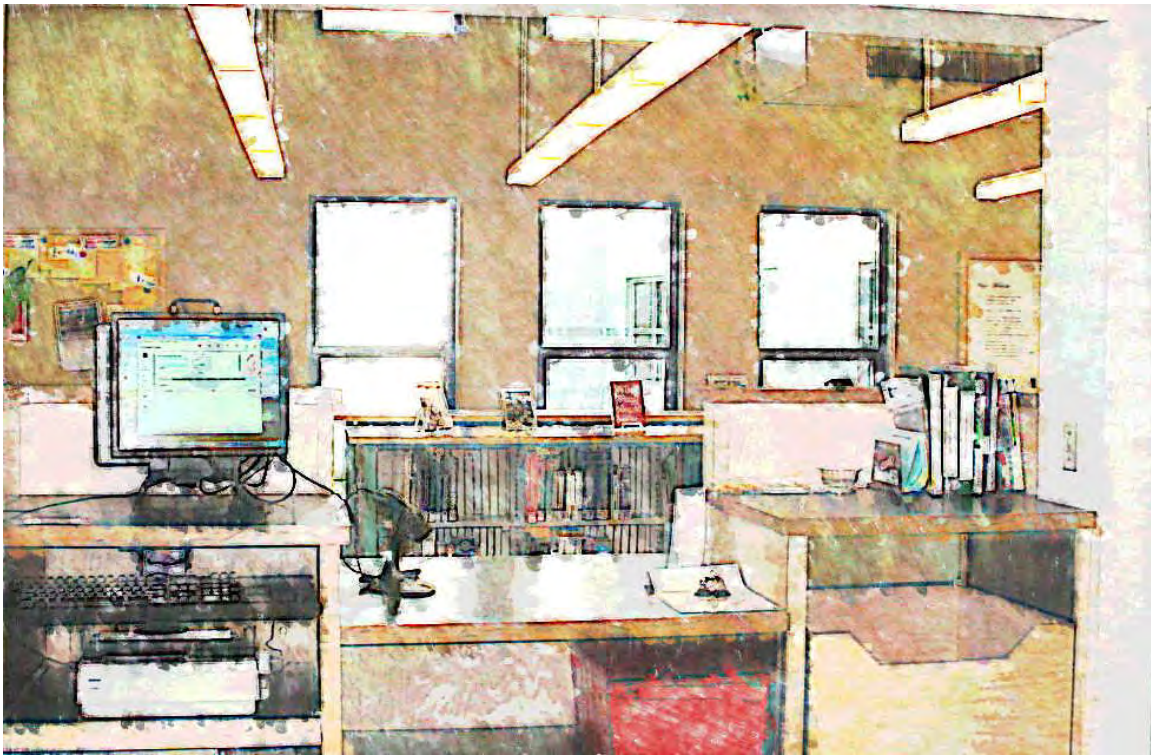


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2008

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CIRCULATION

Attendance

- 54,679 people walked through the library in FY2008 while there were 57,781 in FY2007. A 5% decrease.
- 41,821 patrons came to the library via the web site and from off campus in FY2008 while 32,621 entered via the web in FY2007. This is a 28% increase.

Hours

The library staff have been working more with the Student Senate in order to provide better hours during certain times of the year. Though we haven't nailed down hours for midterms, we did provide extended coverage during both the fall and spring finals. During the fall finals there were not a lot of students, but we believe this was due to our starting coverage late. We need to have extended hours beginning at least one week before the finals week, including weekends. In the spring, we did better to provide extended coverage and starting earlier. We stayed open until 11pm Monday-Thursday, until 9 on Fridays, and until 9 on Saturdays. Finally, this summer we kept our regular schedule, with some modifications, during the first three weeks of the summer session in order to accommodate the three-week summer courses. We stayed open until 9pm during the week, staying open on Friday until 4:30. We also opened the library for two Sundays in a row beginning the first weekend after classes were in session.

Due to classes being in session on Memorial Day, we remained open on that day from 12pm to 9pm. The statistics show that the majority of the people used the library in the early afternoon. We thought there would be a good number of patrons in the evening, but this did not happen. Next year we should probably open from 8 to 4:30.

Our statistics are a little skewed during the spring finals this year due to a flood which effected the town and shut down the school for three days. These were days when we were going to be open later in the day and have longer hours on Friday and Saturday. We did end up being open on Friday, which was the third day of school closure, and open regular hours on Saturday and Sunday. We remained open on Sunday until midnight.

Please see appendix A for a complete look at general attendance and the finals and summer attendance.

Circulation Statistics

- 9,629 items were checked out in FY2008 while there were 10,570 in FY2007. A 9% decrease.
- 1,629 ^{DVD's} books were checked out in FY2008 while there were 1,314 in FY2007. An 11% increase.

- 71% increase in “one-day” checkouts due to ibooks.
- 51% decrease in 4 hour reserve checkouts, primarily nursing. Majority moved to stacks.
- 71% decrease in audiobooks due to barcode change.
- UMFK patron checkouts drop by 12%.
- K gives us trouble!
- 13% decrease in in-house statistics.

Circulation transactions include checkouts, check-ins, renewals, holds, and recalls. This year the total number of items checked out of Blake Library to patrons across the University of Maine System was 9,629 whereas in FY2007 there were 10,570 total checked out items, a 9% decrease.

Interestingly enough, the book checkouts increased by 11%, so even as the overall count dropped this year we find that people are checking out more books. The increase is partially due to the 17% increase in checkouts through requestor, the online system that allows patrons from other libraries to request our materials.

The drop in circulation statistics was more pronounced in areas such as reserves, specifically the 4-hour checkout, which is primarily the nursing resources. The majority, probably a good 90% of the resources, were either weeded out or moved into the regular collection. This move accounts for some of the drop. However, we did notice a significant drop in NCLEX DVD's being checked out.

Another area which showed a large decrease was the audiobooks on CD. Halfway through the year of FY2007 we changed the way we barcoded this collection. Previously the individual disks were barcoded, but we found that checking these in and out to be onerous. We changed to barcoding only the case of the audiobook. This change accounts for the drop since now instead of scanning 15 disks we only scan one book. If we compared this year's audiobook figures to FY2006, we would gain a point in the overall checkout statistics.

One final statistic to make note of was the one-day reserves numbers. These rose by 71% due mostly to the students finally discovering we had two ibooks students could check out overnight. In FY2007 our one-day items, primarily ibooks, were checked out 48 times, while this year the number was 82.

This year the checkouts by all categories of patrons dropped with community borrowers being the most dramatic at a 37% decrease. Students and staff remained relatively close to last year's numbers while faculty dropped by 17%. The overall view shows that in FY2008 UMFK patrons checked out 8,179 items while in FY2007 they checked out 9,329 items, a 12% decrease.

Finally, location K (fk) gave us trouble again this year. There should never be a location K show up in the circulation statistics. After running a list on “location = fk”, we found the culprits and will clean these up for FY2009. Next year, we will look for these location types and clean them up before we continue with our statistics.

In-house

FY2008 statistics reflect a 13% decrease for in-house usage. In FY2007, we had 3,473 in-house counts while in FY2008 there were 3,028. The drop reflects the overall drop in circulation statistics.

See appendix B for more detail on circulation statistics.

Courier Service

- 20% increase in overall packages delivered to other libraries through the 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.

The increase in packages delivered may be partly due to the change in the title level holds or item level holds placed by the system. Patrons used to be able to choose the library from where they wanted the item to come, but once the system chose the libraries rather than the patrons, Fort Kent may have had a higher chance of being selected. However, we can also surmise that the increases in Requestor and MaineCat circulation played a big part in the courier increase.

See appendix C for courier count.

Equipment

We received the portable set of 21 ibooks and made them available in the library for a two-hour checkout. This was primarily due to the library labs being used a lot for nursing exams, which created a problem for those students who like to work in the library lab so they would be close to research materials. Though the use of the laptops was slow in the beginning, as the word got out, the laptops have become more and more popular.

Maine Info Net

- 296 items were lent by Blake Library this year as opposed to last year's 288. An increase of 3%.
- 181 items were borrowed by Blake Library patrons this year while last year there were 95 items borrowed. An increase of 91%.

In the past we used to have to count the paging slips that came with the Maine Info Net books because there were no online statistics that allowed us to see what our patrons were borrowing or what others borrowed from us. Since the change in the system in FY2007,

the online statistics now show each individual library. We now have reliable numbers to retrieve from the system.

FY2008 saw a gain in both lending and borrowing, though borrowing was the most dramatic. Blake Library patrons borrowed 91% more this year than last year. However, we must show that last year saw a considerable decrease in borrowed materials. In FY2006 there were 161 items borrowed while in FY2007 only 95 items were borrowed; a 41% decrease. So if we were to compare FY2008 figures to FY2006 figures we would still be ahead by 12%. The increase may be due to more libraries coming on line and more patrons becoming aware and making use of the Maine Info Net System. More detailed statistics for Maine Info Net are found in appendix D.

Patron Issues

Community Patrons: Statements

In the previous year we mentioned we wanted to start working on community patron fine clean up, but not only did we not get to it, other than a cursory look into the fines, we may not be able to address it this coming year. Summer is usually the best time to take care of these types of issues, but due to a major project circulation staff may take on, the fine clean-up is getting pushed back. Staff is not terribly concerned as most community patrons are either paid up or not around anymore. In addition, old overdue fines have been removed due to a new policy we have in place.

Community Patrons: K-12 public school students

Previously we began banning K-12 students from the computer lab in back due to behavior problems we encountered. They are only allowed there with a parent or guardian. We have found this policy to be very successful.

Requestor

- 12% increase in lending activity. 882 items lent in FY2007 while 988 items were lent in FY2008.
- 28% increase in borrowing activity. 1,244 items borrowed in FY2007 while 1,605 were borrowed in FY2008.

Lending and borrowing activity increased this year. Lending showed a 12% increase while borrowing did 29%. It is interesting to note that even as our overall checkout statistics declined we did well in requestor statistics. The increase in borrowing is primarily due to an assignment given by one of the education professors. Students believed they needed numerous examples of children's books on a specific topic to display during their presentation. We have since clarified the assignment with the professor, and will help students understand they do not need the multiple items. In so doing, our statistics in requestor borrowing should drop next year and be more in line with our lending statistics.

One of the tasks the reference librarian plans to do this year is look at what types of items our patrons are borrowing from other libraries to help our own collection development.

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.						
	FY2004	FY2005	FY2006	FY2007	FY2008	% change
Lending	795	852	884	882	988	12%
Borrowing	1,829	1,993	1,686	1,244	1,605	29%

Our courtesy, or community, patrons' use of the requestor function dropped again this year. In FY2007, out of 1,514 requestor items borrowed by all UMFK patrons, courtesy patrons accounted for 347 items borrowed. In FY2008, courtesy patrons requested 284 items out of 1,632 total items. This is a reduction of 18%. 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.

Reserves

- 16 unique staff and 35 classes using the electronic reserves. Last year was 13 users and 19 classes.
- 326 documents placed on electronic reserve versus 107 last year. A difference of 205%.
- 6,479 times documents were viewed as opposed to last year's 2,435. A 166% difference.
- 26 unique faculty used the regular reserves, faculty used the services 43 times, and 57 courses were created, 2 of which were non class related.

Table 3. Unique Faculty Users – Electronic Reserves	
FY2004	13
FY2005	9
FY2006	10
FY2007	13
FY2008	16

This year we had 16 unique faculty using electronic reserves; up by three from last year (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 205%, which reflects similar totals back in FY2005. However, what is not similar is the number of times these documents were viewed. We had an increase of 166% this year and if we compare the number to FY2005 it would still be an increase of 128%. Again, we hope to increase or at least

maintain this increase of use by our faculty.

See appendix F for more details.

In FY2008, 26 unique faculty made use of our regular reserve system as opposed to 29 in FY2007 (see Table 4). The length, format, or quality of the material placed on reserve was not conducive to electronic reserves. We did not meet our goal of increasing the number of unique faculty who place items on

Table 4. Unique Faculty Users – Regular Reserves	
FY2004	27
FY2005	29
FY2006	25
FY2007	29
FY2008	26

reserve. We will continue to try and entice faculty to use our services. One way will be to include an “ad” so to speak in the newsletter once the fall semester begins again.

The faculty use 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 43 times in FY2008 while in FY2007 they used the services 41 times. In addition, we set up 57 courses, 2 of which were non-class related, in FY2008 while in FY2007 there were 56 courses. Though we went down in the number of unique faculty, we went slightly up in overall use.

Space issues

Library staff successfully weeded the reference materials and removed the shelving where reference was once housed. In addition, the circulation wall/shelving was removed to provide a more open area and better viewing from reference desk to circulation desk.

Circulation staff find this new setup much better and less claustrophobic. Though circulation lost a lot of shelving, the problem was resolved by using the old serials shelving that was also removed in FY2008. In addition, new cabinets were purchased to accommodate both DVDs and books on CD.

Student Employees

In FY2008, staff implemented 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. In the summer of FY2009 circulation staff plans to begin development of a blackboard session to further help with communication and training. See appendix G for a copy of the handbook.

URSUS System

- Overdue Fines Removed
- Item level holds change to Title level then to system generated item level holds.
- Some media collections begin to circulate through Requestor and Innreach

During FY2008 the University of Maine System circulation heads and library directors decided on a number of significant changes. During the spring of the previous fiscal year circulation heads decided they wanted to remove overdue fines altogether. There was some discussion on how does one motivate a student to return the item if there are no repercussions. It was agreed by the group that the item would still be billed and a processing fee of \$5 would remain on the item after it was billed, if the item was returned. Otherwise the student would still be held accountable for the replacement cost of the item plus a \$5 billing fee and the \$5 processing fee. This was agreed by all and sent to the directors to approve.

The directors approved the proposal and subsequent changes were made to finalize the change. Blake Library staff decided to start the process of no overdue fines in January following the same fee schedule as the system except that the items go to bill much faster.

There was a huge outcry of circulation staff when the library directors decided to make items holdable all across the system. What it meant was items from our libraries could now have a hold placed on them when they are still out. Though the idea was nice, the implementation and mechanics of it caused many headaches. No longer did we have paperwork to track if our book left one library and went to another. Due to overwhelming disturbance among the circulation heads, a compromise was made so that instead of title level holds, system generated item level holds were made available. Though this still didn't fix all the problems, all were appeased to some degree.

We may find that in the long run, this was not such a bad idea because Fort Kent would like to eliminate the paperwork all together. The item level holds decision may give us a reason to look at our process and make some changes.

During the latter part of FY2008, Maine Info Net representatives discussed with Jonathan Williams, the URSUS systems administrator, that they would like to see URSUS libraries share their media since the Info Net libraries already do so. Jonathan brought this request back to the circulation heads meeting at which we discussed the possibility and the loan rules behind the process. UMFK decided to jump in and allowed VHS tapes to be requested online. After setting up the appropriate loan rules and other needs, Blake Library VHS tapes became available both through Maine Info Net and URSUS.

INTERLIBRARY LOAN

Borrowing

- 163 items were borrowed this year compared to 237 the previous year. A 31% decrease.
- Nursing materials account for 48% of the total articles borrowed or 76 of 142 (142 figure does not include cancelled or unfilled requests).

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 FY2008, 163 items were borrowed by our patrons compared to the 237 items borrowed in FY2007. This is a 31% decrease from the previous year. These totals include items that had to be cancelled or were unfilled. Borrowing probably decreased this year due to our having a new database called Education Full Text. Students who may have borrowed through ILL in the past now have a new avenue for full-text online. In addition, this past year the nursing students were made more aware of two nursing databases that provide full-text.

When we compared the subject areas of the articles we borrowed, we find the Nursing subject area continue to lead the group in borrowing. This may simply be because the materials the students need are in databases that do not provide as much full text online as some of the other subject areas. The Nursing subject for FY2008 accounted for 48% of the articles borrowed while last year Nursing accounted for 32%.

See appendix H for more details.

Lending

Lending activity decreased by 11% this year from 141 items loaned in FY2007 to 126 items loaned in FY2008. The number of libraries to whom we loaned remained relatively the same with the exception of the medical libraries. This year the number of medical libraries decreased by 7 libraries, almost the same number of libraries by which we increased last year. See appendix I for more details.