



University of Maine at Fort Kent  
Circulation Department  
Annual Report – FY 2005



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## Attendance

Due to the library move which was finished in FY 2005, a way to count people coming into the library was needed. The previous device, a gate for one way traffic, was not going to work with the new entrance. Because of this dilemma, library staff researched and found an electronic device sold by SenSource which uses the breaking of lasers to count people who both enter and exit. Three sensors were installed: One at the main library entrance, one in the doorway that connects the library to the Archives and Powell Hall, and one at the entrance of the Acadian Archives. A sensor server was also purchased. The sensor server is connected to a computer and records the data that is transmitted by the sensors using radio signals. The computer downloads the information into an Excel spreadsheet from where we can manipulate the data. We had the option to purchase software that would create tables and charts, but we chose not to do so at this time. See appendix A for details on the SenSource purchase.

The people counter was not installed until early spring of FY 2005. In addition, there was no other method used during this year to count traffic. The new begin date for retrieving data is February 3, 2005 at 12 am. Though we really can't compare the data, it is interesting to note how close of a count to the previous year's was retrieved (at least until April). Statistics are listed in Table 1.

	<b>FY 2004</b>	<b>FY 2005</b>
February	6407	5863
March	3648	5817
April	6810	9394

The only numbers used for statistical purposes were from the main entrance of the library and only those entering. Blake Library is now a thruway into the Acadian Archives and the Powell Hall dormitory. Library staff have noted that a number of people use the main entrance to travel to and from the Archives or Powell Hall. Therefore the number reported by the system is not the exact number of persons who entered the library specifically for library purposes.

Although this section discusses the attendance of individuals who physically enter the library, there are numerous students who enter "virtually". In some cases, the virtual entrance is off-campus, such as from home or work. In other cases, the on-campus entrance is from a dorm room, campus computer lab, the modem pool, or other campus staff office computer. In FY 2004, our library web page received a total of 17,581 visits from off-campus and 4,158 visits from on-campus. In FY2005, our off-campus visits increased to 21,490 and the on-campus visits increased to 7,306. This is an increase in off-campus visits of 22% and on-campus visits of 76%. See Book Two for library web reports.

## Student Employees

For fall 2004 and spring 2005, the library was granted 16 student employee positions from the financial aid office. For summer 2005, the library was granted 3 students. This equals 2 FTE student workers. The FTE (full-time-equivalent personnel) number is based on the following formula: The number of students working during the fall semester multiplied by the average number of hours worked by all of those students' multiplied by the number of weeks worked during the semester. Repeat this process for the spring and summer semesters. Take the total number of student hours for all three semesters and divide this number by 52 (the number of weeks in a year). Then divide the answer by 40 (the number of hours a regular full time employee works). The resulting number is the FTE for student workers.

Student employee badges which read "Student Library Staff" were created and purchased from the student services office this year. These are plastic badges worn by the students to identify them to our patrons. We felt there was a need to have some identification so patrons knew who they could go to for help.

### ***Student Employee Handbook***

Although the previous target date for a completed handbook has not been met, the circulation department staff continues its efforts to compile a student employee handbook. The task of creating a student employee handbook will be evaluated to determine a more efficient and effective way to accomplish this goal.

## Circulation Statistics

Circulation transactions include checkouts, check-ins, renewals, holds, and recalls. This year the total items checked out was 9,742 whereas in FY 2004 there were 7,924 total checked out items, a 23% increase. There was a 46% increase in the circulation of media materials and an 81% increase in the circulation of reserve materials. These are the main contributors to the increase in total circulation transactions.

In FY 2004 there were 115 audiocassettes checked out and in FY 2005 there were only 2 audiocassettes checked out. Although this is a 98% decrease in checkouts it is not significant because media Itypes changed over the course of the year. Itype 0 (Cassette – audio) was separated into Itype 0 for musical cassettes and Itype 70 for audio books. In Table 2 below you will note that Audio Books checked out increased from 4 in FY2004 to 59 in FY 2005. Both the increase of Audio Books and decrease of Audio Cassettes are most likely due to the creation of the Itype 70. Table 2 shows a three year breakdown of media materials.

	Video	DVD	Audio Cassette	Audio Books
FY 2003	1342	13	58	0
FY 2004	866	499	115	4
FY 2005	868	1182	2	59

Another factor for the total increase in circulation transactions can be associated with the 137% increase in DVD circulation. In FY 2004 there were 499 DVD checkouts as compared to FY 2005 where 1182 DVDs were checked out. Our cataloguing department added 124 new DVDs to our collection. Some of those additions made the DVD collection more marketable and increased circulation.

Students continue to have the highest number of check-outs with 4683 items checked out in FY 2004 and 6067 items checked out in FY 2005. This is a 30% increase in checkouts for students. It is interesting to note that in FY 2005 the total number of items checked out is equal to 2.35 items checked out by students; or 3.11 items per FTE.

### ***Inhouse***

FY 2005 statistics reflect an overall 12% decrease for inhouse usage. Inhouse counts on all reference materials; including Acadian reference decreased. In FY 2004, 18 Acadian reference items were checked out as opposed to FY 2005's single item. In addition, there was a 64% decrease in the inhouse use of oversized books.

The decrease in inhouse statistics may be due to a number of factors. The library staff and Acadian Archives staff have been working together to return/transfer items from the library's Acadian collection to the Acadian Archives' collection. The rest of the Acadian collection the library owns is slated to be returned either to special collections or to the general stacks. Another factor that may account for a reduction of inhouse use is the fact that library staff no longer counts the books that are on display as having been used "inhouse". See appendix B for more detail on circulation statistics.

### ***Serials***

In FY2005, 11 faculty/staff accounted for 75 check-outs of 19 serial titles whereas in FY2004, 17 faculty/staff accounted for 87 check-outs of 27 titles. This is a decrease of 36% faculty/staff, 14% check-outs, and 30% serial titles (see table 5). 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 B.4.

### ***Courier Service***

In July of 2001, the University of Maine System contracted a courier service, Consolidated Delivery and Logistics, Inc. (CD & L). The University of Maine System has an agreement with CD & L for a five year contract, starting in FY2004, in which each party involved has to agree to the specifics of the contract each year.

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. A detailed table showing what types and number of packages and where they were sent can be found in appendix C.

## Loan Rule Issues

In summer 2004, a new loan rule determiner table was completed. The loan rule determiner table is the mechanism behind how the length of loan time is determined. It compares item location, patron type and rule numbers before it issues a loan period. The Blake Library table contained several redundancies. With the assistance of the system librarian, the loan rule determiner table was revised and implemented. See appendix D for a copy of the determiner table.

## 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.”<sup>1</sup>

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. This year, the circulation staff has been able to provide more detailed statistics about which Minerva and Holdings Database libraries materials were borrowed from or lent to because the paging slips produced when a person requests items provides the name and location of the library Blake is doing transactions with.

The statistics include paging slips that are in the completed and in-progress folders. Slips that are in the in-progress folder and have been counted in the current FY statistics remain in the in-progress folder, but the date listed on the slip is highlighted. This helps staff to identify these paging slips as already counted and to not include them in the following fiscal year’s annual report. The Maine Info net libraries have begun discussions about policies and procedures that have been in effect for some time, but have yet to be written into a manual.

Statistics for Blake Library increased for both borrowing and lending. In FY 2004, 102 items were borrowed from Blake Library and in FY 2005, 162 items were borrowed. This is a 59% increase in borrowing. Lending increased by 25%. In FY 2004, 192 items were lent to other libraries and in FY 2005, there were 240 items lent. Borrowing activity from Minerva libraries increased by 46%. This may be attributed to the continued addition of smaller public libraries that are joining Maine Infonet. More detailed statistics can be found in appendix E.

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<sup>1</sup> The Maine Info net Statewide Catalog. (n.d.). Retrieved April 25, 2003, from <http://130.111.64.9/screens/About.html>.



## Millennium

The circulation program used in, Millennium, continues to have open issues regarding printing, missing features (ones we previously could do in the telnet version), and occasional freezing. Though these issues are irritants, they do not largely affect the day to day use of the program. See appendix F for a list of open issues with Triple I.

## The Move

A new staff desk was installed in the circulation area. The desk has improved efficiency for staff because of the added storage area, file cabinets and surface space.

See photo below:



There is a need to complete the electrical portion of the staff desk installation. Currently the wiring is outside of the designated wall wells. Also, the electrical outlets that are part of the desk design have not been activated and are not functional. The circulation area is scheduled to be painted in the near future. See Book One under furniture/equipment for more details.

The main circulation desk facing the public is now completed, wiring issues were resolved, and holes for the printer paper were cut out. In addition to these things, a new Epson 300 LX printer was purchased for the circulation receipts. The old Panasonic KX-P1180 was kept as a backup printer for circulation. A hand sanitizer dispenser was mounted in the circulation area.

The circulation area saw some additional changes in equipment. The staff computer was upgraded to Windows XP which allowed the staff person to use the remote desktop feature when working evenings and weekends. The old Royal cash register was removed from the circulation area.

## Patron/Statement Cleanup

As a follow up to the “clean sweep” process at Blake Library, a closer look at the task of running statements was undertaken. Statements are mailed to patrons who still owe money on their accounts. A number of problems continued with the statement process. For instance, the address that appeared on the statement was usually the address of the library who owned the first item listed on the statement whereas for mailing purposes, we needed the address of the patron’s home library. In March 2005 the system librarian discovered an option which allowed the home library to be printed on the statements. Finally, several discussions among circulation heads have ensued about fines, statements, and current system-wide policies that revolve around these issues.

## Requestor

Lending and borrowing activity increased this year. Lending increased by 7% and borrowing by 9%. Table 3 shows the lending and borrowing activity for the past five years.

<b>Table 3.</b> Requestor materials loaned and borrowed in the last 5 years.					
	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005
Lending	794	784	758	795	852
Borrowing	1243	1595	1540	1829	1993

Some reasons for the increase in borrowing may be attributed to instructors bringing in their classes to conduct research at the library. It might also be attributed to the courses that were offered on campus this semester. Some courses require more library activity. Finally, our reference staff conducts bibliographic instruction sessions that train library users to maximize the use of our resources.

Our courtesy patrons are avid users of the requestor function. In FY 2004, 501 (27%) items out of the 1829 items borrowed were requested by courtesy patrons. In FY 2005, 559 (28%) items out of 1993 items were requested by courtesy patrons. The ptypes used to determine the figures are 83 FK Community Borrower and 84 FK Public School Borrower. More detailed requestor statistics can be found in Appendix G.

## Reserves

A total of 9 unique faculty users placed materials on electronic reserve in FY 2005

<b>Table 4.</b> Unique Faculty Users – Electronic Reserves	
FY 2002	4
FY 2003	14
FY 2004	13
FY 2005	9

whereas in FY 2004 there were 13 unique users (see Table 4). This is a decrease of 31%. The number of documents placed on reserve increased significantly due to a large number of student lessons plans that were made available through ereserves for the EDU 446 course in summer 2004. In FY 2004 a total of 193 documents were scanned and in FY 2005 a total of 304 documents were scanned. This is a 58% increase in documents.

Without the lesson plans we would have seen only 151 scans which fits better with the number of faculty using the service. However, the practice of placing student lesson plans on reserve has changed. Lesson plans are now saved directly to the hard drive of the student library clerk computer where they are then easily burned onto a CD for students to purchase. Though this is easier for all, it may reduce the number of scans next year. Library staff plans on providing faculty in the fall of 2005 a packet with various pieces of information some of which will be the reserves service. We hope to generate more use in FY 2006. See Appendix H for more details.

In FY 2005, 29 faculty made use of our regular reserve system as opposed to 27 in FY 2004 (see Table 5). The length and/or quality of the material to be placed on reserve were not conducive to electronic reserves.

FY 2002	27
FY 2003	20
FY 2004	27
FY 2005	29

### ***Reserve Projects***

The circulation department is looking at the possibility of establishing a rotating faculty reserve feature. This feature involves the library staff maintaining a filing system that records faculty name, course title, semester offered and library materials to be placed on reserve for each course. Before each relevant semester, library staff sends a list of anticipated library materials to the faculty for review. Upon faculty approval, library staff proceeds with placing the materials on reserve. The rotating faculty reserve feature is still being tested but the library staff hopes it will increase efficiency in the processing of regular reserves.

## **Stacks Maintenance**

### ***Inventory***

FY 2005 saw the completion of the inventory of the entire collection. As of May 12, 2005, a total of 286 items have a missing or onsearch status. The status of missing or onsearch signifies that items are not on the shelves as they should be and are not checked out to a patron. A process for moving these item and bibliographic records out of the system is currently under construction.

### ***Shelfreading***

By the end of the spring 2005 semester, the entire collection (except Reference, Maine Documents and the Special Collections) had been shelfread. The process was beneficial because many of the items that were previously listed as missing or onsearch were found in the wrong location of the shelf. In addition, cataloguing errors and labeling errors were detected and quickly fixed by the cataloguer. The most common errors were 0's instead of o's on the labels. Another benefit of shelfreading was the fact that many damaged books were pulled off the shelves and repaired. If repair was not possible, the book was given to appropriate staff for purchasing of a new copy and/or discarding of the item.