

Reference Department



**University of Maine at Fort Kent
Blake Library
Annual Report – FY2018**

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Appendices:

- A. Bibliographic Instruction Sessions
- B. Reference and Guides Services
- C. Web Report (none this year)
- D. State Electronic Resources scheduled for July 1, 2019
- E. Davis Family Foundation Grant

Bibliographic and Computer Instruction

Bibliographic sessions:

- Due to a variety of circumstances, bibliographic instruction sessions did not do well this year.
- There were a total of 187 students who attended 10 sessions with only one being an upper level course. In comparison, last year there were 521 students who attended 25 sessions and four were upper level courses.
- In addition, there were two eportfolio classes with 36 students, whereas last year there were 12 sessions and 154 students.
- However, the Library Director handled 804 emails directly related to helping students with eportfolios.
- Reference staff believes these numbers will be much higher in FY2019.

See [appendix A](#) for more detail

Collection Development

- Patron Driven Acquisitions (PDA) purchasing and monitoring of these purchases, has been going on for four years (see [FY2017 Annual Report: Collection Development](#) and [FY2016 Book 2 Appendix B](#)). It is safe to assume that pda purchases do get used. However, we cannot wait for requests to purchase library materials. There are not enough requests coming in to warrant using pda solely as our purchasing method. Library staff in charge of updating materials will need to continue to do so as they have done in the past.

Exhibit Area

| Date | Title | Artist/Host |
|---------------|--|---|
| July 2017 | N/A | N/A |
| Aug-Oct 2017 | "Creatures with Wings and Other Strange Spirits" | Michelle Richardson |
| November 2017 | "Dark Matter II: The Gates of Hell" | Terry Murphy |
| December 2017 | "Mosaic" | Stuart L. Beattie |
| January 2018 | "Mosaic" | Stuart L. Beattie |
| February 2018 | "Life's Bits and Pieces" | Community Photography Club, Gary Bouchard |
| March 2018 | Cancelled: Annual Young Artists Exhibition | Adjunct Instructor |
| April 2018 | Cancelled: studio art classes | Adjunct Instructor |
| May 2018 | N/A | N/A |
| June 2018 | N/A | Library Renovations |

This year managing the exhibit space was difficult. There were cancellations for reasons beyond library staff's control, including studio art classes that were cancelled due to lack of enrollment. The adjunct instructor who taught these classes also managed the annual Young Artists Exhibition. She did not have one this year.

Finally, due to updates to wireless access in the library, the exhibit space was one of the places where access had to be updated. It was best not to have an exhibit going during that time. Finally, abatement of the library floor was a possibility. Because of this, the exhibit space was needed to store shelving, furniture, and other pieces from the first floor.

Indexes and Databases

STATE DATABASES:

- During 2017-2018 the state reviewed different collections of databases through an RFP. After a long process the state decided to switch from the long-standing EBSCO collection to the Gale collection. See [Appendix D](#) for a document showing what items will be renewed versus what items will be replaced.
- Library staff have tested the new state databases through trials determining how they will affect the searching needs of faculty and students.
- Some previously used databases will remain such as Environment Complete.
- Academic Search Complete will remain for an additional year due to a group of academic libraries across the state pulling together funds to license Academic Search Complete (EBSCO) for all the academics in the state of Maine.

SYSTEM:

- The Database committee decided to recommend to the directors to drop the following resources: SportsDiscus and Historical Abstracts.
- Later the committee/directors agreed to keep historical abstracts due to a 50% reduction in cost by the vendor.
- Agreed to license Chronicle of Higher Education
- The group will not renew the video streaming service Films on Demand

UMFK:

- There were an estimated 85 electronic resources in FY2018.
- Staff decided to use this year to evaluate Refworks compared to free resources such as Zotero and Mendeley and make a decision to either keep Reworks or move to free programs (fall). If we change, staff will help faculty and students move from RefWorks to free programs in the spring.
- Reference staff surveyed faculty regarding Films on Demand. Few responses were returned and of those responses only two instructors said they used the service. We plan to not continue Films on Demand in FY2019. Instead we are looking into Kanopy and other alternatives. (FY2019 side note: When the announcement went out, only three faculty responded, and all were satisfied with alternative options.)
- Ebrary changed to Ebook Central in September 2017.

Statistical details may be found in [Book 3, appendix K](#)

Reference

Reference Questions Statistics

- There were 420 reference questions, a drop from last year's 539 questions by 22%.
- There were 672 questions, which include directional and computer questions. This is a drop from last year's 825 by 19%
- Service point questions:
 - Service points dropped about 30% this year.

Electronic Reference Service

- Chat dropped again, though this is most likely to it not being available most of the time during the week. It is mostly open at nights and on Sundays. However, it was a minor drop and not a significant number.
- On the other hand, emails jumped from 12 in FY2017 to 42 this year, an increase of 250%.

CampusGuides (now LibGuides CMS)

- Due to UMaine August absorbing Off Campus Library Services (OCLS), UMaine Machias and UMaine Fort Kent decided to continue to license the LibGuides together (Previously OCLS paid for a three seat license). The cost is roughly \$1,500 per campus.
- Libguides continue to get used and have been very helpful with the eportfolios. The two eportfolio guides make up over half the total views (2,307 views). There were 3,322 views overall.

| | FY2018 | FY2017 | FY2016 | FY2015 | FY2014 |
|----------|--------|--------|--------|--------|--------|
| # Guides | 29 | 28 | 27 | 23 | 21 |
| # Views | 4,750 | 4,425 | 4,654 | 4,542 | 3,825 |

Reference: Other

- Reference staff began creating tutorials for next year's symposium. The tutorials are to help students understand better the methods they need to use to create posters.
- Additionally, reference staff created a fifteen minute video to help students understand the research process. The video does not delve into how to use a resource, but rather walks them through the basic steps of research, including a small bit on plagiarism, so students have an overview of what the research process is.
- The Health Science Libraries & Information Consortium (HSLIC), a Maine organization, decided to beta test their being a subgroup of the North Atlantic Health Sciences Libraries, inc. (NAHSL) organization. Due to this change, the reference librarian is no longer the Online Services Chair.
- Reference staff found a grant from the Davis Family Foundation to help pay for the Association of College & Research Libraries (ACRL) Framework workshop. With the help of others, library staff compiled and submitted the grant. The UMS libraries received the grant and plan to set up the workshop in the winter/spring of 2019. See [appendix E](#) to view a partially compiled version of the grant.

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

Encore from ExLibris

- Encore is the new interface for the URSUS online catalog. Library staff tested it over the spring and summer of FY2018.
- Library staff plan to go live in FY2019.

Website

New additions, changes, and future goals

- The new library site worked well over the year. Some problems were
 - Students who were used to going straight to a database had trouble understanding they could start their search on the splash screen.
 - Sometimes resources and tools were not as easily discoverable as they should have been. Staff fixed as needed.
- Future goals are
 - to include splash screens in a couple of places to allow patrons the option to log into the online catalog, URSUS, before searching. The goal is to get patrons accustomed to logging into the catalog, which then offers additional services patrons miss out on when not logged in.
 - Continue adjusting the site to make finding resources and tools more discoverable.

Web Report

- Due to issues with Google Analytics using an old web site that is no longer valid, there were no statistics this year.
- Reference staff will make sure GA is fixed so statistics may be gathered for FY19

Goals: previous

- “Review Information Literacy, in particular the new ACRL Framework, in relation to the new NEASC standards.” **This goal did not take place, but instead reference staff will attend workshop regarding the ACRL Framework.**
- “Attend a Reference retreat which will hopefully include an ACRL Framework workshop by ACRL presenters.” **Scheduled for spring 2019.**

Goals: future

- Learn how to incorporate the ACRL Framework into one shot sessions
- Work with reference group to create better one shot sessions
- (FY2020: want to increase one shot sessions and student numbers)