

Reference Department



**University of Maine at Fort Kent
Blake Library
Annual Report – FY2016**

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Bibliographic and Computer Instruction

Bibliographic sessions:

- FY2016: 553 students attended 33 sessions whereas in FY2015: 707 students attended 36 sessions.
- Four sessions were upper level.
- In FY2016 reference staff gave information literacy instruction to four upper level courses (300 level and higher) as opposed to one in FY2015.
- On a side note: two library staff actually addressed 823 students (includes both BI and eportfolio sessions). 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 officially counts only one session and one set of students.
- Reference staff has plans to discontinue the first "tour" session due to students getting multiple tours prior to starting their semester at UMFK. After removing the tour, reference staff will monitor student questions and ability to use the library to determine if tours need to be reinstated.
- For eportfolio sessions, or sessions other than bibliographic, there were 154 students in 12 sessions in FY2016. In FY2015 there were 267 students in 14 sessions.
- In FY2015, General Education eportfolios became mandatory for incoming freshmen.

See [appendix A](#) for more detail

Collection Development

- This is our second year actively using and monitoring patron driven acquisitions (PDA).
 - This year, use of PDA items averaged 1.42 times off shelf per item as opposed to staff purchases which averaged .63 times off shelf per item. Last year it was 1.33 compared to .76. If we include web resources, PDA was off shelf 1.45 compared to .63 while last year they were 3.88 times while staff pics were off shelf .86 times.
 - When we compare the data for both the current and combined years, there is very little difference in percentage use. For instance, the FY2016 use comparison with web data included shows 30% use of standard librarian purchasing to 70% patron driven purchasing.
 - What the use shows us from last year to this year is that purchasing material based on what patrons request, particularly students and faculty, has a higher chance of having that material go out more often than what library staff purchases. This is not to say that the decisions by library staff for what to purchase is faulty, it is more that the patrons have specific goals in mind for the material they would like us to purchase.
 - In addition, research shows that what patrons request is still appropriate material and is of similar quality to what librarians might choose. *Shen et al (2011) says "... students and faculty performed admirably in the selection of titles appropriate to or recommended for an academic setting."
 - Based on literature research and our own statistical observations, we will continue with PDA practices both in print and online.
 - See [Appendix B](#) for a more detailed Information.

- Maine Shared Collections Cooperative: is a state wide collaborative where libraries promise to retain certain titles. Our goal last year was to be part of this collaborative and have selected retention candidates by end of summer, 2015.
 - For FY2015, we are now part of MSCC.
 - Information available at: <http://www.maineinonet.org/mscs/>
- Chronicle of Higher Education
 - Library staff created two polls, the first one asked if people used the online version of CHE while the second one asked that if they didn't know previously about CHE online, would they now use CHE.
 - The polls showed that people were split down the middle on using CHE or not.
 - After looking at the numbers, we decided to keep the online unlimited access for another year while we also advertise a little better our having it. We do have the option to limit to one consecutive user at a time, which we may consider next year.
- The government documents location (kgov) was removed as a location and items were placed in the general stacks. We will no longer maintain a "gov docs" location. In addition, library staff is weeding electronic government documents.
- Other collections weeded heavily this year were the music CD's and the beginnings of the VHS collection.
- Finally, FY2016 saw our first year for using the Floating Collections module. The floating collections module allows the different UMS libraries to keep books on their shelves that were requested from other participating UMS libraries. These books will remain on the requesting library's shelves for additional checkouts or until they are requested or recalled. We plan to monitor what is borrowed to help us develop our collection, if necessary, in that area.
 - As of the end of FY16, there were 9 items from other libraries sitting on our shelves and 51 of our items at other libraries.

Exhibit Area

- Reference staff applied for and received a grant from the UMFK Foundation to purchase a display case that will have a dual role. It will be used in exhibits when exhibitors want to use it, and when they don't need it, the case will be used outside the special collections room to display archival material.
- In addition, facilities staff was able to build a platform to put the display case on to make the case easier to move around.

Table 1. Exhibits on display for FY2015

Date	Title	Artist/Host
July 2015	"Finding a New Home"	Stanley Levesque
Aug/Sept 2015	"Montell the Monster"	Melanie Daigle
October 2015	Cancelled	Erica Thiele
November 2015	Paintings	Lorraine Levesque
December 2015	Art Work by UMFK Students	Therese Provenzano
January 2016	Art Work by UMFK Students	Therese Provenzano
February 2016	Thoreau's Maine Woods	Harvard Museum of Natural History and Scot Miller
March 2016	Thoreau's Maine Woods	Harvard Museum of Natural History and Scot Miller
April 2016	Art Work by UMFK Students	Therese Provenzano
May 2016	7 th Annual Young Artists Exhibition	Therese Provenzano
June 2016	"Canada geese: A closer look"	Rachel Krebs

- In February and March we had the pleasure of exhibiting a traveling exhibit called *Thoreau's Maine Woods: A Journey in Photographs with Scot Miller*, developed and produced by Harvard Museum of Natural History. The exhibit shipped from UMPI to us. It was our job to return it to Orono.

Indexes and Databases

SYSTEM:

- System database committee decisions and issues for the coming year:
 - The total appropriation for system databases was \$221,730 (continues to be the same as previous years).
 - The total estimated cost of current resources was \$274,102 (about a 4% increase over last year).
 - OCLS contributed \$17,000.
 - MSL continued to pay a portion of the WorldCat subscription (\$3,157).
 - We had a shortfall of \$32,215 \$21,958, which is a 47% increase over last year.
 - We agreed to make up the difference by paying our FTE share of the remainder. Our portion was \$1,357 which was a 62% increase over last year.
 - In addition, we also continued Credo and Ebrary, both of which we pay a portion based on FTE. These figures are not part of the overage mentioned above.

UMFK:

- FY2016 UMFK had access to 117 licensed databases/resources.
- This year we continued the subscription to Films on Demand (FOD) through a group purchase. UMFK library staff organized the purchasing and the pricing stayed the same.
 - We are starting to see a slight increase in use, much more so with searches than with sessions.

Statistical detail may be found in [Book 3, appendix I](#)

NEASC – Fall 2015

Reference staff created documents for NEASC that showed comparisons between print and electronic purchasing and use. FY15 and FY16 data has been added to the original documents.

See [appendix C](#) for details.

Reference

Tables 3 represents all the printing sent to the reference printer. This would include staff printing, reference station printing, and any student printing sent to this printer. Table 4 represents only the printing sent to the reference printer from the reference stations. This type of printing is normally research related free printing we offer to students.

Table 3. Printer Table					
	FY2016	FY2015	FY2014	FY2013:	FY2012:
Jobs	7,743	7,085	7,203	6,164	6,979
Pages	35,520	31,349	41,048	34,424	35,464
Table 4. Libpub Account					
	FY2016:	FY2015:	FY2014:	FY2013:	
Jobs	2,348	1,741	2,909	2,987	
Pages	17,463	13,036	23,236	24,062	
Cost	\$538.98	\$452.10	\$696.72	\$737.76	

Reference Questions Statistics

- In FY2016, there were 493 reference questions, while in FY2015 there were 593 reference questions, a decrease of 17%.
- In FY2016, there were 821 total questions, while in FY2015 there were 982 total questions, a decrease of 16%.
- Service Point questions:
 - Staff tallied questions that came to them at their desk.
 - In FY2016 there were 160 reference questions asked at four service points not including the reference desk, whereas in FY2015 there had been 178; a 10% difference.
 - There were a total of 789 questions asked (reference, IT, and general) this year whereas there were 668 questions asked in FY2014; this is an 18% rise over last year. This is mainly due to higher general and IT questions asked and/or marked (remembering to tally).
 - 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 either due to reference staff being away from the desk or busy helping others.
 - The 160 questions have not been included in the total reference questions noted above.
 - Due to the loss of one position at the library, we now have only four service points (including the reference desk).

Electronic Reference Service

- In FY2016 there were 31 reference chats answered out of a total of 39 questions. Whereas In FY2015, chat services answered 23 reference questions out of a total of 41 questions. This is a rise in use by 35%.
- Though the numbers are small, they still show a gain in chat use. However, email use dropped.
- Reference emails dropped to 25 emails in FY2016 when in FY2014 there were 47; a 47% decrease.

CampusGuides (now LibGuides CMS)

- There are currently 27 published guides and several in the works.
- The numbers for FY2013 and FY2015 were off for some reason. It's possible that views for unpublished and/or private guides were included. The current table and chart in Appendix C are correct.

Published Guides	FY2016	FY2015	FY2014	FY2013
# Guides	27	23	21	17
# Views	4,654	4,542	3,825	1,768

Reference: Other

- Discovery FY2015
 - In August 2015, the reference group were tasked to go through system procurement and an RFP in order to purchase our discovery system.
 - Throughout the fall, a core team of system reference librarians (six in all) helped build the RFP and evaluated vendor proposals.
 - In December 2015 procurement awarded the contract to ProQuest for their Summon product due to Summon coming in with a price we couldn't ignore.
 - We will have Summon for three years starting July 1, 2016.
- Reference staff continued work on shorter tutorials, but also created a campus guide looking at the bigger picture of understanding information literacy tools.
- Additionally, reference staff began work on changing the format of orientation and library tutorials in order to accommodate mobile devices. Tutorials originally created in flash format only, now have to change to a combination flash/mp3 format. This format still includes interactive elements while being mobile friendly as well.
- HSLIC Chair appointed UMFK Reference staff, Sofia Birden, to chair the Online Services Committee. This is a three year appointment. This position's duties are in Appendix D.

See [appendix D](#) for more information on reference services

Summon Discovery Service by ProQuest

The RFP and contract was finalized this fiscal year. We will continue to use Summon as our Discovery Service. Reference staff is planning to make Summon the primary search tool for all resources in fall 2016 assuming certain issues are resolved. The following are two major issues we have discovered and staff is working on:

- Not all system mark records are loaded into the summon system. This causes problems when searching for journal titles and sometimes other titles. Evidently, there is policy in place to not load all in order to avoid duplication. However, records are being missed, and this makes trying to find resources in one place, as the discovery system is supposed to do, difficult.
- MaineCat is not accessible from Summon. Reference staff asked UMaine Systems IT (Maine Info Net) to look into the possibility of incorporating a filter allowing one to search outside the system, which Summon already does, we just need to be able to search this additional system, or include MaineCat records in the Summon system. Maine Info Net staff looked into both options, and they are not possible at this time. In the meantime, Reference staff included a link to the MaineCat catalog, but it does not incorporate the original search.

Statistical data is available in [Book 3, appendix L](#)

Website

New additions, changes, and future goals

- Media Services continues plans to overhaul the campus website. Once the campus site is done, reference staff will work with Media Services to update the library website.
- The new website will allow staff to input content in an easier way. Reference staff is considering having library staff in charge of certain parts of the web site that are pertinent to their area.
- In addition, one major change to the site will be the front page. It will be primarily a single search box with minimal links to secondary pages.

Web Report

- There were 29,084 sessions in FY2016 and 27,289 sessions in FY2015. This was an increase of 7%. This figure does not include spiders and web crawlers.
- There were 58,123 pageviews in FY2016 and 59,679 pageviews in FY2015, a slight difference of 3%.
- Looking at top landing sites and all pages, the top sites tend to be the same with some minor variation. The statistics were left in the appendix due to the new addition of the NCLEX.

Description	FY2012	FY2013	FY2014	FY2015	FY2016	% diff
All Visits (FY2014 called sessions)	30,235	30,139	31,123	27,289	29,084	7%
Absolute Unique Visitors	9,278	9,048	7,204	6,699	6,907	3%
Pages/Visit (Fy2014 called sessions)	2.36	2.25	2.24	2.19	2.00	-9%
New Visits	30.15%	28.58%	23.12%	24.50%	24.02%	-2%
Pageviews	71,450	67,815	69,601	59,679	58,123	0%
Unique Pageviews	49,720	48,765	50,479	42,576	43,312	-3%

See [appendix E](#) for more detail.

*Shen, L., Cassidy, E., Elmore, E., Griffin, G., Manolovitz, T., Martinez, M., Turney, L. (2011). Head first into the patron-driven acquisition pool: A comparison of librarian selections versus patron purchases. *Journal of Electronic Resources Librarianship*, 23, 201-218. doi: 10.1080/1941126X.2011.601224