# Reference Department



**University of Maine at Fort Kent
Blake Library
Annual Report – FY2017**

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## Bibliographic and Computer Instruction

**Bibliographic sessions:**
- FY2017: 473 students attended 24 sessions whereas in FY2016: 553 students attended 33 sessions. This is a drop in 14% and 27% consecutively.
- Four sessions were upper level (300 level and higher).
- This year reference staff stopped having two session (one was a tour the other bibliographic instruction). In previous years one session was ever counted.
- Last year for eportfolio sessions, reference staff reported there only being 154 students attending 12 sessions while the appendix shows 210 students. However, when staff reviewed last year's raw data, there truly was only 154 students. The appendix will be fixed for this year.
- For sessions other than bibliographic, there were 154 students in 12 sessions in FY2016. While in FY2017 there were 159 students in 7 sessions. This is a rise in students by 3% and a drop in sessions by 42%.

See appendix A for more detail

## Collection Development
- FY2017: This year PDA requests dropped. There were 27 items purchased based on librarian suggestions (standard purchases) and 6 based on PDA.
    - o The counts for either purchases do not include In Memory, Inez Day, Reference, Media, Reserves or replacement items.
        - ▪ Standard purchases
            - Library staff spent roughly $500 on 27 items
            - These items circulated 30 times and had one inhouse count
            - These purchases accounted for 1.15 times per item off shelf
            - And cost $16.17 per use
        - ▪ PDA purchases
            - Library staff spent roughly $142 on six items
            - These items circulated 1 time and had 0 inhouse counts
            - These purchases accounted for 0.17 times per item off shelf
            - And cost $142.04 per use
    - o FY2016: When looking at last year's figures and eliminating the same categories as this year, the numbers were:
        - ▪ Standard purchases
            - Library staff spent roughly $202 on 11 items
            - These items circulated 5 times and had 5 inhouse counts
            - These purchases accounted for 0.91 times per item off shelf
            - And cost $20.21 per use
        - ▪ PDA purchases
            - Library staff spent roughly $110 on 7 items
            - These items circulated 12 times and had 1 inhouse count
            - These purchases accounted for 1.86 times per item off shelf
            - And cost $8.46 per item
    - o One of the ideas behind PDA is when an item is purchased based on a request, there will be at least one checkout by the person requesting. That didn't happen this year. Of the

six items purchased, five did not circulate. This is either due to the patron changing his/her mind, or we may have failed to contact the patron who requested the item. If this is the case, we will need to be more diligent.

- Chronicle of Higher Education
    - This year the use numbers rose enough for us to keep the Chronicle as it is. Reference staff plans to continue to promote the CHE.
- Finally, FY2017 saw our second 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.
    - There are now 3 universities out of 7 participating: UMFK, UMF, and the three USM libraries
    - See **Book Three, appendix B** for a snapshot in time.
- Maine Info Net changed vendors for the statewide ebook and digital audiobook collection. Previously, we used Overdrive, but we are now using CloudLibrary. There are some issues, for example, people can no longer download books for the Kindle reader, though they can download onto their Kindle Fire, which is a tablet vs. a reader.

## Exhibit Area

| Table 1. Exhibits on display for FY2017 | | |
|---|---|---|
| **Date** | **Title** | **Artist/Host** |
| July 2016 | "Canada geese: a closer look" | Photography by Rachel Kreb |
| Aug/Sept 2016 | Photography | UMFK Photography Club |
| October 2016 | Domestic Violence Awareness | Hope & Justice Project |
| November 2016 | "Welcome to the World of Anime!" | Anime Club |
| December 2016 | Art Work by UMFK Students | Therese Provenzano |
| January 2017 | Art Work by UMFK Students | Therese Provenzano |
| February 2017 | Photography Club | UMFK Photography Club |
| March 2017 | 8th Annual Young Artists Exhibition | Therese Provenzano |
| April 2017 | Art Work by UMFK Students | Therese Provenzano |
| May 2017 | N/A | |
| June 2017 | N/A | |

## Indexes and Databases

**SYSTEM:**

- System database committee decisions and issues for the coming year:
    - The total appropriation for system databases continued to be $221,730. This flat figure has not changed since at least FY07 (minimum ten years).
    - OCLS contributed $18,600, a $1,600 increase from last year.
    - MSL continued to pay a portion of the WorldCat subscription (est. at $3,252).

- o This gives a total over all estimated contributions of $243,582.
- o The estimated total cost to be paid in FY17 for FY18 resources is $283,259. Last year it was $274,102. The total increase in cost is 3%.
- o We had again a shortfall of an estimated $39,677. Last year the shortfall was $29,843. This is a 35% increase.
- o **Though the cost increase between one year to another of the databases range between 3-5%, the increase to the libraries actually range between 30-40% each year due to the flat funding.**
- o We agreed to make up the difference by paying our FTE share of the remainder. Our estimated portion was $1,909. Last year our portion was $1,357, a 41% increase.
- o 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.
- o Our annual increase in contributions to URSUS ranges between 45 and 49%.
- o Reference staff estimate an overall increase of system contributions this year of about 49%.
- Problems:
  - o Because the URSUS budget has not increased to adjust for resource increases, the continued rise in cost is unsustainable long term.
  - o Additionally, we are unable to add any new and useful resources because we are constantly having to cut or adjust the budget to compensate.
- Solutions:
  - o Increase the UMS Libraries (URSUS) budget
  - o Negotiate harder with database/electronic resource companies to minimize the continued increases. However, even a 1% increase by resources would still increase our budget significantly.
  - o Cut resources
    - Next year, CREDO will most likely get cut from UMFK library budget
    - In addition, we will be taking a hard look at other resources such as Films on Demand.

**UMFK:**

- This year, reference staff need to talk to faculty about their use of Films on Demand, BioOne.1 & 2, and ebrary.
  - o Films on Demand"
    - We need to look particularly at Films on Demand to determine how many faculty actually use it, and is there a cheaper way to manage videos online.
    - Would purchasing digital rights to videos and hosting them on the the Infobase platform (company of FoD) be cheaper?
    - Are students using the Films on Demand videos as ancillary material voluntarily? Or only using the videos as assigned?

Statistical detail may be found in Book 3, appendix I

# Reference

**Reference Questions Statistics**

- This year there was a slight increase in reference questions of about 9%.
- There were 539 questions whereas there were 493 in FY2016
- The total questions, which included directional and computer questions were 825. This is about the same as last year.
- Service point questions:
    - This year there was a very slight increase in questions of 2%.
    - When looking at reference questions alone, they dropped about 18%.
    - 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.

**Electronic Reference Service**
- Electronic Reference dropped significantly this year with both Chat and emails dropping by 52%.

**CampusGuides (now LibGuides CMS)**

- There are currently 28 published guides and several in the works.

| Published Guides | FY2017 | FY2016 | FY2015 | FY2014 | FY2013 |
|---|---|---|---|---|---|
| # Guides | 28 | 27 | 23 | 21 | 17 |
| # Views | 4,425 | 4,654 | 4,542 | 3,825 | 1,768 |

**Reference: Other**
- This year in the redesign of the library web site, library staff created a splash screen for searching using the OneSearch discovery service. Staff chose to make the discovery service prominent on the site. Hopefully, this will reduce confusion with regard to where someone starts to search.
- Reference staff started recreating old tutorials in Camtasia. Also created tutorials to understand Summon.
- Last year, 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, changed to a combination flash/mp3 format. This format still includes interactive elements while being mobile friendly as well.
    - The new website has a method for including video that allows us to use mp4 directly. However, there is no interactive ability.
- UMFK Reference staff, Sofia Birden completed 1.5 years of the HSLIC Online Services Chair three Commitment.

See appendix B for more information on reference services

## Summon Discovery Service by ProQuest

- This past year was a bit of a learning curve for many people. However, statistics did rise tremendously, most likely due the library web site making the search screen more prominent on the main page and providing a search screen on the left hand side of every page.
- Major issues with Summon this year were:
  - Books are not easily sorted by date and
  - RefWorks (new) does not export from Summon when going straight to Refworks vs having a choice between legacy and new

Statistical data is available in Book 3, appendix I

## Website

### New additions, changes, and future goals

- Media services and Library department worked together to update the UMFK library website.
- The new website allows staff to input content in an easier way. Reference staff is having library staff be in charge of certain parts of the web site that are pertinent to their area.
- The new website will launch summer 2017.

### Web Report

- Oddly, though "All Visits" dropped by about the same amount as it increased last year, 8%, all other web stats rose.
- The only statistic that rose significantly was "New Visits," which rose 9%. All others rose by only 1%.
- Looking at total pageviews divided by all visits, we get 2.19%, same as in FY2015 and an increase of 10%.

See appendix C for more detail.

## Goals

- Monitor and tweak the new website to make sure the UMFK community is satisfied
- Review Information Literacy, in particular the new ACRL Framework, in relation to the new NEASC standards
- Attend a Reference retreat which will hopefully include an ACRL Framework workshop by ACRL presenters.