

# Reference Department



University of Maine at Fort Kent  
Reference Department  
Annual Report – FY 2011

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## Appendices:

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

## Bibliographic and Computer Instruction

Bibliographic sessions:

- FY2011 488 students attended 32 sessions, FY2010 456 students attended 32 sessions. This is a 7% increase in sessions.

Other instruction sessions:

- FY2011 there were two Google E-Portfolio sessions with 22 students each (same students in both sessions).

See Appendix A for more detail.

## Collection Development

- Created a tracking mechanism for tracking purchases for the stacks. We can use this to make sure we are following our collection development formula.

See Appendix B for a sample of the formula and tracking mechanism as well as process description.

## Electronic Reference Service

- Reference services continued to use Meebo.
- Through Meebo there was 1 circulation questions and 1 IT question.
- Email:
  - 9 reference
  - 1 circulation
  - 1 IT

## Exhibit Area

<b>Date</b>	<b>Title</b>	<b>Artist/Host</b>
July 2010	Tales from Ancient Inda	Bhava Albert
August 2010	The Digital Age (photographs)	John Metz
September 2010	Allagash Summers: The Phillip Calvin Hughey Photographs	Darrell McBrearity
October 2010	Painting Makes Me Happy	Erika Thiele
November 2010	Shades of Light	Lyn Cyr
December 2010	Art Work by UMFK Students	Therese Provenzano
January 2011	My Backyard	Jim Marks
February 2011	Recent Explorations in Color	Scott Vosine
March 2011	Life's Been Good	Lulu Pelletier
April 2011	UMFK student work	Therese Provenzano
May 2011	Young Artist Exhibition, 3 <sup>rd</sup> Annual	Paul Gebhardt, Therese Provenzano
June 2011	La Palette de Coul' Art	Gert Thibodeau

We applied for the annual UMFK Foundation grant to renovate and update the library gallery. This year the theme was Rural Sustainability. We did not get the grant this year. Next year the theme is Experiential Learning.

## **Indexes and Databases**

- UM System sessions/logins grew 15% while searches grew 22%.
- 3% of UMS sessions/logins and 3% of searches were Blake Library patrons. This is actually 1% less than last year and 2% less than the previous year. My belief is that UMFK is now providing two major databases in full text the system is not, which can account for the drop in our students' use of the system databases.
- Comparing our two major databases, CINAHL w/FT and SocINDEX w/FT, to the comparable databases in the system, our patron usage was 21% for sessions and 19% for searches for CINAHL w/FT and 18% for searches in SocINDEX w/FT (the comparable system database does not provide session statistics).
- System database committee decisions for the coming year:
  - The total appropriation for system databases was \$221,730 (same as the last two years).
  - We chose to discontinue PAIS and Women's Studies International
  - Asked to move cost for the MARCIVE data loads out of database expenditures
  - Upgraded CINAHL to CINAHL w/Full Text
  - Upgraded Sociological Abstracts to Full Text version (no additional cost)
- Fort Kent EBSCO sessions rose 4% in use while searches 20%.
- Fort Kent had access to 91 unique licensed databases in FY2011 as opposed to 93 in FY2010.
- BioOne: 142 full text article requests in FY2011 while there were 198 in FY2010.
- Chronicle of Higher Education: We can't compare a full year yet due to CHE losing some data during a CHE system transfer in FY2010. However, when looking at only common numbers between FY2010 and FY2011, CHE rose in use in all three categories: Pageviews, Searches, and Visitors.

See Appendix C for more detail

	<b>Databases</b>	<b>FY2011 # of Searches</b>	<b>FY2011 # of Sessions</b>	<b>FY2010 # of Sessions</b>	<b>% Change of sessions</b>
1	Academic Search Complete	21,473	4717	5228	-10%
2	CINAHL w/Full Text	22,056	3889	3357	16%
3	PsycINFO	5,108	966	723	34%
4	SocINDEX w/Full Text	2,066	610	585	4%
5	Business Source Complete	2,124	600	327	83%
6	PsycArticles	2,243	565	571	-1%
7	Health Source: Nursing ed.	3,275	533	667	-20%
8	Nursing & Allied Health	2,975	449	620	-28%
9	MEDLINE	2,862	446	635	-30%
10	MasterFile Premier	896	295	360	-18%

See Appendix C for more detail.

## Reference

	<b>FY2011: Full Fiscal Year</b>	<b>FY2010: Full Fiscal Year</b>	<b>FY2009: Full Fiscal Year</b>	<b>FY2008: Full Fiscal Year</b>
Jobs	9,808	4,285	5,270	6,853
Pages	50,184	21,887	35,633	39,819

\*This year circulation staff inventoried the collection. To do so, inventory sheets had to be printed which made the jobs and pages rise some, but does not fully account for the more than 120% rise.

## Reference Questions Statistics

- In FY2011, there were 822 reference questions, while in FY2010 there were 674 reference questions, an increase of 22%.
- In FY2011, there were 1039 total questions, while in FY2010 there were 838 total questions, an increase of 24%.
- In November 2010, staff began tallying Service Point questions.
  - Staff tallied questions that came to them at their desk.
  - There were 165 reference questions asked at four service points not including the reference desk.
  - Staff did not include questions asked on their night to work at the reference desk.
  - Reference questions tallied were ones not forwarded to the reference desk.
  - The 165 questions have not been included in the total reference questions noted above.
  - See Appendix D for more detail.

## Reference Services

- Off-Campus Services (in Augusta) purchased the service called LibGuides. They included UMFK and Machias in their License.
- Reference staff assisted other departments in creating online tutorials for the Online Orientation hosted in Blackboard.
- The reference staff trained library staff on the use of the new equipment purchased by the DE SIF grant and placed on reserve. See the Circulation Annual Report (book 3) for a list of the equipment.

See Appendix D for more detail.

## Website

### New additions, changes, and future goals

- Added E-Books Download access powered by Overdrive. Updated the icon.
- Added the new service, Summon, by SerialsSolutions. The search feature is called “OneSearch” and is available from the front page. The service allows patrons to search all databases and the online catalog in one shot.
- Updated the look of the library site so that it now blends in with the new UMFK web site. Navigation remains the same.
- Will be looking at possibly tweaking the site for better navigation and visual content.

## Web Report

- There were 29,885 visits to the web site in FY2011. In FY2010 there were 31,207, a -4% difference. This figure does not include spiders and web crawlers.
- Firefox finally tops the list as the browser most frequently used, beating Internet Explorer by a small margin.
- The top six sites visited, not including individual databases, the database page, URSUS, or the main page were (the main page was viewed approximately 33,421 times):
  1. Tutorials (**1,677** visits) (#6 in list)
  2. Journals Full-Text Online (Serials Solutions) (**1,115** visits) (#9)
  3. Staff and Hours (**1039**) (#13)
  4. Citation Guides (**518** visits) (#15)
  5. About...(447) (#16)
  6. Serial Killers Annotated Bibliography (**341** visits) (#17)
- Top “landing” pages (pages visitors went to directly from offsite). Does not include individual databases, the database page, URSUS, or the main page (the main page was approximately 24,377):
  1. Tutorials (**401** visits)
  2. Serial Killers Annotated Bibliography (**373** visits)
  3. Ask the Librarian (**121** visits)
  4. Staff and Hours (**78** visits)
  5. Evaluating Web Sites (**70** visits)
  6. Library Card form (**65** visits)

See Appendix E for more detail.