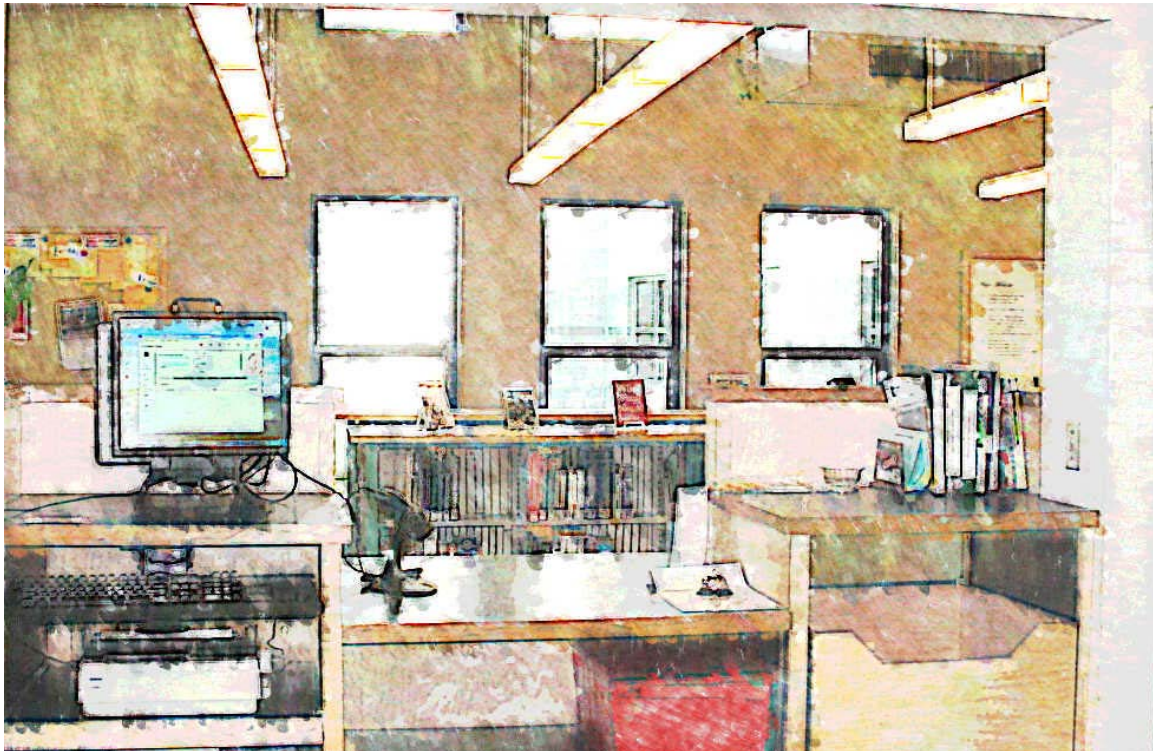


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2010

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CIRCULATION

Attendance

- Gate Count: 46,735 people walked through the library in FY2010 while there were 39,654 in FY2009. An 18% increase.
- Gate count by FTE: we removed distance students from the FTE figures. In fall 2009, FTE was 622 while in fall 2008 FTE was 659. Dividing the gate counts (see Table 1) by the FTE figures we get 75 (FY2010) and 60 (FY2009). This gives us a 25% increase for FY2010.
- Gate count by fall head counts: we removed distance students from the head count figures. See Table 1 below.
- Online Count: the system used to gather online data was changed for FY2010. Because of this, the numbers are not comparable. That being said, there were 31,207 virtual visits to the library via the web site in FY2010 while 52,413 entered via the web in FY2009.

Table 1. <i>Enrollment and Gate Count figures.</i>		
	FY2010	FY2009
Enrollment (campus head count)	702	740
Gate Count	46,735	39,654
GC/E	67	54
% change	24%	

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.
- We chose not to open the library additional hours during the first three weeks of the summer due to limited use last year and limited on campus classes.
- We closed the library Monday, May 31 for Memorial Day. In the past, we remained open due to having extended hours and due to the day landing in the middle of the three-week session.
- Due to student requests, we will provide extended hours for fall and spring of FY2011. Work-study students will work these hours. Details will follow in the FY2011 annual report.

See Appendix A for Attendance statistics.

Circulation Statistics

- 8,551 items were checked out in FY2010 while there were 9,294 in FY2009. An 8% decrease.
- 1,649 DVD's were checked out in FY2010 while there were 1,910 in FY2009. A 14% decrease.
- 121 audio books were checked out in FY2010 as opposed to 84 in FY2009. This figure does not include the downloadable audio books. This is an increase of 44%.
- In FY2009 we reported 623 VHS tapes "went out". This figure cannot be duplicated and most likely is erroneous.
- UMFK patron checkouts drop by 10%. 6,773 items were checked out by UMFK patrons this year as opposed to 7,555 last year.

In-house

- FY2010 1,720 items were counted while in FY2009 there were 2,134. A difference of -19%.

See appendix B for more detail on circulation statistics.

Courier Service

- 1,475 items were delivered through the courier service. This is a 16% decrease in delivery from the previous year of 1,752.
- NCS Logistics took over at the end of June, 2009 from Velocity. NCS lasted roughly one month. RMC took over until spring of 2010. We are currently with Freedom Xpress.
- Due to problems with the courier, we used USPS for a short period.
- 169 packages were shipped via USPS.
- Total items mailed/couriered were 1644. If we include the USPS figures, there was only a 6% decrease from the previous year.

See appendix C for courier count.

Equipment

- Purchased a new dot matrix printer for printing circulation receipts for patrons.
- Old laser printer used in the circ area for notices died. Circ staff now use the reference printer.
- Four Ibooks were designated for faculty checkout.
- IT sent five PC laptops to the circulation department so that faculty could have the options of a PC versus an Ibook to check out.
- An emergency call system was installed in the circulation area in case there was a need to contact the police without picking up the phone. Two remotes go with the system. One in circ and one in reference.

Maine Info Net

- 392 items were lent by Blake Library this year as opposed to last year's 335; An increase of 17%.
- 185 items were borrowed by Blake Library patrons this year while last year there were 170 items borrowed; An increase of 9%.

Table 2. Maine Info Net loaned and borrowed in the last 3 years.

	FY2010	FY2009	FY2008
Lending	392	335	295
Borrowing	185	170	194

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

Moves

- The audio books on CD patron side cases were moved to the wall where the reference collection used to be. This freed up room for the growing DVD collection.

Overdrive

- 74 audio books were downloaded in FY2010. This is the first full year of statistical data we have. Last year there were 38 checkouts from March to June.
- 39 unique patrons downloaded audio books.
- 16 of the unique patrons were new to the system.

See appendix E for more detail.

Patron Issues

- We plan to mail notices for those books out and billed to all patron types this summer. The mailing will include a sticker suggesting the patron return the book to reduce the amount owed.

Requestor

- Very slight increase in lending activity. 1,262 items lent in FY2010 while 1,259 items were lent in FY2009.
- 20% decrease in borrowing activity. 1,001 items borrowed in FY2010 while 1,255 were borrowed in FY2009.
- Courtesy patrons make up a quarter of the borrowing activity (28%).
- Discontinued printing duplicate copies of the paging slips. We determined that computer generated data representing the same data as the paging slips could be retrieved if needed.

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

	FY2008	FY2009	% change
Lending	1,259	1,262	>1%
Borrowing	1,255	1,001	-20%

More detailed requestor statistics are found in appendix F.

Reserves

- 9 unique staff and 16 classes used the electronic reserves in FY2010. Last year was 12 staff and 25 classes.
- 207 documents were placed on electronic reserve versus 127 last year. A 63% increase (the previous year showed a 61% decrease).
- 3692 times documents were viewed as opposed to last year's 2,155. A 71% increase (the previous year showed a 67% decrease).
- 14 unique faculty used the regular reserves and 35 courses were created as opposed to last year's 23 and 39 respectively.

See appendix G for more details.

FY2006	10
FY2007	13
FY2008	16
FY2009	12
FY2010	9

FY2006	25
FY2007	29
FY2008	26
FY2009	23
FY2010	14

Student Employees

- One circulation work-study student was assigned to the archives.

INTERLIBRARY LOAN

Borrowing

- 194 items were requested this year compared to 174 the previous year. An 11% increase.
- This year nursing materials accounted for 67% of the total articles borrowed or 102 of 153 (153 figure does not include cancelled or unfilled requests). Last year they accounted for 39%.

See appendix H for more details.

Lending

- In FY2010 there were 126 items loaned as opposed to 127 in FY2009.
- We loaned to 63 libraries with the public libraries being 53% of the total.

See appendix I for more details.