

2015

Public Services Annual Report 2014-2015

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Public Services Annual Report 2014-2015

August 14, 2015

TO: Karim Boughida, Dean of University Libraries

FROM: Deborah Mongeau, Chair Public Services Department

RE: Public Services Annual Report 2014-2015

The accomplishments of the past year were many and varied but all worked toward increasing access to information resources and expanding fluency in using them.

Increased access to information resources was accomplished by:

- Implementation of the Primo end user interface of the ExLibris system, the new ILS
- Conducting a PR campaign to inform the University community of the coming changes in our catalog
- Implementing a fines amnesty program for books
- Creating and signing a reciprocal borrowers and on site access agreement with Brown University, the first time such an agreement was put in writing within the HELIN Consortium
- Initiating video streaming through the Kanopy streaming service
- Cataloging of those government publications that were moved to the Mezzanine
- Expansion of the "Hot Topics" series in our User Guides (LibGuides)
- Continuation of our social media presence
- Continuation of our chat reference service and expansion of the service to cover "storm hours" when the Library is closed due to inclement weather

We expanded our efforts to increase fluency in using information resources by:

- Revising and expanding our programmatic instruction programs for URI101, WRT104/106, EGR105 and Talent Development Program, reaching over 5,800 students.
- Revising and updating *InfoRhode* Tutorials to help both URI and non-URI users, especially the state's high school community
- Created new Library credit bearing courses in information literacy to meet the new General Education program requirements with approval expected in fall 2015
- Worked with non-Library faculty to incorporate information literacy outcomes into the courses to be offered for the new General Education Program

- Worked with high school librarians to teach information literacy before the students matriculate
- Produced: *Information Issues Forum: Online Privacy toolkit-Understanding and Fighting Back Against Mass Surveillance* a presentation which was open to the campus community
- Continued to publish *Instruction@ the URI Libraries*, a newsletter aimed at the faculty
- Reached out to the international student community including those students in the A.C.E. program by offering Library orientation sessions

We continue to assess these efforts by:

- Utilizing the READ scale for reference services with now a year of data for a benchmark
- Participating in the Library space assessment “sweep”
- Improving WRT 104/106, URI101, and EGR assessment projects

While there were many accomplishments, there were also some challenges. The space needs of the Active Learning Classroom meant a reallocation of space and collections in what is known as the Mezzanine Project but it also meant that resources were allocated to increase access to this material by cataloging it. The project was completed under deadline and under budget. While the implementation of the new ExLibris system and separating from the HELIN system strained consortial relations at the HELIN Director level, the Public Services faculty maintained cordial relationships with their colleagues. Results of this cordiality was a reciprocal borrowing and patron access agreement with Brown University and a mostly smooth reconciliation of borrowed and loaned books at the end of the academic year.

We continue to provide the most appropriate and efficient means of connecting the users of our community and our state with the best resources for their needs. The accomplishments listed above are just a summary of the outstanding work of the department. I invite you to read the attached reports of the units in the department to learn more about these and many other accomplishments. If you have any questions or need more information, please don't hesitate to ask.

Access Services Annual Report, July 01, 2014 – June 30, 2015

Brian T. Gallagher, Head, Access Services

Sandy Sheldon, Information Services Technician II, Head, Circulation Unit, M-F, 7am to 3pm

Emily Greene, Information Services Technician II, Head, Interlibrary Loan Unit, M-F, 7am to 3pm

- **Mary Anne Sumner**, Information Services Technician I [Circulation, M-F, 8am to 4pm]
- **Liz Smith**, Information Services Technician I [Circulation/Reserves, Sun-Th, 4pm to 12am]
- **Jeannette McKay**, Information Services Technician I [Circulation, Tu-Sat, 12:30pm to 8:30pm]
- **Garrison Hull**, Information Services Technician I [Circulation/ILL, Tu-Sat, 9am to 5pm]
- **Gayle Johnston**, Information Services Technician I [Circulation/Reserves/ILL, Sun-Th, 6:30pm to 2:30am]
- **Judy Smith**, Information Services Technician I (Circulation/Stacks Coordinator, Sun-Th, 12:30 to 8:30pm)

July thru August, 2014 Students began the removal of serials from the mezzanine at the beginning of July 2015. The goal of the project, nicknamed Mezzanine Madness, was to make room in Government Publications for the Active Learning Classroom, construction for which was originally scheduled for January 2015. The students, under the supervision of the Head of Access Services, discarded the serials, clearing the way in the mezzanine for the in-coming materials from Government Publications. By August 29, 2015 – the students were fully in the transfer phase.

September thru December, 2014 Mezzanine Madness continued into the Fall Semester with a different cast of students – but the same agenda and structure. The students concentrated on shifting in Government Publications, condensing – making room for the Active Learning Classroom. The students completed the project way before deadline: the week of Thanksgiving. In October, 2014, after 25 years of service to the Library, Nina Hartt, Stacks Supervisor, retired due to health-related issues. Garrison Hull submitted a request to change his Fall & Spring schedule from Wed-Sun, 12:30pm – 8:30pm to Nina's schedule, Tu-Sat, 9am – 5pm. The request was approved...contingent upon the hiring of the a new Stacks Supervisor who would be working Garrison's previous schedule. In December, Susan Snyder, a transfer from Alton Jones, joined the Library as the new Stacks Supervisor.

January, 2015 During the month of January, Gayle Johnston agreed to assist ILL with filling requests. Sue Snyder began a re-labeling project in the stacks – making use of Circulation's loanable laptops and a book-cart. Unfortunately, in January, Brian & Sandy made the hard decision to only hire students with work-study. Four of our current students could not obtain work-study and so had to be let go. To improve morale amongst the student employees, Brian initiated a monthly raffle – guess the number of laptops checked out. The prize was usually a \$10 gift card.

February thru May, 2015 Spring Semester 2015 got into the Ex Libris swing with the arrival of February – during which the Access Services staff watched Ex-Libris training webinars. During the Spring Break week in March, HELIN removed URI records, both materials and patrons, from the consortium's INNReach's product. This action prevented online and onsite reciprocal borrowing between Brown University and URI. Fortunately, in April, Brown and URI reached a reciprocal borrowing agreement for onsite borrowing (online would have to be done via ILL). Also in April, Ex Libris sent representatives to conduct a three day training workshop. During this training workshop, we learned 2 very important things: (1) Alma and World Share are not compatible...which would mean purchasing another software such as ILLiad and (2) E-Reserves would have to be set up in Sakai. The former is all set while the latter is still a work in progress. April lived up its rep as the cruel month when HELIN decided the final due dates for materials URI and materials URI lent would have to be returned. To be honest – no date would ever be satisfactory. More cruelty: Sue Snyder submitted her resignation and transferred to CELS. Before April bid adieu, it tossed another patience-testing problem at the Library: the State Library Service announced that it would be temporarily shutting its delivery service down through until the end of May. The Library did its best to keep the community it serves informed during this turbulent time. The Library also declared a fine amnesty for all materials (except Reserves) until the end of August.

June 2015 Ex-Libris debuted on June 14. Fines for books (except for Reserves) were eliminated. In regards to reciprocal borrowing with the HELIN libraries – URI is still trying to reach an agreement. As for Interlibrary Loan – due to the disconnect between Ex Libris and World Share, a temporary online ILL request form was created until a more satisfactory solution is found. Finally, Judy Smith, from Communications & Marketing, was hired to replace Sue Snyder (who was hired to replace Nina Hartt). Judy will be working Sunday through Thursday, 12:30pm to 8:30pm.

Statistics – please note that June's numbers were not available to us after the separation of URI from HELIN.

Circulation Statistics

Access Services, Annual Report, 2014 - 2015

2014 - 2015

	Gate Count	Items CKO	Items Renew	HELIN Borrow	HELIN Loan	Laptop CKO	ARIHSL Borrow	ARISHL Loan	Searches Added	Searches Found	Set to Missing	Book Sale \$
July 2014	34452	2005	1118	351	1742	350	2	24	77	48	20	\$41.90
August	X	1094	1762	355	X	6	4	X	0	17	0	\$1.75
September	58597	4220	1371	1096	2709	498	1	15	56	0	111	\$8.75
October	522996	7232	1375	946	4557	1166	4	18	135	20	0	\$1.75
November	22291	5461	1624	804	4273	836	2	18	57	21	100	\$1.50
December	27018	4869	2144	468	2273	653	0	12	26	11	48	\$1.75
January	39550	2708	1475	604	2262	102	0	23	35	26	174	\$1.25
February	149224	5595	1029	787	3878	650	3	10	0	31	15	\$0.75
March	X	5584	1901	677	X	829	1	X	50	0	0	\$1.25
April	278350	6670	1622	884	3584	1148	15	20	106	25	60	\$0.00
May	72639	3010	809	196	620	495	0	1	112	41	0	\$0.00
June 2015	31341	ExLibris	ExLibris	ExLibris	ExLibris	135	ExLibris	ExLibris	ExLibris	ExLibris	ExLibris	\$0.00
Year Total	1236458	48448	16230	7168	45649	6868	59	141	654	240	528	\$60.65

HELIN & ARISHL Stats compiled by Sandy Sheldon * Gate Count Stats compiled by Liz Smith * Searches Stats & Book Sale by MAS

ARISHL = Association of Rhode Island Health Sciences Libraries; HELIN is the name of the consortium to which URI's University Libraries belong; Searches are conducted for books & periodicals; Stats for RL Carothers Library only

Reserves Statistics
2014 - 2015

Reserves Statistics - as reported by Liz Smith (not reported monthly)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Checked out items	31	11	728	570	308	273	135	381	394	524	175	
Renewed items	13	3	3	33	23	36	4	5	41	55	6	
Items added	-----	-----	-----	-----	----->	241	181			1		
Items Removed	-----	-----	-----	-----	----->	10	341			1		
Scanned items	---	---	---	---	--->	10	14					
Courses added	-----	-----	-----	-----	----->	92	67					

**Interlibrary Loan Statistics
2014 - 2015**

	July	Aug	Sept.	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Totals
Borrowing													
FIRST SEARCH													
Books	66	89	138	170	104	302	72	107	75	77	77	175	1202
Articles	168	211	205	186	157	100	130	247	189	169	110	134	2007
DOCLINE													
Books													
Articles			9			25			32			23	89
ALA/PHONE/ETC..													
Books	8	17	34	24	24	36	13	20	2	7	11	34	220
Articles	18	39	12	23	22	15	13	22	12	19	4	6	205
ARISHI													
Books	2	4	1	4	2			3	3	15			34
TOTALS													3757

GRAND TOTALS:	LENDING	BORROWING	SCANNED ARTICLES FOR URI PATRONS: 381
	4856	3757	
			GRAND TOTAL: 8,994

Government Publications Office
Annual Report
2014/2015

Statistical Overview

Receipts of tangible U.S. government publications decreased by 38% from the previous year. This decrease was not due from fewer pieces coming in the depository shipments but from a slowdown of the in house processing of these shipments due to the Mezzanine Project and ExLibris implementation (see below). Cataloging of in house titles saw a significant increase due to the Mezzanine Project. Cataloging records purchased through Marcive saw a decrease from recent years but those years had large retrospective cataloging projects. This year's numbers are comparable to those years without retrospective projects. State publications saw a decrease in tangible receipts as more and more titles are issued in online format.

Year	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Tot. U.S. Receipts	5,426	4,365	5,215	5,987	5,323	5,147	4,338	4,744	2,967
Hardcopy	4,710	3,918	4,596	5,115	4,550	4,546	3,946	4,107	2,664
Microfiche	387	311	263	592	404	351	200	305	174
Elec. Products**	143	76	104	93	168	53	69	44	44
Maps + charts	186	87	252	167	201	197	149	288	85
w/drawn-hardcopy	1,720	380	181	983	1,317	2,261	758	2,075	885
w/drawn-mfiche	7,308	7,007	10	186	445	4	118	186	18
w/drawn electronic	48	18	13	50	30	135	6	11	10
w/drawn maps + charts	0	1	0		130	434	109	121	54
R.I. receipts (all hardcopy)	198	241	371	422	379	0	541	392	322
R.I. w/drawn	1	1	0	0	0	--	37	0	4
Titles cataloged in-house									
Monographs	1,705	477	1,083	1,792	1,201	1,002	721	3,172	17,002
Serials	627	220	93	396	161	203	90	585	336
Totals	2,332	697	1,176	2,188	1,362	1,205	811	3,757	17,338
Titles cataloged through Marcive									
Monographs	9,484	11,877	20,499	17,526	66,158+	23,915	22,099	79,530++	15,403
Serials	2,717	1,500	2,222	2,743	2,407	3,237	2,364	3,185	1,787
Totals	12,201	13,377	22,721	20,369	68,565	27,152	24,463	82,715	17,190

** Only tangible electronic products such as CD-ROMs, DVD's, floppy's, etc., are included.

+ includes 45,990 records added with 2010 retrospective cataloging project

++ includes 31,298 records added for Sept 2013 and 31,396 records for March 2014 retrospective cataloging projects (see below)

The Year in Review

The office was fully staffed all year. Scott Briggs continued to occupy the InfoServices Tech I position. Also working in the office was Christina DuFour and Ben Hanley who worked as part time lecturers until December on the Mezzanine Project. Loraine Winthrop also worked as a part time lecturer on the project until the end of August. GSLIS students Madan Mohan (until October), Christine Hall (September – December), Ann Davis (January – June) and Christa Albrecht-Vegas (January – June) were also hired to work on the Mezzanine Project.

The Mezzanine Project continued from last year. The serials cataloging for titles going to the mezzanine was completed in July and cataloging the monograph series was taken up. This project proved to be much larger than the serials project and funds were approved to extend this work past the original December deadline to the end of June. The removal of material from the mezzanine at the beginning of July was sufficient to allow government publications to be moved up to the mezzanine. This move involved a crew of 12 Circulation students with Loraine supervising and thanks to their efforts the move was completed by mid-September. The next phase of the move, compacting and shifting the collection remaining on the first floor started in mid-September and was completed the week before Thanksgiving. The final phase, moving State Publications and Oversize to make room for construction was completed by mid-December in plenty of time to meet the January 2 construction start deadline.

The other major project for the past year affecting government publications was the implementation of the ExLibris ILS. The office was actively involved in the process to ensure that government publications records holdings and loan rules would be migrated and uploaded with a minimum of errors. When the system went live on June 15th there was only one batch of titles with problems which was quickly corrected.

Plans for the coming year include moving the Government Publications Reference and Government Publications Index collections plus the shelf list to the main collection in order to make room for the Library DVD collection, continuing cataloging the mezzanine material, learning to utilize the ExLibris ILS to best provide access to both the physical and online government publications collection, and investigating possible means to automatically catalog pre-1976 material.

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University of Rhode Island
University Libraries
Public Services Department
Instructional Services

Annual Report
July 2014 – June 2015

The Instructional Services Unit had a busy and productive year providing information literacy instruction for the University of Rhode Island community.

The Bottom Line:

Through the efforts of eight faculty librarians, one lecturer, seven GSLIS graduate student Reference Assistants, and six LSC 527 students, the Public Services Department provided high quality information literacy instruction for 8,299 students during the academic year 2014-2015. This is a 4.8% increase in students taught from 2013-2014. The department also offered fourteen Search Savvy Seminars for 156 members of the URI community. This report covers the results of our teaching for the following programs and academic departments, and University Libraries' credit courses:

Programmatic Instruction provided for:

URI 101: Planning for Academic Success, Writing & Rhetoric 100 level courses, Talent Development Pre-Matriculation Program, EGR 105: Foundations of Engineering 1, and the International Graduate Student Orientation.

Academic Departments Served:

We provided instruction for twenty-two academic departments including: African American Studies, Art History, Business, Chemistry, Civil & Environmental Engineering, Environmental and Natural Resource Economics, English Language Studies, English, Gender and Women Studies, Health, History, Honors, Human Development & Family Studies, Library and Information Studies, Music, Nursing, Political Science, Psychology, Textiles, Fashion Merchandising and Design, Sociology, Theatre, Women's Studies, and Writing.

University Libraries' Credit Course Offerings:

LIB120: Introduction to Information Literacy (3 credits), LIB220: Issues of the Information Age (3 credits),

Staffing

- Public Services Department Faculty who provided instruction 2014-2015 includes Professors Devin, Gallagher, Izenstark, Keefe, Kinnie, Larsen, Leahy, MacDonald and Mongeau.
- Grad students who provided instruction: Catherine Damiani, Sara Deignan, Jennie Grant, Laura Hogan, Jillian Maynard, Gretchen Sotomayer, and Chelsea Watts.
- LSC 527 students who provided instruction for URI 101: Valerie Arroyo, Donald Colon, Laura Hogan, Kayleigh Mahan, Daniel Rohelia, and Amy Segal.

Highlights of the Year

- 117 sections of *URI 101: Planning for Academic Success* visited the library where over 2,300 students received library orientation.
- 104 sections of *WRT 104: Writing to Inform and Explain* and *WRT 106: Introduction to Research Writing* visited the library where over 2,350 students received library instruction.
- 65 subject specific information literacy instruction sessions taught for 1,517 students.
- 19 sections (530 students) of *EGR 105: Foundations of Engineering I* engaged in two information literacy instruction sessions each, a lecture and a hands-on lab. (Coordinated and taught by Larsen).
- 40 information literacy instruction sessions were provided for 350 students enrolled in the *Talent Development* pre-matriculation program. (All students had two sessions in the library.)
- 14 Search Savvy Seminars provided by Amanda Izenstark for 156 members of the URI community.
- Izenstark organized the *2015 Information Issues Forum* with Alison Macrina and Kade Crockford of the Library Freedom Project - Online privacy toolkit: Understanding and fighting back against mass surveillance Wednesday, March 25 at 3:30pm to 5:00pm , Galanti Lounge, attended by students enrolled in all sections of spring semester LIB courses.
- Provided teaching experience for seven Reference Student Assistant (GSLIS graduate students) and five GSLIS LSC 527 students in our instruction programs.
- Librarians provided instruction for four outside groups: East Providence High School, Exeter-West Greenwich High School, South Kingstown High School, and the Paul Cuffee High School.
- Librarians also provided instruction for the Associates in Cultural Exchange Program and International Students, and the Rhode Island Small Business Development Center.
- Kinnie and MacDonald participated in several General Education workshops held for faculty preparing for the new General Education program. Kinnie attended most sessions as Chair of General Education Committee, both Kinnie and MacDonald attended to advocate for faculty choosing Information Literacy as one of the required student learning outcomes for their new Gen Ed courses.
- Kinnie and Izenstark continue to improve and update the *InfoRhode* Tutorials, following our transition from the Innovative catalog to Primo.
- Larsen continues to coordinate and expand the EGR 105 IL program becoming the second fully scaffolded information literacy program.
- Larsen continues to offer both group and individual instruction support for URI International Students.
- MacDonald and Izenstark published three editions of *Instruction@ the Libraries*.

Instructional Programs in Brief:

WRT Program – Coordinated by Jim Kinnie

In 2015-2016 the librarians taught **104** sessions for WRT 104/106 course sections reaching a total of 2,350 students.

WRT 104/106	# Sessions	# Students
Fall 2014	55	1,200
Spring 2015	49	1,150

Totals	104	2,350
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URI 101 Library Experience Program – Coordinated by MacDonald and Izenstark

URI 101 Library Experience instruction program was taught by eight faculty librarians and five Reference Students Assistants, , and four GSLIS students enrolled in Prof. Cheryl McCarthy's LSC 527 course, Information Literacy Instruction.

URI 101 Library Sessions	Fall 2014
Sessions taught	117
Students	2,075

EGR 105: Foundations of Engineering – Coordinated by Peter Larsen

EGR 105	# Sessions	# Students
Lectures	3	530
Labs	16	530
Totals	19	1,060

Talent Development Pre-Matriculation Program

In June 2015, the TD library orientation program was taught by Jim Kinnie, Peter Larsen, Katie Leahy, Mary MacDonald, and GSLIS students, Laura Hogan, Gretchen Sotomayer and Chelsea Watts.

Talent Development	Sessions	Students
Library Tour/Articles	20	350
Book and Evaluation	20	350
Totals	40	700

International Students Library Orientation

In Fall, 2014, Peter Larsen provided one session of library orientation and instruction for International students.

Session	Students
1	2

Associates in Cultural Exchange (A.C.E. Program)

	# Sessions	# Students
Fall 2014	1	15
Spring 2015	1	7
Total	2	22

**2014-20145 Subject-Specific "One-Shot" Instruction Sessions
Breakout by Course Levels**

Course Level	Number of Sessions	Number of Students
100 level	14	436
200 level	9	256
300 level	26	619
400 level	7	117
500+	9	101
Total	66	1,529

High Schools

Paul Cuffee School	67 students
East Providence High School	18 students
Exeter-West Greenwich	20 students
South Kingstown High School	12 students
Total	117

Credit Bearing Courses

15 credit-course sections: 11 LIB 120; 4 LIB 220; for a total of 259 students enrolled in Library Public Service Department taught credit-courses.

LIB Credit Courses (3 credits)

Faculty: Izenstark, Kinnie, Larsen, MacDonald and Burkhardt
Lecturers and Per course instructors: Leahy and Grant

LIB 120	# sections	# students
Fall 2014	5	88
Spring 2015	4	69
Summer 2015	2	27
Total LIB120	11	184
LIB220		
Spring 2015	3	67
Summer 2015	1	8
Total LIB 220	4	75
TOTAL (all sections)	15	259

Submitted by:
Mary C. MacDonald,
Head of Instructional Services
July 27, 2015

Note: This report includes information from reports submitted by Jim Kinnie and Peter Larsen.

Media Resource Center & Microforms Annual Report 2014-2015

The Media Resource Center houses a collection developed for University curriculum support. As such, while all efforts are made to propagate and preserve a diverse collection, accessibility and a focus on usable formats is the Media Center's stated priority.

Collection Development

Approximately 456 titles were purchased. Faculty (roughly 48) requested titles across a broad spectrum: most recent blockbusters, foreign-only releases, classic documentaries and therapy sessions, to name a few. These purchases were supplemented with titles selected by the Media Curator. Updating the VHS collection to DVD continues when possible.

Streaming through Kanopy (www.kanopy.com) was established in September. Selected titles are linked through the catalog with off-campus authentication required. Forty-five titles started with collection, with two added over the course of the year. Selection was primarily based on past use/reserves.

An informal Libib (www.urimedia.libib.com), arranged by genre was created to assist patrons with casual browsing.

In anticipation of the ILS migration Media records were cleaned. Media also assisted in cleaning Gov. Doc. records.

Stats

Physical

The Media Resource Center saw a total of 3,209 checkouts over the course of a year.

Reserves

Thirty-one instructors reserved a total of 314 titles for 37 classes.

Streaming

Forty-seven streaming titles were viewed a total of 151 times. Most viewed titles: "Killing Us Softly", "City of Factories", "Faat Kine". It was noted that despite the fact these titles were now accessible electronically many instructors continued to check out the DVD. When questioned they reported 'they did not trust the classroom internet connection and were bringing the DVD as backup'. This indicates, despite substantial interest in the

streaming media format, campus infrastructure as of Fall 2014 was is still incapable of delivery (freezing and excessive buffering were reported as the most common issues). Even if these problems are resolved, it is expected the use of streaming as a primary format will require assurance before it is accepted.

Streaming

A long-term streaming solution remains elusive. The OSHEAN developed streaming platform does not meet the copyright and metadata required an internal media support service would require.

In an effort to supply some streaming, the most frequently requested (and available through the service) titles are subscribed to though Kanopy--see Collection Development and Stats.

Budget

The change in ILS required all ordering be complete by the end of April. The Media budget had roughly \$1,500 remaining at the end of the financial year.

Grants and Awards

Multiple funding opportunities for renovating the Media Center were pursued over the year.

- IMLS 'National Leadership Grant for Libraries - Working with Sponsored Projects a preliminary proposal was submitted to IMLS, it was not invited to continue.
- Brooks Foundation - The URI Foundation identified the Brooks Foundation as a potential funder, after multiple drafts it was decided submitting a complete narrative by the deadline would not be possible.
- Champlin Foundation - The project proposal submitted by the Library made it though the initial acceptance phase and the Library was invited to continue the process.

Micro-form Collection

198 rolls were reshelfed, most used-Providence Journal, Westerly Sun

Displays

November, May and June-July Lobby Displays

Presentations

"Understanding Copyright & Transformative Fair Use". RILA Conference presentation with Andree Rathmacher and Julia Lovett

Committees

University Library Ad Hoc Exhibit Committee 2015

Catalog PR Committee 2015

GSLIS Advisory Board 2013-current

Digital Action Working Group 2013-current

Committee on Digital Initiatives 2012-current

LIBQual Committee 2012-2013

Submitted by : Angel Ferria, Curator

Reference Annual Report 2014/15

The Information and Research Help Desk was staffed by a professional librarian and a graduate student for most of the Spring and Fall Semesters and by either a professional librarian or a graduate student for the remainder of the time. The Tech Help Desk staffed by undergraduate students hired and trained by the Classroom Media Assistance supervisors from Information Technology Services was discontinued at the end of the Spring semester but reinstated in the Fall after negotiations by Interim Dean McCarthy. The Learning Commons continues to attract students to the Library, facilitating interactions but also demanding an evolving vision of what this library should be and do.

Statistical Overview (Part I)

As in past years, statistics were gathered on the number of reference questions answered at the new reference desk and through personal email and consultation. The sample was obtained by tallying all questions answered during the months of July, October and February. These months were selected in order to provide sample statistics from each semester as well as from the summer school session.

Reference Questions 3 month Sample Statistics

Type	11/12	12/13	13/14	14/15*
Telephone	340	326	316	124
Directional	704	977	902	782
Instructional/Reference	2004	1677	1510	1147
IM	478	411	382	606
Email	71	94	90	--
Consultation	14	25	21	48
Total	3611	3510	3221	2707

The 14//15 column is not directly comparable to the previous 3, and drop in statistics may be an artifact from the change in recording methods. The overall number of Reference questions does seem to have dropped somewhat, although measuring exactly how much is proving difficult due to minor variations caused by the reporting process as people learned to use the response form and significant variations (likely hundreds of questions) caused by the availability of tech students to handle equipment and related issues. Apart from a collection problem in January 2015, it seems likely that year-round statistics collection will give a much clearer idea of what and when questions are being asked.

While the project is far too new to rely on the data in any significant way, the READ Scale gives a much clearer view of the types of questions that are being asked. Examination of the statistics show a few trends. First, while the numbers are still extremely volatile, in the last 10 years, chat reference has grown to account for nearly 20% of all our reference questions, and phone reference has declined. Second, for every month recorded so far, 65-70% of all questions fall into directional or extremely minor answers, with another 25-30% involve catalog or index search training (or questions of

similar difficulty and involvement). Only 10% of the questions demanded the attention of a faculty librarian. The next five years will require very significant examination of reference procedures at the library, although many outstanding questions (e.g. the new Dean's effect on library goals and the fate of GSLIS) cannot be answered at this time.

Staffing

Reference service continues to be hampered by lack of staff. Loss of the Biological Sciences Librarian and the 2-year Lecturer positions has reduced coverage by 10 hours a week and further reductions in staffing will have to result in further cuts. The loss of Professor Mimi Keefe further reduced the Department's ability to staff the desk without compromising other activities. Furthermore, the graduate student budget is inadequate for the mission that the Reference and Instruction Units are being asked to fulfil, even with a middle of the year funding increase from Interim Dean McCarthy. The absences of Professor Keefe (and Professor Devin in the Summer and Fall) has led to a shortening of desk hours in July and August, and this looks to be an ongoing problem in the future. If the University and College are not going to fund Reference at the level required to provide the services requested, we will have to seriously reconsider how and when the desk will be staffed.

Projects

Part-time Reference faculty and graduate student Reference Assistants are also given projects to work on during slow periods at the Reference Desk. For the past year the priority has been to update our LibGuides and to migrate them to the new version of LibGuides, as well as updating links to reflect the catalog changes. The graduate student Reference Assistants also worked on collection development projects for some of the Public Services faculty and on an assessment project for the WRT and EGR library instruction sessions. The training that the students receive makes these projects not only useful for the unit but also a bonus to the students, enhancing the unit's teaching mission.

Reference Collection

Work continued on the development of the Reference Collection under the leadership of Public Services faculty member Mimi Keefe. Even during her extended illness, Prof. Keefe worked to keep the collection up to date and the funds encumbered. While these duties have been reassigned following Prof. Keefe's passing, that is a further burden on an already over-stretched department.

Submitted by

Peter Larsen
Head of Reference and Health Sciences Librarian
20 July 2015

	Apr 2014		May 2014		Jun 2014	
Total Questions	885		387		460	
1	366	41%	153	40%	221	48%
2	221	25%	117	30%	128	28%
3	200	23%	81	21%	70	15%
4	68	8%	27	7%	37	8%
5	27	3%	7	2%	4	1%
6	2	0%	0	0%	0	0%
Equipment	96	11%	77	20%	82	18%
Non-URI	20	2%	12	3%	9	2%
Phone	83	9%	51	13%	46	1%
Off Desk	35	4%	11	3%	7	2%

	Jul2014		Aug 2014		Sep 2014	
Total Questions	300		208		1741	
1	123	42%	69	33%	993	57%
2	67	22%	47	23%	375	22%
3	71	24%	64	31%	290	17%
4	34	11%	19	9%	103	6%
5	4	1%	6	3%	12	1%
6	1	0%	3	1%	7	0%
Equipment	42	14%	26	13%	541	31%
Non-URI	10	3%	19	9%	15	1%
Phone	25	8%	38	18%	69	4%
Off Desk	3	1%	10	5%	5	0%

	Oct 2014		Nov 2014		Dec 2014	
Total Questions	995		678		416	
1	435	44%	291	43%	189	45%
2	247	25%	175	26%	102	25%
3	233	23%	169	25%	100	24%
4	64	6%	30	4%	19	5%
5	16	2%	7	1%	5	1%
6	0	0%	5	1%	1	0%
Equipment	204	21%	89	13%	68	16%
Non-URI	6	1%	12	2%	6	1%
Phone	51	5%	39	6%	38	9%
Off Desk	1	0%	4	1%	7	2%

	Jan 2015		Feb 2015		Mar 2015	
Total Questions			634		579	
1			224	35%	200	35%
2			211	33%	189	33%
3			146	23%	129	22%
4			6%	6%	47	8%
5			11	2%	13	2%
6			6	1%	1	0%
Equipment			96	15%	60	10%
Non-URI			15	2%	21	4%
Phone			48	8%	47	8%
Off Desk			3	0%	0	0%

	Apr 2015		May 2015		Jun 2015	
Total Questions	729		249		279	
1	306	42%	84	34%	98	35%
2	200	27%	75	30%	80	29%
3	158	22%	63	25%	72	26%
4	49	7%	22	9%	24	9%
5	12	2%	4	2%	5	2%
6	4	1%	1	0%	0	0%
Equipment	117	16%	38	15%	51	18%
Non-URI	32	4%	20	8%	24	9%
Phone	37	5%	25	10%	33	12%
Off Desk	3	0%	3	1%	0	0%

	Jul 2015					
Total Questions						
1						
2						
3						
4						
5						
6						
Equipment						
Non-URI						
Phone						
Off Desk						

PS Web Annual Report 2014-2015

During 2014-2015, the focus was on cleaning up from the transition from LibGuides v1 to LibGuides v2, and preparation of LibGuides and other library webpages for the transition to the new URI Libraries Search.

Website

The WordPress site has made maintenance of the existing site fairly simple. As a result, there was not much work required on the site itself.

LibGuides

I provided group training on LibGuides for faculty and staff members, as well as separate training sessions for individuals unable to attend group sessions, including CML interns and student workers. I have also provided support for those developing LibGuides.

With the switch to the new URI Libraries Search, wording across LibGuides has needed to be changed from HELIN to URI Libraries Search, more than 3,000 links to books in the HELIN catalog needed to be changed to links in the new search platform. I am extremely grateful to Katie Leahy (lecturer) who has served as my right hand person in this transition, helping to keep track of progress, serving as a backup trainer for our grad students assisting in the work, and for doggedly pursuing corrections to problems. We were ably assisted by graduate students Laura Hogan, Gretchen Sotomayor, and Chelsea Watts. Jennie Grant and Jillian Maynard also assisted in the preparation, along with Carrie Kelly. However, there is still work to be done on many guides that include screenshots and have links to and mentions of HELIN in the text boxes.

Social Media

Katie Leahy has been assisting with posting and maintaining the Libraries' social media presences. (The Libraries are on Facebook, Twitter, Google+, and Tumblr.) We meet as needed to strategize postings. Brian Gallagher has also made numerous helpful and relevant postings about library news and events.

Additional Outreach

I have continued posting Library Lobby Displays and Search Savvy Seminars to the University's Events calendar, and reposting the information to social media outlets. As a result, the Libraries have garnered some outside attention and attendees at programs.

Statistics

Attached are the following documents providing basic statistics:

- 14-15 Analytics URI Library Audience Overview
- 14-15 LibGuides Stats (also available at https://docs.google.com/a/uri.edu/spreadsheets/d/1i5EH-ywATNJsMp8idaqu_IgFkblFgcJk5doSd1_-sy0/edit?usp=sharing if you don't want to zoom in on the PDF)

Future Work

As the University Libraries continue the transition to ExLibris and leave HELIN, website/LibGuides updates and outreach will be at the top of the priority list for 2014-2015.

Amanda Izenstark

July 2015

Audience Overview

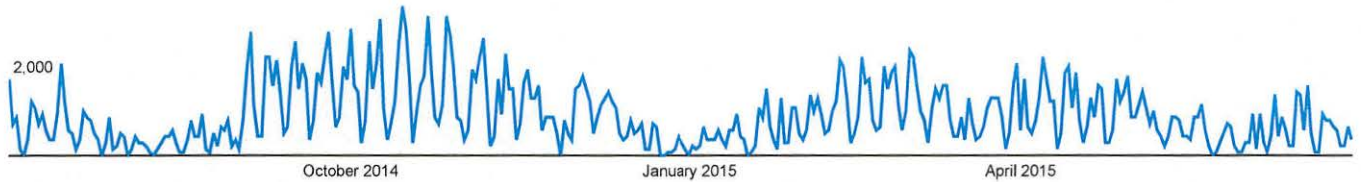
Jul 1, 2014 - Jun 30, 2015

This report is based on 242,093 sessions (1.59% of sessions). [Learn more](#)

 Libraries
1.93%

Overview

● Sessions
4,000



Sessions

LIBRARIES
292,986



Users

LIBRARIES
146,713

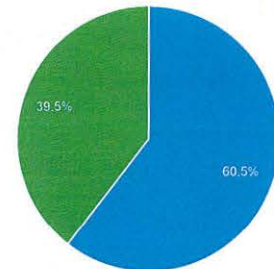


Pageviews

LIBRARIES
731,806



■ Returning Visitor ■ New Visitor



Pages / Session

LIBRARIES
2.50



Avg. Session Duration

LIBRARIES
00:04:15



Bounce Rate

LIBRARIES
50.14%



% New Sessions

LIBRARIES
39.49%



Language	Sessions	% Sessions
1. en-us	289,218	98.71%
2. zh-cn	628	0.21%
3. en-gb	565	0.19%
4. pt-br	440	0.15%
5. en	314	0.11%
6. es	251	0.09%
7. (not set)	126	0.04%
8. fa-ir	126	0.04%
9. ja	126	0.04%
10. ko-kr	126	0.04%

Guide ID	Guide Name	7/1/2014	8/1/2014	9/1/2014	10/1/2014	11/1/2014	12/1/2014	1/1/2015	2/1/2015	3/1/2015	4/1/2015	5/1/2015	6/1/2015	Total Views
42439	General and Reference - Articles & Databases	644	463	4760	9928	8748	3722	1166	5876	7322	7794	1564	2254	54241
42437	All Databases by Title	679	1391	4718	6201	5828	2636	1565	3817	5074	4794	1615	1738	40056
42447	Health Sciences - Articles & Databases	403	690	2947	4300	3749	1380	1516	4236	3884	3951	1078	1429	29563
45581	Welcome to LibGuides @ the University of Rhode Island!	391	744	6108	4922	3530	1841	1071	3121	2755	2512	880	1329	29204
42326	Citing Correctly and Avoiding Plagiarism	354	1065	2333	2583	2716	1716	1700	2434	3259	3324	2828	2249	26561
42442	Social Sciences - Articles & Databases	318	346	2950	4108	3411	1788	825	2502	2953	3181	960	925	24267
42565	Curriculum Materials Library	238	457	1520	2076	1366	606	844	1328	1920	2373	766	740	14234
42440	Arts and Humanities - Articles & Databases	227	196	1205	1852	2169	1163	420	1342	1656	2080	724	391	13425
42448	Life Sciences, Marine, and Environment - Articles & Databases	175	257	999	1413	1219	735	516	1062	1053	1230	321	286	9266
42451	Engineering and Technology - Articles & Databases	109	275	669	737	2241	425	291	669	639	523	356	283	7217
42446	Business, Labor, and Economics - Articles & Databases	94	175	859	973	731	500	532	776	815	1038	304	385	7182
42388	Getting Started @ The Libraries	78	268	1386	1158	531	164	254	929	558	321	227	1057	6931
42588	Interlibrary Loan	80	236	582	442	599	548	532	735	538	474	396	866	6028
42443	Education - Articles & Databases	72	104	515	1120	920	395	166	557	865	838	237	227	6016
42593	Circulation	52	323	742	657	574	474	566	687	548	572	408	379	5982
42449	Physical and Mathematical Sciences - Articles & Databases	121	198	634	586	456	283	358	624	612	508	147	155	4682
42427	Internet Search Tools	174	546	422	383	387	326	299	381	381	287	304	269	4159
42481	Media Resource Center	69	185	565	638	514	241	277	421	337	341	139	218	3945
42444	Government, Politics, and Law - Articles & Databases	59	45	489	873	679	295	80	260	440	407	113	71	3811
42458	WRT 104/106 Guide for Students	9	17	303	1354	353	56	64	777	663	127	23	26	3772
42510	How to Create a Historiography	45	160	288	384	537	309	222	326	469	463	264	196	3663
42590	Reserves	9	177	917	422	230	188	466	386	330	283	138	104	3650
42599	Fair Use and Copyright for Online Education	100	261	296	189	227	186	210	264	403	296	335	715	3482
42378	Identifying Scholarly/Professional Journal Articles	35	93	277	312	340	187	225	324	325	281	217	164	2780
42591	Instruction Services & Information Literacy	43	235	264	366	218	177	169	191	239	208	164	229	2503
42391	Using the Internet for Research	49	132	236	177	215	179	197	300	272	171	186	305	2419
93806	What's happening to the catalog?	0	0	0	0	0	0	0	3	191	138	352	1236	1920
42554	LIB 120 - What is Information?	26	84	172	475	44	28	283	95	79	47	150	364	1847
42345	Lesson Planning Guide	8	37	76	388	264	35	56	67	310	371	35	59	1706
42666	EZProxy, the University Libraries' Proxy Server	12	165	236	98	63	65	74	155	251	264	80	130	1593
42482	Copying, Printing, and Scanning	17	38	339	166	137	79	65	157	158	176	67	74	1473
42527	Google Tips & Tricks	20	54	187	249	151	88	125	103	173	113	73	69	1405
42503	Psychology	1	10	305	409	92	37	15	123	96	82	6	45	1221
42596	URI Open Access Policy	15	46	101	129	149	94	87	89	84	114	115	80	1103
42551	Information Literacy Toolkit	11	150	79	92	55	56	123	94	97	84	88	141	1070
42472	Film Media Studies	15	21	79	172	120	79	21	88	127	140	80	49	991
42376	Nursing Resources	0	19	527	123	28	16	23	90	39	74	0	25	964
42574	EDC 426: Methods and Materials in Primary School Teaching	6	39	79	84	91	78	106	90	103	116	76	71	939
42452	Rhode Island and New England - Articles & Databases	14	34	90	115	99	67	60	109	108	103	62	77	938
42587	FAQs for Undergrads, Grad Students, and Faculty	24	53	195	127	80	55	66	63	76	52	59	37	887
42354	Library and Information Studies - GSLIS	6	66	106	71	72	16	104	79	79	134	42	41	816
42357	Costume History	3	7	22	38	22	19	15	445	170	33	14	11	799
42606	EDC 102	0	7	80	75	34	1	8	1	105	360	18	17	706
42540	Reference Managers: Mendeley & Zotero	8	17	54	45	43	59	80	111	95	88	48	65	693
42570	EGR 105	0	4	11	16	610	4	1	3	11	18	6	6	690
42347	HIS 374: History of Modern China, Prof. George	0	3	180	299	143	17	1	2	2	9	1	8	665
42350	HIS 401 & HIS 495: Advanced Topics in European History	0	1	53	164	90	48	15	138	88	55	7	3	662
42654	Electronic Access to Databases and Online Resources	6	19	125	96	92	35	30	80	53	73	23	28	660
42561	Library Resources for International Students	10	52	35	36	60	133	22	64	51	47	69	79	658

Guide ID	Guide Name	7/1/2014	8/1/2014	9/1/2014	10/1/2014	11/1/2014	12/1/2014	1/1/2015	2/1/2015	3/1/2015	4/1/2015	5/1/2015	6/1/2015	Total Views
42553	HIS 441 & 495: Advanced Topics in American History - The	0	0	3	0	0	0	0	217	304	63	62	2	651
42432	Pharmacy: Drug Information Sources	3	37	281	52	23	12	54	35	55	36	18	21	627
42507	Sociology of Food	10	22	39	48	29	46	41	49	91	48	59	67	549
144661	All Guides by Title	0	0	17	284	43	21	19	58	38	38	17	10	545
42407	Library Research Tips & Tricks	30	35	70	46	70	22	27	80	59	46	29	29	543
42545	Communication Studies	10	31	96	202	23	22	11	34	34	63	0	13	539
42533	New E-Resources at the University Libraries	12	46	69	48	36	53	37	51	36	71	41	33	533
42411	Fashion Merchandising	12	25	42	70	24	7	55	114	67	47	17	35	515
42499	LibGuides Procedures	20	2	54	135	36	3	138	2	1	4	11	102	508
42485	HIS 441 & 495: Advanced Topics in American History, Prof.	0	0	33	281	48	17	35	44	8	11	14	1	492
42557	LIB 120 - Information Organization	6	23	37	1	0	1	12	189	3	5	103	112	492
42600	EDC 312 The Psychology of Learning	13	45	60	88	38	29	26	14	42	57	26	27	465
42562	LIB 120 - The Research Process	0	39	91	17	0	3	28	138	7	16	35	83	457
42494	Animal and Veterinary Sciences	1	9	106	136	46	9	10	48	49	11	16	11	452
42488	HDF (Human Development and Family Studies)	0	1	58	72	39	10	6	125	57	22	31	29	450
42530	URI Open Access Fund	4	10	39	31	58	38	65	41	36	51	30	25	428
42413	Gender & Women's Studies	12	11	91	59	36	12	22	23	30	97	8	13	414
42383	Finding Articles	4	13	64	63	38	25	22	79	53	27	13	10	411
42379	Evaluating Information	1	11	23	68	8	1	11	232	19	1	7	16	398
65875	HIS 311: History of Europe since 1914	0	0	167	135	35	3	1	15	11	2	0	17	386
42546	LSC 527 Information Literacy Instruction	3	42	55	24	73	12	13	17	5	41	55	38	378
42401	EDC 102: The 100 Items Project	7	1	92	27	24	30	12	81	36	48	8	9	375
42563	LIB 120 - Quality of Information	2	94	68	30	14	15	19	41	40	17	10	26	375
42495	AAF 300: Genocide	1	7	45	83	48	37	4	38	49	33	13	3	361
42564	LIB 120 - Introduction to Articles and Periodicals	5	10	24	79	16	12	0	69	23	13	2	72	325
42461	Legal Research	2	7	38	35	83	30	12	22	35	24	15	21	324
42433	ENG 110	1	6	16	16	96	3	12	17	72	74	2	1	316
42333	Welcome to the Library	3	17	57	34	28	31	19	25	30	30	24	15	313
42597	AAF 300: Pan-Africanism	0	0	0	0	0	0	13	142	123	11	20	3	312
42431	HIS 481 & HIS 495: Advanced Topics in Asian or Latin Amer	1	7	7	11	9	9	49	112	34	58	4	0	301
42568	LIB 120 - Finding Periodical Information - Electronic Databas	9	2	10	50	12	8	0	32	69	27	0	73	292
42445	Environment Science and Management Resources	2	6	89	39	24	20	23	21	20	16	21	7	288
42349	HIS 341: U.S. History, 1945 - 74	1	12	1	0	1	1	1	189	25	44	7	3	285
42610	NUR 500/NUR 660	0	14	122	25	2	2	10	57	19	23	3	7	284
42375	Botanical Identification	12	27	47	26	44	11	10	21	21	15	20	27	281
42369	Textile Technology	0	12	26	71	25	4	3	31	30	52	6	6	266
42478	URI Common Reading 2011: No Impact Man	1	2	6	5	213	12	1	0	20	0	4	1	265
42665	Measuring Your Research Impact: Citation and Allmetrics To	0	20	10	37	25	19	51	19	19	28	23	10	261
42352	Consumer Behavior	4	3	100	25	8	30	19	19	30	16	1	5	260
42612	GWS 370: Sex Trafficking	3	10	17	30	38	41	30	19	17	22	17	15	259
139110	HIS 352: Topics in the History of Women and Gender	0	0	0	66	146	37	2	3	0	0	2	0	255
42497	HIS 146 Women in the United States 1890-present, Prof. De	0	1	9	164	62	3	2	3	2	6	0	1	253
152455	HIS 142 History of the United States Since 1877, Prof. DeCe	0	0	0	175	34	7	5	11	7	3	5	6	253
42543	Cape Verde Summer Study Abroad	5	15	29	22	16	17	28	28	27	22	18	24	251
42459	Rhode Island Legal Sources	3	11	31	43	11	20	18	20	26	17	19	26	245
42342	Company Information	0	11	63	39	10	8	25	26	28	14	6	12	242
42592	Hot Topic: Cybersecurity & Cyberterrorism	5	10	27	25	34	15	15	12	32	24	25	17	241
42377	Communicative Disorders	0	3	20	104	30	10	25	18	7	14	4	4	239
42566	LIB 120 - Monographic Information	0	0	93	40	3	7	0	45	0	0	2	49	239

Guide ID	Guide Name	7/1/2014	8/1/2014	9/1/2014	10/1/2014	11/1/2014	12/1/2014	1/1/2015	2/1/2015	3/1/2015	4/1/2015	5/1/2015	6/1/2015	Total Views
42328	Art Resources	1	7	22	97	22	9	15	21	20	7	5	10	236
42493	Industry Ratios & Averages	6	10	51	30	10	6	16	47	20	20	15	5	236
42395	Ecology and Wildlife Biology	12	2	113	43	10	1	10	7	18	13	4	2	235
42498	Cell and Molecular Biology	11	11	72	48	24	5	9	19	11	5	7	12	234
42390	Gay, Lesbian, Bisexual & Transgendered Web Resources	32	23	17	25	16	22	25	18	16	4	24	8	230
42332	Education	8	17	22	32	19	13	13	10	25	38	11	19	227
42608	Data Management	3	4	30	50	15	26	10	17	24	24	7	16	226
42360	Guide to the Juvenile Collection	12	11	50	20	21	13	10	13	11	12	23	28	224
42460	Criminal Justice	4	17	24	55	37	11	4	23	12	18	2	14	221
42547	Geoscience	12	5	30	38	10	7	11	47	9	6	19	21	215
42584	Educational Apps for K-12	1	9	60	34	21	3	9	13	34	2	4	25	215
42463	RefWorks	2	7	35	25	21	16	14	16	54	13	0	10	213
42550	Africana Studies	19	2	20	29	32	8	1	34	48	8	5	4	210
42576	EDC 456 Mathematics Methods in Elementary and Middle S	7	26	45	16	10	13	21	13	19	9	10	19	208
42380	Library of Congress Classification System	3	5	41	33	12	18	20	23	13	7	10	21	206
42457	Rhode Island State Publications	1	3	24	18	15	7	29	19	48	15	13	13	205
42331	Music	2	3	51	66	41	1	0	14	18	3	0	3	202
42382	Self-Guided Tour of the Robert L. Carothers Library & Learni	2	3	33	29	16	19	16	22	21	24	4	7	196
42537	Sociology	3	7	85	39	5	2	6	29	14	3	1	2	196
42356	WRT 104/105 Guide for Instructors	8	21	41	43	8	1	33	10	19	0	9	0	193
42422	Health Sciences - Internet Resources	1	12	27	33	13	5	16	18	39	16	1	10	191
42327	Art History	0	11	25	57	11	1	5	44	11	18	4	3	190
42470	Anthropology	2	1	18	39	17	0	0	65	26	19	0	1	188
42605	EDC 402 The Education of Special Needs Students	1	10	23	15	23	6	14	9	4	55	11	12	183
42492	Kinesiology	1	0	90	43	4	7	4	7	11	5	0	8	180
253731	2015 OLLIS Multi-Type Reference Group Program: Patrons a	0	0	0	0	0	0	0	0	0	70	91	19	180
42504	Foreign Languages and Literatures	0	7	34	44	7	5	15	16	14	17	12	8	179
42515	Mechanical, Industrial, and Systems Engineering Resources	6	11	19	8	11	13	16	23	7	23	23	15	175
42385	Library Research Checklist	9	8	25	29	13	11	11	20	13	11	12	12	174
42571	LIB 120 - The Internet	0	0	1	12	70	6	0	7	38	16	0	24	174
42653	LSC 557: Research and Evaluation in Library and Informatio	1	18	46	42	15	14	8	9	11	4	4	1	173
42651	AAF 202: Introduction to African American Culture	0	7	17	19	8	6	17	32	20	6	34	6	172
42414	Government, Politics, and Law - Internet Resources	2	2	22	33	3	7	6	9	41	33	2	9	169
42595	Presentation Tools	5	23	13	15	10	12	17	6	24	22	11	10	168
42508	Terrorism	0	3	2	14	13	17	9	43	34	22	6	0	163
42523	Civil and Environmental Engineering Resources	4	14	6	23	33	12	22	10	15	8	6	8	161
42403	Food Science	2	0	56	66	10	5	5	5	1	5	3	2	160
42416	All Internet Resources by Title	4	3	17	21	22	5	8	15	30	5	6	24	160
42428	Film and Movie Reviews	0	6	33	22	20	13	2	9	17	14	16	8	160
42417	General & Reference - Internet Resources	7	8	16	30	7	3	7	23	43	4	4	4	156
42602	EDC 430 Methods and Materials in Secondary Science Edu	4	16	14	35	10	3	10	6	13	3	16	23	153
42386	Nutrition and Dietetics	0	1	97	15	11	1	7	4	7	4	1	3	151
42577	LIB 120 - Ethical Use of Information	0	1	45	12	22	14	2	33	1	12	0	8	150
42558	CVE 497/498 and Graduate Students	2	0	6	25	61	11	4	5	11	7	10	1	143
42372	Zoology	2	1	41	33	19	15	5	4	11	4	4	3	142
42490	Economics	0	1	32	24	12	5	4	22	27	4	4	6	141
42337	Special Education	11	4	18	21	10	4	2	28	15	5	17	5	140
42325	American Literature	1	8	21	28	7	5	4	40	8	5	6	2	135
42464	Industry Information	0	9	34	25	1	9	8	6	31	7	4	1	135

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42473	Tests and Measurements	0	2	13	22	6	7	10	27	14	23	6	5	135
42340	Marine Affairs	6	0	46	52	4	1	6	3	1	14	0	0	134
42487	GCH 102: History of Marriage & COM 100: Communication	0	10	19	17	18	11	5	19	12	10	2	7	130
42509	Peace and Nonviolence	6	3	22	16	12	23	7	6	21	6	6	2	130
42486	Mathematics Resources	4	12	53	27	5	0	7	6	4	1	9	1	129
42626	SPA 325: Introduction to Literary Genres	3	1	5	12	1	4	3	5	66	26	1	2	129
42330	Literary Criticism	0	15	10	14	6	2	4	20	14	25	11	7	128
42538	Physical Therapy	0	4	19	16	13	11	14	5	20	8	6	12	128
42582	HIS 146 Women in the United States 1890-present, Dr. Reu	0	1	5	18	6	1	1	1	0	85	6	0	124
42601	InfoRhode Tutorials	5	6	21	11	2	1	1	38	15	4	4	14	122
42572	History: Getting Started	0	1	2	27	12	1	9	23	13	23	1	8	120
42339	HIS 356 / AAF 356: Black Urban History, Prof. Ferguson	0	0	0	0	0	0	1	107	6	1	1	1	117
42650	GWS 350H: Special Topics in Women's Studies	5	3	9	13	11	8	20	10	8	14	1	12	114
42373	Chemical Substances	0	0	51	45	1	1	0	2	0	2	7	4	113
42589	Hot Topic: Gay Marriage	2	7	16	30	17	11	10	2	7	2	3	6	113
141606	Holocaust Research	0	0	0	0	0	0	31	18	13	24	8	19	113
42374	Aquaculture Information Sources	0	0	28	22	10	4	22	5	14	3	3	1	112
42418	Arts and Humanities - Internet Resources	3	3	11	13	11	13	4	15	8	13	1	14	109
42524	Ocean Engineering Resources	1	10	14	18	12	4	3	10	12	15	6	4	109
42366	Engineering Problem Solving	3	12	11	3	16	12	6	7	13	8	5	11	107
42500	Political Science	0	2	3	34	2	7	5	22	9	12	4	7	107
42529	Journalism Research	0	0	40	29	17	2	2	1	10	2	4	0	107
42640	HDF 302 Library Class	28	5	11	9	22	9	1	15	10	2	4	5	107
42430	History: Finding General Primary Sources	3	4	21	29	8	4	4	8	6	15	1	3	106
42436	United States in 1860	0	3	14	18	10	10	9	11	11	8	11	1	106
42520	Environmental Impact Assessment	0	2	9	16	11	8	0	7	28	7	14	2	104
42567	Patents & Patent Searching	5	3	10	17	10	7	10	7	10	9	7	9	104
42652	HIS 441 & 495: Advanced Topics in American History - Prof.	0	2	57	18	14	4	0	5	3	1	0	0	104
42361	Economic Indicators	1	5	30	11	18	9	7	4	6	7	2	2	102
42483	Computer Science	0	1	25	35	5	5	2	6	16	5	1	1	102
42580	Maps and Mapping	1	2	13	43	3	10	11	11	4	2	1	1	102
42475	German Language and Literature	5	7	12	18	12	12	8	7	3	3	11	3	101
42513	Genocide Research	7	0	32	8	1	2	0	3	7	1	0	40	101
57686	Hot Topic: Fast Food	1	1	26	17	4	7	5	4	12	4	1	19	101
42393	Government Organization	3	5	23	9	5	0	7	21	6	6	6	8	99
42474	Family Topics	0	0	29	7	4	11	0	23	4	10	7	4	99
42581	HIS 359 / AAF 359 - History of Slavery	0	1	34	13	4	13	5	12	4	8	4	0	98
42555	MCE 401/402 and Graduate Students	0	7	17	17	9	6	8	13	4	5	1	10	97
42406	Microbiology	18	0	21	27	11	1	5	1	11	0	1	0	96
42400	HIS 401 & HIS 495: Advanced Topics in European History: T	0	1	47	13	17	12	1	0	0	4	0	0	95
42516	HIS 362: Rhode Island History	1	6	38	21	7	5	1	6	3	4	2	1	95
42575	LIB 120 - Facts, Statistics & Bias	13	10	0	24	13	0	0	0	2	26	0	7	95
42514	Human Rights	15	1	21	27	10	0	7	3	6	1	3	0	94
42415	Biography	0	3	15	39	2	2	1	7	16	0	0	3	88
42627	Hot Topic: Offshore Wind Farms & Wind Energy	1	1	11	17	7	5	6	14	14	3	6	3	88
319878	Search for Journals (Online & Print)	0	0	0	0	0	0	0	0	0	0	0	86	85
42435	Marketing and Advertising	1	9	25	14	4	2	3	9	6	8	1	3	85
42528	Physics	0	1	37	18	1	2	7	2	7	3	1	6	85
42646	Hot Topic: 3D Printing	5	3	6	8	4	0	6	13	13	13	7	6	84

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42657	HIS 342: United States History from 1968-2001	0	1	12	14	10	20	3	11	7	0	4	1	83
42468	International Business	1	3	11	4	5	1	10	11	25	7	4	0	82
42521	Religion	8	1	27	20	0	0	0	4	16	1	2	3	82
42670	Hot Topic: Casino Gambling	3	5	17	16	8	7	3	8	4	4	4	3	82
42421	Business, Labor, and Economics - Internet Resources	1	7	15	13	7	5	6	3	7	6	4	5	79
42346	Archives in New England and Nearby States	0	4	5	11	23	0	5	0	16	7	0	7	78
42426	Rhode Island and New England - Internet Resources	0	0	18	6	6	14	8	17	7	1	1	0	78
42329	English Literature	1	0	9	13	15	0	1	25	3	8	1	1	77
42467	Finding Resources Using Citations	5	3	2	12	2	0	2	20	23	3	2	3	77
42526	Treaties	0	7	7	15	5	1	3	0	22	13	1	3	77
42641	FLM 351: Topics in Film Media Production	0	5	19	12	10	2	4	3	9	6	6	1	77
207357	HIS 393: Documenting Rhode Island History, Prof. Widell	0	0	0	0	0	0	74	0	0	1	1	0	76
42409	Family Violence	0	0	25	14	9	1	0	8	6	6	2	2	73
42408	Women's Health	0	0	24	8	2	2	2	13	9	7	2	3	72
42633	Textbooks @ URI	2	1	17	11	9	7	14	4	3	1	3	0	72
42362	Tracing a Bill	0	2	0	7	19	3	2	2	20	3	3	10	71
42363	Engineering Standards	0	18	5	8	8	0	6	1	1	9	7	7	70
42466	Theatre	0	0	20	31	8	2	1	0	8	0	0	0	70
94548	Hot Topic: World War II 75th Anniversary	11	11	11	5	4	6	3	4	4	4	4	0	67
42552	Paleontology	2	4	11	11	6	1	1	6	10	0	0	13	65
142465	Hot Topic: Ebola Virus	0	0	0	31	8	1	2	9	10	1	0	2	64
42522	Chemical Engineering Resources	0	5	9	2	19	1	1	14	9	1	0	2	63
42604	HIS 180: Introduction to Latin American Civilization	4	3	5	17	3	2	6	7	3	2	6	5	63
42642	ENG 486: British Authors	0	11	6	12	9	0	3	10	6	4	2	0	63
42556	CHE 351/352 and Graduate Students	0	3	11	16	9	6	8	5	0	1	2	1	62
42664	The Changing Face/Space of the Library: eBooks, Makerspa	21	0	0	1	7	26	2	1	2	0	0	0	60
42622	How to Find a Government Publication	1	0	3	1	12	3	0	8	0	16	3	11	58
42358	Chemicals in the Environment	0	1	24	12	0	4	0	2	8	0	5	1	57
42465	Small Business	0	0	2	4	2	2	5	1	23	0	2	16	57
103646	LGBTQ Resources @ the URI Libraries	0	0	15	11	1	4	2	4	7	4	5	3	56
42603	In2Books	0	0	0	0	0	0	0	4	18	21	11	1	55
42660	Sustainability	0	0	28	3	3	0	3	3	1	13	1	0	55
42501	Mobile Apps for Library & Online Research	2	6	4	0	2	6	3	0	12	13	6	0	54
42506	U.S. Census	0	0	7	1	10	6	10	6	3	8	0	3	54
42536	URI Common Reading 2012: Mountains Beyond Mountains	1	12	6	3	2	1	7	3	11	1	5	1	53
42371	Federal Laws	0	0	5	15	11	0	7	0	0	10	3	1	52
42419	Social Sciences - Internet Resources	1	0	10	9	3	3	2	7	8	2	3	4	52
42429	Chronology: Finding the Events of a Given Year or Date	12	1	0	6	0	1	1	17	8	2	3	0	51
42402	Entomology	2	0	10	5	7	2	6	4	2	2	3	7	50
42511	Natural Resources	0	1	13	16	4	0	0	2	9	3	2	0	50
42489	HIS 441 & 495: Advanced Topics in American History, Prof.	0	0	15	23	1	2	1	3	1	0	2	0	48
42658	Hot Topic: Obesity Epidemic	0	1	10	7	6	3	6	4	3	5	1	2	48
42539	Hot Topic: Regulation of the Financial Services Industry	1	3	2	6	10	0	2	9	9	0	5	0	47
76163	Hot Topic: D-Day Anniversary	5	0	4	6	5	2	2	1	4	0	1	17	47
42384	Library Frustration Relief	0	1	17	9	3	0	1	5	5	1	0	4	46
42491	PSC 210: American Politics: Theories and Applications	0	2	4	9	13	0	1	0	6	3	8	0	46
42525	Electrical, Computer and Biomedical Engineering Resources	3	0	13	11	2	1	1	8	7	0	0	0	46
42579	HIS 401 & HIS 495: Advanced Topics in European History	0	0	5	4	3	2	3	11	3	11	3	1	46
42365	Chemical Processing Plants	0	5	18	3	0	3	0	11	3	1	1	0	45

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42671	Hot Topic: Factory Farming	1	1	4	7	7	2	3	6	5	1	0	8	45
149570	Hot Topic: Hong Kong Protests	0	0	0	0	5	3	5	9	12	2	5	3	44
162678	Hot Topic: Kurdish Independence Movement	0	0	0	0	1	10	9	5	2	5	2	10	44
42480	SPA 472: Language, Gender, and Politeness in Spanish	1	0	0	7	12	7	1	3	7	4	1	0	43
42502	Landscape Architecture	1	9	9	2	0	0	1	6	0	0	9	5	42
42423	Life Sciences, Marine, and Environment - Internet Resource	1	2	7	9	5	0	5	7	3	0	2	0	41
42389	Supreme Court	0	0	13	6	15	2	0	0	3	0	1	0	40
42548	Hot Topic: Health Care Reform	3	3	9	6	1	2	8	5	1	1	0	1	40
42607	URI Common Reading 2013: Caleb's Crossing	1	2	9	5	2	0	3	0	6	2	7	3	40
42647	Hot Topic: Antibiotic Resistance	1	0	13	4	3	1	1	6	4	3	1	3	40
42649	Hot Topic: Drones	2	2	4	6	1	1	5	8	4	2	1	4	40
42663	Hot Topic: Locavore Movement	1	2	8	7	2	0	1	6	1	6	2	4	40
57731	Hot Topic: World War I 100th Anniversary	13	5	2	5	2	0	5	6	0	0	1	0	39
170893	Hot Topic: Fracking	0	0	0	0	0	0	0	6	10	0	1	22	39
42355	Government Statistics	2	0	9	2	2	0	0	3	11	4	2	3	38
42398	SPA 570: Spanish Pragmatics: Politeness Theory, Conversa	0	4	6	1	5	2	2	5	5	4	2	2	38
42594	InfoRhode Quiz Setup	3	5	0	2	1	1	3	19	1	0	2	1	38
42359	U.S. Congressional Serial Set	0	1	3	9	8	0	0	1	11	1	0	3	37
42585	Hot Topic: Gun Control	0	0	1	19	1	2	1	3	5	2	1	2	37
42630	Hot Topic: Global Warming	1	0	8	9	2	1	0	4	7	2	0	3	37
42569	ELE 480/481 and Graduate Students	0	0	3	3	4	1	5	7	2	3	3	4	35
42617	Hot Topic: Lyme Disease	0	1	12	8	3	0	0	1	7	2	0	0	34
42628	Hot Topic: Internet Privacy	2	0	8	6	3	2	3	2	2	2	2	1	33
42648	Hot Topic: MOOCs	0	5	3	3	2	1	5	4	3	5	0	2	33
144569	Hot Topic: Internet of Things	0	0	0	2	6	4	4	6	5	4	0	2	33
42367	Technical Reports	0	2	2	1	5	4	0	1	4	9	0	4	32
42394	Grants and Foundations	0	0	1	14	0	8	0	1	2	2	0	2	30
42632	Hot Topic: North Korea	1	1	4	3	0	0	1	3	4	10	2	1	30
42655	HIS 337: Creation of the Union - America from 1789-1848	1	3	15	1	3	1	1	0	0	1	1	3	30
155668	Hot Topic: Cyberbullying	0	0	0	0	7	6	2	1	9	2	1	2	30
42336	HIS 375: History of Modern Japan, Prof. George	0	0	0	3	1	1	2	2	9	0	2	9	29
42353	Holidays and Festivals	5	1	1	1	1	0	13	2	2	1	2	0	29
42462	Labor Relations	0	3	0	10	1	1	0	1	9	2	1	1	29
42381	Understanding Library of Congress Call Numbers	2	1	4	5	0	3	0	3	5	1	3	1	28
42544	Philosophy	0	1	2	16	1	0	1	1	5	0	0	1	28
42661	Hot Topic: Antibiotic Use In Animals	0	0	0	0	1	0	6	1	2	8	10	0	28
42370	Federal Regulations	0	4	1	9	5	0	0	0	0	5	1	1	26
42476	French Language and Literature	0	1	3	13	0	3	1	2	1	0	1	1	26
42425	Engineering and Technology - Internet Resources	1	1	1	7	5	1	0	5	2	0	1	1	25
42629	EDC 430 Methods and Materials in Secondary Language Art	0	0	1	7	1	0	5	0	10	1	0	0	25
42635	Hot Topic: Syria	1	2	3	4	6	1	1	1	2	3	1	0	25
42420	Education - Internet Resources	1	1	2	5	5	2	1	3	1	0	2	1	24
42450	HIS 314: 17th and 18th Century European Cultural History	1	0	5	0	10	0	2	6	0	0	0	0	24
42624	Hot Topic: Tea Party Movement	1	2	7	5	0	1	2	4	0	1	1	0	24
42667	Hot Topic: Ukraine	0	0	7	6	5	1	2	2	0	0	0	1	24
42471	Ethnic Studies	0	8	1	5	0	0	1	1	2	0	3	2	23
42541	Hot Topic: European Debt Crisis	1	0	4	9	2	2	0	0	0	2	1	2	23
282058	Test Driving InfoRhode: Creating and Piloting an Information	0	0	0	0	0	0	0	0	0	0	18	5	23
42351	HIS 495: Advanced Topics in American History, Prof. Widell	0	1	2	1	0	1	14	0	0	3	0	0	22

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42614	Hot Topic: Academic Freedom	0	0	3	3	0	2	1	3	5	2	0	3	22
42615	Hot Topic: Chemical Weapons	1	1	1	7	0	1	0	2	3	4	0	2	22
153969	Hot Topic: Breast Cancer in Men	0	0	0	0	5	0	3	5	5	1	0	2	21
240145	Hot Topic: European Radicalism	0	0	0	0	0	0	0	0	0	0	3	18	21
42616	Hot Topic: Immigration Reform	0	0	3	4	3	1	2	2	3	0	1	1	20
42623	Hot Topic: Sea Level Rise	0	0	10	4	1	0	2	2	0	0	0	1	20
150743	Hot Topic: E-Cigarettes	0	0	0	0	3	3	1	2	7	0	0	4	20
42364	History of Technology	0	0	1	9	3	0	0	0	1	0	5	0	19
42387	Hispanic / Latino Web Resources	0	1	0	1	1	2	2	7	2	1	1	1	19
42424	Physical and Mathematical Sciences - Internet Resources	0	1	9	1	1	1	0	1	3	1	0	1	19
42662	Hot Topic: Minimum Wage	1	0	6	6	1	0	0	1	4	0	0	0	19
153991	Hot Topic: Rhode Island Political History	0	0	0	0	0	0	0	0	6	7	2	4	19
42668	Hot Topic: Chechnya Independence Movement	2	0	4	1	1	1	1	2	2	3	0	1	18
151128	Hot Topic: Social Media and Privacy	0	0	0	0	2	1	4	4	2	1	0	4	18
164552	Hot Topic: E-Books	0	0	0	0	0	0	0	2	5	3	3	5	18
42672	Reserve Manual	17	0	0	0	0	0	0	0	0	0	0	0	17
146174	Hot Topic: Slow Reading Movement	0	0	0	6	5	2	1	0	1	1	1	0	17
42399	SPA 513: Bilingualism in Spanish Speaking Communities	0	4	2	0	3	0	3	1	3	0	0	0	16
42477	Latin American Language and Literature	0	0	3	6	3	3	1	0	0	0	0	0	16
42532	Hot Topic: Public Pension Reform	0	0	2	5	1	0	0	1	4	0	1	2	16
42621	Hot Topic: Debt Ceiling	0	0	3	1	3	0	1	1	2	2	1	2	16
159785	India	0	0	0	0	0	0	0	11	5	0	0	0	16
42976	Hot Topic: Failing Infrastructure	1	0	3	2	2	0	0	0	0	2	2	3	15
42397	Book Reviews	0	3	3	2	0	1	0	2	2	0	0	1	14
42618	Hot Topic: Public Water Safety	0	1	5	2	0	0	1	1	0	3	1	0	14
142463	Hot Topic: Voter ID Laws	0	0	0	0	7	0	0	4	3	0	0	0	14
42542	Public Polling	0	0	0	2	1	2	0	0	6	0	1	1	13
42620	Hot Topic: High Stakes Testing	1	1	2	3	3	2	0	0	0	0	0	1	13
187480	Hot Topic: Electronic Health Record (EHR)	0	0	0	0	0	0	0	4	2	1	4	2	13
187499	Hot Topic: College Athletics	0	0	0	0	0	0	0	0	5	3	2	3	13
224445	Hot Topic: Vaccination Controversy	0	0	0	0	0	0	0	0	2	5	3	3	13
156735	Hot Topic: Wearable Technology	0	0	0	0	0	0	0	1	5	1	1	4	12
42335	001 Generic Template	0	0	0	0	0	0	0	0	0	0	0	11	11
42368	Engineering Indexes	0	0	0	1	3	0	0	7	0	0	0	0	11
42673	Hot Topic: Post Cold War Russia	0	2	0	2	0	1	2	0	4	0	0	0	11
211855	Hot Topic: Militarization of Police	0	0	0	0	0	0	0	4	6	0	0	1	11
252897	Hot Topic: Cuba	0	0	0	0	0	0	0	0	0	0	4	7	11
42438	HIS 441 & 495: Advanced Topics in American History, Prof.	0	0	2	1	0	0	1	4	0	2	0	0	10
42560	OCE 495/496 and Graduate Students	0	0	3	1	0	0	2	0	1	0	0	3	10
42625	Hot Topic: Mosquito Borne Viruses in New England	0	0	4	1	0	0	0	0	3	0	1	1	10
157243	Hot Topic: Scottish Independence Movement	0	0	0	0	3	1	0	3	2	1	0	0	10
42334	Online Library Sources for Marine Affairs	0	0	0	0	0	0	1	0	0	1	7	0	9
42659	Hot Topic: Ethical Treatment of Animals	0	0	0	2	0	2	5	0	0	0	0	0	9
226841	Hot Topic: Graphic Novels	0	0	0	0	0	0	0	0	2	4	1	2	9
42531	HIS 382: Modern Latin America	0	0	1	4	0	0	3	0	0	0	0	0	8
156869	Hot Topic: Retail Data Breaches	0	0	0	0	0	1	0	0	1	0	5	0	7
165273	Hot Topic: Hacktivism	0	0	0	0	0	0	0	2	3	1	0	1	7
280883	Tips for Annotated Bibliographies	0	0	0	0	0	0	0	0	0	0	2	5	7
143919	Hot Topic: Enterovirus D68	0	0	0	0	1	0	3	1	0	0	0	1	6

