

Reference Department



University of Maine at Fort Kent
Reference Department
Annual Report – FY 2010

Table of Contents

Bibliographic and Computer Instruction	4
Collection Development	4
Electronic Reference Service	4
Exhibit Area	4
<i>Table 1.</i> Exhibits on display for FY2008.....	4
Indexes and Databases	5
<i>Table 2.</i> Top ten databases from EBSCOHost	6
Reference	6
<i>Table 3.</i> Printer Table	6
Reference Questions Statistics.....	6
Website	6
New additions, changes, and future goals.....	6
Web Report	6

Appendices:

- A. Bibliographic Instruction Sessions
- B. Collection Development Formula
- C. Indexes and Databases
- D. Reference Statistics
- E. Web Report
- F. Formulas

Bibliographic and Computer Instruction

Bibliographic sessions:

- FY2010 456 students attended 32 sessions, FY2009 504 students attended 34 sessions. This is a decrease of 10% in students and 6% in sessions.

Other instruction sessions:

- FY2010 124 students attended 8 sessions, FY2009 174 students attended 9 sessions. This is a decrease of 29% in students and 11% in sessions. Two of these sessions were presentations on fiber given by Debra Durkin. Faculty invited her to their class.

See Appendix A for more detail.

Collection Development

- Updated the collection development formula so that the process can be duplicated in any given year.
- See Appendix B for a sample of the formula as well as process description

Electronic Reference Service

- Reference services continued to use Meebo.
- Through Meebo there were 3 reference questions and 1 IT question.
- Email:
 - 12 reference
 - 5 circulation
 - 1 IT

Exhibit Area

Date	Title	Artist/Host
July 2009	GNSI Conference/Eyes on Nature	Joan Lee/Host
August 2009	Photographs	Sherri Skinner
September 2009	Photographs	Sherri Skinner
October 2009	Le Long de la Riviere	Jay Labrie
November 2009	Incidental Crossings	Fernando Vallejo & Darlene Dumond
December 2009	Incidental Crossings	Fernando Vallejo & Darlene Dumond
January 2010	Zen Walking	Katie Levesque
February 2010	Emerging Into Myself	Lulu Pelletier
March 2010	Wandering at Night	Michelle Richardson
April 2010	UMFK student work	Paul Gebhardt
May 2010	Young Artist Exhibition	Paul Gebhardt et all
June 2010	Through the Lens – by Maine women	Darlene Dumond & Rose Libby/Hosts

Of special note this year, the GNCI Conference was an extraordinary event. Artists from across the nation and some from other countries gathered for the conference and many submitted their work for both the Blake Gallery and the Archives. The Blake Gallery showed work that had a more artistic bent while the Archives exhibited the more scientific pieces.

Indexes and Databases

- UM System sessions/logins grew 5% while searches grew 19%.
- 4% of UMS sessions/logins and 4% of searches were Blake Library patrons.
- Of special note, UMFK patrons did 11% and 14% of the system searches and sessions (respectively) in CINAHL, the nursing database.
- The state upgraded the Academic Search Premier to Academic Search Complete and Business Source Premier to Business Source Complete.
- System database committee:
 - The total appropriation for system databases is \$221,730 (same as last year).
 - Decided to continue with the current list of databases for this year.
 - Discussed critically looking at PAIS and adding a full text Sociological database in place of abstracts next year.
 - Each campus paid their FTE equivalent for the overage of the database bottom line.

- Fort Kent sessions dropped 6% in use while searches dropped by less than a percent. In FY2009 they had risen by 68% and 81% respectively. This was a significant rise from the 2008 fiscal year.
- Fort Kent had 93 unique licensed databases in FY2010 as opposed to 94 in FY2009.
- New database purchases by UMFK: SocINDEX w/Full-Text (Ebsco).
- BioOne: 198 full text article requests in FY2010 while there were 233 in FY2009.
- Chronicle of Higher Education:
 - The Chronicle made some changes and lost data from August to December 2009. The only data for July 2009 is 1541 requests and 206 pages.
 - Their new system monitors pageviews, searches, and visitors. These are available in Appendix C.

Table 2. Top ten databases from EBSCOHost

	Databases	FY2010 # of Searches	FY2010 # of Sessions	FY2009 # of Sessions	% Change of sessions
1	Academic Search Premier	20,065	5228	4682	12%
2	CINAHL w/Full Text	9,248	3357	2377	41%
3	CINAHL	13,260	2811	3384	-17%
4	PsycINFO	3,758	723	912	-21%
5	Health Source: Nursing ed.	3,650	667	1000	-33%
6	MEDLINE	3,929	635	880	-28%
7	Nursing & Allied Health	3,702	620	877	-29%
8	SocINDEX w/Full Text	1,839	585	N/A	N/A
9	PsycArticles	1,794	571	697	-18%
10	MasterFile Premier	933	360	602	-40%

See Appendix C for more detail.

Reference

Table 3. Printer Table

	FY2010: Full Fiscal Year	FY2009: Full Fiscal Year	FY2008: Full Fiscal Year	FY2007: Full Fiscal Year
Jobs	4,285	5,270	6,853	5,924
Pages	21,887	35,633	39,819	30,778

Reference Questions Statistics

- FY2010: 674 reference questions, FY2009 740 reference questions, a difference of -9%.
- FY2010: 838 total questions, FY2009 963 total questions, a difference of -13%.

See Appendix D for more detail.

Website

New additions, changes, and future goals

- Added Audio Books Download access powered by Overdrive to the front page.
- Added instant search feature for Credo Reference Online to the front page.
- Added reference list link to the front page.

Web Report

- The FY2010 web report starts with the new Google Analytics system set up on the Blake Library site. Statistics will not be comparable this year to FY2009.
- This year, according to Google Analytics, there were 31,207 visits to the Blake Library site. This figure does not include spiders and web crawlers.

- The top six sites visited, not including individual databases, URSUS, or the main page were (the main page was viewed approximately 33,622 times):
 1. The Database List page (**5,799** visits)
 2. Tutorials (**1,666** visits)
 3. Journals Full-Text Online (Serials Solutions) (**1,494** visits)
 4. My Research is in...(from database list page) (**1,155** visits)
 5. Citation Guides (**989** visits)
 6. Serial Killers Annotated Bibliography (**762** visits)
- Top “landing” pages (pages visitors went to directly from offsite). Does not include individual databases, URSUS, or the main page (the main page was approximately 24,889):
 1. Serial Killers Annotated Bibliography (**629** visits)
 2. The Database List page (**565** visits)
 3. Tutorials (**532** visits)
 4. Citation Guides (**121** visits)
 5. Exhibit page (**111** visits)
 6. Evaluating Web Sites (**87** visits)

See Appendix E for more detail.