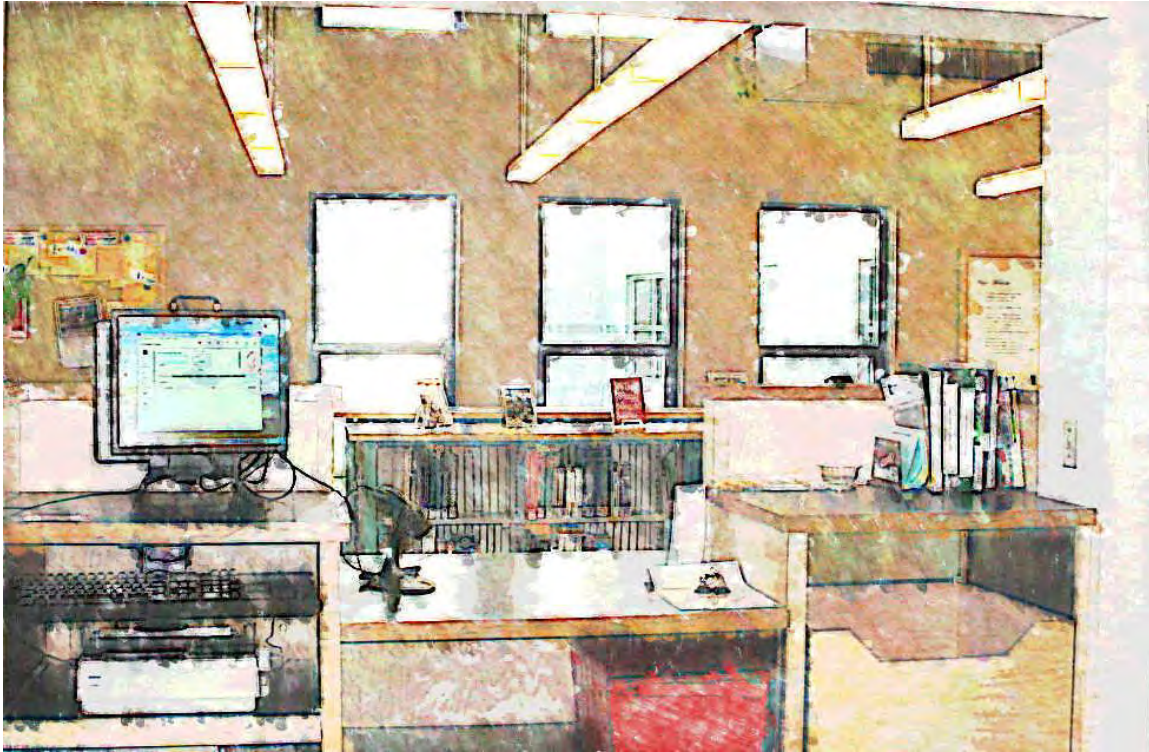


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2017

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CIRCULATION DEPARTMENT

Attendance

- The counters continue to be problems with regard to being stable. There are times the mechanisms do not count due to it being moved on the doorframe by the slightest touch. In addition, other internal issues may be the culprit. We may need to consider new counters.
- In the month of March, a computer upgrade interfered with the sensor data. Staff was not able to gather data for the full month.
- The data collection for both doors in April, May, and June was erratic. Data was lost at times. However, staff believe that not enough data was lost to warrant estimating numbers this year as was previously done.
- Without estimating numbers, the gate count was 37,931 for FY2017. This is a 22% drop from the previous year, which was the first year in four years staff didn't have to estimate numbers. FY2016 gate count was 48,373.
- Library gate count numbers usually range in the 40,000+ range. In FY2012 without any estimating needed, the count was 46,898. Though numbers could naturally be down, since our circulation numbers are also down (19%), it is difficult to believe that they would be down by 10,000 counts.
- Both the FTE and Head Count numbers in Table 1 are a close approximation of students on campus. On-Campus and Commuter students seeking degrees are the only students included.
- Online Count: There were 26,770 virtual visits to the library via the web site in FY2017 while 29,084 entered via the web in FY2016. This is an 8% decrease over the previous year.

(Reminder: the low gate count can partly be attributed to faulty counters)

| Table 1. | | | | | |
|---|---------------|---------------|-----------------|-----------------|-----------------|
| <i>Enrollment and Gate Count figures.</i> | | | | | |
| | FY2016 | FY2015 | FY2014 | FY2013 | FY2012 |
| Head Count (campus enrollment) | 1,016 | 728 | 603 | 690 | 673 |
| Gate Count | 37,391 | 48,373 | 47,090 (est) | 43,813 (est) | 44,750 (est) |
| GC/HC | 37* | 66 | 78 | 63 | 66 |
| % change | -44% | -15% | 24% | -5% | -10% |
| FTE (campus enrollment) | 811 | 635 | 601 | 616 | 602 |
| GC/FTE | 46 | 76 | 78 | 71 | 74 |
| % change | -39% | -3% | 10% | -4% | -11% |

Hours

- This summer, students asked for available space to study after 4:30, when we close, and on the weekends. Rather than leave the library open, we made sure students were aware that the Old Model School was open until 9pm and the sports facility was open until 6pm on the weekends. In addition, the campus staff made arrangements for the Old Model School to be open on the weekends from 12-8pm. Finally, students were allowed to stay longer than the closing time in either place as long as they followed rules regarding the space.
- We are currently open 91 hours during a regular semester week.

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

Equipment

- The circulation department will receive four new camcorders, tripods, and memory cards from the Community Ed Department run by Scott Voisine. This is a great addition to the collection, and we are grateful to Scott for thinking of us as a way to manage the equipment. The equipment will be used by both the campus community and the Community Ed Department; a great collaboration.

Floating Collections

- This fiscal year University of Maine at Farmington joined the USM and UMFK libraries. Because floating collections move all the time, it is difficult to get a complete picture at the end of the year. Therefore for FY2018, circulation staff will take a monthly snapshot of floated material to and from Blake Library so we can review the activity at the end of the next fiscal year.

See [appendix B](#) for a snapshot in time.

Notable changes and updates

- Circulation staff received a standing workstation.
- The ID card system changed the processes in which students receive their ID cards. The new cards are supposed to be part of the one card system eventually.
 - **Circulation staff handled the transition by:**
 - Having students no longer come to the library to pick up cards
 - New students and current students received new cards and most received new barcodes.
 - Library staff asked FYE instructors to include the library in the scavenger hunt allowing staff to insert the new barcodes into the library system.
 - Circulation staff worked with UMS Blackboard administrators to facilitate adding barcodes and pictures into the library system
 - **Issues that arose from the change:**
 - Photos were no longer available on the local server. Staff was able to retrieve them from the Blackboard system, but doing so took much more staff time and was difficult due to identification numbers not always matching up.

- During the transition, staff handling the card system in Student Affairs had difficulty troubleshooting problems due to not understanding the system.
- Library staff received lists from system staff that included all students who were issued a new card. However, we initially only needed new students, so we could get them into the library system quickly.
- Circ staff tried to solve the list problem by asking registrars for a list of new fall 2016 students. We did receive a cleaner list.
- However, using either lists still took a lot more than the previous process before the change.
- Circulation staff learned that she must go into the Blackboard system at least once a month to keep the access open.
- The Circulation Heads committee for the system developed a new paging slip format that should make the sections of the paging slip easier to read and understand which in turn will eliminate items delivered to incorrect addresses.
- Circulation Heads committee who reviewed and updated the System Circulation Manual, continued to meet and finalized the manual. A final draft was sent to the Library Directors.
- Off Campus Library System created new InReach bookstraps to help eliminate delivery and processing issues.
- Use of 3D equipment increased this year.

Non-UMFK Community

- This year the new patron accounts were 47 as opposed to last year's 41. A 15% increase.
 - 36 community patrons; 4 public school borrowers; 7 interlibrary loan accounts

Services

- During the spring final exams weeks, library staff distributed 80 free beverage coupons to students offering beverages we sell as well as bottled water. Students redeemed only twelve coupons.

Student Workers

- Maine's new minimum wage law, which raised the minimum wage to \$9 an hour, reduced the total number of work study hours by 28. To accommodate the change going into FY2018, circulation staff will focus on workers filling the evening and weekend hours first when they are most needed and cutting back on daytime hours when staff are available.

Goals

- Circulation staff will work with Student Affairs and system staff to streamline the ID Management process. The ID process may be a good candidate for LEAN.
- Investigate and purchase People Counter technology to replace aging machines
- Purchase a new Receipt Printer for Circulation to replace old and outdated printer

COLLECTION USE: PRINT

General Circulating

- The 4-hour overnight loan period finally dropped to zero this year from 63 the previous year and 246 the year before that. This is due to our being able to offer the NCLEX RN series online. This is corroborated by the statistics on the NCLEX through Google Analytics where in FY2016 there were 623 views and this year there were 3,823 hits, which is the equivalent to the views from the previous year¹.
- Circulation dropped from 4,995 in FY2016 to 4,034 this year. A 19% drop.
- After a significant drop in use of Juvenile materials last year, we saw an increase of 47%. This increase did not manage to meet the numbers we had before, but is a start. Education faculty required students to check out material from the juvenile material which accounts for the increase.
- All other locations either dropped in use or had no significant change.
- All patron types except for FK ILL, saw a reduction in use ranging from 14% to 75% drop. FK ILL had a 5% increase.

In-house

- This year work study students did a tremendous job collecting in-house counts on items taken from the shelves and left in various places in the library.
- After having a 9% decrease in counts last year, we rose by 43% this year. We went from 1,114 items counted to 1,594 items counted.

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

Interlibrary Loan

Borrowing

- This year borrowing dropped by 47%.
- There were 31 articles (non-returnables) and 10 books (returnables) received.

Lending

- This year lending rose by 15%.
- There were 13 articles (non-returnables) and 42 books (returnables) sent.

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

¹ Views comparable to Hits was confirmed by Steve Michaud in Web Services

Maine Info Net

- We had a slight increase in Lending while borrowing dropped another 9%.
- However, of all the libraries in the Maine Info Net system, Portland Public Library showed the most activity within the grouping. Though lending dropped to 57 from 95, PPL's borrowing increased from 77 to 98, a 27% increase.

Table 2. Maine Info Net loaned and borrowed in the last 5 years.

| | % Diff | FY2017 | FY2016 | FY2015 | FY2014 | FY2013 |
|-----------|--------|--------|--------|--------|--------|--------|
| Lending | 2% | 390 | 384 | 399 | 380 | 376 |
| Borrowing | -9% | 266 | 293 | 762 | 435 | 563 |

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

Requestor

- Lending continues a downward trend, dropping by 14%.
- Borrowing dropped after seeing a reasonable boost in FY2016.
- We saw a large drop in faculty requesting. Last year there were 153 items requested whereas this year there were only 34 items requested. This is a 78% decrease in use by faculty. Circ staff believe that some of the drop in this category is due to one instructor moving from requesting to ebooks.

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

| | FY2017 | FY2016 | % change |
|-----------|--------|--------|----------|
| Lending | 535 | 625 | -14% |
| Borrowing | 788 | 845 | -7% |

See [appendix F](#) for more details

Reserves

- 19 unique faculty used print reserve services 34 times.
- The number of items placed on reserve, 214, remains about the same as last year.

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

Serials Circulating

- In FY2017, UMFK patrons used 61 print titles, which accounts for 1,231 items. This is both a decrease in the number of print titles accessed (3%) and number of items used (20%) from the previous fiscal year (63 print titles accessed, item usage of 1,540).
- Reasons for this continued decrease in print serials usage most likely are:
 - Less use of print serials for pleasure reading.
 - Continued changes in format preferences, as many of the library's patrons (especially students) 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 was the only title that was used in FY2017 (2 uses). In FY2016 this same title had 2 uses.
- Serials checkouts
 - In FY2017, 3 separate titles, 4 issues circulated. This is a dramatic decrease in serials checkouts in both titles and issues circulating from FY2016, where 19 separate titles and 32 total issues circulated.
 - This dramatic decrease could be due to the checkout process difficulties as well as patrons' preferences towards more electronic serials use rather than print.
- Serials routing
 - In FY2017, 92 items (9 titles) were routed to 4 faculty and staff members. In FY2016 100 items (10 titles) were routed to 4 faculty and staff.

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

Special collections

- In FY2017, UMFK staff and one student accessed 2 collections with a total of 15 folders used:
 - **Univ. 1.7** – 1 use, 1 folder by UMFK Student
- **Univ. 8.2** - 3 uses, 14 folders by UMFK Staff

COLLECTION USE: ELECTRONIC

Indexes and Databases

Counter Reports:

- 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:

- FY2016 UMFK had access to 104 licensed databases. In the FY2016 report reference staff report 117 databases. However, this year, FY2017, we had 106 listed, and we did not lose 11 databases between then and now. Staff went back and recounted FY2016's list, and counted 104.
- Searches dropped across the board, but this was expected. As we continue to push patrons toward using the Summon discovery service by ProQuest, the searching will continue to happen within Summon. Once patrons find what they want in Summon, they are directed to the results within the specific database.
 - The only oddity was most all databases we collect full text data on dropped in full text use while Summon rose by 18%.
 - Ebsco databases dropped by 19% in searches, but as mentioned above, this is to be expected
 - Full text, however, dropped by 28%, which wasn't to be expected. We had thought that as OneSearch (Summon) sent patrons to reliable full text, the actual full text numbers would rise.
 - Library staff checked with both Ebsco and Proquest to find out when the full text click is recorded, and both say when the patron actually clicks on the pdf or the html link. This happens within the database the article is found.
 - At this point we do not know why full text numbers dropped.
- Ebsco databases, along with most others, have been using counter reports for the last few years. This year will be the first year, reference staff have included the counter reports broken down by database (ebSCO only).
- BioOne: For the FY2018 year we decided to purchase the BioOne Complete. BioOne.1 saw a significant drop in use this past fiscal year. We hope to turn that around with making faculty aware of the resource, especially new faculty, and by having upgraded BioOne to the Complete.
- The Chronicle of Higher Education showed a significant rise in pageviews and more modest increases in searches and visitors. Pageviews increased by 164% going from 610 pageviews in FY2016 to 1610 in FY2017.
- The overall ProQuest collection use rose in use though searches dropped by about 11%.
- Films on Demand
 - Looking at the Counter 2 reports, both sessions and searches went up this year.
 - There were 682 sessions this year as opposed to 557 last year, a 22% increase and 2,340 searches as opposed to 1,940 last year, a 21% increase.
 - Looking at Counter 4 reports, searches dropped by 14% while record views rose by 16% and result clicks by 3%.

UMFK & UMS

- The UM System data no longer uses sessions (found in counter 2 reports) but only use counter 4 reports that report on "regular searches," "record views," and "result clicks."

- In the past, when we have looked at the percentage of UMFK patron use of the Ebsco databases to that of all UMS, we have ranged between 4 and 6%. This year, looking at counter 4 reports, the numbers still range between 4 and 6%.

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

NCLEX: Judith Miller RN Series

- This year Judith Miller company decided to host the NCLEX series themselves. By doing so, the statistics changed somewhat.
- The statistics gathered last year were through a server maintained by our web manager. This year we used Google Analytics to monitor the NCLEX use. Our web manager assures us that comparing last year's "views" to this year's "hits" is valid.
- In FY2016 we had 623 views. This year, we had a total of 3,823 hits. This is a phenomenal increase in use. At the same time, the hard copy DVD use of the NCLEX dropped to zero.

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

Overdrive

- This year Maine Info Net switched from Overdrive to CloudLibrary as the new ebook and digital audiobook platform.
- There was no obvious disruption in statistical gathering.
- This year patrons checked out 379 ebooks and 131 audiobooks. There was no change in ebooks from the previous year while audiobooks dropped in use by 31%.

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.
- However, only 5 faculty used our service this year as opposed to last year's 13 faculty. Circulation staff believe this reduction in use of services (62%) is due to faculty handling the scanning and posting themselves, as they get more comfortable with it.

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

Serials

- There were 45 electronic titles this year as opposed to last year's 60.
- This year there were 455 full text downloads and 517 clicks. Last year the numbers were 650 full text downloads, a drop of 30%, and 318 clicks an increase of 63%.
- Serials Solutions defines Clicks as “the number of times users click the journal.”

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

Summon/OneSearch

- This year we saw a significant rise in use of OneSearch.
- FY2017 numbers for both sessions and Searches rose 253% and 234%.
- Visits rose from about 1,500 in FY2016 to about 5,200 in FY2017.
- This coming year (FY2018) I hope to see a continued rise since the new site will make the search feature even more prominent than last year.

See [appendix I](#) for more detail