Reference Department
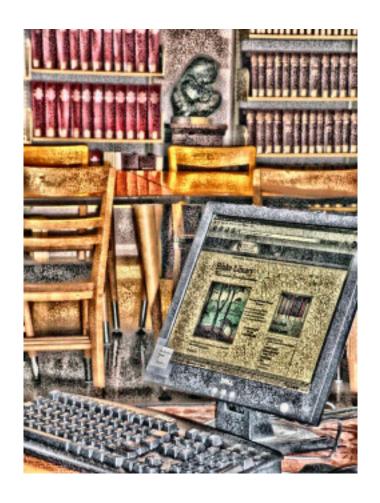

University of Maine at Fort Kent
Reference Department
Annual Report – FY 2013

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Bibliographic and Computer Instruction

Bibliographic sessions:

- FY2013: 460 students attended 26 sessions, FY2012 478 students attended 36 sessions.
- On a side note: library staff actually addressed 612 students. The BI sessions are broken down into two sessions, the first being a tour and general information about the library, and the second being specifics on using tools and resources in the library (primarily addressing advanced database searching). Library staff only counted one session and one set of students.
- This is the second year breaking out the BI sessions into two 30 minute segments.

See Appendix A

Collection Development
- Concentrated some funding in education and nursing materials
- Started a more aggressive deselection process
- Goal is to have a tight clean collection of pertinent materials

Exhibit Area

Table 1. Exhibits on display for FY2008		
Date	**Title**	**Artist/Host**
July/Aug 2012	"My Maine Photography"	Amanda Devaney
August/Sep 2012	"Specifically Saint John: views across the upper river watershed"	William Lloyd Duncan
October 2012	Domestic Violence Awareness	Hope & Justice Project (HJP)
November 2012	"Abstract Vision"	Juliette Lang
December 2012	Art Work by UMFK Students	Therese Provenzano
January 2013	Exhibit under construction	
February 2013	Exhibit under construction	
March 2013	Exhibit under construction	
April-May 2013	UMFK student work	Therese Provenzano
May 2013	Young Artist Exhibition, 5th Annual	Therese Provenzano
June 2013	"Sarah Jean Photography"	Sarah Englund

We received the Foundation Grant award to renovate the exhibit space. Reference staff scheduled January through March back in FY2011 for the renovations to take place. Renovations included:
- New carpeting from floor to ceiling on all walls with accompanying trim
- Filled in and carpeted the window box
- Removed one heating unit
- Replaced missing ceiling tile
- Future goals: replace lighting system, add media console, purchase display cabinet and new benches, update display stands

See Appendix B for complete details

Indexes and Databases

SYSTEM:

- The UM System sessions/logins dropped by 6% while the searches dropped by 5%. The drop in system sources is shared by the UMFK data. See further down.
- UMFK use of system sources compared to the UMS continues to remain consistent from the previous year at 4.3% of sessions and 4.1% searches. Tracking over the years, UMFK patrons typically make up roughly 3-4% of the UMS patrons sessions/searches.
- One notable database, CINAHL w/Full Text, has a high use by UMFK patrons. Our patrons made up roughly 11% of all UMS patrons' use of the database.
- System database committee decisions for the coming year:
  - The total appropriation for system databases was $221,730 (same as the last four years).
  - OCLS contributed $17,000.
  - UMA contributed $10,000.
  - MSL continued to pay a portion of the WorldCat subscription.
  - Orono paid the remaining balance.
  - The committee recommended renewing all current databases at this time.
  - The committee also reviewed and resubmitted a recommended resources list for future purchase consideration.

UMFK:

- This year the Fort Kent EBSCO sessions and searches dropped in use by 7% and 6% (or by 6% and 4% percent when comparing current databases) from the previous year. However, last year showed a tremendous jump in use across the board. This year's figures still showed a growth of 24% and 8% compared to FY2011 figures.
- Full Text downloads totaled 21,657 documents in FY2012 while in FY2011 there were 20,714; a 5% change.
  - Interestingly, though searches and session dropped, full text downloads actually rose.
  - Speculation: students are able to find what they are looking for more efficiently, and/or more full text was available online.
- UMFK had access to 96 licensed databases.
- This year we added Films on Demand (FOD) through a consortial purchase. UMFK library staff negotiated the contract and organized the purchasing. FOD is an online streaming database of educational videos.
  - FOD use began in October 2012. There were 1,382 sessions (logins) and 1,685 searches across the fiscal year with November being the biggest month for use.
- Due to duplication and low usage of sociology materials, we made the decision to discontinue SocIndex by Ebsco. The system libraries continue to use ProQuest's Sociologoical Abstracts that includes Sociology, which provides full text. Though SocIndex is the favorite, the cost to continue it was prohibitive.

- BioOne: This year there were 117 full text article requests as opposed to 69 in FY2012; a 70% increase. After considering use, cost, and new faculty coming in, we decided to keep BioOne for another year.
- Chronicle of Higher Education: There were 76 searches in FY2013 and in 365 in FY2012; a 79% drop in use. However, pageviews went up (10%) though visitors dropped some (-29%). It is possible that people simply browsed the Chronicle as opposed to searching for specific articles.
- Ebrary: We can now collect local use data on Ebrary, an ebook database purchased by UM Orono.

	Databases	FY2013 # of Searches	FY2013 # of Sessions	FY2012 # of Sessions	% Change of sessions
	Table 2. Top ten databases from EBSCOHost				
1	Academic Search Complete	20,966	5,970	5,532	7.9%
2	CINAHL w/Full Text	16,605	3,671	3,841	-4.4%
3	PsycINFO	4,179	964	1,364	-29.3%
4	Business Source Complete	2,304	692	742	-6.7%
5	PsycArticles	1,685	680	722	-5.8%
6	Health Source: Nursing ed.	2,575	520	610	-14.8%
7	SocINDEX w/Full Text	1,833	480	755	-36.4%
8	Education Full Text	1,621	462	297	55.6%
9	Nursing & Allied Hlth Coll.	2,227	447	515	-13.2%
10	MEDLINE	2,134	427	497	-14.1%

See Appendix C for more detail.

Reference

Reference: summer

- Due to the high number of online courses during the summer 2013 terms, reference staff started actively monitoring email on the weekends to help distance students who have difficulty contacting library staff during regular weekday hours.

	FY2013: Full Fiscal Year	FY2012: Full Fiscal Year	FY2011*: Full Fiscal Year	FY2010: Full Fiscal Year	FY2009: Full Fiscal Year
Table 3. Printer Table					
Jobs	6,164	6,979	9,808	4,285	5,270
Pages	34,424	35,464	50,184	21,887	35,633

*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 FY2013, there were 681 reference questions, while in FY2012 there were 734 reference questions, a decrease of 8%.
- In FY2013, there were 923 total questions, while in FY2012 there were 995 total questions, a decrease of 7%.
- Service Point questions:
  - Staff tallied questions that came to them at their desk.
  - In FY2013 there were 277 reference questions asked at four service points not including the reference desk, whereas in FY2012 there had been 321; a -14% difference.
  - 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 277 questions have not been included in the total reference questions noted above.
- Reference statistics dropped this year, though not below the FY2010 numbers. Some of the drop can be attributed to patrons learning to access needed information on their own either through library computers, or from recently received gifts of home computers or the ever more popular tablets. Additionally, electronic reference statistics rose due to a more visible chat service.

Electronic Reference Service
- Continued using Comm100 for chat services
- In the spring began covering IT help desk on evenings and Sundays
- In FY2012 chat services produced 9 reference questions and 1 printing question. This year, chat services had 72 questions, of which 41 were reference. This is a 355% rise in reference questions alone.
- Email:
  - FY2013: 28 reference, FY2012: 15 reference (67% increase)
  - FY2013: 5 circulation, FY2012: 4 circulation
  - 6 Other (IT, BB, general)

CampusGuides

- CampusGuides allow library staff to create subject, or other, specific pages that provide general information, links to resources, tools, and more.
- There are currently 19 guides available
- Total times the guides were viewed: 1,995 as opposed to 500 in FY2012; an increase of 299%.

Reference: Other
- Online Tutorials: the reference group decided that short how-to tutorials would work better than one lengthy one. Directors approved the purchase of Camtasia to facilitate the creation of these tutorials to be shared across the system.

See Appendix D for complete reference statistics.

Website

New additions, changes, and future goals
- Goal: Continue to evaluate navigation, site structure, and content based on patron input, page statistics, etc.

Web Report

- There were 30,139 visits in FY2013 and 30,325 visits to the web site in FY2012. This figure does not include spiders and web crawlers.
- There were 67,815 pageviews in FY2013 and 71,450 pageviews in FY2012; a difference of -5%.
- Firefox continues to top the list as the browser most frequently used, with Internet Explorer coming in second and Google Chrome third.
- Table 4 shows 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 29,948 times as opposed to last year's 33,944 times).
- Table 5 shows the 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 21,147 visits as opposed to 23,108 in FY2012).

Table 4. Top Sites: Pageviews		
	FY2013	FY2012
Tutorials	3,293	3,303
Fiddlehead Focus Archive*	3,211	1,388
Resources/Serials	2,786	3,419
Staff and Hours	1,504	1,136
Orientation	1,132	1,072
library/exhibit	810	800

Table 5. Top Sites: Landing Pages		
	FY2013	FY2012
Fiddlehead Focus Archive*	2,186	890
Tutorials	753	724
Exhibit	412	271
Staff and Hours	335	155
Serial Killers Annotated Bibliography	228	296
Evaluating (Orientation FY2012)	216	126
Orientation	198	169

*In FY2012 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.