in person.

See appendix E for more information on web statistics.