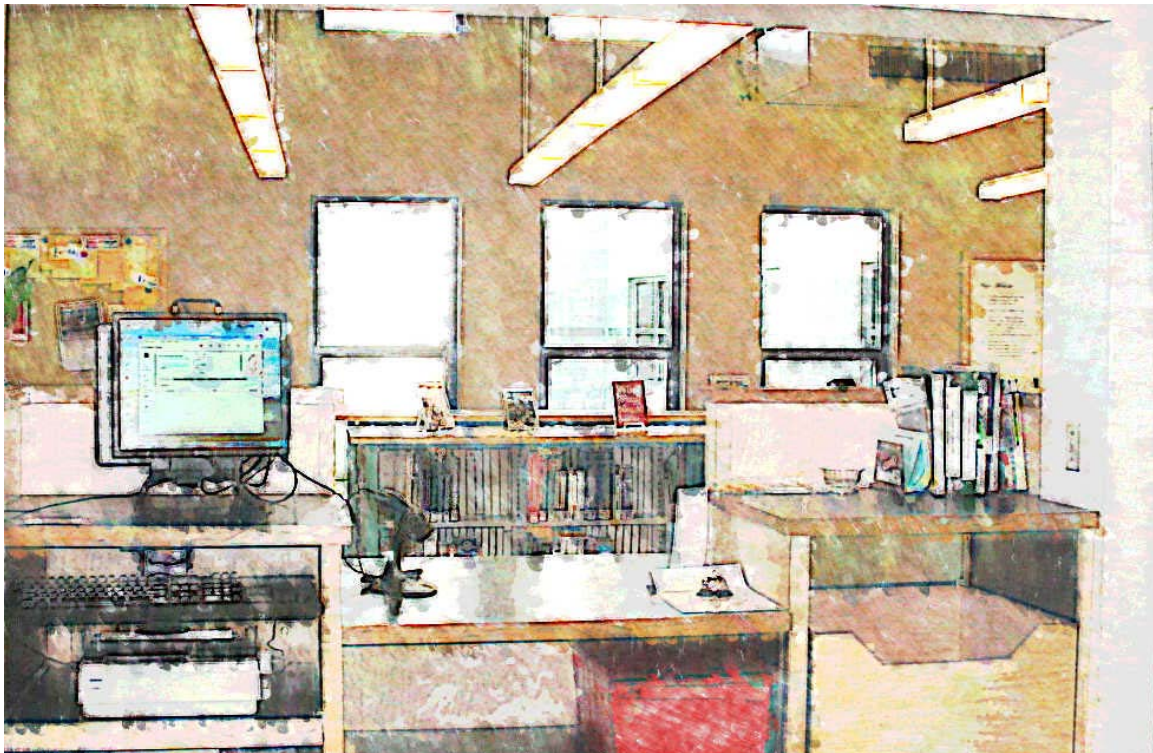


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2009

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(All statistics are based on the new July through June figures; therefore, many numbers are reported differently than last year in order to compare FY2008 to FY2009.)

CIRCULATION

Attendance

- Gate Count: 39,654 people walked through the library in FY2008 while there were 54,320 in FY2008. A 27% decrease.
- Online Count: 52,413 patrons came to the library via the web site and from off campus in FY2009 while 41,821 entered via the web in FY2008. This is a 25% increase.
- Calculated attendance differently this year by dividing the number of patrons entering the library to the number of people enrolled. In FY2008, we had increase in library usage by 9%. This year there is a decrease of 16%.

Table 1.
Enrollment and Gate Count figures.

| | FY2009 | FY2008 |
|------------|---------------|---------------|
| Enrollment | 1102 | 1269 |
| Gate count | 39,654 | 54,320 |

Hours

- Stayed open until 9pm on Fridays before Praxis exams.
 - It was noted that November and April are the two months most students take the Praxis.
- Kept the library open until 9pm the first week in the first three week summer session. Library use was minimal to none.
- Stayed open Sunday, May 31 from 1-5pm. Library use was minimal to none.
- If enrollment is low for summer FY10, then staying open extra hours will not be necessary. As was the case in FY09.

See Appendix A for Attendance statistics.

Circulation Statistics

- 9,294 items were checked out in FY2009 while there were 9,855 in FY2008. A 6% decrease.
- 1,910 DVD's were checked out in FY2009 while there were 1,624 in FY2008. An 18% increase.
- 60% decrease in audiobooks use.
- 623 VHS tapes requestable through URSUS went out in FY2009 while only 84 went out in FY2008. This was a new service offered in FY2008.
- UMFK patron checkouts drop by 9%.
- Overdrive – Audio books: new in March 2009. Audio books are available to download from home onto mp3 player, CD, or computer.

- From March 2009 to end of June 2009 there were 38 checkouts/downloads of audio books online.

In-house

- FY2009 2,134 items were counted while in FY2008 there were 3,116. A difference of -13%.

See appendix B for more detail on circulation statistics.

Courier Service

- 1,752 items were delivered through the courier service. This is a 20% increase in delivery from the previous year of 1,659.
- Changed courier companies from Velocity to NCS Logistics. NCS to take over at the end of June, 2009.

See appendix C for courier count.

Equipment

- Received a CD/DVD cleaner and repairer.

Maine Info Net

- 335 items were lent by Blake Library this year as opposed to last year's 295. An increase of 14%.
- 170 items were borrowed by Blake Library patrons this year while last year there were 194 items borrowed. A decrease of 12%.
- Joined Maine Info Net in a new service called Overdrive. Overdrive allows patrons to download audio books online using their existing library account.

| <i>Table 2. Maine Info Net loaned and borrowed in the last 2 years.</i> | | | |
|--|---------------|---------------|-----------------|
| | FY2008 | FY2009 | % change |
| Lending | 295 | 335 | 14% |
| Borrowing | 194 | 170 | -12% |

More detailed statistics for Maine Info Net are found in appendix D.

Patron Issues

Community Patrons

- Will try to look over community patron statements this summer.
- Had problems with a couple of patrons looking at porn and developed a policy accordingly. See Book 1 Appendix E
- Stopped allowing community patrons to use quiet room.

Requestor

- 20% increase in lending activity. 1,048 items lent in FY2008 while 1,259 items were lent in FY2009.
- 21% decrease in borrowing activity. 1,595 items borrowed in FY2008 while 1,255 were borrowed in FY2009.
- Courtesy patrons make up a quarter of the borrowing activity (27%).

Table 3 shows the requestor lending and borrowing activity for the past two years (showing only years using July through June statistics).

Table 3. Requestor materials loaned and borrowed in the last 2 years.

| | FY2008 | FY2009 | % change |
|-----------|---------------|---------------|-----------------|
| Lending | 1,048 | 1,259 | 20% |
| Borrowing | 1,595 | 1,255 | -21% |

More detailed requestor statistics are found in appendix E.

Reserves

- 13 unique staff and 25 classes using the electronic reserves in FY2009. Last year was 16 users and 35 classes.
- 127 documents placed on electronic reserve versus 326 last year. A -61% difference.
- 2,155 times documents were viewed as opposed to last year's 6,479. A -67% difference.
- 23 unique faculty used the regular reserves, faculty used the services 29 times, 39 courses were created, and 2 non class related courses were created.

Table 4. Unique Faculty Users – Electronic Reserves.

| | |
|--------|----|
| FY2005 | 9 |
| FY2006 | 10 |
| FY2007 | 13 |
| FY2008 | 16 |
| FY2009 | 12 |

Table 5. Unique Faculty Users – Regular Reserves.

| | |
|--------|----|
| FY2005 | 29 |
| FY2006 | 25 |
| FY2007 | 29 |
| FY2008 | 26 |
| FY2009 | 23 |

See appendix F for more details.

Student Employees

- Blackboard did not work as we initially had hoped. Email is the preferred method of communication.

INTERLIBRARY LOAN

Borrowing

- 174 items were borrowed this year compared to 161 the previous year. An 8% difference.
- Nursing materials account for 39% of the total articles borrowed or 54 of 140 (140 figure does not include cancelled or unfilled requests).

See appendix G for more details.

Lending

- In FY2009 there were 127 items loaned as opposed to 128 in FY2008. This is a difference of less than 1%.
- We loaned to 57 libraries with the public school libraries making up almost half.

See appendix H for more details.