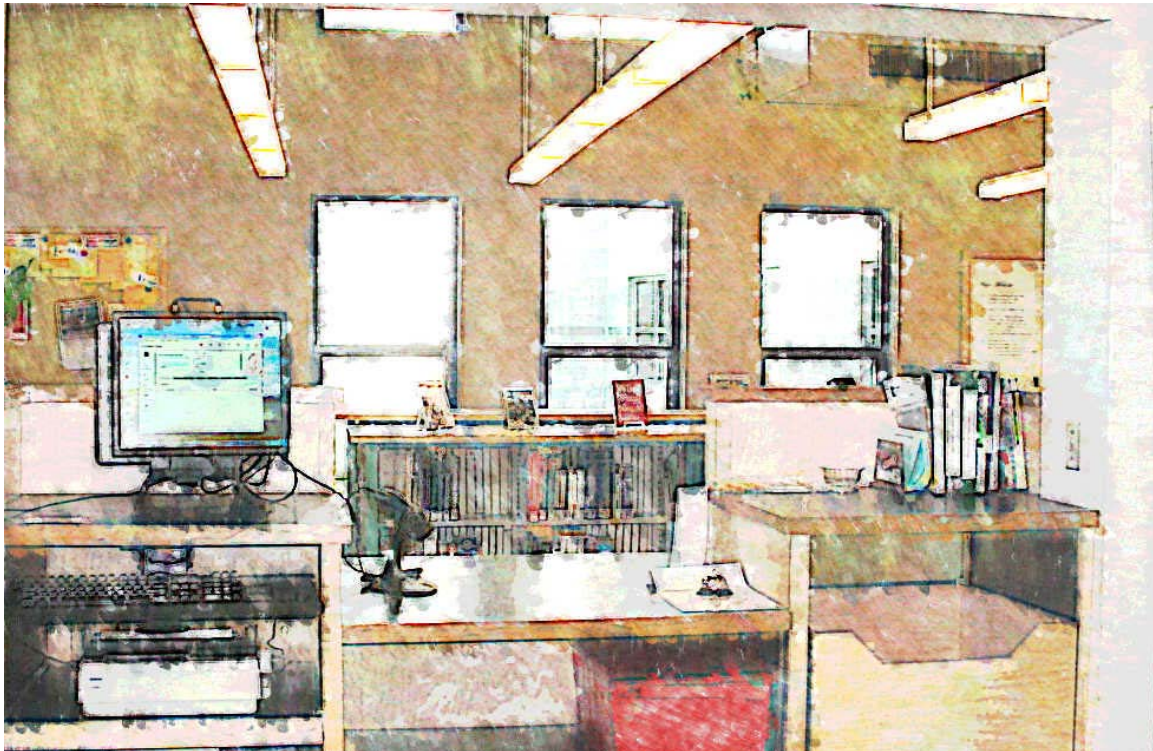


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2014

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CIRCULATION

Attendance

- Gate count continues to give us a problem due to malfunctioning counters.
- Actual gate count from malfunctioning counters was 30,171 in FY2014 and 36,506 in FY2013. A -17% difference.
- Estimated gate counts were 43,813 in FY2014 and 44,750 in FY2013. A -2% difference.
- Both the FTE and Head Count numbers in Table 1 are a close approximation of students on campus. Students taking courses from a distance and non-degreed students are not included.
- Online Count: There were 31,123 virtual visits to the library via the web site in FY2014 while 30,139 entered via the web in FY2013, that's up by 3%.

Table 1.				
<i>Enrollment and Gate Count figures.</i>				
	FY2014	FY2013	FY2012	FY2011
Head Count (campus enrollment)	690	673	645	654
Gate Count	43,813 (est)	44,750 (est)	46,898	40,230
GC/HC	63	66	73	62
% change	-5%	-10%	18%	-7%
FTE (campus enrollment)	616	602	564	597
GC/FTE	71	74	83	67
% change	-4%	-11%	23%	-11%

Hours

- We stayed open until 9pm on Fridays before Praxis exams.
 - November and April are the two months most students take the Praxis.
 - This next year we will no longer stay open due to low to no attendance.
- We provided extended hours the two Fridays and two Saturdays before Finals both fall and spring.
- Due to an evening class during the first summer session, the library stayed open until 6pm on Wednesdays. Sometimes only a work study covered the library.
- We extended hours on Saturday based on a portal poll for students in spring of 2013. The library is now open from 10am to 8pm. This changed seemed well received.
- Due to the Saturday change in hours, the library hours went from a total 83.5 hours to 86.5 during a regular semester week.

See Appendix A for Attendance statistics.

Circulation Statistics

- 7890 items were checked out in FY2014 while there were 7,032 in FY2013, a 12% difference. Media (35%) and Reserve (19%) items rose the highest of the locations.
- Archive collections, though having to be part of the collection numbers, are not part of the library narrative.
- We had a significant rise in 7-day checkouts (119%) and 4 hour no overnight checkouts (121%) this year.
 - 7-day checkouts: We moved DVD TV series to 7-day itype when the student senate asked to have TV series have a longer loan period. In addition, laptops have the 7-day itype. Both the TV series and the laptops saw significant checkouts due to new patrons in town (DVDs) and the Marshall Island students (Laptops).
 - 4 hour no overnight checkouts: These are the nursing materials including the 2010 and 2013 NCLEX DVDs. This number may drop next year since we recently moved the 2010 edition to three day checkout.
- DVDs also saw a rise of 30% use due to new patrons in town, and most likely nursing students taking out the 2008 edition of the NCLEX.
- UMFK patron checkouts rose 15%.

In-house

- In-house use dropped by 2% this year from 1109 to 1083.

See appendix B for more detail on circulation statistics.

Courier Service

- In FY2014 there were 1,469 envelopes and boxes delivered through the courier service, while in FY2013 there were 1,619 delivered. This is a -9% change in delivery from the previous year.
- 123 institutions were served in FY2014. In past annual reports, all institutions were counted whether items were sent to them or not. This year and in the future, we are counting only those libraries with whom we handled packages.
- Libraries include the URSUS and Maine Info Net groups.

See appendix C for courier count.

Equipment

- MacBooks, which were removed from circulation and moved to a classroom, were returned to circulation late spring of 2014. These MacBooks are available to go out of the library, but are meant for student use when their personal computers/laptops are in IT for service.
- Library staff asked for and received lockers from the Student Senate as well as a set of used lockers donated from a sale. These lockers were placed near the Quad

and Bell Tower entrances of the library and have units available for short term and semester loan periods.

- Next year we plan to change the loan period for all lockers to a semester as there were no checked out lockers but those that were allotted for semester loans.

Maine Info Net

- 380 items were lent by Blake Library this year as opposed to last year's 376.

Table 2. Maine Info Net loaned and borrowed in the last 3 years.					
	% Diff	FY2014	FY2013	FY2012	FY2011
Lending	1%	380	376	468	368
Borrowing	-23%	435	563	366	235

- 435 items were borrowed by Blake Library patrons this year while in FY2013 there were 563 items borrowed, an change of -23%. However, last year there was a spike in borrowing that jumped our borrowing percentage to over 50%. This year's borrowing numbers are still ahead of all previous years (FY2010-FY2012) by a range of 96%, 59%, and 21% respectively and 59% on average.

More detailed statistics for Maine Info Net are found in appendix D.

Notable changes and updates

- As Blackboard, the campus course management system, offers many of the same features as e-reserves, Circulation eliminated the use of the e-reserves program ARES in favor of working with faculty and the Distance Education personnel to scan and post documents in Blackboard.
- In addition, circulation staff offered scanning services for all staff and for all needs.
- Faculty who do not typically use Blackboard were still provided a shell for electronic reserve materials.
- During the last few years circulation worked with the UMFK Registrar to have holds placed on student accounts when they owed fees or fines to the library. This year, circulation staff was given the ability to place and remove these holds without having to contact the registrar. Doing so speeds up and eliminates an extra step in the process.
- A system wide upgrade of our ILS (Integrated Library System) from Millennium to Sierra is expected to take place at the end of July 2014.

Overdrive

- In FY2014, there were 237 audio books borrowed, while in FY2013 there were 188 audio books borrowed; a 26% change.
- In FY2014, patrons borrowed 552 eBooks. While in FY2013 patrons borrowed 417 total ebooks. This is a 32% change.

- In FY2014, there were 215 unique patrons with checkouts, while in FY2013 there were 177. This is a 21% change.
- In FY2014 there were 54 new patron registrations, while in FY2013 there were 36; a 50% change. October had the highest number of new registrations with 26 new registrants.

See appendix E for more detail.

Patrons

- In preparation for the conversion to Sierra, circulation staff purged from the system 200 electronic community patron records, five years and older without any outstanding fines but not updated.
- There were 115 new patron accounts created in FY2014.
 - 54 were public school borrowers with 37 of those creating accounts specifically for access to the download library.
 - 28 of the 37 created these accounts in October. This figure corresponds with the high number of new patron registrations (26), also in October, that was reported in the download library statistics (see Overdrive section above).

Requestor

- In FY2014 there were 856 items loaned to other libraries, while in FY2013 886 items were loaned, a -3% difference.
- In FY2014 there were 811 items borrowed, while in FY2013 940 items were borrowed, a 14% difference..
- This year courtesy patrons accounted for roughly 44%; not quite as much as last year, but still close the 50% mark.

Table 3. Requestor materials loaned and borrowed in the last 2 years.

	FY2014	FY2013	% change
Lending	856	886	-3%
Borrowing	811	940	-14%

More detailed requestor statistics are found in appendix F.

Reserves

- We discontinued ARES and worked directly with Blackboard.
- In FY2014 there were 11 unique staff and 13 courses. In FY2013, there were 13 unique staff and 17 courses.
- 41 documents were handled by circulation staff this year as opposed to 59 documents last year. A -31% change. This may be due largely to the change to Blackboard where instructors are able to place their own documents online.
- 30 unique instructors used the regular reserves and 53 courses were created as opposed to last year's 30 and 75 respectively.

Table 4. Unique Faculty Users – Electronic Reserves.

FY2010	9
FY2011	10
FY2012	12
FY2013	13
FY2014	11

- There were 192 items placed on regular reserve in FY2014 as opposed to 148 items last year, a 30% change.
- Due to the changes in Reserves, Circulation staff offered faculty scanning services. This year, there were 11 unique instructors, 13 courses, and 41 documents scanned. No documents were scanned for reasons not related to reserves.

FY2010	14
FY2011	23
FY2012	25
FY2013	30
FY2014	30

See appendix G for more details.

Student Employees

- The group session training implemented in FY2013 worked with regard to presenting general procedures and expectations to a large group, however, working with students on an individual level still worked best for more detailed instruction.
- During FY2013 a set of task related modules were created using word documents, PowerPoint and tutorials built through Camtasia to better facilitate student training. Students accessed the modules through BB. During FY2014 use of these resources was low and brief.
 - Some students commented they preferred the PowerPoint print out of the tasks kept at the student desk.
 - Short, task specific modules appear to be useful.
 - One idea is to implement assessment tools such as “quizzes” or a “treasure hunt,” something useful to both student and trainer.

INTERLIBRARY LOAN

Borrowing

- 94 items were requested this year compared to 114 the previous year, a -18% difference.
- 10 item requests initiated through ILL were not completed through ILL due to the items being readily available online or requestable through our online catalog. Items were sent to or requested for the patrons.

Lending

- In FY2014 there were 53 items loaned whereas there were 126 in FY2013; a -138% difference. The majority of this difference is due to us no longer loaning copies of Fiddlehead Focus newspapers once a week to UMPI. The paper went online only.

See appendix H for more details.