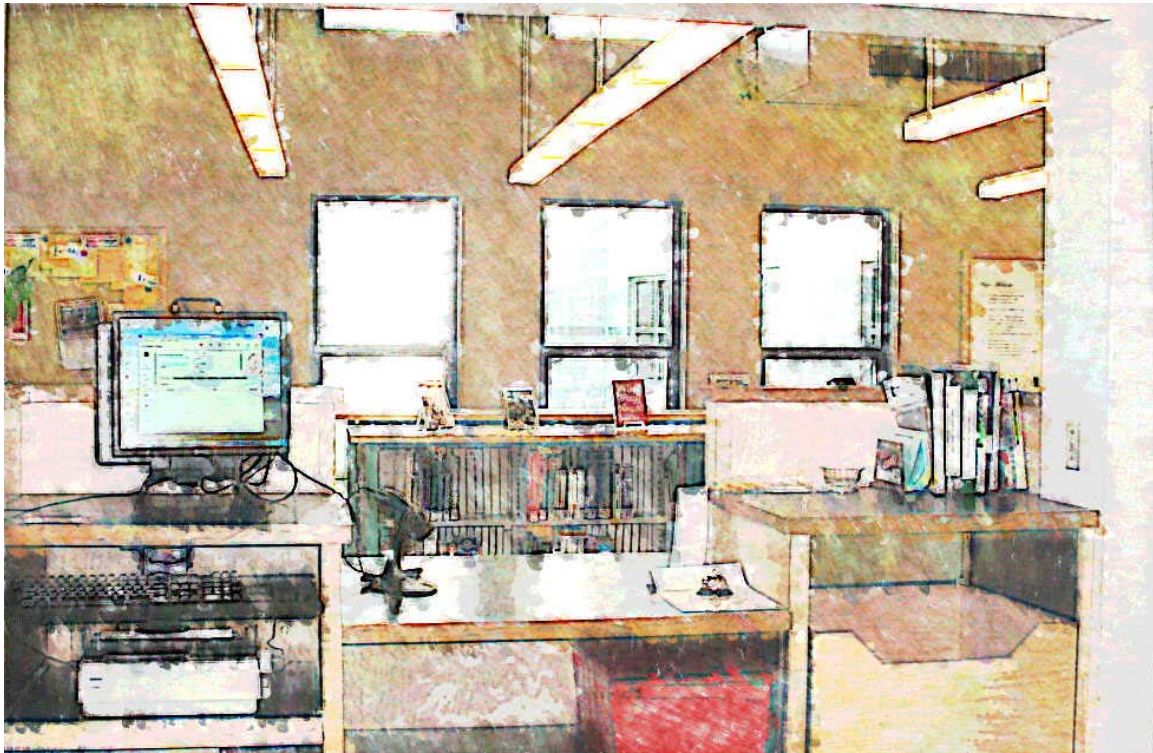


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2013

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CIRCULATION

Attendance

- Gate Count: 36,506 people walked through the library in FY2013 while there were 46,898 in FY2012, a -22% difference. (see estimated count further down)
- We had a number of problems with gate counts this year:
 - In October 2012 the Bell Tower entrance was closed off to have asbestos abatement done and to replace the doors.
 - February 2013 the doors were reopened and the people counter was reattached.
 - In addition, we discovered in May that data between January and May was not complete due to a problem with the counter box at the quad entrance.
 - If we look at estimated gate count comparisons:
 - **FY2013 est. 44,750, FY2012 46,898; -5% difference**
- Both the FTE and Head Count numbers in Table 1 are a close approximation of students on campus. Students taking courses from a distance and non-degreed students are not included.
- Online Count: There were 30,139 virtual visits to the library via the web site in FY2013 while 30,235 entered via the web in FY2012, that's down by less than half a percent.

Table 1. <i>Enrollment and Gate Count figures.</i>				
	FY2013	FY2012	FY2011	FY2010
Head Count (campus enrollment)	673	645	654	702
Gate Count	44,750 (est)	46,898	40,230	46,735
GC/HC	66	73	62	67
% change	-10%	18%	-7%	24%
FTE (campus enrollment)	602	564	597	622
GC/FTE	74	83	67	75
% change	-11%	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. Most summer classes were online.
- We closed the library Monday, May 28 for Memorial Day.

- Library is open 83.5 hours during a regular semester week.
- Library staff posted a poll on the UMFK portal for students.
 - The poll asked students to pick the set of hours they would like to see the library open on Saturdays.
 - There were 207 votes cast.
 - 30% voted 10am to 8am
 - 22% voted keep current hours
 - The rest were split among other ranges of hours
 - Library staff will discuss keeping the library open the 10-8pm range (we currently are open 10-5pm).
 - If we open these extended hours, we will have to discuss the possibility of library staff working Saturdays since work study students are not easily available on the weekends.

See Appendix A for Attendance statistics.

Circulation Statistics

- 7,032 items were checked out in FY2013 while there were 7,952 in FY2012, a -12% difference.
- Requestable VHS continued to drop this year. Lack of use may simply be more patrons have switched over to DVD/Blue Ray machines.
- We moved the LOAR materials into the general collection in FY2013.
- UMFK patron checkouts dropped by the same number they rose last year (11%).

In-house

- In-house use dropped by 11% this year from 1244 to 1109.

See appendix B for more detail on circulation statistics.

Courier Service

- In FY2013 1,619 there were items delivered through the courier service, while in FY2012 there were 1,639 delivered. This is a -1% change in delivery from the previous year.
- 135 institutions were served in FY2013 as opposed to 111 in FY2012; a 22% change.
- Libraries include the URSUS and Maine Info Net groups.

See appendix C for courier count.

Equipment

- MacBooks were taken off reserve and moved to a classroom in the OMS.

Maine Info Net

- 376 items were lent by Blake Library this year as opposed to last year's 468, an decrease of 20%.

Table 2. Maine Info Net loaned and borrowed in the last 3 years.					
	% Diff	FY2013	FY2012	FY2011	FY2010
Lending	-20%	376	468	368	392
Borrowing	54%	563	366	235	185

- 563 items were borrowed by Blake Library patrons this year while last year there were 366 items borrowed, an increase of 54%.

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

Notable changes and updates

- ARES replaced Docutek as the circulation reserves system.

Overdrive

- In FY2013, there were 188 audio books downloaded, while in FY2012 there were 194 audio books downloaded; a -3% change.
- In FY2013, patrons downloaded 417 eBooks. While in FY2012 patrons downloaded 468 total ebooks. This is a -11% change.
- In FY2013, there were 177 unique patrons with checkouts, while in FY2012 there were 181. This is a -2% change.
- In FY2013 there were 36 new patron registrations, while in FY2012 there were 29; a 24% change.
- Since the advent of downloadable books, we have had 81 new patron registrations through the download library.

See appendix E for more detail.

Patrons

- 62 new community members received cards this past year.
- Coffee, tea, and hot chocolate continue to be offered during evening and weekend hours. Beverage is \$1 per cup.
 - 70 cups sold in FY2013 and 88 cups sold in FY2012

Requestor

- In FY2013 there were 886 items loaned to other libraries, while in FY2012 1,033 items were loaned, a -14% difference.
- In FY2013 there were 940 items borrowed, while in FY2012 960 items were borrowed, a -2% difference..
- This year courtesy patrons accounted for over half of the borrowing activity; 55%.

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

	FY2013	FY2012	% change
Lending	886	1,033	-14%
Borrowing	940	960	-2%

More detailed requestor statistics are found in appendix F.

Reserves

- At the end of the FY2013 fall semester, we no longer used Docutek, and instead used ARES as the new reserves management tool.
- 13 unique staff and 17 classes used the electronic reserves in FY2013. Last year was 12 staff and 19 classes (we counted 16 last year, but some instructors were counted twice by accident).
- 59 documents were placed on electronic reserve versus 122 last year. A -52% change. Several instructors who typically have a number of documents (and views) did not use our services in the fall.
- This year Students viewed the documents 140 times as opposed to last year's 1,782. Part of this significant drop is the fact that we can no longer get number of views through the ARES product. In addition, due to students waiting for textbook orders to come in, some texts were placed temporarily on reserve both in hardcopy and electronic (1-2 chapters). These items were not continuously available across the semester.
- 30 unique instructors used the regular reserves and 75 courses were created as opposed to last year's 25 and 59 respectively.
- There were 148 items placed on regular reserve in FY2013 as opposed to 231 items last year, a -36% change.

Table 4. Unique Faculty Users – Electronic Reserves.

FY2009	12
FY2010	9
FY2011	10
FY2012	12
FY2013	13

Table 5. Unique Faculty Users – Regular Reserves.

FY2009	23
FY2010	14
FY2011	23
FY2012	25
FY2013	30

See appendix G for more details.

Student Employees

- There was a high rate of new incoming work-study students for fall 2012.
- In spring 2013 we only had two students confirmed for fall 2013. There were some who graduated, some who transferred, and some having difficulty with financial aid.
- Tried a new orientation approach to the job training. Rather than give individual training to each student, staff provided training in a group setting. For FY2014, this will continue, though some individual training will still be necessary.
- Continued to improve student training by developing a set of task related modules through PowerPoint and tutorials built through Camtasia. Students accessed through BB.

INTERLIBRARY LOAN

Borrowing

- 114 items were requested this year compared to 119 the previous year, a -4% difference.
- 27 item requests initiated through ILL were not completed through ILL due to the items being readily available online or requestable through our online catalog. Staff handled items in-house.

Lending

- In FY2013 there were 126 items loaned whereas there were 143 in FY2012; a -12% difference.
- This year the lending activity actually stabilized. In FY2009 and FY2010, items lent were 127 and 126 consecutively, then we had a large drop in FY2011 (-33%) and a large rise in FY2012 (68%).
- At the beginning of the year, Fiddlehead Focus started charging for the print. We stopped sending copies to UMPL.

See appendix H for more details