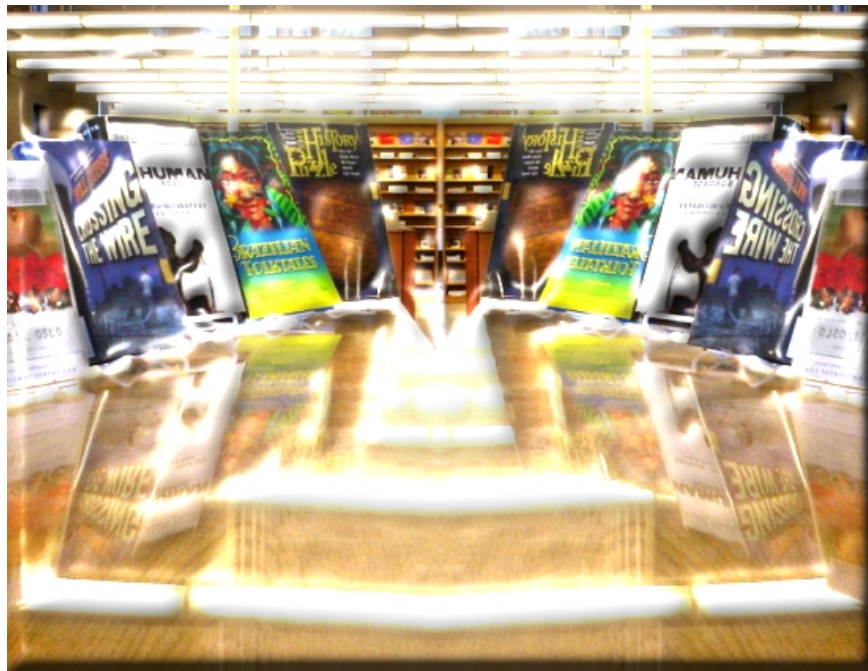


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2006

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CIRCULATION

At the Top

The circulation department went through a major change during FY2006. Stephanie Bresett resigned her position to take another with the Caribou Middle School fulfilling her goal of working in the public school sector. At the beginning of September Debra Durkin was hired to fill the empty position. Debra also audited a COS103 class while getting familiar with the tasks in her new position. In addition to new staff, the Interlibrary Loan department returned to circulation.

Attendance

People counter statistics from the main entrance are, for the most part, valid enough to use. We had some issues with the counter counting people at the wrong time of day, and not downloading the data. The time of day does not affect the IPEDs statistics because we report the annual number of people. Therefore, these numbers will be accurate. However, we like to look at how many people are coming at what time across the day. As long as we know the time was off by 1.5 hours, then we can use the statistics. We replaced the server in the spring for free because SenSource had had a bad batch. Since the replacement of the server, the time count is now accurate. We still do not get consistent automatic downloads, but we can always retrieve the data ourselves.

We cannot compare this year's data to previous years because of our switch to the new people counter. However, we do have limited numbers from FY2005, so our comparisons can only be made with February to April data. Also FY2004 was the last year we counted people leaving. When we put in the new people counter we began using the entering figure rather than the exiting figure. For FY2006 the total number of people coming into the library from February to April of 2006 was 17,037 compared to the FY2005 figure using the same months of 21,074; a 19% drop. See appendix A.

Hours

In FY2006 we changed the library hours to accommodate changing student patterns and to add an additional evening (Friday) to the week. Our original hours were Monday through Thursday 8am to 11pm, Friday 8am to 4:30pm, Saturday 12pm to 4pm, and Sunday 1pm to 9pm. Our hours changed to Mondays through Fridays 8am to 10pm, Saturday 1pm to 5pm, and Sunday remained the same. The Friday night hours were assigned to the new serial staff. Saturday hours were changed because we heard from the work study student that people did not show up to the library until close to 1pm and he had to make a lot of people leave at 4pm.

In April of 2006 we developed an online survey to garner information on what hours we should be open this summer (see Book 2, Website). The hours we agreed on were Mondays through Wednesdays 8am to 9pm, Saturdays 1pm to 5pm, and Sundays 1pm to 9pm for the first three weeks. We will probably remain open on Sundays for the rest of the first six weeks. More data will be available with regard to use in FY2007.

Circulation Statistics

Circulation transactions include checkouts, check-ins, renewals, holds, and recalls. This year the total items checked out of Blake Library to people across the University of Maine System was 10,629 whereas in FY2005 there were 9,742 total checked out items, a 9% increase. 85 transactions were initiated by people working on a master's degree and 22 transactions by people working on a doctorate. The highest number of transactions initiated was by seniors at 38%. The second highest were "Other" at 31% which includes courtesy patrons.

When we look at the various locations and/or item types, we had some interesting facts. Our media continues to grow with an increase of 29% (2887 items). This is a drop from last year's increase of 46%, but we expect the trend to level out at some point. The juvenile materials have begun to increase again after a two year decline. 1,348 items were checked out as opposed to 1,242 and 1,136 the previous two years. The increase from FY2005 (1,136 items) was 19%.

A serious rise in transactions is notable in reserves. This year we had an increase of 93% (2,501 items) checked out. This number is directly related to one teacher who had chapters on reserve and whose students made many copies. Staff observed not only these chapters going out a lot, but a large increase in the use of the copier which required extra supplies of ink and paper. If we look more closely at the reserve figure we see that UMFK students checked out 2,232 reserves as opposed to last year's 1,071 (a 108% increase). This figure also helps us to directly relate the increase to the instructor's chapters. Next year we will address this issue better and will see more activity on ereserves rather than in regular reserves.

In addition, videos from the Nursing Division were housed in the library for the first time in FY2006. Moreover, a new loan rule of four hours (no overnight) was created to accommodate the nursing students. The checkouts for the nursing videos accounted for 104 checkouts.

Another number that is interesting to note in the reserves figure is the fact that both the community borrowers and the public school borrowers rose significantly. Community borrowers attributed to a 112% increase (from 16 transactions to 34) and Public school borrowers attributed to a 150% increase (from 28 transactions to 70). We believe this serious rise was due in part to the high use of headphones. We have three on reserve and at any given time all three will be checked out.

One other area that is worthy of mention is the curriculum collection. The transactions in this area dropped 55% (from 627 in FY2005 to 281 this year). One explanation is a faculty member who had his students use the area heavily left the institution. Though this explanation may account for some of the drop, it would not account for all. Another possible explanation is that in general all book transactions dropped except Juvenile materials. Maine Docs dropped 52%, oversized 36%, young adult 10%, and the general collection (stacks) dropped 18%. Juvenile checkouts actually rose 19%.

In FY2006 checkout statistics for all media types continued to rise. DVDs rose 18%, videocassettes 29%, Compact Disks 33%, and Audio Books, the highest of all rose 256%. See Table 1 for more data.

The increase in Audio books is directly attributed to 1) more audio books were cataloged in FY2005, 2) the books were broken down by disk and each disk was cataloged as an item, and 3) because each disk was cataloged as a separate item, they were also checked out as a separate item. So one book may have 15 disks therefore, 15 items would be checked out.

	Video	DVD	Compact Disk	Audio Books
FY2003	1342	13	96	0
FY2004	866	499	40	4
FY2005	868	1182	115	59
FY2006	1123	1392	153	210

The statistics show that over the last four years most ityps (fk faculty, fk students, etc.) have remained roughly the same. However, Fort Kent student checkouts not only were consistently high compared to the other types of patron, but have significantly risen across the last two year. In FY2004 Fort Kent student checkouts accounted for 4,683 items, in FY2005 they were 6,067 items (a 30% increase), and in FY2006 Fort Kent student checkouts were 6,828 items (a 13% increase).

In-house

FY 2006 statistics reflect a 38% decrease for in-house usage. All areas of the library took a hit this year with only the government documents going up by 2 items. The most significant drop was the curriculum materials with a 72% drop.


The decrease in in-house statistics may be due to a number of factors. New library staff was hired and trained as well as all new work study students. Staff and students had to be trained to count items left out including those found laying on the ranges. In addition, there is probably a direct correlation to the fact that many of the locations such as the curriculum collection and the stacks were low in checkout transactions. Curriculum collection checkouts dropped by 55%. Finally, as mentioned above, one faculty member who had his students use the curriculum area heavily was no longer teaching at this campus. See appendix B for more detail on circulation statistics.

Serials

Serial checkouts at the circulation desk were moved to the serials department. Circulation no longer manages these statistics.

Community Patron Card

In FY2006 the reference librarian created a new look for the community patron card. The old card was dated and we felt like we needed a newer look. See example below.

<p>Front Side:</p> <p><i>Name:</i></p> <p><i>Address:</i></p> 	<p>Back Side:</p> <p>[Place barcode here]</p> <p>Circulation: 834-7526 Hours: 834-7525 Reference: 834-7527</p> <p>Blake Library web site: Http://www.umfk.maine.edu/infoserv/library</p>
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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.

Total packages shipped out went up 24%. We find this odd since the Requestor and Maine Info Net statistics either remained relatively the same or went down. However, we do ship materials out daily in an effort to get requested materials to the requestor in a timely fashion or to return materials quickly that our patrons requested. This may account for the high volume. See appendix C for courier count.

Equipment

Through library bond money, the circulation department received a \$10,000 book scanner. The scanner will help with both interlibrary loan and electronic reserve materials. Circulation and reference staff have spent a number of hours using a student access scanner to try to get electronic reserve materials scanned at small file sizes while still being readable. We hope the new scanner will provide a more efficient use of staff time and a higher quality scan.

Loan Rules

Blake library staff added two new loan rules in FY2006. The first was a four-hour reserve (in library use) loan to use with the nursing collection housed in circulation. The second loan rule was a one-day equipment rule so we could let the digital camera go out of the library with faculty permission. Previously we had to override the date/time due, where as now, as long as we scan the correct barcode we can track the equipment. This also helps us charge overdue fees for this equipment whereas previously students were not charged.

Maine Info Net

The statistics for Maine Info Net transactions 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. In addition, the date used for the statistics is the request date (the date the slip is printed).

Statistics for Blake Library decreased only slightly for both borrowing and lending. In FY2005, 162 items were borrowed from Blake Library and in FY2006, 161 items were borrowed. Lending decreased only by 3%. In FY2005, 240 items were loaned to other libraries and in FY2006, there were 232 items loaned. However, borrowing and lending activities from and to Minerva libraries increased. Borrowing increased slightly by 5% while lending increased by 51%. More detailed statistics can be found in appendix D.

The Maine Info Net system has a problem where if an item shows the status of available in URSUS, even though it is not requestable by other libraries, then the Maine Info Net system will not loan the item out. An example is Orono owns a juvenile book that no one else in the system owns, and it shows available. However, Orono does not lend its juvenile collection through the requestor function. The Info Net system does not know the item is not requestable, and rejects an URSUS patron's attempt to request the book online. The circulation departments along with Marilyn Lutz determined that the issue in Maine Info Net was a serious enough problem to address.

Since we have discussed the issue, Marilyn asked all libraries to email her with the collections they own that are for "local use only". In our case, this included the juvenile, young adult, and curriculum collections. By the end of this fiscal year, we have not seen a fix to the problem yet. However, we hope the system can fix the problem by the end of FY2007.

Patron/Statement Cleanup

During FY2006 a new process for retrieving fines owed by Fort Kent students was put into place. Once a month a list is run to retrieve overdue fines that accrued two months prior to the current month. In addition, another list is run on replacement charges that accrued three months prior to the current month. Circulation staff waives the fines from the student accounts and sends the amount with student name and social security number to the business office. We also waive the replacement charges send amount, student name, and social security number to the business office, but only after attempts to contact the students. Once the replacement charge goes to the business office, the student has essentially bought the book. We wanted to avoid having to reimburse the business office when someone brings the book back. We have attempted to give the student every chance possible to bring the book back. We are still tweaking the system. See appendix E for a procedural description.

Requestor

Lending activity increased slightly this year by 4%. However, borrowing decreased significantly by 15%. Table 2 shows the lending and borrowing activity for the past five years.

	FY2002	FY2003	FY2004	FY2005	FY2006
Lending	784	758	795	852	884
Borrowing	1,595	1,540	1,829	1,993	1,686

Some reasons for the decrease in borrowing may be attributed to a drop in checkouts of general materials overall. A more positive side might be as we continue to weed and purchase materials; we are satisfying student needs in our own library.

Our courtesy patron's use of the requestor function dropped this year. In FY2006, courtesy patrons accounted for 468 items of the 1,686 total items borrowed whereas in FY2005, 559 items out of 1,993 items were requested by courtesy patrons. This is a reduction of 16%. Even with the drop courtesy patrons accounted for 27.76% of the requests in FY2006 and 28.05% requests in FY2005. This means overall community patrons continue to consistently request roughly the same percentage of materials each year. 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 F.

UMFK joined some of the other institutions in allowing faculty from other campuses semester long loan periods. After talking to other circulation heads at the December 2005 circ heads meeting, we determined we would not suffer from too many books out for too long. We did reserve the right to reverse the agreement if we find we were wrong in our decision.

For both Requestor and Maine Info Net we added an additional step to items going out from our library. After the items are retrieved from the stacks, staff or students check in the materials which change the status from "on hold" to "in transit+1 hold". The new status tells staff and patrons that the material is on its way. Once the other library receives the book, they in turn check the item in again (assuming all libraries do this). This changes the status to "on hold shelf" in URSUS, "ready for pick up" in Millennium, and "must pick up by..." in the patron view.

Reserves

This year we had a total of 10 unique faculty using electronic reserves; up by one from last year (see Table 3). We hope to raise the number of faculty who use this system next year especially since we will have a lot of new faculty joining UMFk. The number of documents placed on reserve decreased significantly due to a large number of student lessons plans that used to be made available through ereserves for the EDU 446 course. In FY2005 a total of 304

FY2002	4
FY2003	14
FY2004	13
FY2005	9
FY2006	10

documents were scanned or loaded and in FY2006 only 59 documents were scanned. This is an 81% decrease in documents. The lesson plans once placed on reserve are now brought to the library and made available by copying them onto a CD for students who want them. We would like to not provide this service anymore because we now have to have students sign release/permission forms before we can copy the materials and it is simply a “copy center” type service. We may ask they put them on WebCT instead.

Another factor in the reduction of scans is four other professors who were heavy users in FY2005 did not put documents up this year. Three of them were no longer on campus. These professors accounted for 129 scans that we lost. See appendix G for more details.

In FY2006, 25 faculty made use of our regular reserve system as opposed to 29 in FY2005 (see Table 4). The length, format, or quality of the material placed on reserve was not conducive to electronic reserves. Again we hope to increase this number due to new faculty joining UMFK this fall.

FY2002	27
FY2003	20
FY2004	27
FY2005	29
FY2006	25

On an aside, the need for release forms mentioned above is do to the fact that this past year we have had to deal with the issue of copyright and cataloging an item or collection of items originally produced by students. A faculty member wanted us to catalog and place on permanent reserve documents produced by his students. Initially it sounded fine; however, we realized there was a copyright issue we needed to deal with. In order to appropriately catalog student produced work, the students are supposed to give their work to a third party person (in this case a librarian) after the class is over for the semester and sign a release/permission form. In addition, technically the student is not supposed to have any more classes with the instructor from whom the work was assigned. The library has had to work with this situation twice this year. We are still trying to understand the process and provide the best service we can under the circumstances.

Space issues

In the summer of 2005 a collection of nursing videos were moved from the nursing center to the circulation reserves. The nursing division did this so that nursing students would have better access to the videos. However, the videos ended up taking a lot of space in the circulation area. At the same time we continued to add more DVD's to our collection which are housed in circulation, and we began actively collecting books on CD which has grown considerably across the year. The books on CD are a space problem because we chose to house each CD (parts of books) in its own case. We also did this for the cases the public picks up and brings to the circulation desk. Put this all together, and we ended up with a serious space crunch in both the circulation location and the audio section of the library.

Ways in which we compensated were to remove some of the older versions of nursing videos of which we had newer editions either on VHS or on DVD and put them in the regular media collection. We also added two small cabinets to shelve the books on CDs in the circulation area. However, the cabinets do not belong to us, so this is a temporary

situation. We are currently considering returning to using the original box the CD's come in for public view and finding a suitable CD case for each book. We would need to be able to shelve the case, be able to have a label stick to it, have sleeves for each CD so we can barcode each, and must have a somewhat firm casing to protect the CD's.

Stacks Maintenance

During the spring 2006 Professor Dinsmore passed away. The library received his entire collection of books, many of which we kept and cataloged. Because of the number of books coming in the B's, D's, and E's became overfilled. We asked Physical Plant to put up additional shelving so we could spread out the collection.

We completed the shifting of the collection by the end of spring break. The formula used to shift is in appendix J in Book 2. The formula worked, but through human error the number of shelves we counted as available was not correctly counted. Therefore we ended up with too many empty shelves at the beginning of the collection. Barring the same human error, the formula should work just fine. See appendix H for the worksheet.

Student Employees

We were granted 14 students during FY2006. Circulation gave away three positions, then only hired 9 students (only one student came back from the previous year). Across the fall semester we lost a number of students and hired additional ones. However, by spring we had only seven students working for us. Some of the problems stemmed from students not getting paperwork in on time, federal funds ran out, and/or university funds were not available. We were able to ask for and get university funds to hire two new people (included in the 7 student figure). We plan to hire a minimum of 11 students next fall.

The student employee handbook is currently on hold, though circulation staff expressed interest in working on it.

INTERLIBRARY LOAN

Borrowing

Our Interlibrary Loan service offers our patrons a way to find materials they cannot get online or in our library. It is a library staff dependent service. In FY2006 a total of 147 Items were borrowed by our patrons compared to the total of 301 items borrowed in FY2005. This is a serious reduction by 51%. When we look at the break down by patron students accounted for 80 items in FY2006 and 224 items in FY2005, a drop of 64%. Faculty and Staff accounted for 40 items in FY2006 and 116 in Fy2005; a 66% decline. Finally the category “Other” accounted for 12 items in FY2006 and 27 in FY2005, a drop of 56%. Some reasons for the reduction could be the ILL service wasn’t pushed as hard by the reference department, and/or more and more materials are available online. Online availability is preferable to our students because it provides a faster means to the information they want even if the information they get is not the best choice.

When we compared the subject areas of the articles we borrowed, we found that last year (FY2005) The Social Sciences beat out Nursing by a small percentage whereas this year nursing materials accounted for 50% of all subjects areas. Education dropped a good 10% while humanities and math/science remained roughly the same. See appendix I for more details.

Lending

Lending activity increased by 30% in FY2006 from 86 items loaned in FY2005 to 112 items loaned in FY2006. 52% of the materials loaned were to public libraries and 23% were to school libraries. UMS libraries borrowed 7%. The overall number of libraries to whom we loaned items increased by 70%; from 37 libraries in FY2005 to 63 in FY2006. This year has seen the highest number of items loaned to other libraries across the last five years. See appendix J for more details.

Millennium ILL

Toward the end of FY2006, we briefly looked into the ILL module in Millennium. Orono is not testing the module anymore. They went totally to Illiad. At this time we do not know if we will test or work with the Millennium ILL module.

Programs and Equipment

ARIEL

We once again upgraded ARIEL to 4.1.1 in the spring of 2006. The update was successful with no known problems at this time. We do not currently know if the problem of forwarding pdf files to patron computers was fixed. We had hoped the problem was

fixed with the 4.1 upgrade, but found this was not the case. We expect to test emailing with the hopes of successful results.

Illiad Software

In FY2006 we looked into possibly purchasing the Illiad program thinking it would help us with statistics and connect to other libraries that also use Illiad. We found the program did not replace Ariel, but it could replace Clio, and it does connect to other Illiad programs. However, the cost of the Illiad program was \$1,071.00 for the first year and \$1,114.00 for the second year if we treated it as a satellite license and placed it on Orono's server. The cost was \$3,427.00 for the first year and \$2,228.00 thereafter as a stand alone license. We decided the cost of the Illiad program was prohibitive considering the low number of ILL transactions compared to the cost of the product.

Document Scanner

As mentioned in the Circulation section under Equipment, the library received a document scanner which will also be used to scan documents for ILL.

Staff

In late summer, 2005, Interlibrary Loan services returned to the Circulation department. Staff believed that new staff could be trained to do ILL daily which is necessary for good flow of ILL services. For much of the fall semester the reference librarian managed interlibrary loan until the new circulation staff felt comfortable taking on ILL. During the latter part of fall and most of the spring of 2006, circulation staff continued to handle ILL with supervision by the reference librarian.