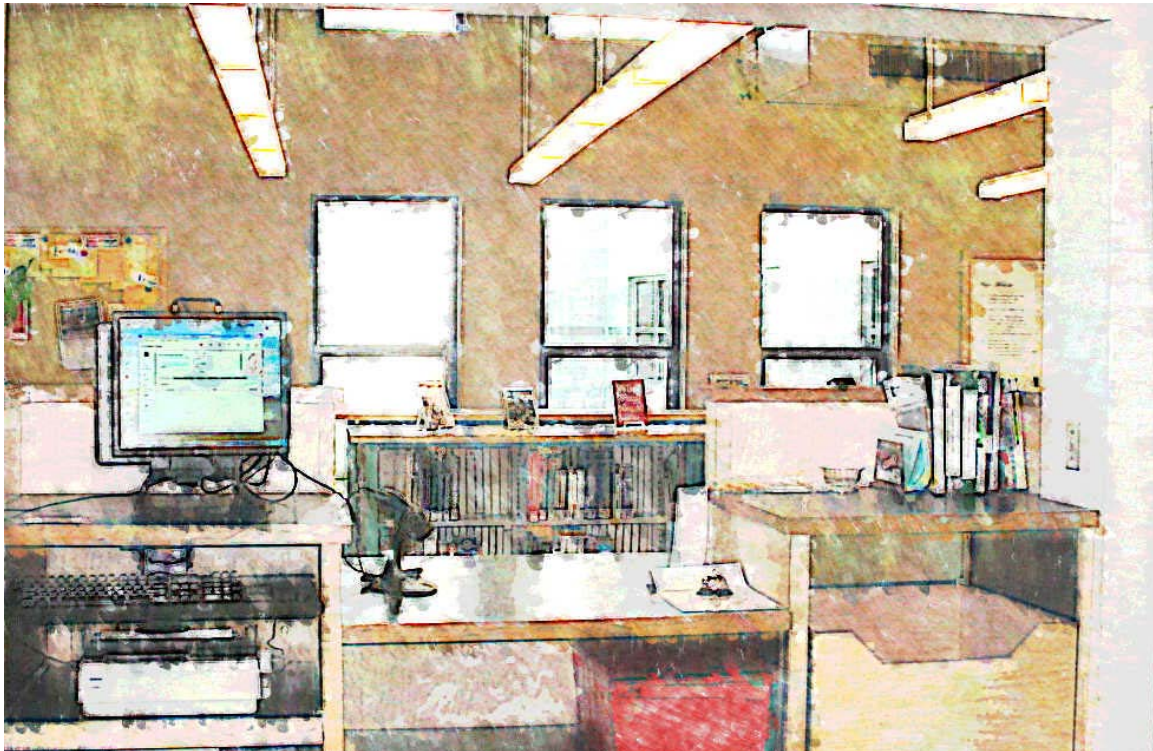


## **Circulation & Interlibrary Loan Departments**



Blake Library  
University of Maine at Fort Kent  
Annual Report – FY 2011



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# CIRCULATION

## Attendance

- Gate Count: 40,230 people walked through the library in FY2011 while there were 46,735 in FY2010, a -15% difference.
- Campus FTE: In fall 2010 the FTE was 597 while in fall 2009, FTE was 622.
- Head Count: In fall 2010 the head count was 654 while in fall 2009 the head count was 702.
- Both the FTE and Head Count numbers include only students on campus. Distance education students are not included.
- Online Count: There were 29,885 virtual visits to the library via the web site in FY2011 while 31,207 entered via the web in FY2010, a -4% difference.

**Table 1.**  
*Enrollment and Gate Count figures.*

	<b>FY2011</b>	<b>FY2010</b>	<b>FY2009</b>
Head Count (campus enrollment)	654	702	740
Gate Count	40,230	46,735	39,654
GC/HC	62	67	54
% change	-7%	24%	
FTE (campus enrollment)	597	622	659
GC/FTE	67	75	60
% change	-11%	25%	

## Hours

- We stayed open until 9pm on Fridays before Praxis exams.
  - November and April are the two months most students take the Praxis.
- We provided extended hours the two Saturdays and the last Friday before Finals both fall and spring. We need to provide extended hours two Fridays before finals.
- 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 30 for Memorial Day.
- Due to student requests, we provided extended hours for fall and spring of FY2011. Work-study students worked these hours.
  - Monday – Thursday: 8am – 11pm (was until 10pm)
  - Saturday: 10am – 5pm (was 1pm to 5pm)

See Appendix A for Attendance statistics.

## **Circulation Statistics**

- 7,395 items were checked out in FY2011 while there were 8,551 in FY2010, a -14% difference.
- All areas of the collection decreased in circulation with only audio cassettes increasing from one use last year to two this year.
- Though the circulation for the stacks area dropped it was only by 7%.
- UMFK patron checkouts drop by 14%. 5,835 items were checked out by UMFK patrons this year as opposed to 6,773 last year.
- When looking at circulation statistics across the University of Maine System and only at the location “stacks,” all campuses dropped in circulation.
  - UMFK: -7%
  - Orono: -8%
  - UMA: -12%
  - BCL: -12%
  - Lewiston: -13%
  - USM: -14%
  - Gorham: -17%
  - UMPI: -33%

### ***In-house***

- 1,415 items were counted in FY2011 while in FY2010 there were 1,720 items counted; a difference of -18%.

See appendix B for more detail on circulation statistics.

## **Courier Service**

- In FY2011 there were 1,421 items delivered through the courier service, while in FY2010 there were 1,475 delivered. This is a -4% change in delivery from the previous year.
- 106 libraries were served.

See appendix C for courier count.

## **Equipment**

- New equipment from the DE SIF grant was cataloged and placed on reserve for use by faculty, staff, and students.
  - 6 Digital Zoom Audio Recorders
  - 5 Flip Mino Digital Camcorders
  - 2 Microsoft Lifecam USB webcams
  - 2 Nikon Digital Coolpix L22 Cameras
  - 8 Logitech Clearchat USB headsets
- IT updated the PC laptops in circulation with newer PC's.

## Maine Info Net

- 368 items were lent by Blake Library this year as opposed to last year's 392, a decrease of 6%.
- 235 items were borrowed by Blake Library patrons this year while last year there were 185 items borrowed, an increase of 27%.

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

	<b>FY2011</b>	<b>FY2010</b>	<b>FY2009</b>
Lending	368	392	335
Borrowing	235	185	170

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

## Moves

- Moved the VHS cabinets from what used to be the microfilm room into the open area of the downstairs stacks.
- The 2010 NCLEX DVD's were purchased and placed on in-library reserve. The 2008 were moved to regular media circulation (3 days), while the 2005 were placed on a one-week checkout. We created a new loan rule and item type for the week long NCLEX.

## Overdrive

- In FY2011, there were 110 audio books downloaded, while in FY2010 there were 74 audio books downloaded; a 49% increase.
- In FY2011, patrons downloaded 339 eBooks. 325 were Adobe eBooks, while 14 were PDF. This was the first year for eBooks.
- In FY2011, there were 109 unique patrons with checkouts, while in FY2010 there were 39. This is a 179% increase.
- In FY2011, the number of unique patrons new to the system were 36, while in FY2010 there were 16; an increase of 125%.

See appendix E for more detail.

## Patrons

- We had planned to mail notices for books to all patron types in summer 2010 who had billed items on their account. We were unable to do so because of the massive weeding and shifting project. Summer 2011 we plan to follow through. The mailing will include a sticker suggesting the patron return the book to reduce the amount owed.
- **Food not Fines:** The Maine State Library asked libraries across the state to provide a week long Food not Fines event. We chose to offer the event across three weeks in order to include students before the semester ended. We gathered the following:
  - 88 food items were collected
  - 35 of the 75 items replaced fines
  - Total amount of replaced fines was \$175 (35\*\$5.00)

- For both the World Biathlon and the 100 hour Police Academy course, we created a library card for the participants (athletes, coaches, students) so they could check out DVDs and books.
  - Biathlon group: 8 checkouts
  - 100 Hour Police Academy: 7 checkouts
- Due to student input from FY2010, the library began offering coffee, tea, and hot chocolate during evening and weekend hours. Circulation staff is in charge of monitoring use and work-study training. Beverage is \$1 per cup.
  - 74 cups sold

## Requestor

- In FY2011 there were 1,097 items loaned to other libraries, while in FY2010 1,262 items were loaned, a -13% difference.
- In FY2011 there were 1,164 items borrowed, while in FY2010 1,001 items were borrowed, a 16% increase.
- Courtesy patrons accounted for over a third of the borrowing activity as opposed to 28% last year.

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

	FY2011	FY2010	% change
Lending	1,097	1,262	-13%
Borrowing	1,164	1,001	16%

More detailed requestor statistics are found in appendix F.

## Reserves

- 10 unique staff and 20 classes used the electronic reserves in FY2010. Last year was 9 staff and 16 classes.
- 97 documents were placed on electronic reserve versus 207 last year. A 53% decrease.
  - One faculty changed the way the course was taught and placed fewer documents on reserve.
- Students viewed the documents 2,818 times as opposed to last year's 3,692. A 24% decrease.
- 23 unique faculty used the regular reserves and 45 courses were created as opposed to last year's 14 and 35 respectively.
- There were 132 items placed on regular reserve in FY2011 as opposed to 112 items last year, an 18% increase.

**Table 4. Unique Faculty Users – Electronic Reserves.**

FY2007	13
FY2008	16
FY2009	12
FY2010	9
FY2011	10

**Table 5. Unique Faculty Users – Regular Reserves.**

FY2007	29
FY2008	26
FY2009	23
FY2010	14
FY2011	23

See appendix G for more details.

## **Student Employees**

- Due to offering coffee, hot chocolate, and tea beverages after book store hours, work-study students handling evening and weekend shifts had to sign paperwork that dealt with money handling.
- After the weeding/shifting project last summer was completed, students began inventorying the collection. The inventorying was temporarily interrupted in spring 2011 due to the DE project we needed students to work on.
- DE project: Students helped the Distance Education department with its Direct Marketing project by stuffing, labeling, and sealing over 32,000 envelopes.

## **INTERLIBRARY LOAN**

### **Borrowing**

- 187 items were requested this year compared to 194 the previous year, a -4% difference.
- This year nursing materials continue to lead the numbers accounting for 60% of the total articles borrowed or 99 of 166.

See appendix H for more details.

### **Lending**

- In FY2011 there were 85 items loaned as opposed to 126 in FY2010, a -33% difference.
- We loaned to 53 libraries with the public libraries continuing to be in the top at 53% of the total.

See appendix I for more details.



## **Appendices**

## **A. Attendance**

## **B. Circulation**

## **C. Courier Service**

## **D. Maine Info Net**

## **E. Overdrive (Audio Books)**

## **F. Requestor**

## **G. Reserves**



## **H. Interlibrary Loan – Borrowing**

## **I. Interlibrary Loan – Lending**