

# Reference Department



University of Maine at Fort Kent  
Reference Department  
Annual Report – FY 2009

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(All statistics are based on the new July through June figures; therefore, many numbers are reported differently than last year in order to compare FY2008 to FY2009.)

## Bibliographic and Computer Instruction

Bibliographic sessions:

- FY2009 504 students attended 34 sessions, FY2008 447 students attended 33 sessions (July-June stat). This is a difference of 13% in students and 3% in sessions.

Other instruction sessions:

- FY2008 174 students attended 9 sessions, FY2008 735 students attended 30 sessions. This is a difference of -76% in students and -70% in sessions.

See Appendix A for more detail.

## Electronic Reference Service

- Reference services continued to use Meebo. Eight students asked questions in the spring of 2009. None in the fall of 2008.
  - 4 reference
  - 2 electronic reserves
  - 1 genealogy
  - 1 circulation

## Exhibit Area

<b>Date</b>	<b>Title</b>	<b>Artist/Host</b>
July 2008	None	
August 2008	Black and White	Deborah Meisner
September 2008	Black and White	Deborah Meisner
October 2008	Domestic Violence Awareness	Battered Women's Project
November 2008	Traje of Guatemalan villages	Charles Brockunier/S. Birden
December 2008	World AIDS Awareness Week	students
December 2008	Art work	Paul Gebhardt
January 2009	Art work	Paul Gebhardt
February 2009	Art work	Andrea Peterson
March 2009	None	Lulu Pelletier
April 2009	UMFK student work	Paul Gebhardt
April 2009	High School Art work	Bruno Hicks
May 2009	None (canceled)	
June 2009	None	

## Indexes and Databases

- UM System sessions/logins grew 16.6% while searches grew 41.2%.
- 4.6% of UMS sessions/logins and 5.0% of searches were Blake Library patrons.
- The state added GreenFILE, Lexi-PALS Drug Guide, and Teacher Reference Center.
- System database committee decided to eliminate Book Index w/Reviews, Oxford English Dictionary, and Cochran Library
- The total appropriation for system databases is \$221,730 (same as last year).
- Fort Kent sessions/logins grew 67% in use while searches grew 81%.
- Fort Kent had 94 unique licensed databases in FY09 as opposed to 93 in FY08.
- New database purchases by UMFk: CINAHL with Full-Text, CJPI (criminal justice).
- BioOne: 233 full text article requests in FY2009 while there were 227 in FY2008.
- Chronicle of Higher Education: 25,924 Requests and 2,934 pages viewed from September 2008 through June 2009.

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

	Databases	FY2009 # of Searches	FY2009 # of Sessions	FY2008 # of Sessions	% Change of sessions
1	Academic Search Premier	15686	4682	4902	-4.5%
2	CINAHL	18242	3384	1804	88%
3	CINAHL w/Full Text	4427	2377	N/A	N/A
4	Health Source: Nursing ed.	4770	1000	763	31%
5	PsycINFO	4222	912	579	58%
6	MEDLINE	4589	880	598	47%
7	Nursing & Allied Health	4473	877	507	73%
8	PsycArticles	2024	697	565	23%
9	Business Source Premier	2103	602	371	62%
10	Health Source: Cons. Ed.	1401	302	226	34%

See Appendix B for more detail.

## Reference

**Table 3. Printer Table**

	FY2009: Full Fiscal Year	FY2008: Full Fiscal Year	FY2007: Full Fiscal Year	FY2006: Full Fiscal Year
Jobs	5,270	6,853	5,924	4,497
Pages	35,633	39,819	30,778	31,660

## Reference Questions Statistics

- FY2009 740 reference questions, FY2008 727 reference questions, a difference of 1.8%.
- FY2009 963 total questions, FY2008 938 total questions, a difference of 3%.
- Library attendance drops by over 14,000 or -27% from last year.
- However library attendance via internet increases by 25% (see web report below).

See Appendix C for more detail.

## Website

### New additions, changes, and future goals

- Began working on interactive features in the tutorials. Would still like to add voice.
- Made sure Information Literacy page was accessible and useful.

### Web Report

- In FY2009, there were 52,413 off campus visitors to the site minus the spiders. In FY2008 There were 41,821 visits. This is a 25% increase.
- The top five sites visited, not including databases, URSUS, or the main page were:
  - Serials by Subject (**5,685** visits)
  - General (**4,921** visits)
  - Virtual Reference (**5,087** visits)
  - Research Help (**4,767** visits)
  - Services (**4,402** visits)
- The top downloaded files were:
  - Annual reports 2007, book 5, appendix D (**401** visits)
  - Annual reports 2006, book 5, appendix D (**387** visits)
  - Annual reports 2006, book 5, appendix G (**326** visits)
  - Annual reports 2004, book 5, appendix B (**314** visits)
  - Tutorials DatabasesASP2\_08.pdf (**229** visits)
- Tuesday was the most active day of the year with Sept 18, 2008 being the most active date (2,519 hits – almost a thousand more than last year).
- Saturday continues to be the least active day of the year with July 31 being the least active date (158 hits - a third of last year's hits).
- The most active hour of the day was 1-2 as opposed to last year's 3-4 pm.
- The least active hour was 3-4 am as opposed to last year's 5-6 am.

See Appendix D for more detail.