

Reference Department



University of Maine at Fort Kent
Reference Department
Annual Report – FY 2012

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Appendices:

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

Bibliographic sessions:

- Stopped using sheets to track session. Started using excel file.
- Changed format of the sessions:
 - First 30 minutes scheduled: tour of library
 - gives students an opportunity to see what’s available early on.
 - session usually scheduled within the first two weeks of classes.
 - Second 30 minutes scheduled: BI session geared around assignment assigned by one of the three cohorts for each FYE class
 - Provides specific instruction regarding databases pertinent to the assignment, as well as showing other resources available for program of study students have chosen.
 - Sessions scheduled after assignment is given, which is typically October or early November.
 - Third 30 minutes (optional): work with students in lab to help find resources
 - Provides one on one help with students within a class setting.
 - Can be scheduled either after the second session or in conjunction with it.
- FY2012 478 students attended 36 sessions, FY2011 488 students attended 32 sessions.

See Appendix A for more detail.

Collection Development

- Continued to use a tracking mechanism to track purchases based on the collection development formula.
- \$2,000 is the amount we are tracking

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

Exhibit Area

Table 1. Exhibits on display for FY2008		
Date	Title	Artist/Host
July/Aug 2011	“A Brush With Inspiration”	Debbie Dolan
August/Sep 2011	“Press Start to Play”	Bhava Albert
October 2011	Collective Unconsciousness	Mira Michaud
November 2011	N/A	UMFK Photography Club
December 2011	Art Work by UMFK Students	Therese Provenzano
January 2012	Art Work by UMFK Students	Lulu Pelletier
February 2012	“18 Months”	Andrew Birden
March 2012	Quilts	Doris Metz
April 2012	UMFK student work	Therese Provenzano
May 2012	Young Artist Exhibition, 4th Annual	Therese Provenzano
June 2012	“Assorted Shots”	Don Eno

We applied for the annual UMFK Foundation grant to renovate and update the library gallery. This year the theme was Experiential Learning.

Indexes and Databases

SYSTEM:

- UM System sessions/logins grew 89% while searches grew 57%. The increase can partially be attributed to the two databases moved from the WilsonWeb to the Ebsco platform. Once the move took place, the numbers rose dramatically. The databases were the Art Index, Art Index Retrospective, and Education Full Text.
- 4.3% of UMS sessions/logins and 4.1% of searches were Blake Library patrons.
- System database committee decisions for the coming year:
 - The total appropriation for system databases was \$221,730 (same as the last three years).
 - OCLS contributed \$17,000.
 - Orono paid the remaining balance.
 - The committee recommended renewing all current databases at this time.
 - The committee also submitted a recommended resources list for future purchase consideration.

UMFK:

- Fort Kent EBSCO sessions rose 31% in use while searches rose 13%.
- Full Text downloads were a total of 20,714 documents in FY2012 while in FY2011 there were 18,280; a 13% difference.
- Fort Kent maintained access to 91 unique licensed databases though there were changes in titles.
- BioOne: 69 full text article requests in FY2012 while there were 142 in FY2011; a 51% drop. We will relook at the resource and consider other options.
- Chronicle of Higher Education: There were 365 searches in FY2012 and in FY2011 there were 457 searches; a 20% drop in use.

Table 2. Top ten databases from EBSCOHost

	Databases	FY2012 # of Searches	FY2012 # of Sessions	FY2011 # of Sessions	% Change of sessions
1	Academic Search Complete	18,530	5,532	4,717	17.3%
2	CINAHL w/Full Text	17,496	3,841	3,889	-1.2%
3	PsycINFO	5,703	1,364	966	41.2%
4	SocINDEX w/Full Text	2,777	755	610	23.8%
5	Business Source Complete	2,826	742	600	23.7%
6	PsycArticles	2,377	722	565	27.8%
7	Health Source: Nursing ed.	2,850	610	533	14.4%
8	Nursing & Allied Hlth Coll.	2,660	515	449	14.7%
9	MEDLINE	2,447	497	446	11.4%
10	MasterFILE Premier	1,226	448	295	51.9%

See Appendix C for more detail.

Reference

	FY2012: Full Fiscal Year	FY2011*: Full Fiscal Year	FY2010: Full Fiscal Year	FY2009: Full Fiscal Year	FY2008: Full Fiscal Year
Jobs	6,979	9,808	4,285	5,270	6,853
Pages	35,464	50,184	21,887	35,633	39,819

*FY2011 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 FY2012, there were 734 reference questions, while in FY2011 there were 822 reference questions, a decrease of 11%. However, still an increase of 9% compared to the FY2010 figure of 674 questions.
- In FY2012, there were 995 total questions, while in FY2011 there were 1039 total questions, a decrease of 4%.
- Service Point questions:
 - Staff tallied questions that came to them at their desk.
 - There were 321 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 321 questions have not been included in the total reference questions noted above.

Electronic Reference Service

- Reference services continued to use Meebo until mid June 2012 when Google purchased Meebo. Meebo was going away as of July 11.
- Replaced Meebo mid June with the chat service the campus uses called Comm100.
- Placed a chat link on the “includes” file which handles the side menu for the library site. The chat link is available on most any page a person goes to on the library site.
- Chat services produced 9 reference questions and 1 printing question. This is a significant difference over the previous year where there were no reference questions at all.
- Email:
 - FY2012: 15 reference, FY2011: 9 reference (67% increase)
 - FY2012: 4 circulation, FY2011: 1 circulation
 - 1 IT

CampusGuides

- In FY2011 Blake Library staff agreed to be part of a three prong group: UMFK, UMM, and OCLS to begin using CampusGuides.
- CampusGuides allow library staff to create subject, or other, specific pages that provide general information, links to resources, tools, and more.
- 11 guides created between July, 2011 and June 2012
- Total times the guides were viewed: 500

See Appendix D for more detail.

Website

New additions, changes, and future goals

- Added new chat link to site.
- Created a “Focus on Faculty” web site to support our faculty scholarly series
- Added more jump pages for links that leave our site and can’t get a count (e.g. Mariner and patron record in URSUS). Will be able to count these stats at the end of FY2013
- Goal: Continue to evaluate navigation, site structure, and content based on patron input, page statistics, etc.

Web Report

- There were 30,325 visits to the web site in FY2012. In FY2011 there were 29,885, a 1% difference. This figure does not include spiders and web crawlers.
- There were 71,450 pageviews in FY2012 as opposed to 61,624; a difference of 16%.
- Firefox continues to top the list as the browser most frequently used, with Internet Explorer coming in second and Google Chrome third.
- The top six sites with the most pageviews, not including individual databases, the database page, URSUS, or the main page were (the main page was viewed approximately 33,944 times):

Resources/Serials	3,419
Tutorials	3,303
Fiddlehead Focus Archive*	1,388
Staff and Hours	1,136
Orientation	1,072
library/about	800

- 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 23,108):

Fiddlehead Focus Archive*	890
Tutorials	724
Serial Killers Annotated Bibliography	296
Exhibit	271
Orientation	169
Staff and Hours	155

*The Fiddlehead Focus Archive figure is only across three months. The Fiddlehead Focus Archive was launched in April, 2012. All other figures are across twelve months.

See Appendix E for more detail.