

CHAPTER 7 (Draft)

LIBRARY AND INFORMATION SERVICES

DESCRIPTION

At the University of Maine at Fort Kent (UMFK), the Dean of Information Services is responsible for Blake Library, Academic Computing services, the Acadian Archives, Audio-Visual Services, Web Services and Distance Education, including Nadeau Hall Teleconference Center and Fox Auditorium. The Dean reports to the Vice President for Academic Affairs.

Library

Information services available through Blake Library are provided for UMFK on-campus students, staff and faculty; students and other patrons at a distance; and the St. John Valley community. In addition to traditional library services, services that enhance Academic Computing, the Acadian Archives, Audio-Visual Services, and Distance Education are also provided.

Through the library's web site, faculty and staff gain access to URSUS, Maine Infonet, the indexes and databases, exhibit information, citation guides, subject guides, serials databases, online forms, hours, contact information, policies, and much more. Patrons have access to a number of resources: an online catalog called URSUS (University Resources Serving Users Statewide); 46 electronic indexes covering a wide range of subject areas, many of which provide full text access to journal articles; over 20,000 electronic journals; and approximately 7,400 electronic books. In addition, library staff develops a web site offering online access to previously mentioned resources, a place to *Ask the Librarian*, subject guides, online forms, and much more. Finally, library staff participates in supporting web services.

*Blake Library Services

<http://www.umfk.maine.edu/infoserv/library/about/services/>

*Ask the Librarian Website

<http://www.umfk.maine.edu/infoserv/library/vr/>

Library staff supports Academic Computing by providing instruction on the use of computers and on all software on the network, by creating network accounts, by depositing money on those accounts for printing credit; and by troubleshooting printers, disks and network problems. Library staff also support the Acadian Archives, located in Blake Library, by sharing space and providing additional access to their materials through the reserve and hold shelves.

Facility

The current library building was built in 1929 as the campus gymnasium and renovated as the library in 1966. To accommodate additional resources, two wings were added, one

in 1985 and another in 1988, bringing the total gross footage to 13,500 square feet. The Acadian Archives, founded in 1990, moved into the upstairs of the library in 1991 taking 3 rooms, 733 square feet or 5.4% of the total. The library additionally has an exhibit room; computer classroom equipped with fourteen Pentium computers, an instructor station, and a multimedia projector; and an audiovisual room equipped with an assisted learning station, TV, VCR, DVD player, microfilm reader/printer, and microfiche reader/printer.

The library is open 80 hours a week during regular session and 42 hours a week during the summer and breaks (Exhibit 7.XX: Library Hours). In addition to the computer classroom, students have access to 6 other computers and 1 scanning work station. The network/Internet can be accessed throughout the library using the computers located around the library or by connecting laptops via wireless access points or additional hardwired points. Students have access to a digital camera, camcorder, photocopiers, color printers, laser printers, phonograph player, tape players, and a slide scanner.

Staff

The staff includes 2.5 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.

Services, Instruction, and Collection

Interlibrary loan services are highly automated. Patrons can request materials, mainly books, through the online catalog, URSUS and through MaineInfo Net, the state-wide catalog. The items requested are shipped via a courier, lowering the turn around time from 7 to 10 days, to 3 to 5 days. Materials not requestable by the patron are sent primarily out via ARIEL and DOCLINE. Again these systems have greatly reduced the turn around time for patrons receiving materials.

The Electronic and Information Resources Librarian, the Assistant Director of the Library, and the Dean of Information Services cover the reference desk. Not only can patrons come into the library for reference assistance, but they can also use email or "live chat" to work with a librarian. Librarians are available 2 hours a day for "live chat" services. Bibliographic Instruction sections are provided to all first-year students through the Humanities Seminar and certification students through Curriculum and Instruction courses. These sessions provide students with a general overview of URSUS, Academic Search Premier, and general library policies, which are available in print and on-line (Exhibit 7.XX: Blake Library Policies). All other instruction sessions are then taught to the specific discipline.

*Blake Library Policies

<http://www.umfk.maine.edu/infoserv/library/about/policies/>

Blake Library makes available both the traditional reserve shelf and electronic reserves. Electronic reserves increases access to course materials. Library staff encourages faculty to place course materials on electronic reserve.

Library staff provides computer workshops and work one on one with faculty, staff, and students to answer their computer questions. General instruction is given on many topics from how to format a disk to very specific program instruction. The staff is able to provide assistance in most programs on the network - word processing, spreadsheets, database management, graphics, and web page construction. In addition the library staff provides instruction on email, online course software, and the use of the scanner and digital camera.

The library currently holds 66,000 volumes, 1000 videos, a small but growing DVD collection and subscribes to 364 serial titles. In addition to the general collection the library is a Maine Government Document depository, currently holding 5600 items.

To better support the students' needs, the juvenile, young adult, and curriculum collections are located in an area referred to as the Curriculum Center. The library has a special collections room; the material focuses specifically on the St. John Valley, but also includes materials related to the University, the state in relation to our program of studies, and Aroostook County.

Resource Sharing and Outreach

The University of Maine System and the state of Maine libraries collaborate extensively. The URSUS catalog - a combination of the University libraries, Maine State Library and the Bangor Public library, provides patron access to 3 million volumes. Maine Infonet - a combination of public, special and private college libraries provides patron access to 6.3 million volumes. The digital collection has grown to 46 databases, 20,400 full-text journal titles, and 7,400 electronic books. The University of Maine System and the State of Maine librarians realize that, to meet the information needs of those in higher education and the citizens of Maine, we must collaborate. These efforts have created a digital library more extensive than any library could have created individually.

Financial Support

In FY2003, the total library budget was \$187,855. Personnel costs represent 60% of the library budget. The library experienced flat funding for FY2004 forcing staff to look hard at subscriptions and anticipated expenses.

Acadian Archives

The Acadian Archives/Archives acadiennes is a regional archives of history and culture. Patrons have access to all materials and resources at Blake Library and, in addition, to many primary materials. The Archives maintains its own web page. The Archives

maintains and responds to email reference queries from the Archives web site and the *Evangeline 150th Anniversary* site, and maintains a page of links to North American French language, history and culture (*The French Connection*).

*Acadian Archive Website

<http://www.umfk.maine.edu/archives/>

Facility

The current archives are housed on the second floor of Blake Library and is operating in 733 square feet. Maintained in the facility is a climate-controlled collections storage, an audio-visual laboratory, a visitor's center/reference room, an accessioning work area, two small offices and 78-feet of locked reference shelves. The archives contain photo duplicating equipment, audio and video field collecting kits, and A/V duplicating and auditioning equipment.

Staff

The staff consists of 1 1/2 fulltime professionals and 1 classified Library Assistant II, with occasional work study assistance.

Services, Instruction, and Collection

On-site reference assistance is available to our archival collections and to regional history, folklore, and folklife; outreach presentations and technical assistance within the local area; an internship program; genealogy referrals; and limited commercial research. The Archives is open to the public a minimum of 16-hours a week, with additional hours during the week and weekend by appointment. Inquiries by telephone, mail, and email are welcome; however, staff time for correspondence is limited. The Archives is fully computerized and offers both computer and Internet access to patrons.

Archives staff provides support to UMFK faculty, students, administration, and academic programs through reference assistance, translation services, service on standing and adhoc committees, and faculty computer assistance. They also guest lecture on the use of primary sources and on field collection methodology for social science and anthropology classes.

The archives currently holds some 25 linear feet of manuscript materials, 8500 photographic images, 450 audio or video recordings and films, 219 microfilm rolls, 2000 reference books and journals, 100 maps, plus ephemera and other materials on regional history and culture.

Outreach Activities

Archives staff regularly organizes and produces resources, public events, and activities to honor and celebrate regional folk life and history (e.g., exhibits, concerts, demonstrations, festivals, media productions, etcetera). They also encourage local folk life and history

initiatives by providing expertise and technical assistance (e.g., on-site consultation, resource directories, curriculum development, teacher workshops, equipment loans, etcetera). Recent initiatives include the Evangeline 150th Anniversary Project, a one-year series of events and activities exploring local culture and history in light of Longfellow's epic poem *Evangeline*. This project included a lecture series, teacher training workshops, theatrical presentations, a website, and the creation and distribution of educational kits to local public schools.

Financial Support

The archives staff is responsible for 5 UMFK accounts: an operating account, a capitalization account, a cultural initiatives fund, a gift fund, and a receipts account. They frequently write their own grants to subsidize special projects.

Information Technology

Facilities and Computer Resources

Today UMFK provides three primary computer classrooms/labs for instruction and general student use. These are the Nadeau Hall Computer Classroom, the Old Model School Computer Center, and the Library Computer Instruction Classroom. Single purpose computer labs include the Electronic Music Lab, the Applied Technology Lab, the Nursing Computer Lab, the Academic and Counseling Services tutoring lab, and the Geographical Information Systems (GIS) lab. Additional computers are also provided in the library and in the dorms for use by students. All computers attach to the campus fiber optic network (gigabit Ethernet), giving access to both academic and administrative servers delivering software applications (Exhibit 7.XX: Academic Computing Annual Report: List of Software), print services, and access to the Internet. The computer to FTE student for Fall FY2002 was one computer to 5.7 FTE, for Fall FY2003 one computer to 6 FTE, and for Fall FY2004 one computer to 6.2 FTE. Each student dorm room is provided with voice (IP telephony), cable television, and data ports. In FY 2002, 57 requests were made for data connections, and in FY 2003, 69 requests were made. (Exhibit 7.XX: Dorm Occupancy). Data requests could include requests from students who might have more than one computer or have a new computer. Wireless mobile units can interface with the network through wireless access points which are available in every building on campus except the dorms which are hardwired.

All regular faculty received computers on their desktops beginning in 1992. These computers are upgraded as the applications used by the staff or faculty member demand better equipment or on a 3 to 5 year cycle. In FY2003, there were 1.2 computers per FTE staff and faculty (Exhibit 7.XX: FTE Staff - John Murphy Presentation). An additional computer is provided for adjunct faculty. There were also various computers for students in work study positions and laptops for some staff. Each computer accesses the network for printing and Internet service. Office suites, readers, players, and other general software are installed on the hard drive. Virus protection and maintenance protection are delivered to all faculty and staff computers.

Computer Services & Academic and Administrative Support

All students, staff, and faculty are provided an E-mail account, and all dorm students, the staff, and the faculty have voice mail. UMFK's network is built on a gigabit Ethernet fiber backbone. Wireless access points can be found in every building except the dormitories. The dormitory telephone system is voice over IP and uses a Unity voice messaging system. Faculty and staff use the Audex on an Avaya switch. Information Services staff is testing IP telephony. Wide area networking is provided by UNET, a unit of the University of Maine System.

Permanent multimedia podiums have been installed in all Cyr Hall classrooms except the chemistry laboratories, so that 11 of the 13 classrooms are equipped with a ceiling mounted projector, a screen, and a set of speakers. The podiums are equipped with a receiver, a VHS/DVD combination player, a cassette player, a computer connected to the network, a telephone, and a document camera. Three computer labs in Nadeau Hall also have projection. The music lab also has a document camera and sound equipment. Each of three classrooms in the Old Model School is equipped with a multimedia computer and projector on a mobile cart. The OMS Computer Center and the ITV broadcast room also provide projection. Equipment is delivered to classrooms in the gym and the Honors Center when requested.

UMFK faculty broadcast 4 to 6 courses each semester over the system wide ITV system. The campus has one broadcast classroom. There is also a system wide Tandberg compressed video unit which is used for meetings and for delivery of courses. UMFK also has a teleconferencing room, the [name] with two Polycom videoconferencing codecs and one Miranda (mpeg2) videoconferencing unit. The teleconference room has been used to deliver larger classes. It can be divided into two sections. Each section has a podium with a computer, projection, document camera, and other teaching aids. One section has two projectors.

To help create efficiencies in the administrative offices, UMFK runs an Exchange server to provide calendaring. Faculty and staff are given rights to folders whereby they can exchange data with colleagues. The Computer Applications and Electronic Commerce faculty run several servers for their programs, using a zone transfer to the general student server so that they do not have to manage their own user objects.

Security for faculty and staff computers is accomplished by having up-to-date antivirus software on a server with a client on each desktop computer. A management system has been purchased which will scan computers remotely and update the Microsoft operating system and the Microsoft® patches.

Staff

Academic Computing - one professional person, one classified person, one-half time student.

Audio-Visual Services - 1 half-time classified
Information Services - 1 professional (also counted in library) and 1 classified
Administrative Assistant
Nadeau Hall Teleconferencing Center and Fox Auditorium - 1 full-time classified
ITV/Distance Education - 1 1/2 classified

Finances

Students have in the past been charged a \$6.00 per credit technology fee. This fee is used to purchase computers, printers, and other supplies and equipment to maintain the student labs and clusters. Another fund receives approximately \$30,000-\$35,000 annually to refresh 10 to 15 faculty or staff.

Web Services

Services

Web Services staff works closely with students, faculty, staff, and the local community to provide support in graphic design, scanning, PowerPoint, FTP, and web site design. In addition the office has the ability to convert analog audio and video to digital. Campus radio commercials are often recorded and produced by the department. Video streaming of campus events is also a function of web services.

Staff and Facility

Web Services is staffed by the Assistant Director of the Library/Web Master, a Web Assistant, and two work-study students. The department is located in Blake Library. Web Services includes the maintenance of three servers: the web server, video streaming server, and the WebCT[®] server. In addition to the servers the department has a notebook used for encoding video and capturing audio, three workstations, a digital camera, a digital camcorder, scanner, electronic tablet, and equipment to convert both analog audio and video.

Site Development

Web Services designs and maintains the campus web site, an academic site, student site, local site, The River Review, and the Sunrise Athletic Conference. The academic site is available for faculty web development; the student web site is used by students in conjunction with courses requiring web page development; the local site is used primarily by the library for circulation and cataloging purposes, The River Review's last issue was published electronically, and the university agreed to design and maintain the Sunrise Athletic Conferences' web site.

The University of Maine System has adopted the federal government's Section 508 standards for web accessibility. Web Services continues to ensure new web pages for the university's site are developed to comply with the standards. The staff obtains training

on accessibility when workshops become available and monitor the system wide accessibility listserv to keep abreast of the issues.

Technology and Course Development

The staff provides instruction and support for faculty and students in the implementation and use of Blackboard® and WebCT®. Services include course and account management, instruction to both students and faculty in the use of WebCT®/Blackboard®, and assisting faculty to make materials available online. Faculty currently use the software to teach totally at a distance as well as to enhance courses offered on campus. The software is used in varying degrees by faculty. Courses may consist of course documents, assignments, the discussion board, online testing, videos, and lectures.

Financial Support

The Web Services department is funded through several budgets, including Information Services, Instructional Technology, Strategic Plan Special Initiatives, and others.

APPRAISAL

Library

Please see and include key performance indicators.

Facility

The library will recover the space located on the second floor currently occupied by the Acadian Archives. Due to there not being an elevator to the second floor, the use for this space is limited. We have also lost space in the move. To accommodate the desire to have an entrance that services both the library and the archives, a new entrance was built which faces the campus quad. The entrance was built inward rather than outward thereby taking part of the usable library space. In addition, we have one room called the audio visual room which houses our TV/VCR/DVD cart, the microfilm and microfiche resources and equipment, and our assistive learning station. This space is inadequate to house all these services.

Two additional space issues are seating arrangements and serials. Until the archives is completed it is hard for library staff to finalize seating and furniture placement. We currently have 131 seats as compared to 147 last year. In Serials, the space issue deals with storing back issues. The library is facing a filled to capacity projection by the year 2006. Staff have weeded, canceled issues, and set policies to try to slow space consumption.

Finally, the library is open 80.5 hours a week. The average number of hours of the peer institutions was 80.6. (Exhibit 7.XX: ACRL 2002 Peer Institutions data). Staff is confident the hours open reflect the use of the library and the needs of a majority of the patrons.

*ACRL 2002 Peer Institutions list

Staff

The serials and interlibrary loan department is handled by one part time staff. The workload is unreasonable for a 20 hour position. This also effects the quality of services provided to Blake Library patrons. In looking at Blake Library's peers, staff numbers are below average for Blake Library. Library staff FTE is 7 compared to an 8.8 average for the peer group (Exhibit 7.XX: ACRL 2002 Peer Institutions data).

In addition, there are many services the library staff offers in support of other departments. Though this support is helpful and necessary, the support is unbalanced due to the inadequate number of staff in the information technology department which in turn effects library services. In looking at four similarly staffed libraries we compared the campuses' IT staff. The four campuses averaged 5.75 IT staff compared to UMFK's 2.5 IT staff (Exhibit 7.XX: ACRL 2002 Peer Institutions data).

*ACRL 2002 Peer Institutions list

Services, Instruction, & Collections

The library staff strives to meet the information needs of the clients it serves; continuing to add new services, and to improve older services. Service statistics have fluctuated across the years with a tendency to decrease. However, FY2004 showed either an increase in services, slight or notable, or at least a slower decline. For example Requestor borrowing and lending services (the service used to loan or get materials from or to other libraries) generated increases by 5% and 19% respectively whereas the previous years they had always showed a slight decline (Exhibit 7.XX: Blake Library Annual Report FY2004). The increasing trend may be due to higher enrollment, better instruction from the reference department, and/or a growing quality in the collection. In addition when comparing total circulation transactions to our peer institutions we come in above average. Total circulation transactions for Blake Library in FY2002 were 20,996 whereas the average of the peer institutions was 13,746 (Exhibit 7.XX: ACRL 2002 Peer Institutions data).

An area of use where statistics have risen across the years is in the use of the library web site. Reports for the site generated on use, show a 44% increase in unique visitors from off-campus to the library site (Exhibit 7.XX: Blake Library Annual Report FY2004). This increase is consistent among the other statistics pulled from both the off-campus and on-campus reports. The increase may be attributed to more distance education courses being taught. In addition, the gate count for physical entry onto the library premises rose by 6%. However, this number fluctuates every year; last year the gate count decreased by 9% (Exhibit 7.XX: Blake Library Annual Report FY2003) whereas the previous year it increased by 14% (Exhibit 7.XX: Blake Library Annual Report FY2002). The reason for these last set of statistics is to show that these numbers rely heavily on enrollment numbers, what courses are taught, the number of faculty teaching at any given time, and what the faculty may require of their students in any given semester. To achieve accurate library attendance both the gate count and web use statistics need to be considered.

Statistics for relatively new services show positive results. Both students and faculty have responded well to the new electronic reserve service; 51 documents were scanned the first year and 297 the second year the service was offered.

Free printing has been offered across the last two years for students using the public stations (where students go to search for books or articles). The use in this service rose 623%.

The library has added many new services in the past years. These services have been implemented and maintained by the same number of staff. To continue to provide quality services, additional staff is needed.

Bibliographic instruction is offered every semester during particular classes to reach all new students to UMFK. Other types of instruction and impromptu bibliographic instruction are scheduled at the instructors' request. Blake Library staff gave 38 BI sessions as opposed to the peer group average of 52. The bibliographic instruction program, though in general works well, still does not provide a well rounded look at the research process as a whole. Ideally a bibliographic instruction session needs enough time to present research methods, how to use various kinds of resources, and instruction on finding, evaluating, and citing these resources. Currently a session is given only at most eighty minutes. The only information staff feels this time allows is how to search for books and articles in the online catalog and databases respectively.

Library staff has worked hard to create a better collection by analyzing, weeding, and collecting in subject areas to support the curriculum. Over the last few years we have worked more on quality versus quantity of materials. Though this effort has made the collection better, there are still subject areas in need of improvement. However, due to lack of time and budget restrictions, collection management for the most part is dealt with on a day by day basis. In 2002 the Blake Library collection held 69,189 volumes which fall below the average of the peer institutions which is 91,276 volumes. As mentioned before, we are not as concerned with the quantity as we are with the quality of the collection. We believe we can create a collection with higher quality materials, while still satisfying the needs of our patrons. This in turn may increase circulation of materials. In addition we rely heavily on the consortia collection for materials outside UMFK's major academic areas especially as retrieval of materials is easier and faster than ever. For FY2004 our collection holds 67,240.

The serials collection continues to be effected by budget restrictions. When staff was first faced with lack of funding,

Serials base budget, actual expended, and subscription information.					
	FY2000	FY2001	FY2002	FY2003	FY2004
Base Budget	\$25,000	\$32,000	\$32,214	\$32,214	\$32,214
Actual Expenditure	\$31,858	\$34,286	\$32,419	\$35,298	\$31,550
Total Number of paid subscriptions	370	357	340	305	290
Total Subscriptions	382	390	377	364	349

the collection was analyzed and unused titles were targeted and discontinued thereby making the collection more focused towards the campus curriculum. Though the crises created a positive outcome, we continue to face budget restrictions and there is little to no room left for further cancellations. Blake Library's collection of 340 titles in 2002 was close to the peer institutions average of 353. Currently the collection holds 290 titles, and further necessary cancellations due to inflation will continue to reduce our collection to well below the average.

*Blake Library Annual report FY2003 and FY2004

Resource Sharing and Outreach

Across the last few years the digital library has grown. Collaborations with UMS and Maine Info Net have seen vast improvements in access to other collections. Databases, once cost prohibitive, are now accessible through the combined efforts of the UMaine system and the state. One licensing group, EBSCOHost, showed an increase in database usage for Fort Kent by 65% in FY04. Though there is always room for improvement, as long as we are able to continue upgrading computers and servers, software, peripherals, and consortium level equipment and applications, then the digital library will continue to do well.

*Blake Library Annual report FY2004

Financial Support

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. Blake Library's base budget would need to be increased by \$130,000 to meet the average expenditures of our peer institutions which is \$313,768.

Acadian Archives

Facility

Currently more room is needed for collections, collection storage, and accessioning. In addition, the most used space is a combination reading/reference room for patrons and office space for staff. The Acadian Archives Conceptual plan, which is part of the appendices in the FY2002 Acadian Archives annual report, states that:

“When the Archives was established, our archival advisor informed the Planning Committee that the 733 square feet assigned to the Archives was ‘about 1/5 the space you need.’ This means that we should have begun with slightly more than 3,600 square feet.”

Staff

The staffing for this department continues to be minimal. Normally staffing is two professional full-time positions. In FY2003 one professional went on sabbatical for the year and in FY2004 the second professional staff moved to half time. To alleviate staff shortage a part time classified clerical position was established and filled. The funds normally used to pay the professional staff were used to for the classified position. The 1.5 professional and .5 classified do not adequately staff the Archives. The public hours are limited thus services are limited. In addition services previously supplied by library staff, such as circulation of materials and maintenance of equipment once shared, will need to be done by Archives staff if/when they move into a new facility.

Services, Instruction, and Collection

Demand for reference services has more than doubled over the past several years: from 865 questions in 1997/8 to over 1600 questions in 2003. Last year's clientele consisted of UMFK, UMPI, USM, UMF and UMO students, faculty, and/or staff and local community members, plus visitors / researchers from 32 states, six Canadian provinces, and two foreign countries. Staff also responded to requests for assistance from a variety of local, in-state, regional, national and foreign institutions and organizations. (See annual report in the documents room.). The Archives staff is also working on a number of publications, including a website on Acadian culture in Maine, curriculum for use in local middle schools, and a regional history textbook for general readership.

Outreach Activities

Outreach activities continue to be an important part of the department's mission. In the last year, Archives staff organized two teacher training workshops for grades 5-9 educators in northern Aroostook County. In addition, the staff successfully organized and obtained funding from the Maine Arts Commission for a Maine Traditional Artist apprenticeship to revitalize the Valley's French-language ballad tradition. The staff also serves on the Maine Arts Commission and the Maine Acadian Heritage Council.

Financial Support

Funding for the department has been flat or worse for a number of years except for small increases in salaries. The base budget for the Archives is \$4,990 (not including salaries). In the past five years, helping to benefit various agencies, the staff have successfully applied for funding to the Maine Humanities Council, the National Park Service, the University of Maine System, Grant Program for Collaborative Research, the Conseil de la vie française en Amérique, and the Maine Arts Commission.

Information Technology***Facilities and Computing Resources***

The Nadeau building, completed in September 2001, houses four specialized computer labs: a nursing lab, a music lab, applications lab and a dual purpose lab for computing

courses and twenty-four hour access. In addition, the building contains the Nadeau teleconference room. Sophisticated teleconferencing equipment was installed in 2002 consisting of 2 Polycom units and 1 Mpeg2 codec. The room has multiple uses and is used often; however the teleconferencing capabilities are under-utilized. (See Nadeau Hall Teleconference Center Annual Report in the Documents Room).

In 2002 the classrooms in Cyr Hall, totaling 10, were transformed into mediated classrooms. Specially designed podiums were built to house electronic equipment such as a computer, document camera, DVD/VCR player, audio tape player, telephone, and more. State of the art projectors were installed in the ceiling of each room and projection screens and speakers were placed in the front of the rooms. The design and usability of these new classrooms have allowed instructors to expand their teaching. There are still classrooms on campus, specifically the Old Model School and the Gym, which, though equipped with mobile units, needs to be upgraded to “mediated” status.

The campus is in need of another general computer lab, possibly used as an additional twenty-four hour access lab, and at least one single purpose lab for E-Commerce, to accommodate the growing number of students coming to UMFK. Currently, the Nadeau 109 is the sole computer instruction classroom on campus. In the fall 2003, this room had classes from 8:00AM to 9:30PM on Monday, Tuesday, and Thursday, from 3:30PM to 9:30PM on Wednesday, and from 8:30AM to 3:30PM on Friday. The heavy use of this room forces classes to be taught in general purpose labs, therefore limiting student access to computers and not allow time for computer maintenance.

In addition, Old Model School houses 1 Polycom unit which is UMFK owned. Although this technology is available, it has not, so far, been used to any great extent. Other equipment in the Old Model School includes a Tandberg compressed video system, an interactive television broadcast room and control room, and several receive classrooms which are part of the UNET ITV network. UMFK broadcasts 4 to 6 classes each semester but must schedule these through UNET (University College).

Computer Services

Desktop computing equipment continues to be required for more and more uses. The number of desktop computers supported has risen from _____ in 1995 to _____ in 2004. The number of servers supported has risen from _____ to _____ in the same time period. Use of e-mail has risen as well. In spring of 2004 only 50 persons were reported not having read e-mail for the last 3 months.

Academic Support

All Information Services staff actively supports the academic process. They help students with queries and computer issues (see annual reports of all departments). They provide support to faculty in the development of asynchronous courses and in the use of the various pieces of equipment installed in the classrooms.

Administrative Support

Information Staff also supports administrative computing, calendaring, copier/printer/faxes, and instructs staff in the use of technical equipment such as in Nadeau Teleconferencing Center.

Staffing

Information technology has grown over the last 5 years. Information technology staff have worked hard at maintaining a helpful environment and received a high approval rating from students, faculty, and staff. When asked if the staff was attentive, courteous, and helpful 24% said they strongly agreed, 24% said they agreed, 17% remained neutral, 34% said not applicable, and 0% said they disagreed or strongly disagreed (total of 9 patrons out of 277). Despite this growth and approval, staffing is still an issue. We simply do not have enough staff to meet the needs of the growing student body and the demands of a technologically demanding environment. In 1999 a much needed administrative assistant for information services was hired. Though this position has greatly helped it has not alleviated the staff problem.

There have been some needed changes over the last few year. Audio-visual services was initially staffed by a work study student, then in 1999 a half time classified position was created. Currently a half time classified person continues to staff the Audio-Visual services and in addition fills the other half time slot for ITV/Distance Education. Though adding the half time position has helped, Audio-Visual services could easily move to a full time position, and in ITV/Distance Education the current one and one half classified staff could be better served with two and one half staff. In addition, a half time position was created for the Nadeau Teleconference Center. The person hired to fill this position also works half time in managing Fox Auditorium.

Finances

Coming soon.

Web Services

Services

One of the new services offered by Web Services is video streaming. In FY2004 over 115 hours of streaming were conducted. The service has been well received by campus, and to alleviate some of the pressure on staff a work-study position was requested. Though this has helped, finding the right individual has been difficult. Additional new services are capturing analog video and audio for conversion to digital formats. The process of capturing and editing materials for these projects is time consuming. As more print publications are designed in-house, the demands on web services have grown.

Staff and Facility

Web Services has grown with the addition of one classified staff. Initially, the department was supported solely by library staff. However, over the last five years the requests of Web Services has grown phenomenally, and even with the addition of one staff member, the demand for services and outputs has outgrown the current staffing situation. The department needs a full time Web Administrator and a full time online course developer to adequately meet these demands.

Web services is currently located in the Blake Library. The 11 X 17 foot room does not adequately meet the demands of the department. The department uses multiple workstations and a variety of equipment to provide necessary support to faculty and staff. In addition, severely limited space makes instruction to faculty and staff difficult in this location. Finally, this room is shared by the Assistant Director of the library (who also supervises web services and manages online course services such as WebCT), the staff printer, and one work study for web services.

Site Development

Technology and Course Development

There continues to be a steady rise in the use of WebCT and BlackBoard. Table ? shows that the number of faculty using course software is 4 times greater in the spring of 2004 compared to the spring of 2002. The number of students taking courses and the number of courses using the software is 5 times that of spring 2002. Currently, courses are offered in 14 subject areas, up from the 2 offered in spring 2002. In addition,

	Spring 2002	Fall 2002	Spring 2003	Summer 2003	Fall 2003	Spring 2004
Academic Services	13	30	37	5	50	53
Essential Life	8	17	19	5	24	24
Students	250	437	628	39	1300	1333

The sharp increase in the use of both these systems has impacted the space, equipment and staff which needs to support the development and training of faculty and students. The server which houses WebCT is lacking the hard drive space needed to support 50 courses. In addition, staff is stretched thin to provide good support to the growing number of faculty and students.

Financial Support

Financial support comes from mixed departments.

PROJECTION

Library

Facility

In the near future library staff will be able to make changes to parts of the library that will facilitate a better learning environment. The office space once used by the Director of the library, Sharon Johnson, will be converted into a viewing and study room. The Television/VCR/DVD cart now located in the Audio Visual room will be moved to the old office along with a table for students to use. This will help create more space in the Audio/Visual room and allow more privacy for students all around.

There are two areas that need improving: the space for the serials collection and the ability to have more options for the second floor. Both require money and more time. The space for the serials collection can be expanded by adding some form of compact shelving in the serials room. The space on the second floor can be available for other uses if an elevator is installed.

Staff

Our statistics show the trend in use of services is rising, yet the number of our staff continues to stay the same. Staffing issues can be alleviated by changing the part time serials position to a full time position and adding an additional part time position. This would make the staffing on par with the peer group average.

A new position in academic computing, computer technician was filled in summer 2004. Having additional staff in this area will help some of the issues that boil over into the library.

Services - Interlibrary Loan

Interlibrary Loan borrowing activity has been declining over the past 5 years. The library staff projects that borrowing activity will begin to rise due to an increase of research by the faculty and required of the students. The current staff will have a hard time to meet the demands in an efficient manner. Turnaround times are sure to increase, leading to unsatisfactory performance.

Reference

The library staff believe we will be able to work with the faculty who teach the COS103 (Introduction to Information Technology) so that library staff will be able to teach the two weeks reserved for information services. This includes how to use the library, how to search and understand the internet, and other information literacy issues. We hope to have this implemented as early as fall 2004.

If library staff is able to offer bibliographic instruction through the COS103 course, then they will be able to incorporate better methods for instruction in research. This will allow the reference staff to show from beginning to end how research for a paper or project is initiated and followed through.

Collection

A concern of the library staff is the lack of consistent time available to provide proper analysis, collection, and removal of items in the library collection. Having additional staff in both the library and information technology is one way to alleviate this problem. More staff provide more time for library professional staff to work on collection development.

Another way to alleviate the problem is to have more faculty participation, a key element in providing a good collection. It is the library staff's desire to have more faculty input in the decisions for subject specific collections. More and better dialog needs to take place to develop a method by which faculty can participate.

Finally each year the tightening budget restricts how much we should reasonably be able to add to our collection. Library staff continues to strive toward a quality collection versus quantity. A good portion of our collection is outdated and we need to have the funds necessary to bring it up to date.

Resource Sharing

Resource sharing has worked very well so far among the other University of Maine System libraries. We plan to continue working as part of the consortium and will always look for ways to improve our system.

Library Web Site

The library site is scheduled to be updated for fall 2004. The new update will provide better navigation and offer more online resources. Library web staff listens to the concerns and compliments of the patrons who use the library pages. This helps staff fine-tune the library web site and make it better all around.

Financial Support

The library will continue to have to cancel subscriptions and purchase fewer monographs with flat funding. This will make it hard to create a collection which can support the current curriculum.

Acadian Archives

Facility

A new building is under construction to support the expanding Acadian Archives/Archives acadiennes collection. This new building is expected to open during fall semester 2004. It will have 3200 square feet of operating space, a 77% increase from the current structure. The collections room, besides having a misting system and climate control appropriate to archival collections, will have compact shelving which provides 1038 linear feet of shelving for the collection. Included also are a reading room, an open stacks room for books, a computer area, an exhibit/conference room, offices for the

director and assistant director, an accessioning room, and a workroom which will also function as an audio-visual laboratory. (See architectural plans in the documents room.

Staff

Additional staff is urgently needed to maintain the high quality of service to which patrons of the AA/AA have become accustomed. The facility includes new patron service areas requiring oversight and management (e.g., exhibit/conference room, open stacks, microfilm and AV auditioning area). Moreover, the new building's lay-out (the reference room is on the first floor; archival collections are on the second floor; there is no bathroom within the facility) requires a minimum of two staff people on duty during public hours. With only 2 professionals presently on staff, inevitable absences due to sickness, annual leave, conferences, outreach activities, etc. will adversely impact service. It is therefore recommended that at least one professional accessioner/reference archivist be added.

Services - Reference

The reference area will have two reading rooms which will allow staff to offer more services to larger numbers of patrons. For the first time, patrons will be able to browse open stacks housing book collections which previously had to remain in locked cases. They will also be able to photocopy and view microfilm on site. The facility also includes an exhibit/conference room which can host exhibits and conferences on themes related to archiving regional history and culture.

Academic and Technical Support

Archives staff will be able to work closely with faculty regarding regional history and culture. The conference/exhibit space will strengthen opportunities to collaborate with faculty in presentations and teaching sessions.

Collection

The archival collection will move into a larger room with compact shelving. The additional space and the creation of an accessioning room will greatly enhance the capacity of the staff to process and house new collections. The collections room also offers fire suppression, better security, and a more sophisticated climate control.

Outreach Activities

Outreach activities, a crucial part of the AA/AA's mission, may need to be scaled back until more staffing is available.

Archives Web Site

Work will need to begin to redesign the AA/AA website. Redesign will create better navigation which makes it easier for users to locate information. The website also needs a new "look" to help with the navigation.

Financial Support

Greater financial support is necessary to accommodate the new staffing needs. In addition, attention also needs to be directed to the acquisitions budget for acquiring and

processing new primary source materials. And to the costs of curating exhibits and hosting conferences in the new exhibit/conference room.

Information Technology

Computing Resources

Demand will continue to increase for computer classrooms. The university should purchase at least two mobile classrooms (one iBook and one PC based). These will free more time in the Nadeau computer lab for use as a general computing room versus for classes. They will also offer more opportunity to broaden the use of computers in other venues, such as a writing lab.

Students

Students should be encouraged to use the wireless network to reduce the need for stationary computers. It is expected that over time students will purchase laptops instead of desktops and will take advantage of the mobility offered. The library should consider acquiring a cart of laptops for internal checkout to promote a learning commons throughout the library. This could eliminate the need for stationary computer stations and will free up very needed space.

Web services, academic computing, and the library staff should cooperate to develop a FAQ online help desk.

Faculty and Staff

The university should begin to replace desktop computing for faculty with mobile computing. This will facilitate easier transfer of materials from office to the classroom. Computers for faculty and staff should continue to be refreshed at a rate of 3 to 5 years.

Computer Services & Academic and Administrative Support

The need for technical support for distance education, particularly asynchronous offerings, will continue to grow. Offices will demand ease of sharing information through calendaring and file transfer. Systems will need to be kept secure and robust.

Staffing

The position for a microcomputer technician was approved and will be filled for FY2005. *Web services will need more staffing to keep up with the demands for distance education technical support. It is recommended that a full time Webmaster be hired, with at least one web assistant as support.*

Finances

The university will continue to commit resources to promote the use of information technologies in the teaching and learning process. *Staff and will continue to be encouraged to grow in the use of the technologies.*

Web Services

Services

As more faculty incorporate technology into the classroom, the demands on web services will increase. The rising number of online courses have created an increased demand for video streaming, taping, editing, and graphic design.

Staff and Facility

By early fall 2004 web services staff hopes to be relocated to the old Acadian Archive offices and A/V room. This move will provide a significant increase in space for web services. Staff has designed the offices and archive audio/visual room to accommodate the numerous types of services handled by this office such as recording faculty for online courses, offering one on one instruction to faculty, and consulting with department staff on web pages.

Staffing issues can be resolved by hiring a full time web master and a full time support position, half for web development and half for WebCT and Blackboard. A desk audit will be conducted in FY2005 on the classified Administrative Assistant for Web Services position. This desk audit may possibly result in moving the position to a professional web master. The office will then request a support staff position with duties in web development, WebCT, and Blackboard.

Site Development

In August 2004 web services will release a new University web site. This new site will incorporate cold fusion technology. The staff foresees that the implementation of a database driven site will make a more manageable site. Offices will for the first time be able to easily make modification to department pages and sharing information across departments will be more efficient.

Technology and Course Development

Web Services staff will develop a comprehensive web site which provides students, faculty and staff with technical support for WebCT and BlackBoard. The office receives many calls which could easily be answered with an online help center. In addition access to the website would not be limited to office hours.

Financial Support

Currently the Web Services budget is under information services. Due to the nature of the services the office provides, equipment and software to support those services can be costly. Many of the funds used to support the office come from a variety of budgets, this makes budget projections for the office difficult. As online course development increase and new technologies are adopted, the department will continue to seek funds to support the services.

Exhibit List

Exhibit 7.XX: Library Hours

Exhibit 7.XX: Blake Library Policies

Exhibit 7.XX: Academic Computing Annual Report: List of Software

Exhibit 7.XX: Dorm Occupancy

Exhibit 7.XX: FTE Staff - John Murphy Presentation

(Exhibit 7.XX: ACRL 2002 Peer Institutions data)

(Exhibit 7.XX: Blake Library Annual Report FY2004)

(Exhibit 7.XX: Blake Library Annual Report FY2003)

(Exhibit 7.XX: Blake Library Annual Report FY2002)

(Exhibit 7.XX: Information Services User Survey – Spring 2004)

(Exhibit 7.XX: Acadian Archives Annual Report FY2002)