University of Maine at Fort Kent

BLAKE LIBRARY
Annual Report
2002/2003

I.   INTRODUCTION

Blake Library provides information services at the University of Maine at Fort Kent for the local campus community, students at a distance, and the St. John Valley community. It administers not only traditional library services, but provides services that enhance Academic Computing, the Acadian Archives, Audio-Visual Services, and Distance Education.

Patrons have access to an online catalog - URSUS; to a variety of electronic indexes covering a wide range of subject areas, many of which provide full text access to journal articles; and to over 7,400 electronic books. Faculty members are encouraged to place course materials on electronic reserve. The library has a developed web page offering online access to a variety of forms, a place to "Ask the Librarian", subject guides, and much more. Interlibrary loan services are highly automated, speeding up the delivery of materials. In addition to maintaining the Library web page, the library staff delivers Web Services to the campus. Web Services includes the maintenance of three servers, updating and developing the University web site, instruction and support to faculty and students in the implementation and use of online distance education software, and providing video streaming to campus. The library makes available twenty-three computers for public use. Staff provides instruction on the use of the computer and on all software running on the network. Individuals are able to have network accounts created and can place money on those accounts at the library. The library staff trouble shoot printers, disks, and network problems. The Acadian Archives is located in Blake Library. The library shares space and provides additional access to their materials through the reserve and hold shelf. The library staff strives to meet the information needs of the clients it serves, continuing to add new services, and improve older services.

II.   ACTIVITIES, MAJOR EVENTS AND SIGNIFICANT ACHIEVEMENTS
A.   Acadian Archives Building
Throughout FY2003 the Blake Library staff have been busy planning and moving the library in preparation for the building of the Acadian Archives building. The move for the library entails relocating the front door, which is currently facing the parking lot, to the back left corner of the library facing Cyr Hall. People would enter through Blake's new entrance and traffic could flow to either the archives or the library. In addition the entrance would face campus, encouraging traffic between buildings. The 1988 addition, where the new library door would be added, has a high ceiling and numerous large windows compared to the dark gymnasium portion of the library. Currently the "people" spaces and most of the traffic are located in the gymnasium portion of the library. This move would bring the people to a nicer working environment and the book collection to the darker portion of the library.

Currently the Blake Library's main entrance is not accessible for individuals in wheelchairs and is in bad need of repair.

There were many positive reasons to move the entrance, but to ensure true success of the "move" many other factors were under consideration. Moving the front entrance would mean actually flipping the current layout of the library completely around to relocate the circulation and reference areas near the front door. To move these two departments would mean moving 60% of the book collection (A-N), the curriculum, and juvenile collections from the 1988 addition to the gymnasium, and moving the reference collection, serials, oversize, and the Maine government documents from the gymnasium. This would be a huge move that even with careful planning has room for error.

Two other factors under discussion were the removal of asbestos in the gymnasium and the location of people to support the services. Many of the buildings on campus were slowly undergoing the process to remove asbestos in the ceiling and floor tiles. The asbestos removal in the library was to be in the next 2-5 years. The library staff questioned filling up this portion of the library only to be asked to move it out for the asbestos removal. In addition the current layout of the library places all of the offices in one central area. Staff have been cross trained to assist one another. This team work is essential to maintain quality service. Moving the reference and circulation area to the 1988 addition section would create a split, not enabling technical services staff to easily help out.

Though still concerned, the library staff believed there were enough positive reasons that justified the move to begin planning. Original plans and discussion centered on removing the asbestos in the gymnasium portion at the same time the library was moving to accommodate the new entrance. Under consideration was the possibility of outsourcing the move. Library staff provided the required materials to a company called Moving & Logistics for an estimate. The estimated cost of outsourcing the move was between $45,000 and $60,000 depending on the storage rates. A copy of the materials sent to Moving & Logistics can be found in Appendix A. (currently not available)

Early on Blake Library staff provided the architects with measurements for all furniture located in both the 1988 addition and the gymnasium, to help the architects draw up an initial plan to assist the library staff with the move. The library staff discussed ways in which to empty the gymnasium in three sections to allow for the asbestos removal and at the same time providing uninterrupted service. Initial plans from the architect were discouraging. Location of services and lack of space for people in relation to those services again had the library staff doubting the decision to move. At the same time, the library staff received word there would not be enough funds to conduct the asbestos project at this time.

Library staff met again with the architects to explain the concerns of the location of people and placement of furniture. The architects came up with a

plan that was more acceptable, and library staff began again to plan "the move". A copy of the new layout of the library can be found in Appendix B. Staff divided the move into phases, which had certain tasks to be completed during certain time frames. The library staff believed phases would allow for uninterrupted library service, a chance to move slowly, begin early, and adjust for unexpected hurdles. Phase 1 was to begin the week of December 9th and consisted of moving the serials to a temporary location in the exhibit area, packing shelves in the curriculum, and moving the juvenile and young adult sections. This would empty a range to be built where the serials were located in the gymnasium portion. Phase 2 was to begin the week of January 6th and was to consist of moving the reference out of the gymnasium to the 1988 addition, while at the same time slowly moving the stacks into the gymnasium. As the reference area cleared, the curriculum, juvenile and young adult collections were to move to their new location in the gymnasium. Phase 3 was to begin the week of February 24th and was to consist of moving the reference desk back to the 1988 addition, a cluster of 4 computers to the gymnasium, the circulation area, and continuing to shift the collection from the addition to the gymnasium portion. A detail description of the planning and phases of "the move" can be found in Appendix C.

To date "the move" has smoothly relocated A-K of the stacks, the curriculum center, the juvenile and young adult collections, oversize collection, the reference collection, and serials to their final location. The circulation and reference work areas were moved to a temporary location, as were the Maine government documents. Phases of the move began on time, all of which were completed well ahead of schedule. The success of the project to this point can be attributed to the hard work of physical plant and library staff working together to carefully time the completion of one task that led into or enabled the next task to begin and the ability to adjust to the unexpected. For example the realization in Phase 2 that shelves could not be placed in a certain location because they would block access to pipes located in the ceiling forced the staff to rethink how the collection would fit in the area. The staff worked through the problem and again the project continued on.

Phase 4 and 5 are still being fine tuned. Phase 4 will begin this summer and be completed for September, it will consist of moving the L, M, and N's, the circulation and reference desks, the Maine government documents, and the computer cluster to their final locations. Phase 5 will take a closer look at people and furniture.

B. Stephen and Tabitha King Foundation
    Shortly after the completion of Phases 1, 2, and 3, discussed in Section I.A Acadian Archives Building, the bids came in for the project well above the projected cost of the project. One solution was to hold off construction of the Acadian Archives building until funds could be secured. The building committee and architects worked together trying to bring the cost closer to the targeted budget, but still the cost was well above the desired amount.

With the uncertainty of the project, the library staff began to discuss the implications of a delayed construction of the archives on the library and the possibility that even if the construction continued the library's entrance would not be built. After much discussion the library staff agreed that an accessible main entrance located in the 1988 addition of the library was indeed the direction the library wanted to continue regardless of the construction of the Acadian Archives building. On March 21, the Dean of Information Services submitted materials to the Stephen & Tabitha King Foundation for a grant totaling $40,000 for the construction of an accessible entry. The grant proposal included not only the construction of the entry but the building of a circulation/reference desk.

On May 4th the library received a short letter from the foundation, "I am pleased to inform you that the Stephen and Tabitha King Foundation is awarding $40,000 for the renovations to the Blake Library." (Stephanie Leonard). The check for $40,000 accompanied the letter. This money ensured Blake Library a new accessible entry, to be built during the summer of FY2004. A copy of the materials submitted to the Stephen and Tabatha King Foundation and the award letter can be found in Appendix D.

C. Books in Storage
    Over the past four years 1,562 books were placed in storage either in Powell Hall or the Acadia House. All of the titles placed in storage were multi-volume sets in the areas of philosophy/religion, history, music, and literature that showed limited use and no longer supported the curriculum. These titles were placed in storage to create space for the growing collection. At the time of weeding the titles from the collection the library staff were not ready to discard the books, placing them in storage to monitor use.

    In FY2003, the library staff believed it was time to either discard the titles or return the titles to the shelves. Of the 1,562 volumes placed in storage, the library discarded 1,341 volumes representing 418 titles. These titles had not been requested during the time they were placed in storage, and the library staff felt the subject area was adequately covered by other titles on the shelf.

    The library was able to sell 550 volumes to a used book vendor from Riverview, NB Canada. The sale of these volumes totaled $1,099.00 in Canadian funds. The local libraries were notified of the remaining titles and many of the other titles were given away to faculty, staff, students, and the local community. A list of the storage titles discarded can be found in Appendix E.

D. Inez Day Richards
    In 1996 Daniel Richards bequeathed $40,000 to the Blake Library in memory of his grandmother Inez Day Richards. From that time 271 items were purchased in the area of music and American poetry totaling $13,000. The library knew very little about Daniel Richards or Inez Day Richards until this past year. While browsing through the pages of the book entitled, "Maine

Composers and Their Music" a faculty member stumbled across Inez Day Richards name. Listed with her name were the titles of four original music compositions.

The library was unaware that Inez Day Richards was a composer and quickly began looking to obtain copies of the music. The Dean of Information Services was soon in touch with Daniel Richards' brother who, to the library staff's delight, had the sheet music for all four pieces and a handwritten fifth piece. Eric Richards donated all five music pieces to the library, giving the library permission to digitize the scores. A copy of the news release and the musical scores can be found in Appendix F.

The musical scores will be cataloged and located in special collections. In addition the library will digitize the scores making them available from the library web page. Professor of Music Scott Brickman expressed interest in helping the library to provide a digitized sound recording of the music.

E.   Diversity Initiative
The UMFK Diversity committee requested documentation from Information Services on the steps the IS departments were taking to address diversity on campus. The Dean of Information Services highlighted the library collection and services when addressing Blake Library's efforts in providing diversity to campus. "In order to support the curriculum, the library collects materials which cover a broad range of subjects, presenting students with opportunity to explore different cultures, views, attitudes, and perspectives." A sampling of titles were collected and submitted to the committee. In addition, the Dean pointed out that services are provided in a variety of formats to meet the diverse patron community. A copy of the documentation given to the committee can be found in Appendix G.

F.   Accreditation
Nursing - In FY2003 the Nursing division was visited by the Commission on Collegiate Nursing Education and the Maine State Board of Nursing for accreditation. In FY2002 the library began preparing for the accrediting team visit meeting with the advising team and providing initial documentation to the nursing division on library services and the collection in relation to nursing. The Library staff was concerned about the quality of the print collection and set out to improve it. The plan consisted of analyzing the nursing collection; inviting the nursing faculty to remove books from the shelf which they would like updated; prioritizing subject areas to replace; compiling a list of titles which would be purchased with available funding; looking again at the collection to determine the need for additional titles and if needed seeking additional funding. A total of 464 titles were discarded from the collection. All the titles were outdated providing inaccurate information on the topics they covered. Library staff worked with the nursing department to collect titles to support the current curriculum; 214 titles were purchased totaling $7,993.

In August 2002 the nursing division submitted their final report to the Commission. The library was addressed under "Section II. B. Resources are sufficient to enable the program to fulfill its mission, philosophy, and goals/objectives and these resources are reviewed, revised, and improved as needed. Academic support services are improved and upgraded on a regular basis to meet program needs." This section included details on library services and the collection. A copy of the section on Library Holdings and Information can be found in Appendix H.

In early October the visiting team met with the Dean of Information Services and the Assistant Director of the Library. Services were discussed and a brief tour of the collection was provided. Overall the visit appeared to go well. Shortly after the visit the division of nursing received a report back from the commission commending the division for the program. There were not any recommendations reported for improvements that the library staff needed to address.

In November of 2002 the division submitted a report to the Maine State Board of Nursing for accreditation. The library was addressed under "Criterion 8. G. A well organized and up-to-date library shall be provided for the use of students and faculty. It is desirable that appropriate library services and a qualified librarian be available to ensure optimum benefits to students and faculty." The section on the library is the same information submitted to the Commission on Collegiate Nursing Education. The report can be found in Appendix H.

Forestry - Initial reports in preparation for the accreditation of the Forestry program began in FY2003. Library staff began looking at the support materials for the program, providing an analysis of the collection and list of titles purchased in the last five years. A copy of the materials provided to the forestry program can be found in Appendix I.

University - In preparation for the University accreditation the Library staff has begun to look at the overall quality of the collection as well as the services that are provided. The Association of College and Research Libraries document on "Standards for libraries in Higher Education" will be a starting point for evaluating the library. The standard document is intended to "provide a quantitative and qualitative approach to assessing the effectiveness of a library and its librarians." A copy of this document can be found in Appendix J. The fifth year interim report of August 15, 2000 will be a guide to past progress and a stepping stone for areas that needed growth. A copy of the final version of the fifth year interim report can be found in Appendix K.

G.   LD 1471 - An Act to Create a Digital Library to Meet the Educational, Research, Business and Economic Needs of Maine
In FY2002 the library reported that LD1471 had passed, awarding $200,000 annually to the Maine State Library and $500,000 for the next two years to

the University of Maine System to create a digital library. The Maine State Library and the University System worked closely together, first identifying and prioritizing the information needs of their patrons. Priorities were as follows: General Public and Academic Journals and Magazines, Business Journals and Magazines, K-12 Resources (magazines and literature in particular), Newspapers, Encyclopedia, Reader's Advisory, Education, Health and Medicine, and Agriculture. A list of databases to meet these priorities was created and vendors were contacted for pricing. In FY2003 Blake Library patrons will have access to 36 databases covering a wide range of subject areas due to the funding provided by the state. A copy of the list of databases for FY2003 can be found in Appendix L.

H. Budget
For FY2002, the total library budget was $190,281. In FY2003, the budget was $187,855, a decrease of 1.27%. Personnel costs represent 60% of the library budget and would be greater except that the library director's salary is paid through the Information Services budget because of other duties.

The chief financial officer has told the library director to expect flat funding for FY2004. In preparing for the next fiscal year, library staff estimated that the budget would need to be $194,450 in order to avoid cancellations of subscriptions and services. Flat funding of $187,855 would be a 3.39% decrease.

The staff will need to identify efficiencies which can make up for the $6595 shortfall. There can be cancellations of 3 electronic resources which are being paid for by the University of Maine System and the State of Maine: Art Index, $84.25, Historical Index $276.11, and Value Line, $798, leaving a shortfall of $5,437. Other possibilities are to transfer the lease for the Savin color printer/copier to another account so that the library will provide the service but not pay for the lease nor receive the revenue. Additionally, the lease for the Savin black and white copier will be paid in the next fiscal year, leaving only a maintenance contract to pay. More detail on finances can be found in section III. H. Library Finances.

I. Facility/Services
The library for the second year offered summer hours during the first summer session. The library chose not to be open in the evenings but selected Sunday afternoon from 1:00 PM to 5:00 PM to be open. This time was selected due to the low attendance in FY2002 during the one summer night the library was open. The library offered the time on a trial basis before committing to be open the entire session. The attendance was high the first Sunday and remained high throughout the summer session.

During FY2002 the library changed the Saturday hours from 8:30 AM to 4:30 PM to 12:30 PM to 4:30 PM staffed solely by a work-study student. This change worked well for the spring semester. In the fall 2002 the library

opened from 10:00 AM to 2:00 PM on Saturdays, but adjusted the hours to 12:00 PM to 4:00 PM for the spring semester.

In the past the library charged $2.00 for each page faxed. In FY2003, the charge was changed to $2.00 for the first page with subsequent pages costing $1.00.

One new service the library makes available for students, faculty, and staff is "burning" CD-ROM's. This service has been used largely to burn PowerPoint presentations and programs such as EMC Compututor whose license permits copying for student use.

J. Staff
Information Services benefited from having an Aspire volunteer from October 15, 2002 until January 10, 2003. Beth Smith assisted all departments under Information Services and was especially helpful to the library. She worked on adding new fields to the library serials database, the basis for being able to offer access to that database via the web. In addition she assisted in moving the library collection in preparation for the building of the Acadian Archives building and at times was left alone to cover the library during lunches or when staff had meetings to attend.

The Library Assistant I position for serials contract was extended from a 9-month position to a 12-month position. This is an important step for the success of the serials department. The absence of this position during the summer months created a gap in services and slowed progression of new services to be implemented.

K. Space
Despite the move of the Acadian Archives to their new location, Blake Library continues to be limited by "appropriate" space. The stacks area has undergone major weeding alleviating some of the urgency for space for books. In addition major weeding occurred in FY2002 for the serials back issues freeing 3-5 years of space for serials.

The special collections room is approaching its limit. Under consideration for the special collection was to relocate the collection to the air control room currently being used by the archives. With appropriate shelving, this room may allow for some growth. However, this room is not located near related materials and would not be monitored unless staff remained with the patron.

Staff continued to work in areas poorly designed. This problem may be exacerbated with the construction of the Acadian Archives building if careful consideration is not taken for people space and the relation of their work to the services the library provides. Many of the spaces suggested by the architects for offices are poorly ventilated and isolated from other offices.

During FY2004, work areas will again be looked at to better facilitate the limited space available for people.

L.   New Furniture/Equipment
The Acadian Archives provided Blake Library with a locking bookcase to store DVD's. The cabinet is 60 x 12 and was purchased by the Archives for $455.22 back in October 2001. The Archives did not have space for the cabinet and recognized the library had a current need.

The library purchased steel back panels for five units and shelving materials for $3470. The steel back panels will be used to separate the circulation area from the reference collection. The additional pieces purchased will be used to rebuild the short shelves to fit in their new location.

An Epson scanner was purchased for $145.78 to be used primarily for electronic reserves. In the past staff had to leave their work area, sharing a machine for public use to process materials for electronic reserves. The purchase of a faster scanner, located in the staff work area has proven beneficial.

The Library purchased three new Dell Optiplex GX240 P4 computers all with Windows 2000. The three computers that were replaced moved to other library stations that needed upgrading. All library staff computers are now running Windows 2000.

A Savin 2513F Digital Copier Fax was purchased for $1396.00. This price includes a $214 trade on the Xerox 5028. Library staff had been using the Xerox copier but the cost to maintain the copier and the expected repairs in the near future prompted the purchase of the new copier. The fax/copier combination allowed for space to put the equipment where the old fax was located.

A storage cabinet was purchased for $149.00 to organize office supplies. The cabinet helps to organize shared supplies in a central location.

The staff has already begun investigation into a new digital camera and a cash register. Both of these items are in need of upgrading to perform the tasks required of them.

M.   Library and Academic Computing Interactions

The library staff offers the campus and local area computer support. This support ranges from beginner computer use to advanced, one on one instruction to group and software to hardware. The library makes available twenty-three computers for general computing use, one of which has scanning and graphic capabilities. The library has an assisted learning station which has voice recognition software, web reading software, and zoom

software, and three additional computers dedicated for library research. With the large number of computers available for public use and the many different applications available, the library staff fields a growing number of computer questions.

The Administrative Assistant for Information Services assists the campus community with color printing services. Blake Library leases a Savin SLP 38 color printer and copier. This printer/copier supports up to 11 x 17 size paper and up to 90 pound cover stock including transparencies. This current printer was put into use in February of 2003 replacing a Savin SDC 206E color printer/copier. The cost to the UMFK community for this service is .50 cents per page for 8.5 x 11 paper and $1.00 per page for 11 x 17 paper. The current monthly lease for this machine is $250.00 a month plus .3 cents a scan for each of the three ink colors (cyan, magenta, and yellow) and .2 cents per scan for black ink. In FY2001, the library experienced an overall gain of $1,687.96. In FY2002, the gain was smaller at $747.63. So far in FY03, the library has experienced a loss of $1,861.49.

Two major factors contributed to the loss of income. The first is the increase in the monthly lease. The current lease is a change from previous years where the library paid $250.00 a month and a certain number of color scans were allowed within that price. Any supplies were billed separately. The current lease price covers the cost of supplies, but not the color scans (cost explained above). The second factor is a decrease in the number of billable jobs being printed by other departments. Most large or bulk print jobs are being sent to professional printers because of speed, cost and quality. Also, with tighter budget constraints, many departments cannot afford to print large jobs in color. Blake Library will continue to provide this service but no longer will support the cost of the lease. This agreement includes the loss of any revenue that may be generated from the service.

The library staff are trained to create Novell accounts for network access and add money to Pcounter for printing. Due to the number of hours the library is opened this allows access to the network and printing in the evenings and on weekends.

The campus web services are supported and maintained by library staff. The Assistant Director of the Library performs the duties of campus Webmaster, and, the Assistant Director of the Library and the Electronic and Information Resources Librarian provide instruction and support for WebCT. For more detailed information on the campus web, see the Web Services Annual Report.

In FY2004, the library staff has offered to learn and maintain EMS logins for students. This software provides students with tutorials for the Microsoft Office Suite.

The library staff understands the importance of the integration and support of technology on campus. Many of these services, though not "traditional" library support, are a part of providing quality "Information Services" to campus and the local community.

III. Departmental Reports

This section looks at individual Library functions separately and analyzes trends in services.

A   Reference

Bibliographic and Computer Instruction – In FY2003 547 students attended 37 bibliographic instruction (BI) sessions. Instruction sessions are slightly down from the previous year of 38. Though instruction sessions are down student attendance remains high. Over the past five years the average attendance was 385 students.

This year library staff coordinated with Humanities Seminar - HUM102 instructors to provide bibliographic instruction for all HUM102 classes. This course is a required course for all incoming freshman. The reference librarian was able to instruct virtually all freshmen for the year in basic library skills (finding books and articles), as well as general library policies, how to activate their email, what they need to logon to a University computer, and general tips on campus computing. Feedback from the class instructors was positive and preliminary scheduling for FY2004 has begun. In addition, the instructors for EDU335, Computers in the Classroom, will be contacted this fall to try and reach the Canadian education students. This category of student has been difficult to reach. There have been scheduling problems, students may receive multiple instruction sessions, or students were missed entirely. By approaching the Canadian students through one common course, there should be limited duplication and most, if not all Can-ed students will have received instruction.

In FY2003, there were 4 computer instruction sessions offered, two on PowerPoint with a total of 33 participants, 1 on web development that had 8 participants, and 1 on Docutek electronic reserves with a total of 99 participants. Computer sessions have dropped considerably. Last year 14 computer instruction sessions were offered. A closer look shows that 12 of these sessions were for online course software packages, Blackboard and WebCT. In the past the instructor in charge of student teaching requested multiple instruction on WebCT. This year the instructor was confident in her understanding of the program and provided the instruction herself. A list of instruction sessions can be found in Appendix M.

Across the next fiscal year the Electronic and Information Resources Librarian plans to re-evaluate the way in which bibliographic instruction is

given through the use of the book <u>First Impressions, Lasting Impact: Introducing the First-Year Student to the Academic Library</u> and ACRL standards for bibliographic instruction. Once this is done the librarian will begin development and implementation of a newly structured information literacy (bibliographic instruction) program. In addition, the Electronic and Information Resources Librarian hopes to produce and display online a form of bibliographic instruction created through Flash programming. The Flash program will allow patrons to walk through an animated tutorial taking them step-by-step through URSUS and the library's Indexes and Databases.

Electronic Reference Service - During FY2002 and FY2003 library staff reviewed and tested E-Reference packages for the University of Maine System. The four systems demonstrated and tested were QuestionPoint, Groopz , LiveAssistance, and Docutek. In January 2003, the UMaine System purchased an E-Reference package called VRLPlus by Docutek. Blake Library and the University of Maine at Presque Isle library share one unit with Fort Kent administering the site. In December, a news release was created on e-reference, specifically on the role Blake Library staff played in the selection of the system. A copy of the news release can be found in Appendix N. Due to the infancy of VRLPlus, the statistics on live reference sessions will not be reported for FY2003.

The library reference staff received 19 emails through the Blake Library "Ask a Librarian" form located on the Library web page. Of the 19 emails received, 8 of these were non-reference questions relating to circulation or e-reserve access. An additional 9 questions came through the VRLPlus email form. The form became available in January 2003**.**

Encompass - In March 2003 the University of Maine System purchased a package called Encompass through the Endeavor company. Encompass allows students to search multiple resources through a single interface. These resources are grouped under subject headings with some subheadings. The desired result is the student creates one search and is able to retrieve relevant material in all formats, from various sources such as the library online catalogs, indexes and databases, and from the Web. Encompass is expected to be online by fall 2003. Blake Library staff worked with the software to provide input to the committee on the structure and interface before implementation of the product. A copy of the suggestions can be found in Appendix O.

Exhibit Area - Due to the shifting of the library, the exhibit area was temporarily closed on December 16th. The exhibit room became available again during the latter part of March.

Table 1. contains a list of exhibits that were on display during FY2003. More details on the exhibits, including news releases can be found in Appendix P. There were no write-ups for exhibits showing in June and July of 2002 and April of 2003.

Table 1. Exhibits on display for FY2003		
Date	**Title**	**Artist**
May 2002	"Pastels of Maine"	Ann Gendreau
June 2002	"Mixed Medium"	Judith Ellis
July 2002	"Untitled Exhibit"	Anonymous Artist
July/August 2002	"The Art of Responsive Drawing"	Therese Provenzano
September 2002	"Art 2 Heart"	Gert Thibodeau
October 2002	"The Drawing Review Magazine Collection"	Tom Baldwin
October 2002	"Mainely Abstractions-Recent Charcoal Drawings"	Therese Provenzano
November 2002	"Passage"	The Students of Wendy Kindred
April 2003	"Clothesline Project"	Stan Pettegrow of AMHC

Changes to how the exhibit area should be managed were discussed at the Library Committee meeting in March. The current curator, Sofia Birden, suggested changing the decision maker from one person to a committee. This would provide a formal system for approval of an exhibit, alleviating some of the pressure placed on one individual. The Library Committee members thought this was suggestion well worth pursuing.

Indexes and Databases – The top 10 databases for the most searches in EBSCOHost, their total searches for the year, and percentage used compared to the previous year are shown in Table 2.

Table 2. Top ten databases from EBSCOhost, including the number of search for the year and the percentage used compared to the previous year.			
	Database	**# of Searches**	**% Change**
1	Academic Search Premier	9344	1%
2	Books in Print with Reviews	2449	64%
3	ERIC	1627	34%
4	CINAHL	827	13%
5	PsycINFO	778	30%
6	Psychology and Behavioral Sciences Collection	596	New
7	Health Source: Nursing/Academic Edition	398	226%
8	Sociological Collection	396	New
9	Business Source Premier	338	-20%
10	MEDLINE	303	13%

A copy of the complete list including statistics on use can be found in Appendix Q.

All but one of the databases rose in usage from the previous year, Business Source Premier dropped by 20%. This drop could be attributed to Business Source Corporate, a new database added late in March of 2002. This database accounted for 111 searches in FY2003. When the searches for these two databases are combined, their total searches are 449. This is an increase of

6%. Similar to Fort Kent, the UMaine system showed a decrease of 19% for Business Source Premier from the previous year. Again if we add the UMaine System Business Source Corporate search totals to the UMS Business Source Premier search totals there is a very slight increase of .9% as opposed to a decrease.

When looking at the total searches across the last two years (comparing only the common databases, not new databases, for FY2003) there is a 3% increase of search activity from the previous year. The new databases in EBSCOHost represent an additional 1,711 searches for FY2003.

Unfortunately, at this time we can only gather Fort Kent statistics on the databases subscribed to through EBSCOHost. The University of Maine System provides statistics on databases subscribed to from other vendors, but all the participating libraries are included in these statistics. However the statistics provided by the system do enable us to calculate the percentage of searches our patrons contributed to each of the EBSOHost databases. Blake Library's patrons account for 3.9% of system wide searches in EBSCOHost. More detailed statistics on system wide searches compared to Fort Kent searches can be found in Appendix R. One final note, this year the UMaine System had a total of 153,418 logins while Fort Kent had 6,659 logins to EBSCOHost. Fort Kent represents 4% of all logins.

Finally, in FY2003 three licensed databases were eliminated, two databases changed their names, and twenty-eight databases were added. In addition, thirteen non-licensed online databases were also added. A complete list of the databases Blake Library patrons have access to can be found in Appendix S.

Maine Government Documents - During the fiscal year 2003, 544 Maine government documents were cataloged. This is an enormous increase of 273% from the previous year. This increase is due primarily to the cataloging of government documents shifting to the cataloging department. The reference department continues to process the incoming packets which result in placing inserts in their proper location, shelving documents to be cataloged in the cataloging/acquisitions area, helping with labeling when needed, shelving cataloged documents, and checking newly cataloged documents before they are shelved. Of the 544 documents cataloged 470 items were unique titles leaving 74 items as additional volumes. In addition, 87 government documents were removed from the collection and 10 documents were moved from reference back to the government documents collection.

This year the total number of government documents and reference inserts were 642. This is a decrease of 30% from the previous year. The decrease is in part due to the reference department having to spend time training new work-study students. In addition, 197 inserts were discarded because they were dated, replaced, or irrelevant. Finally 13 inserts were duplicates and also discarded. Inserts (newsletters, senate and house sessions, minutes, etc.) are not reflected in computer generated reports that calculate "cataloged"

items but are tabulated manually. More detailed statistics on Maine documents can be found in Appendix T.

Reference Collection - The reference collection was temporarily moved into the 1988 addition portion of the library. The move was due to the construction of the Acadian Archives building.

While moving the reference collection, the reference librarian took the time to shift the collection for growth and to finish the weeding process. The weeding process included getting rid of duplicate, dated, and redundant materials. Some of these items were moved to the regular stacks, government documents, or special collections. In addition, titles were tagged for eventual replacement or to mark subject areas that needed further collecting. A large multi-volume national legal encyclopedia, *Corpus Juris Secundum* was discarded, 166 volumes total. Updates to the volumes are published throughout the year at an annual cost of approximately $1500. A letter was sent to the Criminal Justice and Public Safety Faculty to determine the importance of this resource to their program. All faculty receiving the letter agreed to discard the set. A copy of the letter can be found in Appendix U.

The reference collection was given $2,000 from the Mattie Pinette fund to update or add titles to the collection. The subject areas of particular need were the sciences and the education section. The collection development task was completed.

Reference Statistics - The statistics on reference questions sent to IPEDS (Integrated Postsecondary Education Data System) is broken down only by Reference and Directional questions. However, Blake Library statistics breaks down Directional into two categories: Directional and Computer/Support. Computer/Support is further broken down to: General and Instructional. This allows us to collect data specifically on computer oriented questions helping us to determine how much time is spent troubleshooting computer problems and/or instructing patrons on the use of equipment/software.

The total number of questions answered by the Reference staff dropped from 1,703 in FY2002 to 1,186 in FY2003. This drop may be attributed to a number of factors. Though all staff are encouraged to track their reference transactions, many transactions may have been excluded from the figures reported. In addition, though the fall enrollment was very high, all departments saw a decrease in usage statistics. Finally, bibliographic instruction sessions were organized and offered through the Humanities Seminar course (First Year Experience) which all freshmen must take. If the bibliographic instruction sessions were successful, then fewer students may have had less need to approach a librarian for reference help. Detailed statistics on reference transactions can be found in Appendix V.

Staff Handbook – The Electronic and Information Resources Librarian produces a handbook for both students and faculty. In FY2004, library staff will work on creating a handbook for staff.

Website -Two year end web reports, off campus and on campus, were generated for Blake Library and can be compared to last year's web reports.

Off-Campus: The general statistics section of the web report shows a 40% increase in unique visitors. In addition, slightly more than 14% of the total visitors are international.

Table 3. shows the top four pages visited.

Table 3. Top pages visited by off-campus library patron.				
Pages	**Views**	**% of Total Views**	**Visits ▼**	**Avg. Time Viewed**
1 **University of Maine at Fort Kent - Blake Library (*Home page*)** http://www.umfk.maine.edu/infoserv/library/	8,600	29.89%	5,033	00:00:49
2 **University of Maine at Fort Kent - Blake Library (*Start Your Research page*)** http://www.umfk.maine.edu/infoserv/LIBRARY/ research/	3,150	10.94%	1,595	00:00:53
3 **Indexes and Databases** http://www.umfk.maine.edu/infoserv/library/ind xdb/alphalist.asp	1,483	5.15%	1,179	00:02:49
4 **University of Maine at Fort Kent - Blake Library (*Electronic Reference page*)** http://www.umfk.maine.edu/infoserv/LIBRARY/ VR/	1,033	3.59%	700	00:02:15

Mountain View, California had the most active visits of all cities with 1,869 visits while Fort Kent showed 372 visits. We are unable to compare these figures to last year due to not having the geographic data in last year's web report.

This year and last year remain consistent with Internet Explorer being the most used browser. What has changed, however, is Netscape use by off campus users has dropped a considerable 60%.

An odd statistic appeared in the report regarding the top platforms usage (operating systems most used by visitors). Last year users with Windows 98 visited 2,033 times and were the highest number of visitors. This year Windows 98 user visits dropped by 14% and the category "Others" made the top number of visits at 5,799. At this time we do not know what operating systems "other" refers to.

On-Campus: The on-campus statistics remain consistent compared to last years report. We are unable to actually compare numbers at this time, but in comparing overall usage in each report we can determine their statistical consistency.

Table 4. shows the top four pages visited in FY2003 and FY2002. The top three pages remain consistent.

Table 4.	
Top pages visited in FY2003 and FY2002 by on-campus library patrons.	
This year's top pages:	Last year's top pages were:
Top Pages FY2003	**Top Pages FY2002**
Pages	**Pages**
1 **University of Maine at Fort Kent - Blake Library** http://www.umfk.maine.edu/infoserv/library/ (HOME PAGE)	1 **University of Maine at Fort Kent | Information Services | Blake Library** http://www.umfk.maine.edu/infoserv/library/ (HOMEPAGE)
2 **University of Maine at Fort Kent - Blake Library** http://www.umfk.maine.edu/infoserv/library/ research/ (BEGINNING RESEARCH PAGE)	2 **University of Maine at Fort Kent | Information Services | Blake Library** http://www.umfk.maine.edu/infoserv/library/ research/ (BEGINNING RESEARCH PAGE)
3 **Indexes and Databases** http://www.umfk.maine.edu/infoserv/library/ indxdb/alphalist.asp (DATABASE PAGE)	3 http://www.umfk.maine.edu/infoserv/library/ indxdb/ (ORIGINAL DATABASE PAGE- consistant with Alphalist.asp above)
4 http://www.umfk.maine.edu/infoserv/library/ indxdb/test.asp (DATABASE INFO PAGE)	4 **University of Maine at Fort Kent | Information Services | Blake Library** http://www.umfk.maine.edu/infoserv/library/ forms/ (FORMS PAGE)

Mondays were the most heavily active day of the week last year while this year Tuesdays were the most active day. Saturdays remain the least active day for both years. In addition, the month of September continues to have the most active dates. In FY2002 the most active day was September 13th while this year the day was September 24th. The least active date is very different between the two years. In FY2002 it was June 25th while in FY2003 it was January 3rd which is more consistent with this year's off campus report of December 29th as the least active date.

Finally the activity level by the hour remains consistent. The busiest hours are from about 9:00 A.M. to about 3:00 P.M. When looking at the number of visits between 8:00 A.M and 5:00 P.M. the highest visited hour of the day was 1:00 P.M to 2:00 P.M. while in FY2002 the highest visited hour was 2:00 P.M. to 3:00 P.M. More detailed statistics on Blake Library web reports can be found in Appendix W.

New additions to the library site are:

- WWW by Subject (used to be called Subject Guides): A database consisting of websites evaluated by librarians, faculty, staff, or by library magazines such as Library Journal and Choice. The database is currently searched by subject area and will be searchable by course in the future.
- Blake Library Serials: a database that allows patrons to search the library's journals, magazines, and newspapers by subject area. The returned list gives the title, website, form and date, and refereed status.
- Fort Kent Video List: a web page offering an alphabetically searchable list of current videos in Blake Library.

Goals for next fiscal year are to improve navigation making predominantly used sites easier to find and redesigning the site.

Work space - The reference librarian's work space currently holds two desks, a table, and a filing cabinet. The space remains close to the computer stations used for student general research. Two major issues continue to plague the reference librarian's space. First, the reference desk continues to be a collection of mismatched furniture to accommodate both the reference atmosphere, helping people, and an "office" atmosphere, storing files, books, projects, etc. The desk was replaced several times in an attempt to accommodate the various staff who use the reference area at any given time. Finally, a used desk was found that sufficed. Second, the reference librarian has no personal space in which to maintain an office, this in turn forces the librarian to use the reference area as an office space. This predicament creates an area less conducive to reference work.

Workshops (previously called mini-sessions) - Across the summer workshops were offered for the general community. The workshops were to be conducted within a five week time period with each workshop leading into the next workshop. The five-week series began May 29th and was repeated in July. The first workshop covered why a person would want a computer and how to purchase one. The following workshops covered getting familiar with the computer, using the Internet, scanning and graphic manipulation with email instruction, and finally a general session on word processing with time to answer questions on any topic.

The workshops were successful, though some participants would rather have had a five-week session on one topic, such as word processing, versus the general overview of five different elements.

On average the number of participants per session was 6.5 in the first series of workshops and 6 in the second series. Most of the participants came to every session.

Table 5.
Services

SERVICES

			2001-2002	2002-2003	% Increase
REFERENCE & INSTRUCTION					
Directional Reference Transactions			93	75	-19.35%
Informational Reference Transactions			1103	878	-20.40%
Bibliographic Sessions and Tours			38	37	-2.63%
Computer Assistance			507	234	-53.85%
CIRCULATION					
Total Circulation Transactions			20996	18841	-10.26%
Circulation (checkouts only)			9180	8192	-10.76%
Circulating general collection (checkouts)			3581	3362	-6.12%
Reserve Circulation (checkouts)			1806	873	-51.66%
Reference/Special Collection Circ. (checkouts)			67	65	-2.99%
Maine Government Documents (Checkouts)			50	48	-4.00%
Inhouse Circulation (Barcoded materials)			4630	4036	-12.83%
Checkout Statistics:					
Student Circulation			6058	4688	-22.61%
Faculty & Staff Circulation			1119	1242	10.99%
Guest Patron (Courtesy) Circulation	**01/02**	**02/03**	1032	1171	13.47%
Community Borrowers	962	1109			
Public School Borrowers	66	60			
Special	4	3			
Other System Borrowers (Requestor)			126	111	-11.90%
INTERLIBRARY LOAN					
Books borrowed from other libraries:					
Number of books borrowed			62	29	-53.23%
Number of periodical articles borrowed			205	154	-24.88%
Total borrowed			267	183	-31.46%
Books loaned to other libraries:					
Number of books loaned			132	83	-37.12%
Number of periodical articles loaned			50	41	-18.00%
Total loaned			182	124	-31.87%
REQUESTOR FUNCTION					
Number of books borrowed			1595	1540	-3.45%
Number of books loaned			784	758	-3.32%

The fall workshops, designed to offer additional instruction for students, did not have any participants. Though the sessions were advertised and faculty were asked to announce them to their students, no students signed up or attended any of the scheduled workshops.

The spring workshops are geared toward faculty and staff. Fewer workshops were offered, but there was good participation. An average of five participants per session attended the workshops. A copy of a detailed list of workshops can be found in Appendix X.

B.   Collection Development
      As mentioned in last year's annual report, the collection was divided by subject areas and assigned to appropriate staff for collection development purposes. Good collection development practices include the selection of new materials for the collection as well as analysis of the current collection to assure dated material is removed from the collection – called weeding. The method for weeding the collection involves running a computer generated list from the URSUS database which includes, call number, date of publication, title, author, date the record was created, number of checkouts, and the number of in-house counts. In addition to determining the use and accuracy of a volume, the current curriculum is also considered.

      To date much of the language and literature sections of the Library have been weeded; remaining are the largest sections PR – English literature and PS – American literature. Specific criteria in the language and literature section were a publishing date prior to 1970 with zero checkouts. Sections with limited coverage in an area were not weeded. A total of 980 titles were discarded in the language and literature section.

      The education section underwent extensive weeding. Though the whole section was looked at and weeded, the Theory and Practice section (LB) was most impacted with the largest number of items weeded. The only volumes looked at for weeding had a created date between and including 1988-1992 and had no checkouts. Once we had the list narrowed, a librarian went to the shelves and pulled what was on the list. Some volumes remained based solely on a judgment call by the librarian. A judgment call may have been made based on such things as the relevancy of a title to the collection (e.g. historical and/or opinions), the author of the title, or believing the book may get use once books around it were weeded. Initially the list of volumes totaled 972, and the final weeded volumes totaled 909. Some volumes were moved to the curriculum collection rather than getting discarded because the material was more appropriate for the curriculum collection.

      In addition to the above sections of the collection 197 volumes from the computer science section and 477 nursing volumes were weeded. More information on discarded material can be found in section II. F. Cataloging.

In FY2004 the following sections of the library will be weeded: American and British literature, sciences with exception to computer science, medicine, agriculture, technology, library science, geography/anthropology, social sciences, philosophy/psychology/religion, and the curriculum collection.

Stanley Slote's book entitled, *Weeding library collections: library weeding methods*, states 'In spite of the advice, it has been observed and reported that too little weeding is being practiced, and that library shelves contain quantities of unused and unwanted materials." (p.3) [1]

The library collection will continually be evaluated to ensure that students and faculty have access to quality resources that support the current academic mission of the university.

C.   Interlibrary Loan (ILL)
Space - The Interlibrary Loan Department continues to be housed in the special collections room. The plans for a new cubicle were never brought to fruition. In addition, as of June FY2004 the ILL station will move to the Serials Department and the circulation supervisor will no longer supervise ILL.

Ariel -The Ariel software package was upgraded to version 3.01. This version allows for emailing articles in PDF format. The ILL department is working on a web form that can be completed by the borrowing libraries. Once the form is filled out, CLIO, our ALA form database, can automatically create an ALA form. This will reduce staff time. When Blake Library patrons receive the materials they ordered, ARIEL can send them an email stating that the item is available for pickup, or it can send a PDF document to the patron's email account. Ariel addresses have all been entered into the software. This increases efficiency by allowing staff to simply click on the address that is needed rather than typing in the whole address.

Borrowing -The ILL staff did an extensive review of how statistics are tallied. The CLIO software is a Microsoft Access database. Gaining an understanding of how the database tabulates the data allowed the ILL staff to provide accurate statistics for FY2003. There were three conclusions reached.

1. Pending materials are not counted even if they were ordered in the month for which the statistics are needed. In other words, items ordered in August but not received until September are counted in the statistics for the month of September.
2. The "Statistics Date" comes from the "Date Updated" field which is automatically recorded. There is no place to manually change this date.

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[1] Slote, Stanley. (1997). *Weeding library collections: library weeding methods*. Englewood, CO: Libraries Unlimited.

3. Turnaround time is accurate and based on the "Date Requested" and the "Date Received" minus one day.

The trend of declining interlibrary loan requests continued in FY2003 with a total of 183 items borrowed as opposed to 267 items in FY2002 (a 31% decline). A direct correlation can be made from this decline to the increased access of online full-text articles. Blake library patrons viewed 12,563 online full-text articles and 3,218 PDF documents through the EBSCOHost databases in FY2003. Though we are unable to know how many of these articles were actually printed, even guessing at a fourth, which would be 3,945 articles of the total being printed, would be a significant amount. As access to quality research becomes available online, ILL will continue to decline. More detailed statistics on borrowing activity can be found in Appendix Y.

Lending - Total lending figures are down from 182 items in FY2002 to 124 items in FY2003. A closer look at the numbers reveals the greatest decline is in the books loaned. However, last year (FY2002) the books loaned had significantly increased from the previous year (FY2001) that may be affecting our numbers this year. Interestingly enough the book count (83) is three more than in FY2001. Maine Info Net usage may offer another explanation for the declining numbers of requests. Many public and school libraries that used to borrow our materials through interlibrary loan now have the convenience of ordering online through Maine Info Net. The Maine Info Net statistics for Blake Library saw a 38% increase in check out activity. More detailed statistics on lending activity can be found in Appendix Z.

Interlibrary Loan Address Database - The ILL staff compiled a spreadsheet of all the contact information for libraries that do business with Blake Library. This spreadsheet contains addresses, names and email addresses and is updated annually. A copy of the list of libraries can be found in Appendix AA.

Procedures – ILL staff compiled a set of procedures for using CLIO and Docline. After the procedures have been thoroughly reviewed, they will be given to the new ILL staff in June.

C. Circulation

Assisted Learning Station - The circulation staff is responsible for the upkeep and maintenance of the assisted learning station. This station is a computer system designed to help people with special needs such as sight or hearing impairments. In fiscal year 2003 library staff began and completed research on the various software packages installed on the system as well as the system itself. Staff found the current software, though still usable, needed to be upgraded. Some upgrades were available online and have been downloaded and installed. In addition, the operating system was changed from Windows 98 to 2000 and the CMOS password was removed.

To help pay for new upgrades to the system's software, a list of software packages was given to the Director of Academic and Counseling Services who agreed to pay for the entire cost of the upgrades. In April the orders were placed for Dragon Naturally Speaking from Computer Connection, Kurzweil 1000 and 3000 from Kurzweil, and Zoom Text Level 1 and 2 from Enablemart. Once the operating system is upgraded to Windows 2000, we will install the new software. A detailed list and costs of the software packages can be found in Table 6.

Table 6.
Assisted learning station upgrades

Currently Have	Upgrade Needed	Cost	Optional Hardware/Software Recommendations by USM
CCTV	None	$0.00	Naturally Speaking
ZoomText 7.06	7.1 (levels 1 & 2)	$125.00	Jaws
Kurzweil 1000 4.0	7	$95.00	Braille Display
Kurzweil 3000 3.1	7	$164.25	Braille Printer
Naturally Speaking 3.5	6	$299.95	
Windows 98	Windows 2000	$0.00	
	Total	**$684.20**	

Attendance - Attendance is taken through our "gate count" which means each time a patron leaves through the gate at the front door the ticker goes up by one. However, our gate count does not include patrons holding the gate bar open for other students. Attendance this year decreased 9%. Causes for the decline in attendance may be attributed to such things as students receiving a longer holiday for Canadian Thanksgiving/Columbus Day in October and a lower enrollment in the second summer term. We do not consider the decrease significant due to a consistent fluctuation in attendance across the years. For the past five years every other year, starting with FY1999, the attendance numbers are in the 40,000 range whereas in the alternate years the numbers are in the 50,000 range. If this fluctuation remains consistent, next year's numbers should be in the 50,000 range. More detailed statistics can be found in Appendix AB.

Circulation Staff - During the previous fiscal year (FY2002) a new work-study position was created to fill a primary support position for circulation and interlibrary loan. In FY2003 this position, student circulation and interlibrary loan clerk, has shown to be a great asset to the department. The student is responsible for all the data entry for ILL requests as well as other general duties in circulation while supervising staff monitors the data entry, resubmits requests, and follows up with telephone calls when needed.

In addition, due to the high volume of documents needing to be scanned for electronic reserves, another student employee was trained in the scanning process and placement of the electronic files and folders. The training was successful and has freed the circulation supervising staff for other tasks.

Circulation Statistics (formerly Stacks) - There has been a steady decline across the last four years in circulation transactions. Circulation transactions include checkouts, check-ins, renewals, holds, and recalls. FY2001 marks the only exception when there was a significant increase in juvenile and young adult check-outs. This year Blake Library staff experienced a 10% decline in circulation whereas last year it was an 8% decline. A closer look at the statistics reveals a large drop in reserve items check-out, a 52% decrease. If we eliminate the reserves from the check-out statistics we show a decline of less than 1%. The decline in reserve check-outs is directly related to the increase in electronic reserve use by students. Electronic reserves showed an extraordinary increase of 285%. In FY2002 e-reserve articles were viewed 1,062 times whereas in FY2003 articles were viewed 4,091 times.

One noteworthy statistic in the circulation check-out was a 19% increase in the media collection. The increase may be attributed to the addition of DVD format media and new videocassette titles added to the collection. A total of 988 new items were added to the media collection in FY2003.

Our student population continues to have the highest number of check-outs; however only 4,687 items were checked out this year compared to FY02 where 6,058 items were checked-out by students. This is a 23% decline. The rest of the patron check-outs have remained consistent.

Inhouse transactions (items taken off the shelves but never checked out) showed a 15% decrease in FY2003. Regular stacks and curriculum collection materials were the primary areas of decline resulting in a 34% and 50% drop respectively. However, the juvenile collection increased in use significantly by 33%. More detailed circulation statistics can be found in Appendix AC.

Courier Service - In July of 2001, the University of Maine System contracted a courier service, Consolidated Delivery and Logistics, Inc. (CD & L). The system paid for the service in FY2002 and FY2003. At the time of this report no decision had been made on future plans for the UMS use of the service.

The courier service is extremely beneficial to our needs. The service is consistent, which allows us to offer a fairly accurate prediction on the arrival of materials. The service is available when the schools are open, which reduces the number of holidays delivery would have been postponed if we had used the postal service. Finally the cost for supplies is reduced considerably since we use reusable packaging such as canvas bags and plastic totes.

A detailed table showing what types and number of packages and where they were sent can be found in Appendix AD. This table ends a two-year collection of courier/postal statistics in case a cost analysis of the two types of delivery was ever needed. The staff is no longer keeping a written record of package weight and destination.

First Year Student Flyer - A continued problem faced by library staff are students complaining they didn't know the library policies with regard to overdue notices, fines, loan periods, etc. In order to circumvent some of these complaints a one- sheet flyer was created, called Library Information for Students. Besides fines and loan periods, the flyer offered general information such as phone numbers and provided help on activating email accounts. The flyer was distributed at the circulation desk and placed in orientation packets at the beginning of each semester. The flyer will continue to be distributed in FY2004. A copy of the flyer can be found in Appendix AE.

Maine Info Net
"The Maine Info Net Statewide Catalog combines and links library collections. A single search scans more than 2,500,000 unique titles and nearly 6 million items. Starting with 60 of the largest libraries in Maine, the system is expected to include more than 300 library collections."[2] In FY2003, Maine Info Net added an additional 24 libraries to its network. There are approximately 26 libraries to add before the project is considered completed. One issue the library directors will be addressing is fines for late books and replacement costs for lost items. To date, there have been discussions but no resolution. Another issue is the way in which statistical information is broken down. The system provides general statistics for the twelve URSUS libraries as a whole. Individual statistics are not yet available, however Blake's circulation staff maintains its own individual statistics by manually counting the paging slips accompanying requested books.

Statistics for Blake Library increased for both lending and borrowing. In FY 2003, 13 items (86% increase) were borrowed from and 188 items (44% increase) were lent to other libraries. The increase is related to the growth of participating libraries and more people learning that Maine Info Net is available to them. More detailed statistics can be found in Appendix AF.

Millennium - This is the third year the circulation department has used the Millennium Software from Innovative Technologies. This year, due to the system hiring a full time systems administrator, some of the past issues have been resolved. Blake Library staff continue to offer technical support to the University of Maine System libraries and assist the system's librarian and Innovative Interfaces Inc. (III) with troubleshooting efforts.

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[2] The Maine Info Net Statewide Catalog. (n.d.). Retrieved April 25, 2003, from http://130.111.64.9/screens/About.html.

Some of the new Millennium features added this year are staff functions such as processing circulation notices, emailing patron notices, printing notices, and creating lists. Though a few of the new functions work well, some functions, such as printing through Millennium, do not. As of April 2003 the notices continue to not print in a format conducive to mailing in a left justified-windowed envelope. A complete log of problems reported can be found in Appendix AG.

The Move - In order to continue moving the regular stacks into the gymnasium part of the library, the circulation department moved to a temporary location while awaiting the construction of the new entrance. Only the bare necessities from the circulation area were set up in the temporary location. Old wooden shelving used for reserves were dismantled and will be replaced with new metal shelving to be used in the permanent location of the circulation department. The equipment manuals file cabinet remained in the old circulation area.

Operation Clean Sweep - The circulation staff devised a process for organizing all the delinquent patron accounts. This process clears out old patrons who owe money and moves other patrons into various stages of the fine paying process. The first "sweep" was completed in July 2002. The circulation staff plans to continue this process every summer.

Student ID processing - The circulation staff in conjunction with the student services office devised a system to facilitate the insertion of patron images and barcodes into the circulation system. This was done to resolve the problem of students not having their barcode inserted into their library record thus keeping them from requesting books online or accessing databases from home. The following solution was highly successful.

Students have the barcode assigned and photo taken at the student services office. That office then FTP's the images to a server and sends the actual ID to the library. After the Library staff receives the images they upload them and insert the barcodes. Once the process is complete, students can pick up their cards at the circulation desk.

Requestor - Due to staff changes at the system office in Orono in FY2002 September statistics were never created. The lack of statistics affects our ability to compare annual borrowing and lending activity. In answer to this problem we have averaged the September numbers from FY2001 and FY2003 to create a fairly accurate estimated statistic for September FY2002.

Lending activity has remained consistent for the past three years with only a very slight decrease in numbers. Borrowing activity still remains high though there was a slight decrease in numbers. Table 7. shows the lending and borrowing activity for the past five years.

Table 7.
Requestor materials loaned and borrowed in the last 5 years.

	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Lending	1025	1028	794	784	758
Borrowing	1328	1338	1243	1595	1540

More detailed requestor statistics can be found in Appendix AH.

Reserves - During the fall semester 2002, articles and book chapters were placed in both electronic reserve and standard (hardcopy) reserve. Starting in January 2003 the hard copy reserves for articles and book chapters were eliminated. A total of 20 faculty placed hardcopy material on reserve as opposed to 27 in FY2002, and 14 faculty placed material on electronic reserve as opposed to 5 in FY2003 (an increase of 180%). Though the transition from hardcopy to electronic reserve was mandatory to eliminate duplicate record keeping and possible copyright issues, this was still well received by the faculty, staff and students.

Staff time was greatly affected by the increased interest in electronic reserves. In FY2002 circulation staff scanned a total of 51 documents, in FY2003 a total of 297 documents were scanned. Figure 1. shows not only the total number of documents scanned but also the number of times the items were viewed.

Figure 1.
Two-year comparison of Electronic Reserves
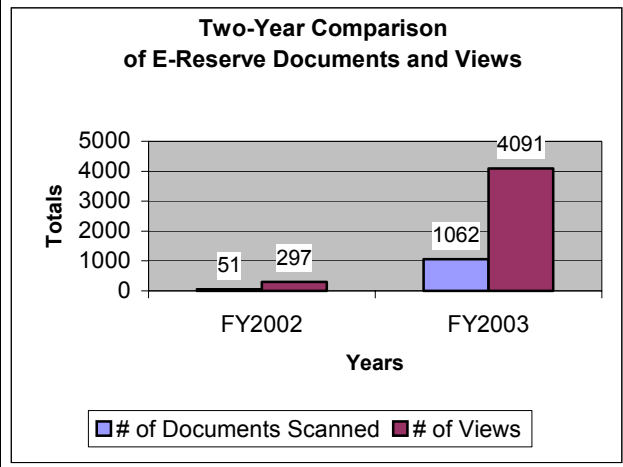
This shows a phenomenal increase of 482%. As noted in the circulation staff section of this report, a student employee was trained to assist with the scanning of materials and another will be trained during fall 2003. A rise is expected because of the switch from paper to all electronic in spring FY2003. However, if we were to look only at the fall statistics, fall of FY2002 had 30 items scanned as opposed to FY2003 having 119 items scanned This shows an increase of 297%. In addition, to accommodate the move to electronic reserves, a new scanner was purchased for circulation. The scanner, an Epson Perfection 1650, scans quickly and produces quality images.

During the spring semester Stephanie Bresett provided a workshop to faculty and staff on the use of electronic reserves. The workshop included general information about electronic reserves, how to scan articles, and how to

manipulate and move folders within Docutek. Faculty and staff were encouraged to experiment with scanning documents and placing them on reserve, but were also assured that the library staff will continue to provide this service.

More detailed information on electronic reserves and a copy of the Docutek training handouts can be found in Appendix AI.

Serials - In FY 2003, 17 faculty/staff accounted for 78 check-outs of 41 serial titles whereas in FY2002 11 faculty/staff accounted for 55 check-outs of 28 titles. Though the increase is not as significant as in FY2001, we are pleased to see the numbers rise again. Figure 2. shows serial check-out over the last four years.

Figure 2.
Serials checked out by faculty and staff

Four Year Comparison
of Serials Check Out by Faculty and Staff
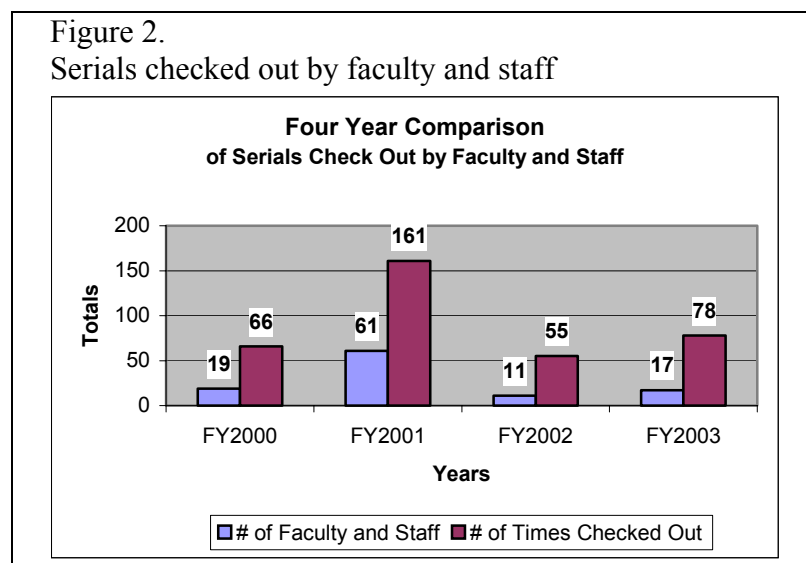
Some faculty members have serial titles routed to them directly from the serials department; those statistics are not reflected here. More detailed statistics on serial check-outs can be found in Appendix AJ.

Stacks Maintenance - During the fall and spring of FY2003 and summer of FY2004 the entire stacks will be moved. In the fall and early spring shelf reading, facing, and some of the general shifting of books were put on hold as the collection began to be shifted. As of April 2003, though the move was not complete, the duties listed above began again.

A spreadsheet is created which provides a systematic approach to shelf reading. The spreadsheet allows staff to keep track of student's progress, time, and location of the last read shelf. A shelf list is printed for individual sections and the spreadsheet is used to tick off the books on the shelf. This system combines both shelf reading and inventory elements that offer a more thorough look at the shelves. Circulation staff plans to update and refine the spreadsheet for FY2004.

Due to the theft of a number of DVD's from the library, the library staff decided a locking cabinet was needed to secure these items. The Acadian Archives department had a new cabinet that was never assembled and donated it to the library. In addition, we added a wooden book shelf to the video collection to help with space problems. We will need to look at additional shelving for both the video and audio collections as they continue to grow.

In FY2004 the stacks will need to be shifted to their final location. In addition, an investigation into the Percon Scanner to aid in the inventory process will be conducted. A complete inventory should be finished in FY2004.

Student Employee Handbook - The circulation department staff continues its efforts to compile a student employee handbook. The goal is to complete it by FY2004.

The student employee supervisor conducted an employee training in fall 2002. The training was videotaped and used to train new employees and to refresh the minds of employees returning from summer vacation. The supervisor intends to create a "Tour of the Library" video for fall 2003 student employees.

E.   Serials
The current serials collections consists of 364 titles, 304 are paid subscriptions - many of these titles are available online, 51 are gifts/free, and 9 are purchased with Inez Day Richards fund. Last year 26 titles were canceled and 41 titles were added to the collection. Many of the new titles were gifts not purchased subscriptions. A copy of the titles cancelled and added to the collection can be found in Appendix AK. The library subscribes to microfilm for 36 titles, which totaled $6,688 in FY2003.

In FY2003 the periodical collection was 66% of the expended materials budget. The steady rise in the cost of subscriptions will force the staff to look once again at canceling titles in FY2004. Table 8. provides information on the actual base budget, expended, and the number of subscriptions for the last four years.

Table 8.
Serials base budget, actual expended, and subscription information.

	FY2000	FY2001	FY2002	FY2003
Base Budget	$25,000	$32,000	$32,214	$32,214
Actual Expenditure	$31,858	$34,286	$32,419	$35,298
Total Number of paid subscriptions	370	357	340	305
Total Subscriptions	382	390	377	364

In the past four years Blake Library has cut the number of paid subscriptions 17.5%. For a small academic library, the current collection is reaching a point where further cancellations will mean eliminating core titles. Administration increased the serials budget in FY2001 $7000 but even with this increase, titles had to be cancelled. In an effort to not cancel titles 8 titles which had been paid by the library budget were moved to the Inez Day Richards fund. These titles totaled $296. All the journals covered the required subject areas of American poetry and music. A list of the titles moved to the Inez Day Richards Fund can be found in Appendix AL. In FY2004 an expected 14% increase in the cost of serials will bring the total cost of serials subscriptions to $40,240, $8026 over the current base budget for serials. This would represent 75% of the total materials budget, looking at this year's expended amounts.

In FY2003 the Dean of Information Services requested that the Library Assistant I position for serials be moved from a part-time 9 month position to a part-time 12 month position. The request was approved and the new contract will begin in July 2003. The benefits of this position being 12 months are numerous. Many large serials projects are conducted in the summer months and the renewal/cancellation process takes place in the summer. In the past the serials staff would come back to work in the fall, and it would take a good portion of the fall semester to learn what had transpired. The library staff believes this additional time will greatly help the workflow.

In FY2004 the duties of interlibrary loan will be reassigned to the serials department. Interlibrary loan was assigned to the circulation department. The move to the serials department is based on the close relationship interlibrary loan and serials have to each other and the need to process requests daily.

Future projects for serials include working on procedure documents, continuing to build the serials database in order to pull accurate reports for the annual report, monitoring use of the serials collection including a count of titles shelved, and promoting electronic journals.

F.   Cataloging
In FY2003 2,536 items were catalogued, this is a decrease from last year's 3,929 items. Major reasons for the decline in cataloged items are limited funds for the purchasing of books and videos, cataloging staff helping to prepare the library for the construction of the Acadian Archives, and work on the weeding project. Of the 2,536 items catalogued, 1,319 were gifts received from different campus organizations, from faculty and staff, and from community patrons. Large donations were received: 156 items for the juvenile, young adult, and curriculum collection from the Student Teacher Educational Professional Society (STEPS); 76 items, the majority written by Maine authors, in memory of Mary E. Sylvester; and 94 audio books from the Turner Memorial Library. A list of the titles donated can be found in Appendix AM.

A closer look at the items cataloged reveals that 988 items were cataloged as audio visual, up from 452 items last year. This increase is due to the cataloging of 308 phonograph records that are a part of the Radio Canada collection. This year 703 items were cataloged for the reference collection an increase from 208 items last year. The number of items cataloged in both the juvenile and curriculum collection declined. A total of 55 titles were cataloged in the area of French. A list of the French titles cataloged can be found in Appendix AN. Most of the French titles were from the secondary language lab. Excluding the young adult, juvenile, and curriculum locations, the items cataloged were 16.25% American literature, 13.32 % medicine, 8.5% social sciences, and 7.6% education. More details on the items cataloged can be found in Appendix AO.

During the summer of 2002 the books that were in storage were evaluated for placement back into the collection or for discard. The cataloger spent a large portion of time preparing the books for discard - removing from the URSUS system, removing labels, and stamping discard or changing the location field in URSUS to reflect the move back to the collection. During the project 1,272 volumes, 380 titles were discarded in the area of history. An additional 3,555 items were discarded, mainly in the areas of literature, nursing, and education. A break down of the number of items discarded by subject area can be found in Appendix AP.

Over the course of the year, 600 volumes were moved from various sections to other more appropriate sections of the library. As the collection is analyzed titles may be moved to other locations within the library. A number of titles in the reference section were relocated to the special collections or the stacks. In addition a number of titles in the stacks were relocated to the curriculum center. The move requires changing the location field in URSUS and relabeling the book.

The small collection of videos that were located in the science lab were cataloged into the library collection this year. The 31 titles are still kept in the lab but now are searchable through URSUS and available for student use. Over the past two years, the library staff has worked on cataloging the Radio Canada Collection. In FY2002 300 records were cataloged and in FY2003 699 were cataloged. There remains approximately 150 unique titles left to be cataloged.

The cataloging of Maine documents has been reassigned to the cataloging department. The reference department still receives the documents, processes the inserts, and maintains the collection. This move has helped to improve the speed that items are made available for use.

The cataloging staff began using the Millennium cataloging software. Since March 2003, all functions that can be accomplished in the new software are done in the new software. The staff only uses the old software when speed is a factor. Training has been provided, introducing the features and

Table 9.
THE COLLECTION

CURRENT HOLDINGS	2001-2002	2002-2003
Books	69189	65950
Electronic Book	1	1
Current Periodical Subscriptions	377	364
Microfilm Subscriptions	47	36
Microfilm Reels	6169	6240
Videocassettes	945	1016
Videodiscs	5	5
Digital Video Disc	10	38
Audio cassettes	145	267
Compact Discs	177	214
Maps	878	878
Phonograph records	2834	3533
Aerial photos	309	309
CD-ROMs	133	141
Maine government documents	5143	5610
French language materials	1902	1957
Fiche	111	112

ANNUAL GROWTH: 2002-2003	
Books (volumes) cataloged (includes backlog and gifts)	1588
Books added by purchase	239
Books added by gift	1319
New periodical subscriptions (purchase)	14
New periodical subscriptions (gift)	27
Cancelled periodical subscriptions (purchase)	16
Cancelled periodical subscriptions (gift)	10
New microfilm subscriptions	0
New microfilm reels added	71
Cancelled microfilm subscriptions	1
Volumes discarded	4827
Volumes lost	0
Volumes missing	27
Videocassettes added	71
Videodiscs added	0
Digital Video Disc	28
Audio cassettes added	122
Compact discs added	37
Maps added	0
Phonograph records added	699
Aerial photos added	0
CD-ROMs added	8
CD-ROMs discarded	0
Maine document volumes (cataloged) added	544
French language materials added	55
Fiche	1
Kits/Regalia/Manipulatives	18

Table 10.

BLAKE LIBRARY BOOK COLLECTION
YEARLY TOTALS

YEAR	TOTAL BOOK COLLECTION	NET GAIN
1966-67	14059	1062
1967-68	15287	1228
1968-69	16269	982
1969-70	19504	3235
1970-71	22511	3007
1971-72	25021	2510
1972-73	26676	1655
1973-74	28225	1549
1974-75	30745	2520
1975-76	33577	2832
1976-77	35680	2103
1977-78	37384	1704
1978-79	38563	1179
1979-80	40498	1935
1980-81	41922	1424
1981-82	42955	1033
1982-83	44043	1088
1983-84	45806	1763
1984-85	46477	671
1985-86	47778	1301
1986-87	48875	1097
1987-88	50005	1130
1988-89	50030 (weeded)	25
1989-90	50902	872
1990-91	51767	865
1991-92	52352	585
1992-93	53809	1457
1993-94	55108	1299
1994-95	56078	970
1995-96	58228	2150
1996-97	59396	1168
1997-98	61296	1900
1998-99	63408	2112
1999-00	64898	1490
2000-01	66371	1473
2001-02	69189	2818
2002-03	65950 (weeded)	-3239

functionalities of the software. In addition supporting documentation was provided. Many of the current issues may be resolved in the next release of the software.

In FY2004 the library will change its subscription with Nelinet from 2000 records to 1000. In FY2003 the library downloaded 1433 records from Nelinet, loosing the remaining 567 records. With the smaller number of items being purchased and the limited backlog this new subscription should fit Blake Library's cataloging needs more appropriately. The subscription cost for 1000 items will be $915.60 compared to $1500 for 2000 records. If the library should need additional searches the cost will be .90 per record.

Due to the changing mediums, such as DVD, e-journals, audio files, which are being cataloged, the URSUS system was no longer defined to handle these new mediums. In FY2003, the Cataloging Standards Committee working with the systems office helped to redefine the material types table. After the table was redefined there was a small amount of clean-up done locally. A copy of the new material types can be found in Appendix AQ.

As mentioned in Section II. D, Inez Day Richards, Blake Library received five pieces of music written by Inez Day Richards. The library staff will catalog and digitize the music during the next fiscal year.

A long term project is the digitization and cataloging of some special University materials currently located in the special collections room. In tandem with the 125th celebration of the University of Maine at Fort Kent, the library staff will begin the process by first digitizing, "The Century of Progress", a title which covers the first 100 years of UMFK. In addition to the special collections project a small number of items that need to be originally cataloged will be tackled.

G. Acquisitions

In FY2003, 978 items were purchased totaling $70,183.42. These numbers are comparable to last year's figures. In FY2002, 1,127 items were purchased totaling $70,043.08. Included in the acquisitions figures are funds received from gift accounts, $21,433.54 of the $70, 183.42 were from gift accounts. More detailed acquisition statistics can be found in Appendix AR.

Cecile (Simon) Smith – We received $3,500.00 from UMFK Nursing Department, a donation in memory of Cecile (Simon) Smith, for the purchase of materials in the nursing subject area.. A total of 61 titles were bought for $2580.40. A list of the titles purchased in memory of Cecile (Simon) Smith can be found in Appendix AS.

Inez Day Richards Fund – The Inez Day Richards Fund was established in FY1998 by Daniel T. Richards. The funds were defined to purchase materials in American poetry and music in memory of Inez Day Richards from the annual income generated by the fund. In FY 2003 the library purchased 81 titles for a total of $3629.79 from the Inez Day Richards' funds. A list of the titles purchased in memory of Inez Day Richards can be found in Appendix AT.

Mattie A. Pinette Fund – In September 2000, Blake Library received $19,745.41 from the Estate of Mattie A. Pinette for library acquisitions. In FY 2003, the library purchased 195 titles totaling $11,402.39, $3,329.50 which was spent in the area of nursing and $3,324.81 in the area of education. The Mattie Pinette Fund has $12,583.65 remaining. A list of the titles purchased can be found in Appendix AU.

President's Fund - This past year, the President's Office purchased 13 books in memory of deceased individuals who had links to the UMFK campus. The titles purchased totaled $2171,56. A list of the titles purchased can be found in Appendix AV.

Strategic Planning Initiative Funds – In FY2002 the library was awarded strategic planning funds to purchases materials in secondary education, nursing, e-commerce, and public health safety. The remaining funds were spent in FY2003, 31 titles were purchased for a total of $1335.57. A list of the titles purchased with strategic initiative funds can be found in Appendix AW.

Since the update to the Millennium environment this past winter, Millennium Acquisitions has improved to the degree where the software is used for all ordering, receiving, and many of the other tasks associated with acquisitions. The workflow has been somewhat slow. This is an issue that still needs to be resolved with the software. Adapting to a new system required staff to adjust, but the transition has been smooth.

The University of Maine System has provided purchasing cards to many university departments. Employees attended a training session, and also provided documentation. For all transactions, the Business Office maintains the official record of the transaction but each department is held accountable to provide proper documentation supporting the purchases. The purchasing card has been very well received by the acquisitions department at the library and makes most transactions easier to perform.

Library staff discovered as a member of the Maine Regional Library System, Blake Library can purchase library materials/supplies through SCOOP, Statewide **Co-op** purchasing system. The library staff will continue to investigate pricing to better understand the benefits of ordering through SCOOP versus going direct.

H. Library Finances
In FY2003 the Library's base budget was $187,855, the library actual expended/encumbered $194,186.57 for FY2003. The library staff worked within the constraints of the current budget, trying hard to find ways to not exceed the budgeted amount. Resources have been cancelled but further cancellations will be necessary for next fiscal year. In past years, revenue was moved from the revenue accounts to the library budget. The figures reported no longer include revenue figures. The library's revenue accounts totaled $5326.36. More detailed information on finances can be found in Appendix AX.

IV. **PERSONNEL AND PROFESSIONAL STAFF DEVELOPMENT**

A. Staff
In addition to Sharon Johnson, Dean of Information Services, the staff includes two Librarians, 2 Library Assistant II's, a part-time Library Assistant II, and is allocated 14 work-study students from September until May, and 3 work-study students from June until September. Also, the Administrative Assistant to Information Services has been assigned many tasks to assist the Library staff.

Staff members are as follows:
Sharon Johnson, Dean of Information Services
Leslie Kelly, Assistant Director of the Library
Sofia Birden, Electronic and Information Resources Librarian
Stephanie Bresett, Library Assistant II
Anne Chamberland, Library Assistant II
Georgine Richards, Library Assistant II (20 hours)
Nicki Ouellette, Administrative Assistant I

B. Workshops, Demonstrations, Meetings Attended
The Library staff remains current in library and university affairs by continuing to update themselves with changes and new developments.

Sharon Johnson, Dean of Information Services
PDQ (Professional Description Questionnaire) meeting, November, 2002
GIS workshop, November 14, 2002
Cash Management, April 16, 2003
Federated Search Training, April 23, 2003

Leslie Kelly, Assistant Director of the Library
Customer Service & Improving Relationships, October 15, 2002
PDQ (Professional Description Questionnaire) meeting, November, 2002
GIS workshop, November 14, 2002
Cash Management, April 16, 2003
Federated Search Training, April 23, 2003
WebAim, April 2003

Sofia Birden, Electronic and Information Resources Librarian
    System Circulation Meeting, May 21, 2002
    Customer Service & Improving Relationships, October 15, 2002
    Excelling as a first time manager or supervisor workshop,
            October 18, 2002
    Biosis training, October 22, 2002
    Docutek Demonstration, October 25, 2002
    Workstation safety workshop, October 20, 2002
    GIS workshop, November 14, 2002
    PDQ (Professional Description Questionnaire) meeting,
            November 18, 2002
    Conflict management for women, November 25, 2002
    Docutek workshop, February 11, 2003
    Federated Search Training, April 23, 2003

Stephanie Bresett, Library Assistant II
    Computer Files Management, August 14, 2002
    Customer Service & Improving Relationships, October 15, 2002
    Cash Management Training, January 7, 2003
    GIS (Geographical Information Systems) Workshop, November 14, 2002
    Peoplesoft, January 10, 2003 and April 14,2003
    Seasonal Affective Disorder Workshop, April 23, 2003
    Federated Search Training, April 23, 2003

Anne Chamberland, Library Assistant II
    Windows 2000, August 14, 2002
    Purchasing card training, August 29, 2002
    Customer Service & Improving Relationships, October 15, 2002
    GIS (Geographical Information Systems) Workshop, November 14, 2002
    Peoplesoft, January 10, 2003
    Cash management training session, April 16, 2003
    Federated Search Training, April 23, 2003
    Seasonal Affective Disorder workshop, April 23, 2003

Georgine Richards, Library Assistant II
    Customer Service & Improving Relationships, October 15, 2002
    File Management, March 31, 2003
    GIS (Geographical Information Systems) Workshop, November 14, 2002
    Peoplesoft, January 10, 2003
    Cash management training session, April 16, 2003
    Federated Search Training, April 23, 2003
    Seasonal Affective Disorder workshop, April 23, 2003

Nicki Ouellette, Administrative Assistant I
    Purchasing Card Training, August 29
    Union Informational Session, October 29
    VDT Training, October 30
    Customer Service & Improving Relationships, November 7

GIS (Geographical Information Systems) Workshop, November 14
CHIP Health Screening, November 18
Peoplesoft, January 10
Headlight Nadeau Teleconference Training, January 10
Dr. Cost Campus Budget Meeting, February 7
Cash Management Training, April 16

C.   University Service
The Library staff continues to be active participants in campus activities by serving on a variety of committees, teaching courses, and even taking courses.

Sharon M. Johnson, Dean of Information Services
    Academic Computing Committee, Chair
    Academic Affairs Council
    Acadian Archives Advisory Committee
    Acadian Archives Building Committee
    Capital Planning Committee
    College Council
    Cyr Hall Technology Committee
    Library Directors, UM System
    Library Committee, Chair
    Northern Maine Center for Rural Health / Northern Aroostook Center for
    Technology Building Committee for completion of technology
            Search Committees:
            Assistant Professor, Theater
            Production Associate
    Strategic Planning Committee
            Mission Statement Sub-Committee
            Advantages/Limitations Sub-Committee
    UM Systemwide IT Technical Committee
    WWW Home Page Committee

Leslie Kelly, Assistant Director of the Library
    Academic Computing Committee
    Library Committee, Secretary
    Search Committees:
            Archival Assistant
            Production Associate
    Web Committee, Chair

Sofia Birden, Electronic and Information Resources Librarian
    Database committee, (System Wide)
    Electronic Reference Committee, (System wide)
    Library committee
    Web page committee

Stephanie Bresett, Library Assistant II
  CHIP Committee
  Circulation Heads (System wide)
  Classified Staff Committee
  HSLIC Area Representative

Anne Chamberland, Library Assistant II
  Classified Staff Development Fund Committee
  Classified Staff Committee
  The French Heritage Council:
  Sucrerie committee - organized entertainment

Nicki Ouellette, Administrative Assistant
  Academic Computing Advisory Committee - Secretary
  Campus Health Improvement Committee - Secretary
  Classified Staff - President
  Percent for Art Committee - Secretary

Course Work
Stephanie Bresett continued her course work towards her Masters in Library
and Information Science with the following courses:
  CLIS757 - Young Adult Materials
  CLIS761 - Audiovisual and Information Hardware Management
  CLIS756 - Children's Materials
  CLIS720 - School Library Media Program Development)

Workshops Conducted/Classes Taught
  Sharon M. Johnson
    Academic Computing Orientation, September 3-4, January 13
    Career Day Presentation - Librarian, March 13 (see Appendix AY)
  Leslie Kelly
    Introductory computer skills (community patrons) – Summer 2002
    Web page development for NUR425 Adult Health III, Fall 2002
    PowerPoint - Public Safety outreach, November 11
    Academic Computing Orientation, September 3-4, January 13
  Sofia Birden
    Introductory computer skills (community patrons) – Summer 2002
    Library orientations – Fall 2002 and Spring 2003
    Library tour to cub scouts – October 2002
    HUM102: Humanities Seminar - Fall 2002
  Stephanie Bresett
    Docutek Training Session for faculty and staff, February 6
  Nicki Ouellette
    File Management Workshop (Staff and Faculty), August 14
    Orientation Computing Workshops, September 3 & 4
    Orientation Computing Workshops, January 13
    File Management Workshop (Faculty and Staff), March 31

D.   Community Service

The Electronic and Information Resources Librarian serves on the Aroostook County Technology Committee (ACTC), a voluntary supported organization. The ACTC works toward technology education for all. The committee provides computer training, computers, and other support mechanisms.

The Assistant Director of the Library is the Greater Fort Kent Ecumenical Food Pantry Coordinator. Students who are in certain courses are required to take part in community service activities. These students occasionally drop in to the library to set up times to volunteer or to pick up information about the pantry to include in their papers.

The Blake Library makes available computers to support the Aroostook County Technology Committee (ACTC). Small groups or one on one computer instruction sessions are provided by the ACTC volunteer trainer in the library computer lab.

Blake Library donated an HP color printer/scanner/copier to the Greater Fort Kent Ecumenical Food Pantry. The printer had been in storage for several years and no longer met the needs of the Library or any of the other offices on campus. A copy of the thank you note can be found in Appendix AZ.

V. FUTURE PLANS AND LONG RANGE GOALS

FUTURE PLANS

125th – The University of Maine at Fort Kent will celebrate its 125th anniversary in 2003. The library staff plans on digitizing the "Century of Progress", making the document available via the web and displaying a number of exhibits that focus on the anniversary.

Academic Department Instruction Sessions – In the Fall the library staff would like to develop library workshops to orientate faculty to library services. There would be four workshops, one for each division, which would cover general services then highlight resources specific to their subject area.

Acadian Archives Building – The library staff will continue to shift the library in preparation for the opening of the Acadian Archives Building in FY2003. When the move is complete a closer look at seating and furniture will be done.

Accreditation - The library staff began looking at accreditation standards. In FY2004 the staff will look at strength's and weakness of the Blake Library, the collection, and services.

Bibliographic Instruction Online - The library staff would like to make available bibliographic instruction via the Web.

Electronic Journals - Serial staff will promote electronic journals titles.

Inez Day Richards – Cataloging staff will catalog and digitize the original music scores composed by Inez Day Richards.

Inventory Scanner - To more efficiently conduct Library inventory, the Library staff will investigate the abilities of the inventory scanner and software.

Maine Memory Network – The library joined the Maine Memory Network. "The Maine Memory Network is a statewide database of electronic versions of Maine's Historical Documents, contributed by cultural institutions from around the state, from their own locations."[3] The library will identify and work with the Maine Memory Network to place documents online in FY2004.

People Soft – Library staff participated in People Soft workshops in preparation of the implementation of the human resource module. In July 2003, the software will come online and staff will need to adjust to the new system.

Promising Futures Grant Project with MSAD #27 – Blake library staff will work with the Directory of Student Services to provide learning experience for the Fort Kent High School students as a part of the Promising Futures Grant Project. One possibility would be to offer an Information Services Camp, encourage the use of the exhibit area, and have teleconferences between college and high school students. A copy of the Promising Futures Grant Project can be found in Appendix BA.

Seating – Blake Library will look at seating in the library. Many of the library chairs are in need of repair and are mismatched around the library.

Staff Handbook - Currently the library has available a faculty and a student handbook. The library plans to produce a staff handbook.

Title Count - Each year the Library reports to the Integrated Postsecondary Education Data System (IPEDS). One area which we have been unable to report is the title count of the collection. The Library staff will try to provide this number for the next annual report.

Web Site – The library staff would like to build an online tutorials and computer skills page.

Work study Handbook - A handbook will be create for the work study handbooks. This handbook will provide basic instruction on the use of the system and general information about the library and the services which are offered

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[3] Maine Historical Society. (2002). Maine Memory Network. Retrieved June 25, 2003, from http://www.mainememory.net/home.shtml.

LONG RANGE GOALS

Powell - The library is currently out of space. A long term goal is to acquire Powell Hall to alleviate space problems and to allow for the growth of new services.

Teaching and Learning Technology Center - The Library staff currently provides faculty support for integrating technology into the classroom. Ideally, we would like to create an area devoted to and known as, the Teaching and Learning Technology Center.

University Collection - Located in the special collections room is a file cabinet which contains information about the University dating back to 1884. The library staff would like to make this collection digitally available.