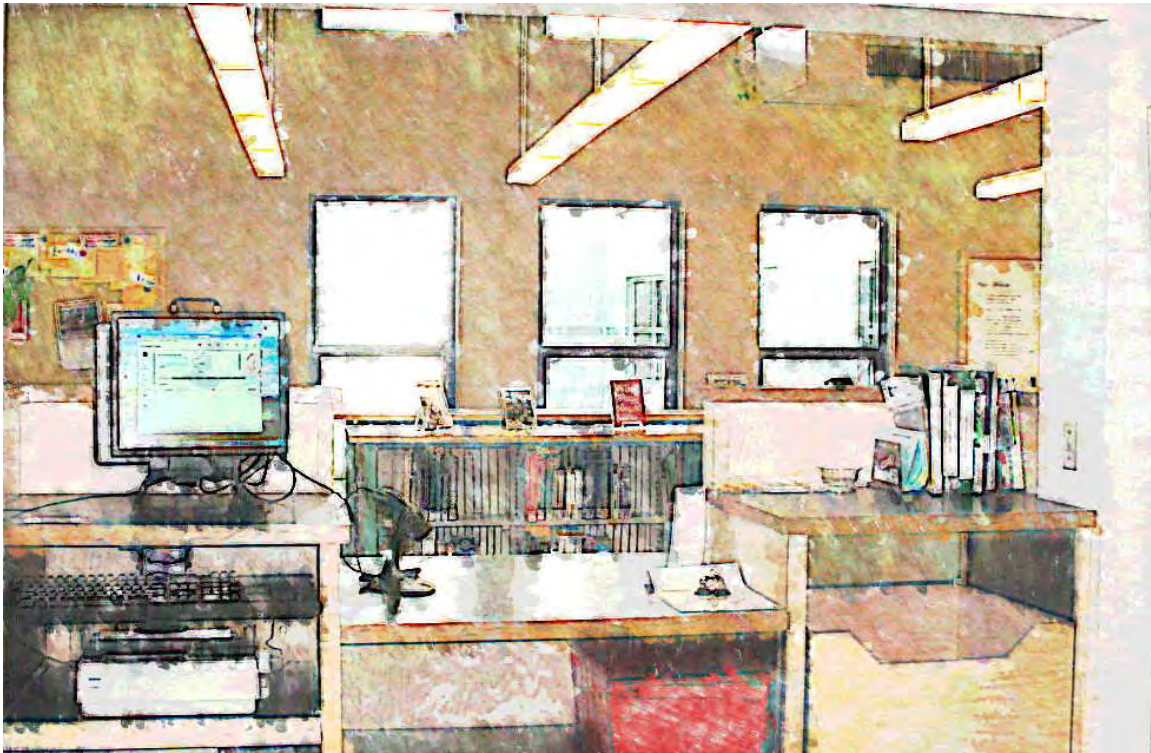


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2016

Table of Contents

Appendices.....	3
CIRCULATION DEPARTMENT.....	5
Attendance	5
<i>Table 1.</i>	5
<i>Enrollment and Gate Count figures.</i>	5
Hours.....	5
Equipment.....	6
Notable changes and updates.....	6
Patrons.....	7
Services.....	7
Student Employees.....	7
COLLECTION USE:.....	8
General Circulating.....	8
Interlibrary Loan.....	8
Borrowing.....	8
Lending.....	8
Maine Info Net.....	9
<i>Table 2. Maine Info Net loaned and borrowed in the last 5 years.</i>	9
<i>Table 3. Requestor materials loaned and borrowed in the last 2 years.</i>	9
Requestor.....	9
Reserves.....	9
Serials Circulating.....	9
Special collections.....	10
COLLECTION USE:.....	11
Indexes and Databases.....	11
NEW:.....	11
UMFK:.....	11
NCLEX: Judith Miller RN Series.....	12
Overdrive.....	12
Reserves.....	12
Serials.....	13
Summon/OneSearch.....	13

Appendices

- | | |
|---|--|
| <ul style="list-style-type: none"> A. Attendance B. Courier Service C. General Circulation D. Interlibrary Loan E. Maine Info Net F. Requestor G. Reserves | <ul style="list-style-type: none"> H. Serials I. Databases J. Judith Miller - NCLEX K. Overdrive (Audio Books/Ebooks) L. Summon/OneSearch Discovery Service |
|---|--|

CIRCULATION DEPARTMENT

Attendance

- For the first time in several years, we are finally able to get a gate count without estimating. This year, the gate count was 48,373. This figure reinforces the fact that the estimated figure for FY2015, which was 47,090, was most likely closer to correct than we might have gathered.
- 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.
- Comparing last year's estimated numbers to this year's numbers, we get a rise of 3%. Next year, providing the gate numbers remain stable, we will have a more accurate comparison.
- Online Count: There were 29,084 virtual visits to the library via the web site in FY2016 while 27,289 entered via the web in FY2015. This is a 7% increase over the previous year.

Table 1.					
<i>Enrollment and Gate Count figures.</i>					
	FY2016	FY2015	FY2014	FY2013	FY2012
Head Count (campus enrollment)	728	603	690	673	645
Gate Count	48,373	47,090 (est)	43,813 (est)	44,750 (est)	46,898
GC/HC	66	78	63	66	73
% change	-15%	24%	-5%	-10%	18%
FTE (campus enrollment)	635	601	616	602	564
GC/FTE	76	78	71	74	83
% change	-3%	10%	-4%	-11%	23%

Hours

- We continued with extended Friday hours to 8pm.
- We continued not to provide extended hours during the summer due to lack of need. Library staff based the lack of need on both faculty and student input.
- However, during part of June, students asked for a place to study after library hours. The Dean of Information Services and DE let students know that the Old Model School was available until 8pm each weeknight, and then also made arrangements to have the building open on Sundays.
- In response to student requests, the library opened earlier on Sundays (10:30 rather than 1). People count reflected very low morning usage so

staff adjusted the hours in the spring semester to open at 11am for both Saturday (originally 10am) and Sunday. The 11am opening proved a better mix for student employees since they needed access to dining services, which opened at 10:30 on weekends. Saturday library use numbers were low to zero, so changing the time did not adversely affect students' needs.

- In addition, by adjusting these times, we were able to save roughly 117-129 hours across a given semester. Thereby not needing an extra work-study student as we previously thought we would.
- Due to the changes in hours, the library hours went from a total 90 hours to 91 during a regular semester week.

See [appendix A](#) for Attendance statistics.

Equipment

- In order to accommodate checkouts for the new 3D printer, circ staff worked with cataloging staff to create a new location in triple I called Maker Space.

Notable changes and updates

- In FY2015, we accommodated students needing more quiet space, by working with the Learning Center staff to advertise the spaces they had already been making available to students. Due to problems with students coming into the library right before it closed and wanting to go upstairs to quiet areas where access had already been locked, we started a campaign to let students know that they needed to come in thirty minutes prior to library closure to have access to upstairs quiet areas.
- Other issues this past year dealt with patrons not leaving at closing time. We set up large signs and used the student newsletter to remind patrons of closing times and asking them to respect the library rules. We also had the computers shut down at closing and advertised this new feature. We received fewer complaints by work study staff since implementing these measures.
- Floating collections began in spring 2016 between Fort Kent and USM libraries. Questions that arose were who got the circulation statistics, how do we handle interlibrary loan requests through WorldCat, how are lost and missing items handled, etc. The plan is to have more University and/or URSUS libraries join before the end of the calendar year.

Patrons

- In FY2014, we started commenting on number of new patron accounts since the numbers rose by 85% (115 accounts created). Last year the high number of new accounts created continued with a more modest rise of 14% (131 accounts created). However, this year, the numbers have dropped back to pre-FY2014 numbers with only 41 accounts created.
- A good part of the previous years' rise was the influx of public school borrowers getting accounts so they would have access to the download library, which supplies audio download and ebook selections; though general community accounts also dropped off.

Services

- In FY2015, Library staff installed a jigsaw puzzle table near the circulation desk and placed several puzzles in circulation for rotation. We continued the puzzle in FY2016 and found many students using it as they passed by or when taking a break from studies.
- In future, we are considering a LEGO[®] table

Student Employees

- In spring of FY2015, we asked for, and was granted, an additional work-study student in order to help cover Friday night hours in the library the coming fall (FY2016). This put our total to fourteen students during regular semester hours and two during the summer.
- In December 2015, we considered asking for another work-study student due to extending time on Sundays for students. Initially, Sunday hours were 1 to 9pm, and we changed them to 10:30am to 9pm. However, after looking at data showing when students came into the library on both Saturdays and Sundays (Saturday hours started at 10am), we determined that we could open the library on both Saturday and Sunday at 11am. In addition, circulation staff adjusted weekly times for fall, 2016 by not scheduling students between 8 and 10 am. By doing so, we will be able to save roughly 117-129 hours across a given semester, thereby not needing an extra work-study student.

COLLECTION USE:

PRINT

(The purpose of combining all circulating and use statistics is to be able to get a bigger picture of collection use)

General Circulating

- 4,995 items were checked out in FY2016 while there were 6,450 in FY2015, This is a drop of 23% difference. Curriculum, Young Adult, and Juvenile materials were at an all-time low.
- Reserves was the only area of significant growth at 20%, particularly the 2 hour (overnight) loan period. However, the 4 hour (no overnight) loan period, which the NCLEX dvds fall under, dropped by 74%, primarily due to our offering streaming online for the NCLEX this past year.
- We hope to be able to continue streaming the NCLEX as it is not only easier for our students to access, it also had 623 views in this first year; compare that to 246 checkouts of the 4 hour (no overnight) loan types in FY2015.

In-house

- In-house use dropped by 9% this year from 1,219 to 1,114.

See [appendix C](#) for more detail on circulation statistics.

Interlibrary Loan

Borrowing

- 78 items were requested this year compared to 82 the previous year, a -9% difference.
- 14 requests initiated through ILL were not completed through ILL due to the items being readily available online or requestable through our online catalog. Items were sent to or requested for the patrons.

Lending

- In FY2016 there were 48 items loaned whereas there were 56 in FY2015; this is a 14% decrease.

See [appendix D](#) for more details.

Maine Info Net

- This year we loaned 384 items as opposed to the 399 items last

	% Diff	FY2016	FY2015	FY2014	FY2013	FY2012
Lending	-4%	384	399	380	376	468
Borrowing	-62%	293	762	435	563	366

- year. This is a slight decrease of 4%.
- We had a large drop in borrowed items this year. However, this is after having a 75% rise last year, so, not unexpected. Last year we borrowed 762 items while this year it was only 293 items. This is a 62% drop and essentially erases the rise from the previous year. However, it is also a 33% drop from FY2014.

See [appendix E](#) for more details.

Requestor

- Lending dropped by 12% while at the same time borrowing through the requestor function rose slightly.

	FY2016	FY2015	% change
Lending	625	708	-12%
Borrowing	845	809	4%

- Students borrowing rose by 88% after having dropped the previous year by 40%.

See [appendix F](#) for more details

Reserves

- This year there were 213 documents place on regular reserve as opposed to last year's 190.
- The number of unique faculty was roughly the same; 24 as opposed to 25 last year.

See [appendix G](#) for more details.

Serials Circulating

- In FY2016, UMFK patrons used 63 print titles, which accounts for 1,540 items. This is both a decrease in the number of print titles accessed (-16%) and number of items used (-22.5%) from the previous fiscal year (75 print titles accessed, item usage of 1,987).
- Reasons for this decrease in print serials usage most likely are:
 - Changes in patron use of print serials (we had one patron pass away who previously accounted for a fair number of uses).

- Changes in format preferences, as many of the library’s patrons prefer electronic serials over print. Electronic serials are accessible 24/7, and are much easier to find and retrieve.
- Of the Microfiche/film we have, the Saint John Valley Times gets used the most as it is one of the primary local papers. However, this year it had only 2 uses while in FY2015 it was used 47 times.
- Serials checkouts

- In FY2016, 19 separate titles, 32 issues circulated. This is an increase of almost double in serials checkouts in both titles and issues circulating from FY2015, where 10 separate titles and 19 total issues circulated.
- Serials checkout had

Fiscal Year	Titles Used	Items Used	Title Usage Change	Items Usage Change
FY2016	63	1,540	-16.0%	-22.5%
FY2015	75	1,987	20.9%	-7.6%
FY2014	62	2,150	-31.1%	-23.8%
FY2013	90	2,822	8.4%	16.2%
FY2012	83	2,428	-17.8%	-7.0%

been a complicated process made more difficult by the fact that staff rarely checked items out therefore wouldn't remember the process. Library staff agreed to use the process provided to work-study students, which is simpler and faster, while having serials staff continue to monitor and maintain statistics.

- Serials routing
 - In FY2016, 100 items (10 titles) were routed to 4 faculty and staff members. In FY2015 56 items (9 titles) were routed to 5 faculty and staff.
 - The large increase of items from 56 in FY2015 to 100 items in FY2016 may be primarily due to one new title the serials department routed weekly to a staff member and to staff reinstating summer routing.

See [appendix H](#) for more detail on Serials statistics.

Special collections

- In FY2016, UMFK staff accessed 3 collections with a total of 21 individual items:
 - **Univ. 1.4.1.1** - 1 use, 1 item
 - **Univ. 8.2** - 3 uses, 19 items
 - **Univ. MS 3** - 1 use, 1 item
- Last fiscal year no usage statistics for collections accessed was available. In FY2016 library staff began tracking which collections were accessed and will continue to keep track of this going forward.

COLLECTION USE: ELECTRONIC

Indexes and Databases

NEW:

- Database statistics now use COUNTER Reports. COUNTER Reports were developed to create a common dataset or standard of statistics across all databases or other electronic resources to help users compare use across different systems. The following are some of the types of data used in the reports
 - **Result Click:** count each time a user clicked a link from the search result to the detailed view, a link resolver, etc. (EBSCO)
 - **Record View:** counts the abstract/detailed records explicitly viewed from the database (EBSCO)

UMFK:

- Ebsco Database use rose slightly by 4% and Full Text downloads rose by 10%.
- FY2015 UMFK had access to 117 licensed databases.
- Films on Demand
 - Sessions continue to go up though searches dropped. This may be due to specific titles being used by faculty or pointed to from faculty Blackboard courses.
 - There were 557 sessions this year as opposed to 493 last year, a 13% increase and 1,940 searches as opposed to 2,852 last year, a 47% decrease.
- BioOne: full text downloads dropped by 35% while searches rose slightly.
- The Chronicle of Higher Education showed a slight rise in pageviews while at the same time there was a significant drop of 41% in searches.
 - In light of the fluctuating numbers, library staff created a poll in the campus portal for faculty and staff only asking if they used the online access of the CHE. Based on the poll results and other reasons, we determined to continue subscribing for another year. We hope that the poll and any marketing we do this year will make people more aware of the resource and more likely to use it.
- The overall ProQuest collection use rose slightly while full text downloads dropped somewhat. However, more importantly, the Criminal Justice collection (part of the overall ProQuest numbers) continued to drop in use.
 - We decided to discontinue the Criminal Justice collection due to its steadily decreasing numbers and because students and faculty are able to satisfy their research needs through other resources that we have.

- R2 Library is a PDA driven nursing ebook collection. Across the last two years we have seen an increase in electronic use of our purchased titles, but this has been due primarily to one title, which is a text required for one of the nursing classes.
 - We are trying to determine if we purchase other similar texts as they are hit for use as we do with our print materials. There is no danger of hurting the market since students are not able to download an R2 Library ebook and only one person can view the book at a time.

See [appendix I](#) for more detail.

NCLEX: Judith Miller RN Series

- FY2016 will be the first year to stream the Judith Miller NCLEX series. There are twenty-one videos in the series.
- This year we had 623 views. A view is when a student clicks on one of the videos.

See [appendix J](#) for more detail.

Overdrive

- Ebook use rose 20% this year after a drop the previous year. Whereas, audio books dropped a minute 2%.
- Unique patrons with checkouts dropped by -9% and new patron registrations had a 0% change.

See [appendix K](#) for more detail

Reserves

- Electronic reserves services include scanning, posting to Blackboard and/or sending documents to Distance Education staff or directly to faculty to post in Blackboard.
- The number of faculty using the reserves services dropped from 14 to 13, yet the number of courses for which faculty asked for help rose from 9 to 15.
- This year circulation staff scanned 44 documents for instructors. Last year we reported that we scanned 25 documents while the previous year it was 41; however, some of the 41 documents in the previous year were re-activated not scanned. This year they are all newly scanned documents.
- This year 17 documents were re-activated as opposed to last year's 100 documents. This drop is primarily linked to two instructors who had documents activated for a course that hadn't been given in a while, including this year, and for a directed study.

See [appendix G](#) for more details.

Serials

- In FY2016, electronic serials usage statistics were compiled for 60 titles (individual subscriptions).
- In FY2016 usage statistics for the 60 electronic serials are:
 - 650 full-text downloads
 - 318 clicks (as defined by Serials Solutions as “the number of times users click the journal.”)
- This is the first fiscal year library staff have gathered and reported on electronic serials usage statistics, this will continue in the future.

See [Appendix H](#) for more detail.

Summon/OneSearch

- Statistics rose this fiscal year, partly due to reference staff testing searches and search results in the system. However, when looking at results by queries, staff probably accounted for roughly 200 visits and 900 searches.

See [appendix L](#) for more detail