

Reference Department



**University of Maine at Fort Kent
Blake Library
Annual Report – FY2020**

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COVID-19 Pandemic

This fiscal year, FY2020, we saw an unprecedented event affect the world, the nation, and all within. The COVID-19 pandemic made everyone shift the way they worked, played, interact with others and so much more. As one can surmise, it also affected library services.

The following is a record of how the pandemic changed how Reference services worked with our students and faculty as they had to move online for instruction and learning. You will see some statistics rise where before they were very minimal, and then you will see the opposite. Unfortunately, there are areas where some information may have been lost due to the transition from on campus to online work.

Whatever the case, we will try to provide as accurate a picture as possible, not only in this section but in the others as well.

Bibliographic and Other Instruction

Bibliographic sessions:

- Bibliographic instruction did better this past year than in FY2019. However, due to the Covid-19 pandemic, we missed out on many spring sessions.
- This year we had 19 sessions and 288 students whereas in FY2019 we had 14 sessions and 144 students.
- However, there was only one session in the spring and no sessions were of a higher level (300-400).
- In fall and spring of FY2019 we had 10 sessions in the fall and 4 in the spring. Whereas we had a full 18 sessions in the fall.

See [Appendix A](#) for more detail

Collection Development

- This year there were few print materials purchased, more online resources licensed, and almost all print serials discontinued due to the pandemic and campus budget needs.

Exhibit Area

- The Maine-Aomori Printmaking Society or MAPs exhibit was an exciting exhibit this year. MAPs is a collaborative effort between communities in Maine and communities in Aomori, Japan. See [Appendix D](#) for more information.
- This year, due to the pandemic, and the fact the library was closed, a number of exhibits planned had to be canceled. Instead, reference staff created a staff and faculty virtual art show. Staff developed a libguide page to host the exhibit.

Date	Title	Artist/Host
July 2019	N/A	N/A
Aug-Sept 2019	Paintings	Gert Thibodeau
October 2019	MAPS: Maine-Aomori Printmaking Society	Jeffrey Badger

November 2019	N/A	N/A
December 2019	UMFK Art Classes	Therese Provenzano
January 2020	N/A	N/A
February 2020	N/A	N/A
March 2020	Pandemic	COVID-19
April 2020	Pandemic	COVID-19
May 2020	Pandemic	COVID-19
June 2020	"Art and Comfort in our Virtual World: Work by UMFK Faculty and Staff"	Virtual Show created and hosted by Blake Library staff

Indexes and Databases Overview

SYSTEM:

- In late FY19, the URSUS Electronic Resource Committee evaluated the way in which we reviewed the resources campuses shared. Based on decisions made during that time, the following changes were made in FY2020.
 - Many databases that only a few (2-3) campuses wanted were removed from the consortia purchasing and instead purchased among those campuses who wanted them.
 - This left a smaller number of resources that the group purchased, but also allowed the group to include a purchase or two that they hadn't had before but the majority of the campuses wanted.
 - The following are titles the system no longer licenses as a whole: MLA, Sociology, America History and Life, Art Index and Retrospective, Art Full Text.
 - Reference staff may be recommending our inclusion in Sociology again.
 - We asked to be included in Oxford English Dictionary and Academic Videos Online and the group agreed to get Nursing Reference Center Plus as part of the collection.

UMFK:

- There were an estimated 76 electronic resources in FY2020. Free resources, ebook collections, individual resources as part of a whole, and resources that are considered tools were not included in this count.
- The NCLEX streamed videos drastically dropped in use. Where there were ten videos last year that had 139 to 390 unique pageviews, this year there were only two (326 and 488). Or, 2,783 total Unique Pageviews in FY2019 and 1,169 in FY20; a 58% drop in overall use. In addition, there were 1,252 users in FY2019 while there were only 640 this year; a 49% drop. These drops are similar to what happened the previous year.
 - Library staff have been in touch with the Nursing faculty to find out if the need for the NCLEX videos need to be reassessed.
 - We believe that the new LTI program recently introduced to the nursing program is what may be causing the drop along with new nursing faculty who may not have been aware of the NCLEX videos. The LTI program includes NCLEX study tools that are probably being used instead of the NCLEX videos.
 - Most likely we will not renew next year.

Other:

- UMFK joined many academic libraries across the state to continue a second year of Academic Search Complete through Ebsco.
- This year, due to a reassessment of how database use is collected and the new Counter 5 statistics, we have reduced the number of databases for review and are looking at the bigger picture by reviewing use within a collection of databases, e.g. EBSCO's collection. Instead, serials staff now gather Counter 5 reports from different database vendors at the journal level whereas before, they gathered only those individual serials purchased by our library.

Statistical details regarding use may be found in [Book 3, appendix J](#)

Reference

Reference Questions Statistics

- Last year Reference staff offered sound reasoning as to why in-person reference statistics are dropping. This year, though that sound reasoning is still valid, the pandemic created a large dip in in-person questions as can be expected. Therefore, not only do we have dropping numbers based on the research from last year, we now have a new element.
 - *We are not including Directional or Computer help with the following numbers.*
 - This year the numbers continued to drop during the fall semester showing a -16% difference.
 - In the spring, when classes moved to online, the drop was significant due to the library closing. We saw a -56% difference.
 - To put this in perspective, the fall of the previous year was a -3% change and spring was a -20% change.
 - Across the entire year, the change was -33%. In FY19 it was 11%.

Electronic Reference Service

- On the flip side, and as would be expected, electronic reference use rose.
 - The primary mode of electronic reference was through email.
 - Reference staff answered 73 questions as opposed to the 33 last year, which showed a 121% change.
 - In areas that reference staff back up, there were mostly drops. Eportfolio help dropped by about 72%.

LibGuides CMS

- Library staff created a number of new guides for other departments. These guides are designed to promote resources and tools such as Brightspace, which replaced Blackboard, and Navigate, which is a new advising tool. In addition, staff created guides providing pandemic information and resources for students and faculty. Some were library based and others were for other departments.
- Staff also worked with the Acadian Archives staff to help create a guide that replicated their catalog. The guide is designed to link people to requestable items through the

MaineCat system and also to request materials through the guide by librarians through a form.

- Due to the push for Open Educational Resources (OER), library staff built a guide for faculty that provides access to lots of OER, instructions and resources on adopting, adapting, and creating OER, Meta search sites, and more. Initially, staff took the direction of presenting the material with having looked up the author’s credentials, but this became very time consuming. After conferring with faculty in the OER committee, library staff discontinued this practice.
- Thirteen new guides were created this year.

Top Six Guides

Portfolio Resources and Help	1,924
General Education E-Portfolio Guidelines & Proc.	879
CampusGuides at UM Fort Kent	851
Brightspace for Faculty (DE collaboration)	577
Plagiarism	570
Nursing at UMFK	458

Table 2. Published Guides					
	FY2020	FY2019	FY2018	FY2017	FY2016
# Guides	40	21*	29	28	27
# Views	8,308	5,428	4,750	4,425	4,654

**Some guides were removed partway through the fiscal year.*

Reference: Other

- Reference staff accepted the offer of teaching a COS103 course in the spring. Staff co-taught the one in-person class, which went fully online in March due to the pandemic.
- The reference librarian received funding to attend one day of the MLA conference in October, 2019. The intention was to attend a workshop on an ACRL survey tool called Project Outcome.
- Reference staff was invited to participate in one hour Lunch & Learn sessions along with many other departments. Two faculty attended the library’s Live & Learn session and gave good feedback. The one hour session was on reference services, Open Educational Resources, and anything else the instructors wanted to know.
- The first day for reference staff stay-at-home work due to the pandemic was 3/20/2020.

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

Encore from ExLibris

- This year, staff will provide access to both Encore URSUS and Classic URSUS. Staff will monitor through captured statistics which one gets used more, then eventually either remove one of the two accesses or keeping access to both.

Website

New additions, changes, and future goals

- Information banner on the secondary page was not viewed very often. While waiting to redesign the library website, the banner was duplicated on the primary splash screen.
- Statistics
 - The Google Analytics for FY2020 has changed its way of gathering statistics and can no longer be compared accurately to previous years.
- Future goals are
 - Update site with better navigation to address lack of secondary page use and to incorporate a front facing page if possible.

See [Appendix C](#) for web report.

Goals: previous

- Work with reference group to create an online information literacy course. **(Completed)**
 - **A subcommittee of the Reference group, from UMFK, UMPI, UMM, UMF, and UMA, worked on and completed putting together a Brightspace “course” of information literacy resources grouped into modules. This course is available to the UMS libraries.**
- Increase one shot sessions and student numbers. **(though derailed due to pandemic, numbers did increase in the fall from the previous year)**
- Pick one aspect of this report each year to research and provide deeper meaning
 - This year it was Annual Reference Statistics **(derailed by the pandemic – however, I was able to begin the process of streamlining the appendices of Book One due to updating statistics for ACRL/IPEDs collection)**

Goals: future

- Create from the Brightspace information lit module a libguide that high schools around the state can use.
- Update library web site. This is an overdue goal due to time constraints of the campus webmaster.

