2013

Public Services Annual Report 2012-2013

Deborah Mongeau
University of Rhode Island, dmongeau@uri.edu

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Public Services Annual Report 2012-2013

September 11, 2013

TO: David Maslyn, Dean of University Libraries

FROM: Deborah Mongeau, Chair Public Services Department

RE: Department Annual Report 2012-2013

The phrase that best describes the past year is "Expansion of services".

The most noticeable expansion of services was the completion of the Learning Commons in September. A new service desk model where a Tech student would work with the librarian and grad student to provide complete "one stop"service was initiated.

After a semester of working with the Learning Commons model, an update meeting for the whole department was held in January to go over what worked and what didn't in the learning commons. The resulting suggestions were implemented and resulted in improvements to the service and learning experience for the students.

Instruction in the skills of information literacy were also expanded during the past year.

InfoRhode, an online set of instruction modules for library research was completed and posted online. Many thanks to Amanda, Jim and Mary for thier hard work on this. Thanks also to the Provost's Office for their financial support.

At its annual retreat in July, the department worked with SLOAA to refine a template for assessing single session library instruction classes in order to better measure what the students are learning in these specialized classes.

Expanded IL instruction also included K-12 community. Prof Jim Kinnie will be working on creating a program to continue reaching out to this community on his sabbatical which was approved in this past year.

Amanda continued to provide very informative training sessions on web resources, especially library purchased ones.

The department extended promotion of library services and resources at University sponsored events such as Parent's Welcome Days, Parents Resource Fair, new Faculty orientation, graduate student orientation, and international student orientation

Expansion of access to Library resources took many forms. Access increased with the initiation of laptop loans. They were slow to take off but currently very popular. Group study rooms are equally popular

Access services also converted more forms and procedures to LibGuides and also created interactive online forms for users to fill out allowing quick and easy means for faculty to get resources into their classwork.

And the most important gateway to access, the annual patron record upload was finally perfected and this year loaded without a hitch.

However smooth and efficient provision of services did meet with a few obstacles this past year. Disruptions to library services came in the form of two major storms: Hurricane Sandy in October and the Blizzard of 2013 in February. There was also an alleged shooter incident in April. Thanks to the efforts of the department, especially the Circulation staff, services were minimally disrupted. Learning from these incidents, the Department, in conjunction with the appropriate campus agencies created and implemented procedures to lessen future disruptions.

Govt Pubs and Media also expanded access and service for their resources. Govt. Pubs is still cleaning up the 2010 retro upload but plans are underway to upload an additional batch which will increase access to this collection. Media installed the ScanPro2000 in September. This device allows users to easily convert microform images to computer files for greater flexibility and ease of use. The MRC room was rearranged to allow for group viewing rather than just the individual stations which did not meet the current learning needs of the students. The video clip service was initiated this year and Angel is investigating the feasibility of installing a streaming video service for the University.

These achievements are just the highlights. I invite you to read the attached reports to learn more about all of these and the many other accomplishments of the department. If you would like more information, please don't hesitate to ask me.

Access Services Annual Report, July 1, 2012 – June 30, 2013
*Brian T. Gallagher, Head, Access Services: overview

In March 2012, the first phase of the merge of the three service units of Access Services – Circulation, Interlibrary Loan, and Reserves – was completed. During the course of this year, the possibly more challenging second phase began, a phase focusing on elements more challenging than the movement of furniture and network connections and the removal of walls: the working relationships of individuals, once separated by distance, now brought together in one area. I am pleased to say that the second phase has been successfully completed. During the course of this year the staff acclimated themselves to the merged Access Services Unit – discovering what worked and what did not, learning how each of the Units could co-exist and cooperate as part of the whole, creating an environment of openness and immediacy that was lacking when the wall of distance stood in place.

In the summer of 2012, another wall came down...but it was not until October 2012 that the Learning Commons officially opened to the University Community. Previous to this opening, policies and procedures for the checkout of laptops and the new group study rooms were written in preparation for these new and additional services. The laptops have proved to be very popular...almost as popular as the new group study rooms. However, the most important aspect of the Learning Commons is the strengthened working relationship between Circulation and Information Technology Services.

Regarding another working relationship: In Fall 2013, we began a shifting project to accommodate the installation of the HELIN Offices on the second floor. In Spring 2013, five ranges were emptied to make room for that office space. In June 2013, those five ranges were taken apart with the help of student employees from Access Services, Technical Services, and Library Systems. Most of the ranges were reassembled on the Mezzanine and on the second floor, near the lockers.

Also in Spring 2013, Sandy Sheldon, Unit Head of Circulation, Ruth Souto, Systems Librarian for HELIN, and myself continued our work on perfecting the process of uploading student/faculty/staff records into Sierra's patron database. Once again, we were assisted in this endeavor by Shaun Kavanaugh, Senior Information Technologist, Dining Services, and were joined by Donna Whitford, Lead Programmer/Analyst, University Computing Systems. In June 2013, we successfully uploaded all new students, faculty, and staff into the patron database. Without incident.

In response to Faculty requests, Liz Smith pushed for the creation of a writable Reserves List PDF. This form was debuted in Fall 2012.

Emily Greene, Unit Head of Interlibrary Loan, continues doing an excellent job.

Finally, I would be remiss if I did not thank my staff for going above and beyond for the following:

• October 29, 2013, as Hurricane Sandy (then called the Frankenstorm) was bearing down, Mary Anne Sumner and Jeannette McKay kept the library open until 5pm. And they made it in the next day despite fallen branches and power-lines.

• On February 9, 2013, the Library closed in response to a blizzard at 5pm after the Governor declared a state of emergency. The people who kept the Library open until that time? Mary Anne, Jeannette and Garrison Hull.

• The blizzard prevented the Library from being open on Saturday, February 10 but Liz Smith and Gayle Johnston were here to open the Library on Sunday, February 11.

• During the alleged active shooter incident on April 4, 2013, my staff, both supervisors and student employees, dealt with the situation calmly, professionally.

The following pages are statistics from Circulation and Interlibrary Loan:

Circulation Statistics
2012 – 2013

	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 2012	10638	1755	1326	544	2204	0	0	12	55	23	54	$4.50
August	106584	1300	981	473	2924	0	3	11	47	15	61	$1.75
September	175101	4508	1211	1032	5837	0	4	13	214	35	61	$17.75
October	55212	6739	1728	1263	6083	25	3	10	124	13	22	$22.50
November	178195	5845	1724	1876	6026	54	6	12	49	28	24	$9.50
December	138259	3925	2642	576	2645	43	1	3	60	41	132	$23.25
January	16285	2554	1467	862	5312	5	2	19	24	13	56	$11.00
February	161954	4980	1364	950	4968	42	5	13	40	20	93	$9.75
March	144721	4371	1653	932	4903	33	2	18	40	12	15	$19.75
April	201819	5490	1715	1099	5387	118	2	7	68	18	13	$6.00
May	50836	2438	1550	2264	2298	46	17	20	31	10	35	$2.75
June 2013	24721	1522	898	402	2051	171	0	7	2	8	26	$8.50
Year Total	584051	40447	18259	12273	50638	537	45	145	754	236	592	$137.25

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 MONTHLY STATISTICS - Liz Smith

	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Total
Items checked out	46	8	526	428	826	456	159	694	467	587	246	81	4524
Items renewed	2	3	8	6	146	3	10	7	7	6	4	1	203
Items added to Reserves					528						28	15	571
Items removed from Reserves					14						91	428	533
Scanned items					43						3		46+
Courses added					99						4	8	111

ITEMS PLACED ON RESERVES - Liz Smith

	Courses	Library Books	Personal Books	Electronic Copies	Electronic Copies Scanned	Activated Items	Reactivated Items
Spring Semester	58	95	83	124	46		304
Summer Semester	8	3	12	3		142	

ITEMS TAKEN OFF RESERVES - Liz Smith

	Courses	Library Books	Personal Books	Electronic Copies	Inactivated Items
Fall Semester	52	73	59	66	422
Spring Semester	80	149	115	164	260

PRE-CLAIMS RETURN AND CLAIMS RETURNED REPORT - Mary Anne Sumner

	Forms Initiated	Found By Library Searches	Found By Library Patron	Referred To Circulation Head	Notes
Claims Returned	40	8	14	18	
Claims Returned Billed Books	8	0	4	4	
Claims Return Billed Books	9	0	5	4	
Total Claims Returned Books	57	8	23	26	57 (this year) 64 (last year)

RECALLS - Mary Anne Sumner

Cards FIlled Out	URI Recalled Books Returned	HELIN Recalled Books Returned For URI Patrons
0	26	5

REPLACEMENT BOOKS AND CATALOGING PROBLEM STATISTICS - Mary Anne Sumner

Replacement Books	Books With No Record ("On The Fly")	Books With No Barcode	Total Books With Cataloging Problems
42	30 /5 "on the fly"	8	38
42 (this year) 41 (last year)			38 (this year) 91 (last year)

BOOK REPAIR STATISTICS - Jeannette McKay

Repair	New Labels	Review for discard
636	191	14

LOST AND FOUND REPORT - Jeannette McKay

Number of items turned into lost and found	Number of lost items returned to the owner	Number of people leaving their names and numbers for items they have lost	Number of items not returned to owner	Number of items unaccounted for (missing from lost and found)	Number of ID's turned into lost and found
997	377	229	620	50	131

Lending	July	Aug	Sept.	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTALS
FIRST SEARCH													
Books	146	141	154	192	173	123	246	180	167	171	127	90	1910
Articles	93	95	154	200	183	112	185	179	238	217	224	155	2035
DOCLINE													
Books			3						5			4	12
Articles			46			36			52			46	180
RELAIS													
Books	21	29	33	27	28	16	35	29	29	25	31	34	337
Articles		3	2	2	4	1	2	3			2	1	20
PELL/ CCE													
Books													
Articles	5	7	6	7	6	8	9	7	9	3	3	6	77
EMAIL/ ALA/ INSTATE													
Books	29	32	34	30	32	20	35	32	32	21	25	20	342
Articles	27	13	12	45	54	23	21	45	53	86	86	74	539
ARISHL													
Books	12	11	13	10	3	3	19	13	18	7	13	7	129
Borrowing													
FIRST SEARCH													
Books	82	133	121	125	112	69	131	172	118	95	93	93	1344
Articles	173	112	162	268	309	159	168	199	216	260	180	150	2156
DOCLINE													
Books													
Articles			19			4			22			27	72
ALA/ Phone/ Instate/ etc...													
Books	1	27	16	17	5	15	31	21	7	10	8	6	164
Articles	8	9	12	2	39	39	18	10	44	40	24	14	259
ARISHL													
Books		3	4	3	12	1	2	5	2	2	19		50
TOTALS	597	615	791	928	960	629	902	895	1012	937	832	727	9825

GRAND TOTALS:	LENDING	BORROWING	SCANNED ARTICLES FOR URI PATRONS:
Books	2730	1558	973
Journals	2851	2487	**GRAND TOTAL: 10,599**

Statistical Overview

Receipts of U.S. government publications decreased by 16% overall from the previous year. There was a decline in all formats except for a small increase in tangible electronic products (CD-ROM's, DVDs, etc.). This number is the lowest total thus far and reflects the continuing shift to online resources. The total number of records added which includes online as well as tangible, was 24,463 which while a decline from last year is well within the range of records added for each of the past 5 years. The number of withdrawals decreased in hardcopy but increased in all other formats from the previous year. These numbers reflect the work on the retrospective cataloging project as superceded publications are withdrawn and does not reflect any particular trend. The continuing decline in titles cataloged in house reflect the allocation of resources as more work is devoted to the Marcive retrospective cataloging clean up and more records have been added through Marcive.

Year	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Tot. U.S. Receipts	5,495	4,704	5,426	4,365	5,215	5,987	5,323	5,147	4,338
Hardcopy	4,364	3,931	4,710	3,918	4,596	5,115	4,550	4,546	3,946
Microfiche	856	521	387	311	263	592	404	351	200
Elec. Products**	137	113	143	76	104	93	168	53	69
Maps + charts	138	139	186	87	252	167	201	197	149
w/drawn-hardcopy	438	1,520	1,720	380	181	983	1,317	2,261	758
w/drawn-mfiche	124	239	7,308	7,007	10	186	445	4	118
w/drawn electronic	27	62	48	18	13	50	30	135	6
w/drawn maps + charts	0	57	0	1	0		130	434	109
R.I. receipts (all hardcopy)	231	265	198	241	371	422	379	0	541
R.I. w/drawn	74	90	1	1	0	0	0	--	37
Titles cataloged in-house									
Monographs	722	2,648	1,705	477	1,083	1,792	1,201	1,002	721
Serials	177	86	627	220	93	396	161	203	90
Totals	899	2,734	2,332	697	1,176	2,188	1,362	1,205	811
Titles cataloged through Marcive									
Monographs	9,697	8,895	9,484	11,877	20,499	17,526	66,158+	23,915	22,099
Serials	2,142	2,074	2,717	1,500	2,222	2,743	2,407	3,237	2,364
Totals	11,839	10,969	12,201	13,377	22,721	20,369	68,565	27,152	24,463

** Only tangible electronic products such as CD-ROMs, DVD's, floppy's, etc., are included.
+ includes 45,990 records added with retrospective cataloging project (see below)

The Year in Review

The office was fully staffed all year. Scott Briggs continues to occupy the InfoServices Tech I position. Also helping Scott were GSLIS students Caleb Horton and Ben Henley.

The cleanup of the Marcive records continues from the 46,000 records uploaded in 2010. To date over 15,000 records have been revised or had problems addressed. Of the records resolved, those beginning in the Sudoc D's are continuing and the Sudoc E's were started. The E's are currently in the E1.28: series which is the largest monographic series ever distributed to depositories so it will continue into much of the coming year. This spring the purchase for an additional 46,000 records was authorized. Preparation to load those records will take place in the coming year.

This year, the Library finished receiving the rest of the bound Congressional Record volumes from Providence Public Library. We now have an almost complete run and are the sole designated site for this title in Rhode Island. Unfortunately a leak from the HVAC system in June destroyed several volumes. Fortunately we still have our microfiche version which will be retained.

The office continues to receive gifts which expand and enhance the existing collection. Negotiations to acquire part of Brown's withdrawn copy of the Congressional Serial Set are in progress.

The past year also saw the completion and dedication of the Learning Commons which included a sprucing up of the Government Publications space bordering the Learning Commons. For the dedication, Scott created an informative and eye catching display on GPO and its' technology through time to compliment the lobby display on the history of library technology.

Projects for the coming year will be to continue the clean up of the 2010 Marcive retrospective record load and creating a profile to load up an additional 46,000 records. These records will include monographs from 1976 to 1996 for publications ranging from the Sudoc F's to the J's. Another project will be to examine the feasibility of hosting the U.S. Congressional Serial Set as the sole designated site for both the current and historical volumes.

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University of Rhode Island
University Libraries
Public Services Department
Instructional Services

Annual Report
July 2012 – June 2013

The Instructional Services Unit had a busy and productive year providing information literacy instruction for the University of Rhode Island 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: Traditions and Transformations, Writing & Rhetoric 100 level courses, Talent Development Pre-Matriculation Program, EGR 105 (engineering freshman seminar), and the International Graduate Student Orientation.

Academic Departments Served:
 We provided instruction for eighteen academic departments including: African American Studies, Art History, Business, English, Film Studies, History, Honors, Human Development & Family Studies, Library and Information Studies, Music, Nursing, Psychology, Textiles, Fashion Merchandising and Design, 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), Grand Challenge 102 (3 credits), and subject specific instruction sessions provided by Public Services Department library subject liaisons.

Staffing

- Public Services Department Faculty who provided instruction 2012-2013 include Professors Devin, Gallagher, Izenstark, Keefe, Kinnie, Larsen, MacDonald and Mongeau.
- Grad students who provided instruction: Katie Leahy, Angela Pugliese, Alexa Roy, and Domenic Laflamme

The Bottom Line:

 Through the efforts of eight faculty librarians and four graduate student Reference Assistants, the Public Services Department provided high quality information literacy instruction for **7,387** students during the academic year 2010-2011.This figure represents a **9.5%** decrease from the previous academic year, mainly attributed to class cancellations during Hurricane Sandy in October 2012 and Blizzard "Nemo" in February 2013.

Highlights of the Year

- 89 URI 101 sections for 1,796 students received library orientation.
- 104 WRT 104/106 sessions for 2,484 students received library instruction.
- 75 subject specific information literacy instruction sessions taught for 1, 642 students.
- 15 EGR 105 sessions for 790 students (Larsen and Roy).
- 20 Talent Development library orientation sessions for 345 students.

- Developed four Online Learning Objects/Online instruction for 348 students.
- Provided teaching experiences for four Reference Student Assistant (GSLIS graduate students) and four GSLIS LSC 527 students in our instruction programs.
- Librarians provided instruction for five outside groups: Monsignor Clark School (Keefe), Exeter-West Greenwich High School, South Kingstown High School, and Osher Lifelong Learning (Kinnie); and URI Master Gardeners (MacDonald).
- Izenstark, Kinnie and MacDonald completed a Provost Innovation in Technology Grant to develop InfoRhode, a suite of web-based information literacy modules to support information literacy instruction for online learners.
- MacDonald and Kinnie continued Information Literacy Assessment work within the *Evidence to Initiative* Davis Grant with SLOAA and IDP developing and piloting a university-wide Information Literacy Rubric working with 10 credit-courses from five of colleges. Results were presented to the Library faculty , the LOOC committee, and also presented a regional and national conference.
- Larsen continues to coordinate and teach the EGR 105 IL program and the International Graduate Student Library Orientation
- Larsen continues to participate on the UCGE committee in order to advocate for inclusion of information literacy learning in the URI General Education revision project.
- MacDonald taught one Grand Challenge course, GCH 102, based on Issues of the Information Age for 21 students.
- MacDonald supervised and mentored Katie Leahy (GSLIS) Professional Field Experience teaching LIB 120 Introduction to Information Literacy.
- Overall continued progress in fulfilling of the Information Literacy Plan.

Instructional Programs in Brief:

WRT Program – Coordinated by Jim Kinnie

In 2012-2013 the librarians taught **104** sessions for WRT 104/105/106 course sections reaching a total of 2,392 students.

WRT 100s	# Sessions	# Students
Fall 2012	55	1265
Spring 2012	53	1219
Totals	**104**	**2,484**

URI 101 Library Experience Program – Coordinated by MacDonald and Izenstark

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

URI 101 Library Sessions	Fall 2012
Sessions taught	89
Students	**1,796**

EGR 105: Foundations of Engineering – Coordinated by Peter Larsen

EGR 105	# Sessions	# Students
Lectures	3	395
Labs	12	395
Totals	**15**	**790**

NOTE: GSLIS student Alexa Roy provided teaching support for seven sessions for this program.

Talent Development Pre-Matriculation Program

In June 2013, the TD library orientation program was taught by Amanda Izenstark, Jim Kinnie, Peter Larsen, Anthony Loffredio, Mary MacDonald, and GSLIS students, Katie Leahy, Alexa Roy, and Angela Pugliese.

Talent Development	Sessions	Students
	20	345

International Students Library Orientation

In Fall, 2012, Peter Larsen provided one session of library orientation and instruction for International students.

1 session	15 students

ACE Students Library Orientation

In Fall, 2012, Peter Larsen provided one session of library orientation and instruction for Associates in Cultural Exchange (ACE) students

1 session	7 students

2012-2013 Subject-Specific "One-Shot" Instruction Sessions
Breakout by Course Levels

Course Level	Number of Sessions	Number of Students
100 level	28	218
200 level	14	390
300 level	17	417
400 level	19	341
500+	12	154
Other	5	122
Total	**95**	**1,642**

Credit Bearing Courses

15 credit-course sections: 13 LIB 120; 1 LIB 220; 1 GCH 102 for a total of 308 students enrolled in Library Public Service Department taught credit-courses.

LIB 120: Introduction to Information Literacy
Instructors: Faculty: Burkhardt, Izenstark, Kinnie, Larsen, and MacDonald
Per course lecturers: Almeida, Cataldi-Roberts, and Richter

LIB 120	# sections	# students
Fall 2012	4	83
Spring 2013	5	108
Summer 2013	4	68
Totals	**13**	**259**

NOTES:
In 2011-2012 we taught 12 sections of LIB120 for 230 students.
In 2010-2011 we taught 12 sections for 241 students.
In 2009-2010 we taught 10 sections of LIB120 for 181 students.

Instructors/students:
Fall 2012: Burkhardt (online), 17 students; Cataldi-Roberts (F2F) 25; Kinnie (F2F), 22 students, Richter (F2F), 19 students; for a total of 83 students.

Spring 2013: Burkhardt (online), 22 students; Izenstark (F2F), 24 students; Larsen (F2F), 24 students; MacDonald (F2f), 24; Richter (F2F), 14 students; for a total of 108 students.

Summer 2013: Burkhardt (online) 18; Almeida (F2F), 13 students; Almeida (F2F), 17 students and Cataldi-Roberts (F2F) 20 students for a total of 68 students.

LIB 220: Issues of the Information Age
Instructor: Kinnie

LIB220	# sections	# students
Spring 2013	1	28

GCH 102 – Issues of the Information Age
Instructor: MacDonald

GCH 102	# sections	# students
Fall 2012	MacDonald	21 students

Submitted by:
Mary C. MacDonald,
Head of Instructional Services
August 1, 2013

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

Media Resource Center & Microforms
Annual Report 2012-2013

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.

Pursuing this charge led the Media Resource Center through a number of changes over the year. Non-circulating and duplicate VHS were placed in storage, media stacks were shifted and DVDs marked with color-codes to make shelving and shelf reading, easier. Constant queries from faculty regarding video streaming make it clear continuing to supporting the University curriculum will require a dynamic shift in content delivery from the physical to the electronic, a process discussed in finer detail below.

Collection Development

Efforts have been made to replace VHS films with DVD copies, thus freeing space and the collection was examined for redundancy in formats. As titles are duplicated, the VHS versions will be removed from the collection. Low/no circulating VHS will continue to be placed in accessible storage.

Procedures

As initiated last year, purchase, reserve and clip requests are submitted electronically. Faculty access forms via the Media Center Libguides page, requests are then compiled in Survey Monkey, and transferred to our records. A joint document is shared between the Media Center and CCE for films requested by Providence based faculty.

The number of student employees employed by both Media and Circulation continues to grow, encouraging an ongoing cooperation between the departments.

Stats

The Media Resource Center saw a total of 2,740 checkouts over the course of a year. Of those, 943 items were on reserve. Courses typically utilizing the Media Center include Film, Communication, Foreign Language, Gender Studies, Human and Family Development, History and English, with other subjects utilizing the service on occasion.

Overall, circulation decreased by 50% from 2011-12, to 2012-13, some of this drop may be contributed to the clip service initiated for the 2012-13 year. The service is a temporary solution to faculty's continuous request for streaming capabilities while a permanent solution is sought. Instructors directing students to other, more convenient sources (ie,

Youtube, Netflix, Hulu, among others) may have also contributed to the decline.

Budget

The Media Resource Center came in $500 under the allotted 2012-13 budget. Purchasing switched from a just-in-time model to just-in-case, this was accomplished by utilizing various sales and discounts offered by vendors. Just over 500 titles were purchased with media funds and another 451 titles were purchased through other colleges or donated by faculty.

Streaming

Faculty request for streaming services grew throughout the 2012-13 year. Multiple options for a permanently streaming solution were explored, however, cost of these services is high and the required maintenance of such systems makes purchase/funding through a one time only source (grant or single year budget) ill-advised. In multiple meetings with ITS various 3rd party software was previewed, a few ideal for meeting academic, technological and copyright requirements agreed upon by the group, but as these proved expensive, ITS determined to work with OSHEAN to provide services in-house. Delays with OSHEAN have encouraged the Media Center to look elsewhere in the search to supply streaming services.

Statements regarding the pedagogical importance of streaming in education, as well as key requirements of any considered service, as specified by ITS and the Media Curator were provided to Dean Maslyn for Provost DeHays upon request. The Media Center and ITS continue to compile and elaborate on this report in the hopes that another request will be forthcoming.

Grants and Awards

No grants were sought.

Committees

LibQual Survey Group
Digital Media Server Group
Committee on Digital Initiatives

Micro-form Collection

The collection was weeding for titles the University owned electronically. This led to a disposal of roughly, 250 titles and 1400 rolls of microfilm, these titles were offered to other libraries through HELIN, only two were requested. Cataloging removed the titles from the

library holdings and the physical rolls were sent to campus recycling. Seven empty microfiche cabinets were taken by Special Collections, the remaining twenty-two microfilm/fiche cabinets were taken to Surplus. Microforms was condensed from five distinct sections to four, freeing an amount of space that can now be used as a study area . Drawers and sections were labeled appropriately.

The ScanPro2000 was purchased and received August-September 2012. It has been popular with staff and faculty, students tend to use the older machines.

Submitted by : Angel Ferria, Curator

Reference Annual Report
2012/13

This year was the first year that the new Learning Commons space within the Library was open following the Library renovation project. The new space includes a re-located Reference Desk renamed the Information and Research Help Desk. It also includes an additional desk for Tech Help staffed by undergraduate students hired and trained by the Classroom Media Assistance supervisors from Information Technology Services.

Statistical Overview

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. The chart below compares the totals gathered from this year with the sample totals from the two previous years' tally. This year the category "equipment" was eliminated from the sample statistics comparison charts since most of the questions about printing and computers are now answered by the Tech Student desk.

Reference Questions 3 month Sample Statistics

Type	10/11	11/12	% change	12/13	% change
Telephone	336	340	+1%	326	-4%
Directional	1119	704	-37%	977	+39%
Instructional/Reference	2579	2004	-22%	1677	-16%
IM	494	478	-3%	411	-14%
Email	82	71	-13%	94	+32%
Consultation	N/A	14	N/A	25	+79%
Total	**4610**	**3611**	**-12%**	**3510**	**-3%**

It was expected that the number of reference questions would see a large increase following the opening of the new Learning Commons. The previous year had seen a decline in our statistics which was attributed to the on-going construction projects in the Library. However our overall statistics saw a small decline with the largest decline in the number of face-to-face reference questions. It is possible that the location of the new desk, towards the back of the first floor, is not as convenient for our patrons.

An increase in statistics was seen in the number of directional questions, most likely due to the opening of the new Learning Commons area. Substantial increases were also seen in the number of questions handled by individual reference faculty through personal email and in-office consultations.

Staffing

Reference service continues to be hampered by lack of staff. Reference Desk hours continue to be reduced by 10 hours a week from the hours we were able to provide prior to the retirement of our Life Sciences Reference Librarian in June 2008. This position has now gone unfilled for five years.

This reduction in hours is most keenly felt by our patrons in the evenings when the Reference Desk closes at 8:00 PM instead of remaining open until 9:00 or even 10:00 PM as we had previously. Staff working

evenings report having to stay beyond 8:00 to assist patrons waiting at the Reference Desk for help or to answer chat reference questions. The log of our IM reference service verifies that the staff at times is unable to leave at 8:00 PM as they are in the midst of answering a question at closing time.

The scheduling of reference desk service also remains a challenge. Due to our heavy reliance on part-time faculty and GSLIS graduate students, the weekly schedule requires coordinating the hours of approximately 17 separate individuals.

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. These guides are then linked to the Library page created for Sakai, the URI course management system. The graduate student Reference Assistants also worked on collection development projects for some of the Public Services faculty and on an assessment project for our Writing library instruction sessions.

Reference Collection

Work continued on the development of the Reference Collection under the leadership of Public Services faculty member Mimi Keefe. Professor Keefe continues to select and review titles for the Reference Collection as well as overseeing the maintenance of the collection.

Submitted by,

Robin B. Devin
Head of Reference and Health Sciences Librarian
14 June 2013

PS Web Annual Report 2012-2013

Overall, 2012-2013 was primarily a year of maintenance for the current web site, and planning for the transition to WordPress as a content management system.

As part of this, Andrée and I met numerous times with Kerri Hicks and Sarah Crouch from Communications and Marketing to design a main page that complies with the University's branding and also emphasizes the service aspect of the Libraries' web page. Moving the Libraries' current content to the new system will be a significant project.

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 five CML students. I have also provided support for those developing LibGuides, as well as those using SurveyMonkey.

I oversaw the transition from using the AIM WIMZI widget to LibraryH3lp, a subscription service that provides the functionality of the WIMZI widget along with additional features such as emailing transcripts to patrons, easier back-end management, and tracking of referring URLs.

Attached are statistics regarding patron use of LibGuides for 2012 and 2013. (If all goes well, at this time next year we will have statistics for the Libraries' pages as well.)

Attached is an overview of the Libraries' website's statistics for 2012-2013. These documents include:
- Google Analytics Dashboard, showing approximately 321,000 hits on the library's main page at http://www.uri.edu/library/
- Visits to LibGuides

For comparison, the LibGuides *overall* received 333,570 hits in 2011-2012. In 2012-2013, the guides received 55,240 hits.

Amanda Izenstark
July 2013

http://www.uri.edu - http://www.uri.edu
www.uri.edu

My Dashboard

Jul 1, 2012 - Jun 30, 2013

Libraries % of visits: 2.04%

Visits

Libraries
320,906
% of Total: 2.04% (15,747,209)

New Visits

● New Visits

Visits

63 ▬▬▬▬ 316,367

Avg. Visit Duration and Pages / Visit

● Avg. Visit Duration ┊ Pages / Visit
00 50:00 | 10
00:25:00 | 5

Avg. Time on Page

● Avg. Time on Page
00 33:20
00:16:40

Unique Visitors

● Unique Visitors
3.000
1,500

Visits by Browser

Browser	Visits
Firefox	196,918
Internet Explorer	47,906
Safari	38,325
Chrome	36,245
Android Browser	441
Amazon Silk	378

Guide Tracking - All Guides, 2012-07-01 - 2013-06-30

ID	Guide	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
186640	All Databases by Title	2724	6627	7420	7024	2737	2501	3323	1787	5282	8520	7763	4408	**60116**
187628	General and Reference - Articles & Databases	1317	5857	7987	7573	1891	1909	2382	515	2984	8545	7834	3578	**52372**
188878	Health Sciences - Articles & Databases	1454	4086	4083	4947	1577	1493	1123	541	2906	4417	4312	1990	**32929**
188815	Social Sciences - Articles & Databases	905	2513	2734	3095	1064	797	996	371	1887	3631	3674	2432	**24099**
188246	Arts and Humanities - Articles & Databases	505	1632	1829	2337	723	473	606	247	1393	2230	2304	1498	**15777**
188887	Life Sciences, Marine, and Environment - Articles & Databases	750	1540	1741	1589	719	581	755	509	1392	2000	1809	1010	**14395**
123146	Getting Started @ The Libraries	233	651	705	351	257	1053	357	344	3422	2946	714	354	**11387**
57687	Citing Correctly and Avoiding Plagiarism	571	1018	1149	1338	961	820	305	229	775	965	927	667	**9725**
188835	Education - Articles & Databases	210	523	755	625	190	205	288	109	566	1104	1221	479	**6275**
189768	Engineering and Technology - Articles & Databases	333	456	635	697	452	290	391	230	519	486	1414	356	**6259**
188858	Business, Labor, and Economics - Articles & Databases	256	519	716	784	351	268	313	90	607	816	831	636	**6187**
188918	Physical and Mathematical Sciences - Articles & Databases	564	781	657	790	569	533	311	197	512	446	480	310	**6150**
188842	Government, Politics, and Law - Articles & Databases	114	303	534	488	138	152	154	57	644	1027	1030	442	**5083**
179102	Internet Search Tools	357	346	339	401	391	399	340	377	310	352	289	393	**4294**
103722	Guide to the Juvenile Collection	180	87	84	126	97	103	147	173	833	1013	886	170	**3899**
117599	Finding Articles	157	498	535	440	135	167	112	66	440	559	504	250	**3863**
88777	Lesson Planning Guide	44	696	167	740	50	116	19	37	423	490	783	40	**3605**
193102	WRT 104/106 Guide for Students	31	612	739	188	31	38	81	36	224	1228	188	36	**3432**
237262	Media Resource Center	293	302	245	224	95	121	194	192	680	512	259	252	**3369**
331952	New E-Resources at the University Libraries	135	229	223	226	121	112	98	89	290	307	220	155	**2205**
129258	Using the Internet for Research	107	206	157	105	93	99	46	51	256	127	133	84	**1464**
245807	Copying, Printing, and Scanning	82	104	65	133	48	36	44	28	310	178	87	66	**1181**
75607	Company Information	7	21	18	42	26	18	8	13	279	78	348	295	**1153**

ID	Name													Total
217449	Film Media Studies	86	107	137	162	71	54	18	17	126	142	113	64	**1097**
323908	Google Tips & Tricks	131	75	183	75	61	124	73	46	64	60	93	81	**1066**
270191	HIS 146 Women in the United States 1890-present, Prof. DeCesare	30	63	111	83	7	1	0	10	20	380	325	20	**1050**
117471	Identifying Scholarly/Professional Journal Articles	69	115	122	88	38	75	46	25	102	102	95	58	**935**
187554	HIS 441 & 495: Advanced Topics in American History, Prof. Sterne	3	465	212	170	23	6	1	6	9	15	7	7	**924**
284223	Psychology	5	139	30	44	14	39	12	12	123	242	139	97	**896**
96135	GSLIS	73	123	65	79	36	45	63	97	77	92	55	79	**884**
431428	FAQs for Undergrads, Grad Students, and Faculty	0	179	161	160	135	132	0	0	0	0	0	0	**767**
189779	Rhode Island and New England - Articles & Databases	29	55	70	71	27	54	73	30	71	119	114	37	**750**
115222	Nursing Resources	47	33	13	35	9	57	12	30	209	241	24	17	**727**
182285	Pharmacy: Drug Information Sources	19	112	53	40	7	46	10	14	284	83	33	15	**716**
199170	Legal Research	93	39	22	33	11	15	45	38	90	62	160	62	**670**
165987	Gender & Women's Studies	60	52	30	23	30	12	4	5	39	159	123	88	**625**
156055	Library Research Tips & Tricks	45	89	54	36	18	33	38	31	72	65	51	27	**559**
381045	Library Resources for International Students	75	13	77	59	23	65	0	0	11	113	74	30	**540**
147609	HIS 401 & HIS 495: Advanced Topics in European History: The Crusades, Prof. Rollo-Koster	18	50	40	10	13	0	0	1	77	46	85	164	**504**
65014	Education	22	70	100	45	15	30	1	7	60	92	43	5	**490**
299663	How to Create a Historiography	26	54	74	42	10	26	6	8	56	39	122	26	**489**
334503	URI Common Reading 2012	15	9	5	6	3	11	56	149	156	47	21	11	**489**
200291	Industry Information	10	35	4	16	8	10	11	6	23	46	68	240	**477**
264223	Animal and Veterinary Sciences	27	31	30	30	25	40	11	5	152	79	27	19	**476**
175793	All Internet Resources by Title	28	32	66	41	38	24	36	1	52	45	53	48	**464**
179609	Film and Movie Reviews	8	3	37	5	3	15	3	1	136	197	27	12	**452**
252848	HIS 441 & 495: Advanced Topics in American History, Prof. DeCesare	9	33	17	25	2	0	4	6	165	100	60	30	**451**

ID	Name													Total
342340	Communication Studies	6	32	18	25	16	9	7	0	88	170	60	11	**442**
117606	Accessing Reserves Material	36	75	47	20	15	14	13	29	66	61	35	22	**433**
161937	Fashion Merchandising	27	19	9	29	17	85	23	11	81	54	42	34	**431**
125285	TD WRT 100 - Zenion: Writing a Five Year Plan	7	6	5	2	3	2	357	9	12	8	12	5	**428**
343481	LSC 527 Information Literacy Instruction	14	32	27	38	4	32	22	31	155	22	25	22	**424**
377116	HIS 441 & 495: Advanced Topics in American History - The American West, Prof. Loomis	16	32	20	27	0	1	0	0	87	66	125	48	**422**
261840	Industry Ratios & Averages	30	20	54	53	23	9	27	15	20	36	41	73	**401**
113329	Botanical Identification	23	15	24	41	50	46	42	22	49	32	29	6	**379**
189232	HIS 314: 17th and 18th Century European Cultural History, Prof. Rusnock	0	0	99	251	12	15	0	0	0	0	0	0	**377**
260027	Kinesiology	25	11	15	5	8	56	2	5	43	132	36	29	**367**
119335	Nutrition and Dietetics	4	36	18	13	9	9	0	22	169	67	16	0	**363**
177780	Health Sciences - Internet Resources	15	24	24	23	13	17	23	8	66	75	46	28	**362**
199643	RefWorks	6	22	48	24	37	21	23	42	48	35	23	23	**352**
344374	Geoscience	27	33	28	22	50	17	4	22	76	20	31	16	**346**
272497	Cell and Molecular Biology	4	18	3	45	10	26	19	12	138	31	23	7	**336**
116644	Communicative Disorders	6	17	19	7	9	0	2	2	73	162	18	17	**332**
177723	General & Reference - Internet Resources	8	22	34	6	3	37	24	4	21	53	48	65	**325**
91750	Archives in New England and Nearby States	5	76	87	37	30	12	9	1	26	27	12	2	**324**
342316	Cape Verde Summer Study Abroad	0	0	0	0	21	43	31	43	63	54	37	31	**323**
93406	HIS 341: U.S. History, 1945 - 74, Spring 2013	0	135	67	84	11	2	9	4	8	0	0	0	**320**
177734	Arts and Humanities - Internet Resources	13	21	21	31	7	14	14	11	28	18	66	76	**320**
295181	Sociology of Food	27	22	28	15	14	22	12	17	43	51	43	22	**316**
94971	HIS 401 & HIS 495: Advanced Topics in European History, Prof. Honhart	11	3	4	5	3	2	0	0	141	59	52	28	**308**

ID	Name													Total
450365	URI Open Access Policy	0	0	0	29	75	201	0	0	0	0	0	0	**305**
98403	WRT 104/106 Guide for Instructors	6	27	38	11	3	12	14	11	28	124	13	10	**297**
183497	ENG 110	11	7	8	11	8	4	9	6	19	41	41	129	**294**
425214	HIS 146 Women in the United States 1890-present, Dr. Reumann	0	0	135	142	7	8	0	0	0	0	0	0	**292**
57049	American Literature	15	18	13	20	7	12	5	10	32	106	33	9	**280**
66293	Welcome to the Library	24	21	28	17	8	18	7	7	42	37	41	22	**272**
279805	Mobile Apps for Library & Online Research	15	30	8	15	2	25	29	34	39	50	17	5	**269**
108242	Textile Technology	13	20	10	31	2	10	8	23	96	35	9	5	**262**
391733	EGR 105	4	0	6	9	15	8	0	0	0	10	202	8	**262**
177793	Rhode Island and New England - Internet Resources	1	10	9	27	15	23	11	3	64	73	15	10	**261**
177742	Social Sciences - Internet Resources	4	27	13	22	8	9	7	6	30	45	44	43	**258**
174930	Government, Politics, and Law - Internet Resources	13	5	23	7	0	29	19	5	17	35	36	64	**253**
117509	Library of Congress Classification System	15	30	34	21	12	29	2	8	33	39	16	11	**250**
256715	HDF (Human Development and Family Studies)	4	31	10	11	5	14	17	0	64	42	38	10	**246**
325173	Journalism Research	27	14	16	17	9	13	9	3	48	57	22	11	**246**
117591	Self-Guided Tour of the Robert L. Carothers Library & Learning Commons	14	15	27	17	12	13	10	11	62	41	11	12	**245**
256854	Economics	9	17	5	13	6	0	20	2	92	33	35	12	**244**
215545	Anthropology	2	9	8	8	27	10	0	11	56	79	19	14	**243**
96077	Consumer Behavior	8	10	16	19	10	5	23	1	30	70	15	27	**234**
107179	Engineering Problem Solving	17	16	22	26	25	16	12	13	10	15	30	26	**228**
150792	Microbiology	26	4	6	15	1	18	5	9	49	36	40	13	**222**
113099	Chemical Substances	6	10	8	4	7	9	7	1	120	21	17	8	**218**
414686	HIS 401 & HIS 495: Advanced Topics in European History, Prof. Buxton	64	75	44	29	2	2	0	0	0	0	0	0	**216**
479569	HIS 180: Introduction to Latin American Civilization	0	0	0	0	0	216	0	0	0	0	0	0	**216**
59082	Art Resources	11	7	9	16	33	18	9	5	27	19	34	25	**213**
58006	Art History	3	3	3	53	24	13	2	4	31	37	22	17	**212**
	Evaluating													

ID	Name													Total
117505	Information	8	30	25	6	10	17	15	8	17	40	19	7	**202**
197237	Criminal Justice	17	19	3	22	5	3	5	12	40	31	30	11	**198**
207121	International Business	7	11	16	13	13	4	2	17	38	17	26	32	**196**
356344	Africana Studies	30	34	40	41	14	13	0	0	0	0	0	22	**194**
182002	History: Finding General Primary Sources	5	12	11	9	3	14	3	6	32	29	48	20	**192**
70072	Special Education	33	26	19	9	4	10	1	2	31	15	39	1	**190**
60331	Music	8	7	14	0	3	13	4	16	39	76	3	4	**187**
413466	HIS 441 & 495: Advanced Topics in American History, Prof. Schwartz	11	29	121	15	5	0	0	0	0	0	0	0	**181**
291813	Foreign Languages and Literatures	6	16	4	17	7	76	4	5	13	17	10	4	**179**
433185	Hot Topic: Gay Marriage	0	2	22	35	57	63	0	0	0	0	0	0	**179**
144303	Ecology and Wildlife Biology	2	18	10	23	8	4	5	3	64	20	14	7	**178**
159216	Family Violence	12	9	7	22	8	57	1	9	7	10	31	3	**176**
182128	HIS 481: The Pacific War: History, Media, and Memory in the Japan and the U.S.	13	27	26	18	15	3	7	10	16	16	22	2	**175**
195120	Rhode Island Legal Sources	19	8	10	11	10	9	9	7	50	26	6	9	**174**
253727	Mathematics Resources	11	12	4	7	5	11	1	2	66	44	1	9	**173**
218046	Tests and Measurements	0	27	8	10	24	11	10	22	16	28	10	5	**171**
257815	PSC 210: American Politics: Theories and Applications	0	2	2	0	0	6	1	4	92	32	28	4	**171**
338209	Physical Therapy	40	10	15	16	5	18	0	9	20	26	3	8	**170**
149758	Food Science	6	14	15	7	3	15	3	3	55	32	10	2	**165**
156523	Women's Health	24	13	0	8	9	10	14	12	19	44	5	7	**165**
96842	Government Statistics	3	7	6	4	5	14	24	8	12	32	42	6	**163**
60068	Literary Criticism	3	3	2	8	6	15	6	3	21	56	15	24	**162**
314735	Environmental Impact Assessment	9	8	8	3	16	45	13	10	15	23	8	4	**162**
295180	U.S. Census	3	36	12	4	3	13	1	10	5	13	53	5	**158**
188857	Environment Science and Management Resources	8	9	13	5	27	32	4	2	36	11	5	4	**156**
255762	GCH 102: History of Marriage & COM 100: Communication Fundamentals	0	8	8	10	7	15	12	3	43	34	13	3	**156**
72772	Marine Affairs	1	1	2	3	0	5	7	1	66	26	32	11	**155**
300851	Human Rights	5	10	6	6	7	0	1	27	20	23	37	13	**155**

ID	Name													Total
380891	Human Rights	5	10	0	0	7	6	1	27	20	23	37	15	**155**
380978	CVE 497/498 and Graduate Students	9	4	5	4	19	2	0	0	3	26	62	21	**155**
462752	Fair Use and Copyright for Online Education	0	0	0	0	29	122	0	0	0	0	0	0	**151**
112166	Zoology	25	5	4	14	4	17	0	8	44	16	12	1	**150**
177757	Education - Internet Resources	3	15	8	11	5	4	3	1	24	20	31	25	**150**
337141	Sociology	6	12	8	6	0	12	10	22	18	46	7	3	**150**
277896	Political Science	4	7	7	2	7	30	1	4	12	59	7	7	**147**
224901	URI Common Reading 2011	4	6	5	3	11	61	5	10	6	22	5	6	**144**
296778	Terrorism	6	16	0	3	3	4	1	10	8	72	17	3	**143**
192550	Rhode Island State Publications	10	5	19	17	7	23	17	1	11	6	13	10	**139**
322538	Civil and Environmental Engineering Resources	37	9	6	4	11	9	9	14	7	9	15	9	**139**
185290	United States in 1860	21	8	5	1	3	11	4	2	20	18	27	18	**138**
380886	CHE 351/352 and Graduate Students	10	30	3	7	18	18	0	0	11	29	4	7	**137**
301011	Mechanical, Industrial, and Systems Engineering Resources	11	6	12	1	5	7	11	11	28	13	8	22	**135**
95651	HIS 495: Advanced Topics in American History, Prof. Widell	10	2	1	1	2	0	0	0	3	101	10	4	**134**
184440	Marketing and Advertising	2	7	4	5	4	26	9	1	19	29	11	16	**133**
146830	SPA 570: Spanish Pragmatics: Politeness Theory, Conversation & Discourse Analysis	15	16	11	11	10	7	3	10	12	7	18	12	**132**
396694	EDC 426: Methods and Materials in Primary School Teaching	0	0	3	0	0	1	0	0	0	0	118	10	**132**
177785	Life Sciences, Marine, and Environment - Internet Resources	7	21	11	4	2	6	5	2	26	12	15	20	**131**
322547	Ocean Engineering Resources	12	16	11	6	4	7	7	10	34	12	9	2	**130**
452820	AAF 300: Pan-Africanism	0	0	0	100	26	2	0	0	0	0	0	0	**128**
117604	Library Research Checklist	5	14	11	12	13	15	10	7	13	9	10	8	**127**
205717	Theatre	2	3	4	8	0	15	0	28	20	27	12	8	**127**
297877	Peace and Nonviolence	6	11	6	6	0	10	3	10	16	17	32	10	**127**

Business, Labor, and

177772	Business, Labor, and Economics - Internet Resources	6	7	18	6	6	7	5	3	19	12	13	24	**126**
206981	Finding Resources Using Citations	15	10	29	7	7	8	0	4	14	14	13	0	**121**
108219	Engineering Indexes	2	5	1	0	29	53	2	0	12	7	7	2	**120**
60050	English Literature	0	6	14	4	9	15	3	0	47	8	9	2	**117**
340668	Reference Managers: Mendeley & Zotero	0	0	48	20	22	27	0	0	0	0	0	0	**117**
113123	Aquaculture Information Sources	5	3	1	6	5	3	0	10	44	9	16	9	**111**
218817	Family Topics	1	5	7	2	2	13	5	2	24	23	18	7	**109**
320862	Religion	7	2	6	2	1	5	0	15	18	19	21	10	**106**
204659	Small Business	2	14	7	11	4	11	4	0	12	22	12	5	**104**
107139	Chemical Processing Plants	3	27	10	1	15	13	6	3	17	4	3	1	**103**
181981	Chronology: Finding the Events of a Given Year or Date	4	3	9	6	41	1	7	2	6	7	9	8	**103**
105986	Engineering Standards	4	2	5	12	22	22	7	3	8	1	14	1	**101**
175038	Biography	0	9	24	10	4	32	3	1	12	2	3	1	**101**
427991	Hot Topic: Gun Control	0	9	57	27	8	0	0	0	0	0	0	0	**101**
279945	Landscape Architecture	4	1	6	0	7	13	2	2	24	11	1	29	**100**
323638	Treaties	9	6	9	3	2	10	9	2	19	8	12	5	**94**
324380	Physics	4	6	1	8	0	10	8	3	24	13	0	17	**94**
177791	Engineering and Technology - Internet Resources	5	6	2	5	2	8	6	1	16	11	9	21	**92**
380850	MCE 401/402 and Graduate Students	6	9	12	1	1	18	0	0	3	15	10	17	**92**
246685	Computer Science	8	4	3	11	5	6	1	2	12	27	3	8	**90**
322533	Chemical Engineering Resources	13	12	6	1	14	5	5	2	13	5	9	5	**90**
349597	Hot Topic: Health Care Reform	10	3	6	8	3	8	1	2	12	18	14	5	**90**
219224	German Language and Literature	9	9	11	10	4	6	1	0	21	10	4	4	**89**
299904	Natural Resources	0	4	17	14	3	24	0	1	12	10	2	2	**89**
338826	Hot Topic: Regulation of the Financial Services Industry	2	3	4	7	13	7	6	5	9	16	8	9	**89**
219226	French Language and Literature	1	0	1	1	0	16	3	3	28	29	3	1	**86**
149212	Entomology	1	5	0	18	19	4	16	5	7	1	0	5	**81**
322550	Electrical, Computer and Biomedical Engineering Resources	4	6	9	5	7	6	8	4	11	12	4	5	**81**
434040	HIS 359 / AAF 359 -	33	13	0	6	0	1	0	0	0	0	0	0	**80**

ID	Name													Total
424048	History of Slavery	23	42	8	6	0	1	0	0	0	0	0	0	**80**
234230	SPA 472: Language, Gender, and Politeness in Spanish	1	0	5	3	5	12	16	7	13	9	4	2	**77**
401826	EDC 456 Mathematics Methods in Elementary and Middle School Teaching	0	0	33	7	18	17	0	0	0	0	0	2	**77**
96111	Holidays and Festivals	3	2	8	2	0	10	1	0	19	12	18	1	**76**
100810	Chemicals in the Environment	1	1	3	7	8	3	0	1	48	2	0	1	**75**
373754	Paleontology	3	9	2	0	14	5	0	0	20	17	1	4	**75**
104213	Tracing a Bill	13	0	2	3	2	3	6	2	5	4	26	7	**73**
108433	Federal Regulations	1	5	4	1	1	3	5	8	12	7	3	23	**73**
127291	Gay, Lesbian, Bisexual & Transgendered Web Resources	10	2	5	4	2	12	5	4	4	11	5	9	**73**
130723	Government Organization	3	6	3	8	0	15	3	7	14	4	1	7	**71**
199622	Labor Relations	2	2	1	9	0	0	22	0	15	2	11	7	**71**
110028	Federal Laws	1	2	1	0	1	3	15	5	14	10	18	0	**70**
117601	Library Frustration Relief	7	9	6	4	3	11	6	3	6	6	6	3	**70**
101360	U.S. Congressional Serial Set	6	1	2	6	0	6	11	2	10	8	11	6	**69**
216201	Ethnic Studies	1	4	6	8	4	0	4	0	12	20	1	3	**63**
117590	Understanding Library of Congress Call Numbers	1	18	7	6	2	3	0	2	6	6	8	3	**62**
130906	Grants and Foundations	1	1	14	1	0	13	9	0	11	10	0	1	**61**
445107	Presentation Tools	0	0	0	0	10	50	0	0	0	0	0	0	**60**
122517	Hispanic / Latino Web Resources	7	5	4	4	0	5	6	3	6	5	4	2	**51**
341736	Public Polling	0	3	0	5	1	4	4	4	8	14	8	0	**51**
380984	ELE 480/481 and Graduate Students	6	5	6	1	7	0	0	0	17	1	5	0	**48**
92854	HIS 374: History of Modern China, Prof. George	0	7	4	7	2	1	5	1	9	4	1	2	**43**
107350	Technical Reports	4	7	4	1	4	3	0	3	2	4	5	5	**42**
177788	Physical and Mathematical Sciences - Internet Resources	1	2	1	2	4	7	2	1	6	4	3	9	**42**
340697	Hot Topic: European Debt Crisis	7	1	3	1	7	0	0	2	5	8	5	3	**42**
388788	Patents & Patent Searching	0	7	10	4	4	17	0	0	0	0	0	0	**42**
416997	Maps and Mapping	0	0	0	19	2	21	0	0	0	0	0	0	**42**

380992	OCE 495/496 and Graduate Students	4	6	2	1	0	7	0	0	4	12	3	2	**41**
146635	Book Reviews	3	2	0	0	1	6	1	0	11	4	9	2	**39**
219227	Latin American Language and Literature	0	5	0	4	0	6	4	0	1	9	2	4	**35**
106213	History of Technology	0	0	0	1	8	6	0	9	3	0	1	3	**31**
147189	SPA 513: Bilingualism in Spanish Speaking Communities	1	1	1	3	2	7	2	3	6	0	4	0	**30**
126593	Supreme Court	4	0	0	3	0	2	0	3	7	1	5	2	**27**
256782	HIS 441 & 495: Advanced Topics in American History, Prof. Mather	1	1	1	5	0	1	2	1	9	3	1	0	**25**
331591	Hot Topic: Public Pension Reform	0	4	0	0	1	1	4	1	3	0	0	5	**19**
68442	Online Library Sources for Marine Affairs	1	0	0	1	0	4	0	0	5	2	1	0	**14**
467025	EDC 430 Methods and Materials in Secondary Science Education	0	0	0	0	6	5	0	0	0	0	0	0	**11**
465947	InfoRhode Tutorials	0	0	0	0	3	2	0	0	0	0	0	0	**5**
188497	URI 101	0	0	0	0	0	0	0	0	0	0	0	0	**0**
248847	How to Find a U.S. Government Publication	0	0	0	0	0	0	0	0	0	0	0	0	**0**
320703	Costume History	0	0	0	0	0	0	0	0	0	0	0	0	**0**
386843	Curriculum Materials Library	0	0	0	0	0	0	0	0	0	0	0	0	**0**
465155	EDC 312 The Psychology of Learning	0	0	0	0	0	0	0	0	0	0	0	0	**0**
486602	EDC 402 The Education of Special Needs Students	0	0	0	0	0	0	0	0	0	0	0	0	**0**
		13609	33622	37470	37935	14870	15952	14296	7825	33521	48605	42832	22964	323501