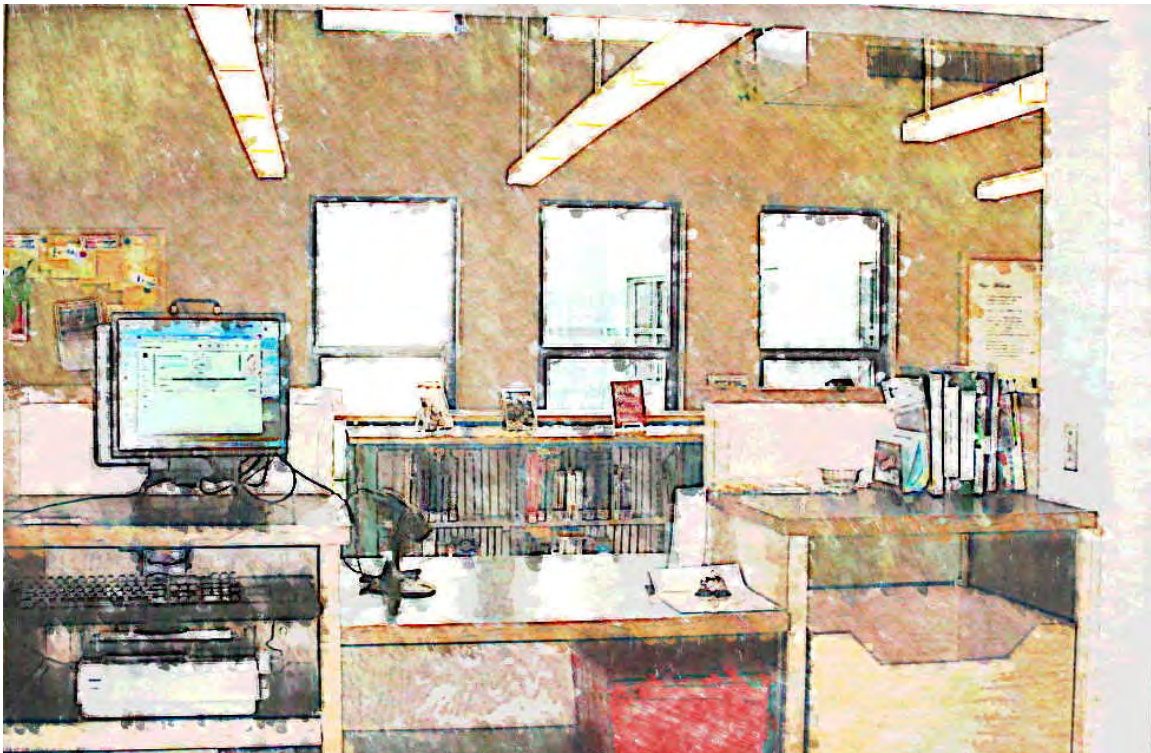


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2015

Table of Contents

CIRCULATION	4
Attendance	4
<i>Table 1.</i>	4
<i>Enrollment and Gate Count figures.</i>	4
Hours	5
Circulation Statistics	5
In-house	5
Courier Service	5
Equipment	6
Maine Info Net	6
<i>Table 2. Maine Info Net loaned and borrowed in the last 5 years.</i>	6
Notable changes and updates	6
Overdrive	7
Patrons	7
Requestor	8
<i>Table 3. Requestor materials loaned and borrowed in the last 2 years.</i>	8
Reserves	8
<i>Table 4. Unique Faculty Users – Regular Reserves.</i>	8
<i>Table 5. Unique Faculty Users – Electronic Reserves.</i>	8
Services	9
Student Employees	9
INTERLIBRARY LOAN	10
Borrowing	10
Lending	10

Appendices

- A. Attendance
- B. Circulation
- C. Courier Service
- D. Maine Info Net
- E. Overdrive (Audio Books/Ebooks)
- F. Requestor
- G. Reserves
- H. Interlibrary Loan

CIRCULATION

Attendance

- This year we encountered fewer problems with the gate count. We discovered after sending one counter back to have the company look at it that it worked fine, but the placement of the counter on the doorframe was causing problems.
- Actual gate count from malfunctioning counters was 44,906 in FY2015 and 30,171 in FY2014. A 49% difference.
- Estimated gate counts were 47,090 in FY2015 and 43,813 in FY2014. A 7% 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.
- The table uses the estimated numbers. If we use the actual numbers (FY2015 actual and FY2014 est.), there was still a rise of 18% based on head count and 5% based on FTE.
- One item to note is UMFK was part of the World Acadian Congress that was hosted in the Saint John Valley as well as the Teacher Institute that was being held at the Acadian Archives. Both these events would have seen a rise in gate count.
- Online Count: There were 27,289 virtual visits to the library via the web site in FY2015 while 31,123 entered via the web in FY2014. This past year virtual visits were down by -12%. Though this drop does not compare well to the gate count, it is consistent with the overall use of the library's electronic materials and web site.

Table 1. <i>Enrollment and Gate Count figures.</i>					
	FY2015	FY2014	FY2013	FY2012	FY2011
Head Count (campus enrollment)	603	690	673	645	654
Gate Count	47,090 (est)	43,813 (est)	44,750 (est)	46,898	40,230
GC/HC	78	63	66	73	62
% change	24%	-5%	-10%	18%	-7%
FTE (campus enrollment)	601	616	602	564	597
GC/FTE	78	71	74	83	67
% change	10%	-4%	-11%	23%	-11%

Hours

- We no longer stayed open until 9pm on Fridays before Praxis exams.
- However, we extended Friday hours, beginning in the spring, to 8pm.
- Due to the change in Friday hours, we no longer needed to provide special extended hours for Fridays and Saturdays (Saturdays are open until 8pm) before finals week.
- We did not provide extended hours during the summer due to lack of need.
- Due to the Friday change in hours, the library hours went from a total 86.5 hours to 90 during a regular semester week.

See Appendix A for Attendance statistics.

Circulation Statistics

- 6,450 items were checked out in FY2015 while there were 7,890 in FY2014, This is a -18% difference.
- After a nice boost last year in use, 7-day checkouts dropped about 12% this year though still much higher than in previous years.
- Last year the 4 hour no overnight checkouts, which are the nursing materials that include the 2010 and 2013 NCLEX DVDs, doubled in use. However, as predicted last year's annual report the number dropped back to a little more than the FY2013 figure due to our moving the 2010 edition to three-day checkout.
- DVDs saw a rise of 30% in FY2014 but dropped by 31% this fiscal year. A family in town who probably accounted for most of the rise in FY2014 moved away in early fall FY2015.

In-house

- In-house use rose by 13% this year from 1,083 to 1,219.

See appendix B for more detail on circulation statistics.

Courier Service

- In FY2015 there were 1,636 envelopes and boxes delivered through the courier service, while in FY2014 there were 1,469 delivered. This is an 11% change in delivery from the previous year. This figure is also a 1% rise from FY2013, meaning we essentially recovered from the 9% drop in shipping totals in FY2014.
- 113 institutions were served in FY2015.
- In past annual reports, we counted all institutions whether items were sent to them or not. Last year and we started 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 and Laptops have been a problem this fiscal year. They were in high demand, especially the MacBooks. We had older laptops that did not run well. IT switched them with newer Toshiba's. In addition, these items would sometimes go missing. We have since made all MacBooks remain in the library for library use only, while allowing the Toshiba's out for a week. In addition, only staff have access to computers to check them out.
- Library lockers are now a semester long loan. We are working on a specific itype and loan rule for this and the clickers.

Maine Info Net

- This year we loaned 399 items as opposed to the 380 items last year. This is a rise of 5%.
- In addition, and more importantly, FK patrons borrowed 762 items this year compared to 435 items last year. This is not only a significant rise of 75% but it is also after a year where the borrowing dropped by 23%.

Table 2. Maine Info Net loaned and borrowed in the last 5 years.						
	% Diff	FY2015	FY2014	FY2013	FY2012	FY2011
Lending	5%	399	380	376	468	368
Borrowing	75%	762	435	563	366	235

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

Notable changes and updates

- To accommodate students needing more quiet space, we worked with the Learning Center staff to advertise the spaces they had already been making available to students. Signs went up in the library, and work-study students helped with access to the Learning Center, though occasionally there were issues with students wanting access and misunderstanding the rules.
 - Only students could use the spaces
 - To have access to the spaces after 4:30, students needed to come through the library when the library was open.
- A system wide upgrade of our ILS (Integrated Library System) from Millennium to Sierra took place in August of 2014. The transition went smoothly.
- In July 2014, the URSUS circulation heads met for a two-day retreat at the College of the Atlantic in Bar Harbor. Topics were:
 - Floating collections
 - Patron driven acquisitions
 - Integration and collaboration
 - Multiple borrowing cards
 - One card system

- Technology petting zoo
 - Learning communities
 - Emerging access trends
- One retreat outcome was the decision to clear old overdue/processing fees from patron's records that are expired twenty-four months or longer. Once done, system staff could delete accounts that did not have lingering replacement charges still attached. In order to do this, Blake Library staff:
 - Removed the fees owed to other URSUS libraries on Blake patron's accounts based on an extract date of 132 or older.
 - Waived \$970.50 on 47 Blake student accounts.
 - Staff waived \$105 in fees from community patron accounts based on expired accounts dating since 2013 and deleted the accounts from the system.
- Another retreat discussion was Floating Collections. USM library staff discussed the fact that they plan to test the idea among their tri-campus libraries. At this time, FY2016 seems to be the goal for this. Library directors will need to purchase a module for use with the library ILS to facilitate the floating collection idea. As of summer 2014, Triple I quoted a cost of \$4,000 for the module.

Overdrive

- Overdrive use dropped all across the board in FY2015 with an overall drop of -35%.
- In FY2015, audiobook use dropped by -18% while ebooks dropped by -43%.
- In addition, unique patrons with checkouts dropped by -41% and new patron registrations dropped by -65%.

See appendix E for more detail.

Patrons

- Due to excessive borrowing of media items by community patrons, leaving resources depleted for students, library staff changed the lending policy to three media items at a time instead of ten for community patrons.
- This year circulation staff created 131 new community patron accounts as opposed to 115 in FY2014. This is an increase of 14%.
 - 64 new accounts were public school borrowers as opposed to 54 last year. Many of these accounts are created for 7th graders so they have access to the download library.
 - 57 new accounts were regular community patrons, 9 were interlibrary loan (new libraries) accounts, and 1 was a special borrower account. Special borrowers are usually those that have retired from the University and get a different set of rules than community borrowers.

Requestor

- This year courtesy patrons accounted for roughly 53%; as opposed to last year at 45%. This is an 18% change. The previous year we had a -38% change.

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

	FY2015	FY2014	% change
Lending	708	856	-17%
Borrowing	809	811	<-1%

More detailed requestor statistics are found in appendix F.

Reserves

- Looking at the tables to the right we see that as regular reserves went down in use electronic reserves rose. Faculty and course fluctuate depending on the semesters, new faculty, faculty on sabbatical, etc. It is hard to pinpoint beyond speculation what causes the rise and fall of these numbers.
- This year there were 190 documents place on regular reserve as opposed to last year's 192.
- Because reserves staff no longer place electronic documents within a preset reserve system, circulation staff offered faculty scanning services and the option to place documents for them on Blackboard.
- This is the second year we have had no official reserve service and have offered scanning services. We are finding that our statistics breakdown will have to change.

Table 4. Unique Faculty Users – Regular Reserves.

FY2011	23
FY2012	25
FY2013	30
FY2014	30
FY2015	25
Percent change	-17%

Table 5. Unique Faculty Users – Electronic Reserves.

FY2011	10
FY2012	12
FY2013	13
FY2014	11
FY2015	15
Percent change	36%

- The changes are based on three types of scans:
 - One type of scan is when the reserves staff scans the document and either she or Blackboard staff places it on the instructor's Blackboard course. We count this as true electronic reserves.
 - A second type of scan is when reserves staff scans the document and gives it back to the instructor who then places the document on their own Blackboard course. We will most likely count these as electronic reserves, but we need to have further discussion.
 - A final type of scan is when a faculty or staff ask reserves staff to scan a document, but the document is not intended for use in a reserve type environment. We count this as additional scan services.
- In addition, in the past we have reactivated previously scanned documents per the instructor's request, but by doing so, did not have to rescan the documents. We are just now realizing that technically we should not be calling these "scanned" documents. Because of this, we are adding a column to help differentiate between actual scanned documents versus reactivated documents.

- This year, there were 14 unique instructors for 9 courses where staff scanned and placed documents in Blackboard and 4 courses where staff scanned documents but the faculty placed the documents themselves on Blackboard.
- This year circulation staff scanned 25 documents for instructors. Last year we reported that we scanned 41 documents; however, some of these were reactivated not scanned.
- This year there were 100 documents reactivated for faculty.
- There were 9 documents scanned for use outside of reserves.

See appendix G for more details.

Services

- Library staff installed a jigsaw puzzle table near the circulation desk and placed several puzzles in circulation for rotation. The puzzle table seems to have been a great hit especially during the regular semesters, easing off during the summer.
 - We had to limit time to thirty minutes due to one community patron taking over the puzzle for hours on end.
- Library staff introduced board games for check out to students only. Games are located in the reserve section.
- Staff introduced a \$5 and \$10 beverage card by having a card raffle. Staff awarded the winner of the drawing with a \$5 card.
 - No cards were purchased in FY2015
 - Beverage sales are intermittent

Student Employees

- We received approval for thirteen work-study assignments, plus two in the summer (not including the assignment of one WS to tech services).
- Last year library staff created documents and online tutorials describing step by step instructions for circulation functions and placed these in Blackboard so that students would have easy access. However, student use of Blackboard was low and students indicated that they preferred printed documents by the desk. This year to accommodate the students and to facilitate better training, staff compiled step-by-step print instructions into a notebook to have at the desk.
- Due to money missing around coffee sales, staff no longer allowed work-study students to sell hot beverages. The only way patrons could have hot beverages during times staff were not available, was to purchase a beverage card.

INTERLIBRARY LOAN

Borrowing

- 82 items were requested this year compared to 94 the previous year, a -13% difference.
- Though overall the borrowing dropped, interestingly, the interlibrary borrowing of articles rose by 13%. It was the borrowing of books that dropped significantly by -63%.
 - We can attribute some of the drop in book borrowing to one patron who had previously been borrowing microfilm, which is counted as a book. This year, our patron did not request these.
 - There was an increase in ILL use by faculty and one student in particular that attributed to the rise in article borrowing.
- 16 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 FY2015 there were 56 items loaned whereas there were 53 in FY2014; a slight rise in use.

See appendix H for more details.