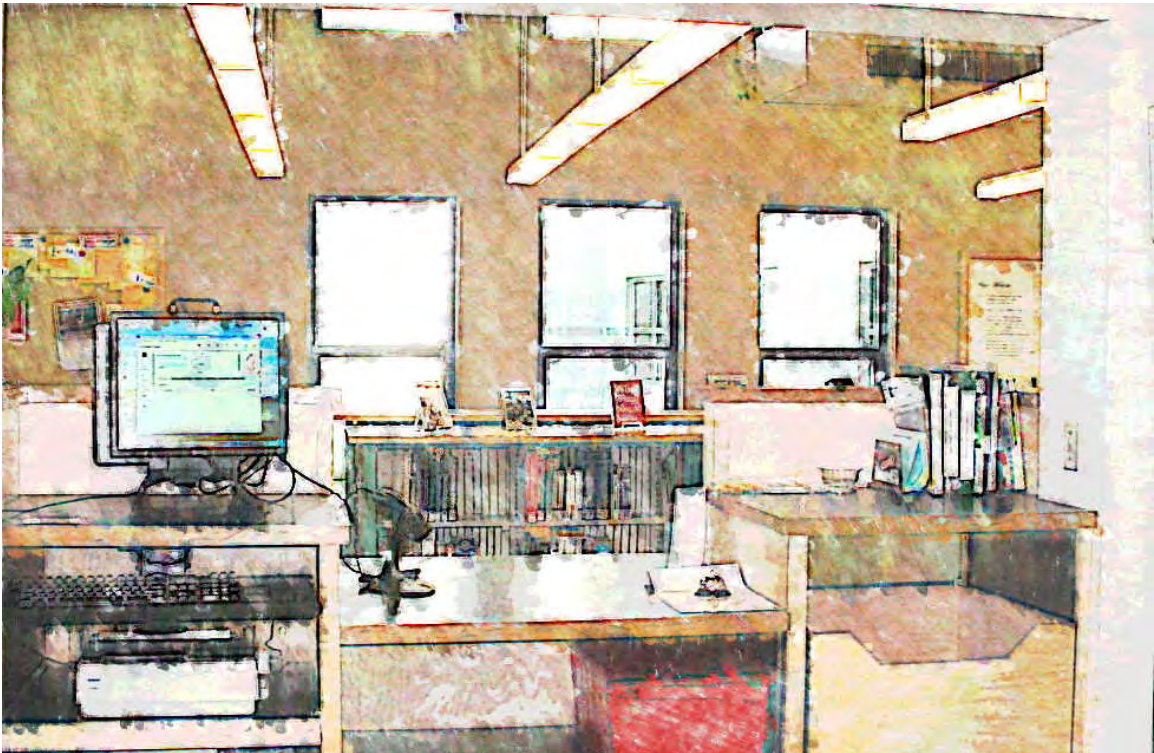# Circulation & Interlibrary Loan Departments

Blake Library
University of Maine at Fort Kent
Annual Report – FY 2007

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CIRCULATION

At the Top

For the last two years, we received plants on loan through the winter from a well-known patron. The patron asked if we would take care of the plants while he was away during the winter, and we obliged. However, though the plants have made a wonderful addition to the library, we found that taking care of the plants took a lot of the circulation department staff's time. We have asked the patron to only bring half of the plants come this next winter.

Attendance

We now have two full years of attendance data on the SenSource people counter with which to compare. In FY2007 we had an attendance of 57,781, and in FY2006 we had an attendance of 60,045; a -4% decline. The drop in attendance was in the fall and spring semesters while summer saw a rise from the previous year. See appendix A for more detail.

Hours

In FY2006, we changed our hours to include a Friday evening. In so doing, we also started closing at 10pm rather than at 11. We gave the new hours a chance throughout a full spring (FY2006) and fall (FY2007). However, by spring 2007 we determined that the library was not used enough to warrant being open Friday evenings. Therefore, we returned to closing at 4:30 on Fridays, but continued closing at 10pm during the week. This latter decision was because the library staff saw a serious reduction in library use during the evening shift (5-9).

Circulation Statistics

Circulation transactions include checkouts, check-ins, renewals, holds, and recalls. This year the total items checked out of Blake Library to patrons across the University of Maine System was 10,570 whereas in FY2006 there were 10,629 total checked out items, a small decrease of -1%. The highest number of transactions initiated (42%) was by "other" which includes courtesy patrons. The second highest was seniors at 37%.

The highest growth of circulating collections in the library is the curriculum collection at 86% growth from the previous year (524 items in FY2007 and 281 items in FY2006) with Young Adult coming in at 17% (433 items in FY2007 and 369 items in FY2006). Our media steadied to about 1% (2929) rather than the enormous leaps we had been having. This may be simply we now have a steady collection and a steady patronage.

Oddly, Special Collections jumped 900% from 3 in FY2006 to 30 this year. We will want to look at not only this jump in numbers, but why or what Special Collection items are being checked out. In general, Special Collection items are for in library use only.

When we look at only the item types (itypes), the audio books took a leap from 210 items checked out in FY2006 to 740 in FY2007; a 252% increase. In FY2007, we continued from the previous fiscal year to barcode each individual disk rather than the set. We changed this method partway through FY2007 due to a number of problems that occurred such as staff having to override the ten media item limit when a book on CD had more than ten disks. Therefore, the increase is more likely due to still using the individual barcodes. However, we do continue to purchase interesting books on CD.

Last year we reported on how much of a jump there was in the reserve numbers. We thought this figure would drop significantly this year because of our not allowing certain materials on reserve anymore (copyright and copying issues), but it didn't. Reserves only dropped -16% (2501 in FY2006 and 2094 in FY2007) which may still seem high, but in FY2005 reserves had only been 1295. The nursing collection on reserve is probably the factor in the reserve figures remaining high. By itype the 4 hour checkout (nursing videos) went from 104 in FY2006 to 403 in FY2007, a 288% increase.

This year Fort Kent student use dropped where as faculty/staff and courtesy patrons rose. In the past, student use always rose while the others either dropped or remained roughly the same. This year student circulation dropped by -17% (from 6826 in FY2006 to 5665 in FY2007). Faculty/staff and courtesy patrons all rose roughly 73% and 16% respectively. We were particularly impressed with the rise in faculty/staff use. This rise may be attributed to new faculty and staff on campus using the library.

In-house

FY 2007 statistics reflect a 36% increase for in-house usage. In FY2006, we had 2558 in-house counts while in FY2007 there were 3473. In FY2006, we saw a drop in in-house counts; probably due to significant changes in the circulation department. However, it looks like we are beginning to recover. Nevertheless, we do not expect to return to totals of previous years now that the reference librarian has a better understanding of what reference materials get used a lot.

See appendix B for more detail on circulation statistics.

Courier Service

In July of 2001, the University of Maine System contracted a courier service, Consolidated Delivery and Logistics, Inc. (CD & L) now called Velocity Express. The University of Maine System has an agreement with Velocity Express 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 down by only 1%. We noted that the number of boxes is what dropped. This may be due to work-study students understanding they could use the cloth envelopes, and in so doing put more in one. See appendix C for courier count.

Equipment

This past year new computers replaced old at the circulation desk and the circulation checkout desk. The new computers were necessary due to memory intense programs. Especially at the circulation desk which houses Ariel, Clio, Scanning software, Millennium, and other programs. Additionally, a new barcode scanner was purchased due to the fact that the new computer was only set up for USB ports and was unable to accommodate the 9-pin input of the old scanner without multiple adaptors.

Finally, last year we reported getting a book scanner through library bond money. Unfortunately, the scanner did not work well for interlibrary loan. We moved it to the Acadian Archives and partly purchased, partly received a HSLIC grant for a scanner that works much better. We also included a document feeder.

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).

In FY2006, 161 items were borrowed by Blake Library patrons and in FY2007, 95 items were borrowed. This is a decrease of -41%. In lending, 239 items were loaned to other libraries in FY2006, and in FY2007, there were 288 items loaned. This is an increase of 21%. The decline in materials borrowed from other Maine Info Net libraries could be due to a stronger collection in our own library. Many education students tended to borrow from the Maine Info Net libraries in the past due to the multitude of public libraries available. We have a standing order with the Junior Library Guild that has really helped us develop both the Juvenile and Young Adult collections. However, we should also note here that both requestor and our own circulating borrowing statistics have all decreased to some degree. Stacks (regular materials) dropped -9%*, yet both Juvenile and Young Adult showed an increase in use from last year by 4%* and 9%* respectively. More detailed statistics for Maine Info Net are found in appendix D.

*(Stats are based on FK borrowing only)

The Maine Info Net system was upgraded this year, which created a number of changes. One of the major changes was to allow patrons from URSUS libraries to borrow from the Maine Info Net libraries even if the same item said available in URSUS. This was a problem in the past especially for collections that could not be borrowed through requestor in URSUS. Other changes included URSUS, Minerva, and Solar no longer being lumped together under the title of URSUS, etc. All libraries are now counted individually in the statistics. In many respects breaking these libraries out allowed Maine Info Net libraries as well as URSUS to do more with their statistics. On the downside, the statistics were not very manageable.

Patron Issues

Community Patrons: Statements

Cleanup still continues with our moving fines and replacement charges for UMFK students to the business office. We currently do not have a method in place for retrieving charges from community patrons other than disabling their computer account if they have one. We hope to start working with community fines this year.

Community Patrons: K-12 public school students

This year we decided to no longer allow public school patrons (k-12) in the computer labs without a parent accompanying the child at all times. They are allowed on the reference stations, for research only. We made this decision because we continued to have trouble with a number of middle school and high school students who would not follow the rules. This has been a problem for a number of years.

We attempted to accommodate public school students across the years, to the best of our ability, but found ourselves spending more time on managing their behavior than we should have had to spend. In addition, we received a number of complaints across the years from the university students about the noise, the disruptive behavior, and misuse of the computers. The new policy includes children of faculty and staff. Since the inception of this policy, the number of problems and complaints has dropped dramatically.

Requestor

Lending activity decreased so slightly this year by 2 items (882 total) that speculation is unwarranted. However, our patrons borrowing from other libraries continued to decrease this year by -26%. The previous year it was a decline of -15%. The decline could be similar to that in the Maine Info Net system in that we may have a better collection from which our patrons can borrow even though, as mentioned under Maine Info Net, our general collection dropped in circulation by -9%* our Juvenile and Young Adult increased by 4%* and 9%* respectively. Another thought is many students moved more to online materials such as full text articles online or even articles through interlibrary loan. ILL borrowing grew by a whopping 61% this year.

Table 2 shows the requestor lending and borrowing activity for the past five years.

Table 2. Requestor materials loaned and borrowed in the last 5 years.					
	FY2003	**FY2004**	**FY2005**	**FY2006**	**FY2007**
Lending	758	795	852	884	882
Borrowing	1,540	1,829	1,993	1,686	1,244

Our courtesy, or community, patron's use of the requestor function dropped again this year. In FY2006, out of 1,686 requestor items borrowed by all UMFK patrons, courtesy

patrons accounted for 468 items borrowed. In FY2007, courtesy patrons requested 347 items out of 1,244 total items. This is a reduction of -26%. Even with the drop, courtesy patrons still accounted for 28% of the total requested items. This means overall community patrons continue to consistently request about the same percentage of materials each year. The ptypes (patron types) used to determine the figures are 83 FK Community Borrower and 84 FK Public School Borrower. More detailed requestor statistics are found in appendix E.

*(Stats are based on FK borrowing only)

Reserves

This year we had 13 unique faculty using electronic reserves; up by three from last year

Table 3. Unique Faculty Users – Electronic Reserves	
FY2003	14
FY2004	13
FY2005	9
FY2006	10
FY2006	13

(see Table 3). We met our goal of raising the number of unique users this year. We want to continue the trend into next year. The number of documents placed on reserve increased by 29%. In FY2006 a total of 59 documents were scanned or posted and in FY2007 there were 107 documents scanned or posted. This is an 81% increase in documents. Interestingly enough last year we had an 81% decrease in documents posted. The Circulation Department has worked hard to promote our electronic reserve services to the faculty. Again, we hope to increase or at least maintain this increase in use by our faculty.

See appendix F for more details.

In FY2007, 29 faculty made use of our regular reserve system as opposed to 25 in FY2006 (see Table 4). The length, format, or quality of the material placed on reserve was not conducive to electronic reserves. We again met our goal of increasing the number of unique faculty who place items on reserve. These faculty used the services sometimes more than once. Looking at the number of times faculty used our services to place items on reserve versus unique faculty, instructors used our services 41

Table 4. Unique Faculty Users – Regular Reserves	
FY2003	20
FY2004	27
FY2005	29
FY2006	25
FY2007	29

times and we set up 56 courses for them. Some faculty will have had more than one course.

Space issues

In FY2005 we received a large collection of nursing videos to put on permanent reserve. Since then, we have had space issues in circulation that we have periodically tried to deal with. In summer of FY2007, we added a shelving unit to the videos section in our collection because we moved a number of old nursing videos out of reserve and into the regular video collection. In spring of FY2007, we created a list of unused nursing videos in the reserves so that we can remove these as well.

In FY2007 due to student input, we began looking at our circulation space again. Currently the circulation area is a boxed in rectangular area that provided security for materials, but created issues with visibility. The reference area plans to move its

collection from the location right by the circulation area to the section between the reference desk and the front doors. The shelving in which the reference collection currently is housed will come down to provide a more open space for group work. Due to the shelving coming down, the circulation space can be opened up to provide a more open space as well. We plan to complete this in summer FY2008.

Student Employees

This year we designed, and will implement in FY2008, a work-study student handbook. The handbook was needed due to work-study students not understanding the rules and roles they must follow while working in the library. There seemed to be a lack of communication, though we emailed, posted signs, and discussed with students what was expected of them. Though a handbook may not completely solve the problem, we will have something to fall back on when a student says, "I didn't know." A copy of the Work-Study Handbook will be available with the Annual Reports Online.

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 FY2007, 237 items were borrowed by our patrons compared to the 147 items borrowed in FY2006. This is a nice increase of 61%. These totals include items that had to be cancelled or were unfilled. When we look at the break down by patrons and by filled items students accounted for 113 filled items in FY2007 and 80 items in FY2006, an increase of 41%. Faculty and Staff accounted for 53 filled items in FY2007 and 40 in Fy2006; an increase of 33%. Finally the category "Other" accounted for 43 filled items in FY2007 and 12 in FY2006, a large increase of 258%. We were pleased to see borrowing go up because it shows that our patrons are learning they have other avenues of retrieving articles if they can't get them online or in hardcopy at the library.

When we compared the subject areas of the articles we borrowed, we find the Social Sciences and Nursing subject areas continue to be the top areas in borrowing. This may simply be because the materials the students need are on databases that do not provide as much full text online as some of the other subject areas. The Social Sciences accounted for 30% of the articles borrowed while Nursing accounted for 32%. Education grew tremendously from 7 requests in FY2006 to 38 requests in FY2007. This is a 443% increase. The math/sciences also saw a huge increase of 29 requests in FY2007 versus 6 in FY2007; a 383% increase.

One last aspect we should address is requests not counted in ILL. There were 21 requests for articles during FY2007 that were not counted because these articles were found in full text either in one of our databases or online through Google. We chose not to count these as interlibrary loan requests because ultimately we did not have to contact other libraries

to borrow the items. The reference department hopes to educate patrons better so these type of requests diminish. See appendix G for more details.

Lending

Lending activity increased by 26% in FY2007 from 112 items loaned in FY2006 to 141 items loaned in FY2007. Last year over half of our lending went to public libraries where as this year public libraries and school libraries are more evenly matched. Public libraries accounted for 35% of the materials loaned while public schools were close behind at 26%. UMS libraries remained the same as last year borrowing only slightly above last year's 7%. We almost doubled our lending to Medical libraries this year. We loaned to 7 libraries last year while in FY2007 we loaned to 13; an 86% increase. Finally, though we did not have as large an increase in the overall number of libraries we loaned to as we did the previous year, we at least continued to see a gain. See appendix H for more details.