



UNIVERSITY OF MAINE AT FORT KENT DEPARTMENTAL ANNUAL REPORT

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I. Introduction: Blake Library provides a variety of services to students, faculty, and staff. We provide access to hundreds of thousands of resources both print and electronic, resources that we get through direct means, through the URSUS consortium, and through the University of Maine System Libraries (UMSL) collective. Blake Library staff's mission is to provide excellent service to the UMFK patrons at their convenience, not ours.

II. Summary of Significant Activities, Initiatives, Achievements, and/or Events

A. Departmental Activities

- a. Debra Durkin, CL3 Library Specialist retired in December 2022.
- b. Dana Appleby was hired to replace Deb and continue work in Circulation, Interlibrary Loan, and Course Reserves at the CL3 level.
- c. Brenda Pelletier transitioned to a CL3 in spring 2023.
- d. New equipment was purchased for the Circulation department to help facilitate the reduction in paper use and printing costs.
- e. Library Director and Reference Librarian launched the new Information Literacy Micro-Credential.
- f. Acquisitions staff established participation in a recycling/reselling program through Baker & Taylor called Sustainable Shelves.
- g. Large sections of the library got a fresh coat of paint.

B. Campus Activities

- a. Acquisitions staff collaborated with the President's Office on reestablishing the "In Memory of..." (IMO) program.
- b. Circulation staff collaborated with TRIO staff to coordinate the Reserves/OER program.
- c. Reference staff collaborated with multiple departments to create guides. One major collaboration this year was with the Advising department and a new/updated Advising guide.
- d. Homesteading course, of which the concept was initially introduced by the Associate Director of the library a few years back, was added to the roster of classes for fall 2024.

C. UMS Activities

- a. Blake Library staff were part of the system-wide libraries and URSUS RFP to review and replace the current Integrated Library System. This system

includes acquisitions, serials, cataloging, circulation, and front-end searching by patrons. Directors approved the ILS system, Alma, from the ExLibris group.

- b. The Library Director, chairing the UMSL Information Literacy Micro-Credential committee, brought the work to a close with a completed IL MC.
- c. UMSL Library Directors worked with system leaders to develop a plan to provide resources across the campuses more equitably. This process is still going, though we hope to see decisions made for FY2025 and preparation made in FY2024.
- d. Printer systems were changed across the UMS. Blake Library staff worked with IT, local and system, to understand how the change will affect our community patrons and implement necessary measures for the transition.

D. External Activities (professional development, stakeholder meetings, etc.)

- a. Library Director attended the annual Maine Library Association (MLA) Conference.

III. Key Performance Indicators

A. Results (*table*)

UMS Strategic Plan 2023-2028 KPI	UMFK Strategic Plan 2021-2026 KPI	Operational Definition	FY2024 Goal	FY Result	Comments	New Goal
Commitment 2 <i>Effective Academic Portfolio Actions, Action 2</i>	2.3, 5.3	Design a literacies curriculum that teaches a range of informational, digital, and computational literacies and skills enabling students to pursue advanced studies or professional employment in Maine and beyond.	Starting this fall, work with two students on the UMSL Information Literacy Micro-Credential		The MC is already in place and ready to enroll students.	
Commitment 5 <i>Action 3, Goal 3.8</i>	4.1, 4.2, 5.3	UMS will work with its library directors to resolve a key issue identified in the system-wide 2021 libraries strategic plan: the need for funding [that is] adequate to ensure equitable access to online and physical library resources across the System.	A solution will be identified [and approved] by early fall 2023 and implemented incrementally through 2028.		As of summer 2023 a solution has been identified. We just wait on approval and implementation.	

	1.1	UMFK will enhance its role as a center of arts and culture in the St. John Valley.	Blake Library staff will actively pursue exhibitors for the Blake Library gallery.		Before the pandemic, the gallery was easily filled and it was scheduled 1.5 to 2 year ahead. After the pandemic, not only has it been difficult to schedule, the art studio classes that filled the gallery part of the year, have dwindled in number.	
	2.3	UMFK will develop and implement a comprehensive program of service department assessment to improve service department planning and decision-making.	Blake Library staff will investigate and implement possible options for assessing library services.			
	3.2	UMFK will begin working to create awareness and educate employees to examine their assumptions and unconscious biases in terms of race, gender, sexual orientation, ability, age, etc.	Library/Archives staff (those responsible for various subject guides) will finish developing a DEI guide that highlights resources covering various DEI topics. In addition, Collection Development staff will continue purchasing material that support the diverse communities at UMFK.		This guide was started in FY2023, and will continue to be updated across FY2024 Diversity, Equity and Inclusion (DEI) Topics	
	4.2	UMFK will increase engagement in UMFK support services, events, and recreation by on-campus, commuter, and online students.	Blake Library staff will send out more notices through UMFK's social media to advertise the resources, tools, fun options, etc. Library staff will investigate appropriate library programming for students.			

B. Comments

IV. Staff Development and Service

A. Workshops, Conferences, Trainings, etc.

- a. Maine Library Association Conference: Sofia
- b. URSUS Directors' Retreat: Sofia
- c. Using and Understanding Library of Congress Classification Course: Brenda
- d. Two Hourly Staff Pryor+ Trainings: Brenda (*Host*), (*Deb fall 2022*)
- e. Maine Authors Publishing on Programming Webinar: Dana
- f. COS 103 class/Introduction to IT: Dana
- g. UMS MS WORD Training: Dana

B. University Service (*committee service, etc.*)

- a. Health and Wellness Committee: Brenda (*Treasurer*), Dana
- b. Hourly Staff Committees: Brenda (*Development Fund Chair*), Dana (*President, as of summer 2023*), (*Deb fall 2022*)
- c. Search Committee, Library Circulation CL3: Sofia (*Chair*), Brenda
- d. Salary Staff Committee: Sofia
- e. UMSL Circulation: Dana, (*Deb fall 2022*)
- f. UMSL Reference Committee, Library Directors, Info Lit M-C, Electronic Resources: Sofia
- g. UMSL RFP: Sofia, Brenda, (*Deb fall 2022*)
- h. Commencement Usher: Dana
- i. Coordinated Wellness Event: Brenda
- j. Tested to drive the UMFK 12-passenger van: Brenda

C. Community Service

- a. Chaperone for the SAD#27 walk/bike to school day: Benda
- b. St Francis Community Library volunteer: Dana

V. Future Plans (1-2 years)

- A. Complete the processing of the John Martin collection (reviewing what to keep and what to discard/shred)
- B. Complete the transition to a new ILS (Integrated Library System).
- C. Electrical access in baseboards of the Reference and Acquisition stations.

VI. Long-Range Goals (3+ years)

- A. Complete all work on the John Martin Papers collection (Cataloging and shelving being the final step)

VII. Capital Needs

- A. Elevator in older section or someway for accessible access to the library's second-floor

- a. Idea: reconfigure serials room and move serials room items to large study area
- b. Idea: use large study room area (and staff room above).
- c. Idea: create a pathway on top of roofs from Powell to Library (problem: arched roof in large group study area of library)
- B. Update entryway of Bell Tower entrance
 - a. Either update to remove plastic
 - b. Or completely redo entrance to also turn it into an accessible entryway.
- C. Replace windows in old section of library (what used to be the gym). In particular
 - a. Computer lab (105 & 106)
 - b. Large study room (111)
- D. Remove rest of asbestos
- E. Repair wheelchair accessible door in old section by the wheelchair-accessible bathroom (112)
- F. OR rather than piecemeal all this, tear down the old section and rebuild.**
- G. Ceiling fans in large group section (numbered 121) by Quad entrance.

Reference Department (Information Services) report

Both in-person and electronic reference transactions grew nicely this year by roughly 30%. Electronic reference grew slightly if only looking at reference transactions but grew by 49% if looking only at portfolio help. This is a continued upward trend though still much lower than in pre-covid years. Unfortunately, Information Literacy sessions did not fair so well. This may be largely attributed to low enrollment. When typically, there are anywhere from six to eight sections of the First Year Experience course in a fall semester, there was only one this fiscal year. FYE is one of the primary courses in which reference staff teach information literacy.

Circulation Department (Access Services) report

The most notable change this year in Circulation was after seventeen years of working at Blake Library, Debra Durkin, retired on December 31. In January, we hired a new Circulation staff person, Dana Appleby. Beyond that, circulation checkouts rose this year even while the average number of people in the library at any given time dropped. The Emeritus library account and the graduate student accounts are now active. The minimum wage increased this year to \$13.80. This means the number of hours covered by work-study students decreased.

Tech Services Department report

Changes this year include: UMS combined Travel cards and Pcards into one University Corporate Card. Budget constraints required our having to use funds from the gift accounts to supplement the general budget. This may be the case again in FY2024. The “In Memory of...” program is back on track. We have added a new service called “Sustainable Shelves” by Baker & Taylor. The program helps us recycle unused books. Finally, our Acquisitions/Serials staff, Brenda Pelletier, applied for and received CL3 status. In doing so, she is now officially considered back-up for copy-cataloging.

APPENDICES

- A. Budget
- B. Collections
- C. Library Services Overview
- D. Circulation (Access) Services
- E. Technical Services
- F. Reference (Information) Services