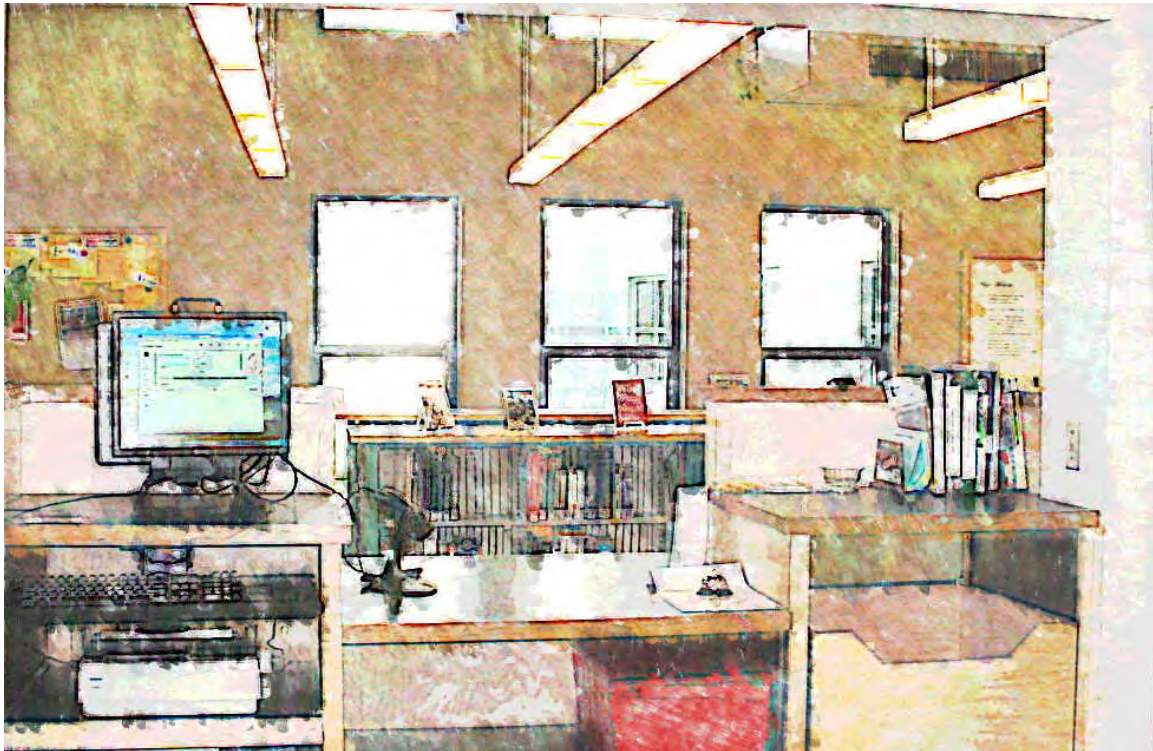


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2012

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CIRCULATION

Attendance

- Gate Count: an estimated 46,898 people walked through the library in FY2012 while there were 40,230 in FY2011, a 17% difference.
- Facilities moved the people counter from the Library/Archives entrance to the new Bell Tower entrance in January 2012. Gate numbers for September 2011 through January 2012 are estimated numbers.
- Both the FTE and Head Count numbers in Table 1 include only students on campus. Distance education students are not included.
- Online Count: There were 30,235 virtual visits to the library via the web site in FY2012 while 29,885 entered via the web in FY2011, a 1% difference.

Table 1.
Enrollment and Gate Count figures.

	FY2012	FY2011	FY2010
Head Count (campus enrollment)	645	654	702
Gate Count	46,898	40,230	46,735
GC/HC	73	62	67
% change	18%	-7%	24%
FTE (campus enrollment)	564	597	622
GC/FTE	83	67	75
% change	23%	-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 Fridays and two Saturdays before Finals both fall and spring.
- 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 28 for Memorial Day.
- Library is open 83.5 hours during a regular semester week.

See Appendix A for Attendance statistics.

Circulation Statistics

- 7,952 items were checked out in FY2012 while there were 7,395 in FY2011, a 7.5% difference.
- Areas of significant increases in circulation were Media (18%), Curriculum Collection (24%), and Reserves (43%).
- Specifically in reserves the 4 hour (no overnight) and 2 hour (no overnight) showed significant increases of 81% and 63% respectively. The nursing faculty increased their use of videos placed on reserve, which is most likely the major influence in these numbers.
- Requestable VHS dropped in use by 23% and regular VHS by 50%. We will be weeding the VHS this fiscal year and will take into account this drop in system use.
- LOAR use dropped by 53%. We plan to put the LOAR materials into the general collection FY2013.
- UMFK patron checkouts increased by 11%. 6,488 items were checked out by UMFK patrons this year as opposed to 5,835 last year.

In-house

- 1,244 items were counted in FY2012 while in FY2011 there were 1,415 items counted; a difference of -12%.

See appendix B for more detail on circulation statistics.

Courier Service

- In FY2012 there were 1,639 items delivered through the courier service, while in FY2011 there were 1,421 delivered. This is a 15% change in delivery from the previous year.
- 111 libraries were served.
- Libraries include the URSUS and MaineInfo Net groups.

See appendix C for courier count.

Equipment

- Ibooks were removed due to age and replaced with MacBooks.
- Introduced an ereader called a Kobo. There was not much use of the item, but it could be simply the item was out of date and difficult to use.

Maine Info Net

- 468 items were lent by Blake Library this year as opposed to last year's 368, an increase of 27%.
- 366 items were borrowed by Blake Library patrons this year while last year there were 235 items borrowed, an increase of 56%.

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

	% Diff	FY2012	FY2011	FY2010
Lending	27%	468	368	392
Borrowing	56%	366	235	185

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

Notable changes and updates

- Bell Tower door opened to the public in September requiring attendance statistics to be updated and opening and closing procedures to be adjusted.
- Began offering disk cleaning services again.

Overdrive

- In FY2012, there were 194 audio books downloaded, while in FY2011 there were 110 audio books downloaded; a 76% increase.
- In FY2012, patrons downloaded 468 eBooks. While in FY2011 patrons downloaded 339 total ebooks. This is an increase of 38%.
- Kindle books were new in FY2012. They accounted for 170 downloaded items.
- In FY2012, there were 181 unique patrons with checkouts, while in FY2010 there were 109. This is a 66% increase.
- In FY2012, the number of newly registered patrons were 29, while in FY2011 there were 36; a decrease of 19%.

See appendix E for more detail.

Patrons

- Coffee, tea, and hot chocolate continue to be offered during evening and weekend hours. Beverage is \$1 per cup.
 - 88 cups sold in FY2012, 74 cups sold in FY2011

Requestor

- In FY2012 there were 1,033 items loaned to other libraries, while in FY2011 1,097 items were loaned, a -6% difference.
- In FY2012 there were 960 items borrowed, while in FY2011 1,164 items were borrowed, a -18% difference..
- Courtesy patrons continue to accounted for roughly a third of the borrowing activity.

	FY2012	FY2011	% change
Lending	1,033	1,097	-6%
Borrowing	960	1,164	-18%

More detailed requestor statistics are found in appendix F.

Reserves

- 16 unique staff and 19 classes used the electronic reserves in FY2012. Last year was 10 staff and 20 classes.
- 122 documents were placed on electronic reserve versus 97 last year. A 26% increase.
- Students viewed the documents 1,782 times as opposed to last year's 2,818. A 37% decrease. This decrease in document views continues from fiscal year 2011.
- 25 unique faculty used the regular reserves and 59 courses were created as opposed to last year's 23 and 45 respectively.
- There were 231 items placed on regular reserve in FY2012 as opposed to 132 items last year, a 75% increase.

FY2008	16
FY2009	12
FY2010	9
FY2011	10
FY2012	16

FY2008	26
FY2009	23
FY2010	14
FY2011	23
FY2012	25

See appendix G for more details.

Student Employees

- This year the library's winter season decorations took on a recycling element. The students made colorful paper chains out of old book jackets, which adorned the doorways. Students hung snowflakes made from scrap paper in various places throughout the library. Based on patron's comments the decorations were well received.
- During the spring semester, the WS staff assisted DE with the beginning of another mailing project. This project was not as large as last year's mailing.
- The circulation department has been fortunate in retaining several student employees for the duration of their time at UMFK. This year the bulk of the circulation work study staff graduated.

INTERLIBRARY LOAN

Borrowing

- 119 items were requested this year compared to 187 the previous year, a -36% difference.
- 16 items requests initiated through ILL were not completed through ILL due to the items being readily available online. Patrons were sent the items.

Lending

- In FY2012 there were 143 items loaned as opposed to 85 in FY2011, a 68% difference.
- A significant rise in copy lending happened this year. In FY2011 only 7 copies were loaned while this year, the number jumped to 57. This is an increase of over 700%. This year's copy lending number reflects back to FY2008.
- The rise in copy lending can most likely be attributed to copies of the Fiddlehead Focus print being interlibrary loaned to University of Maine at Presque Isle.

See appendix H for more details.