Circulation & Interlibrary Loan Departments
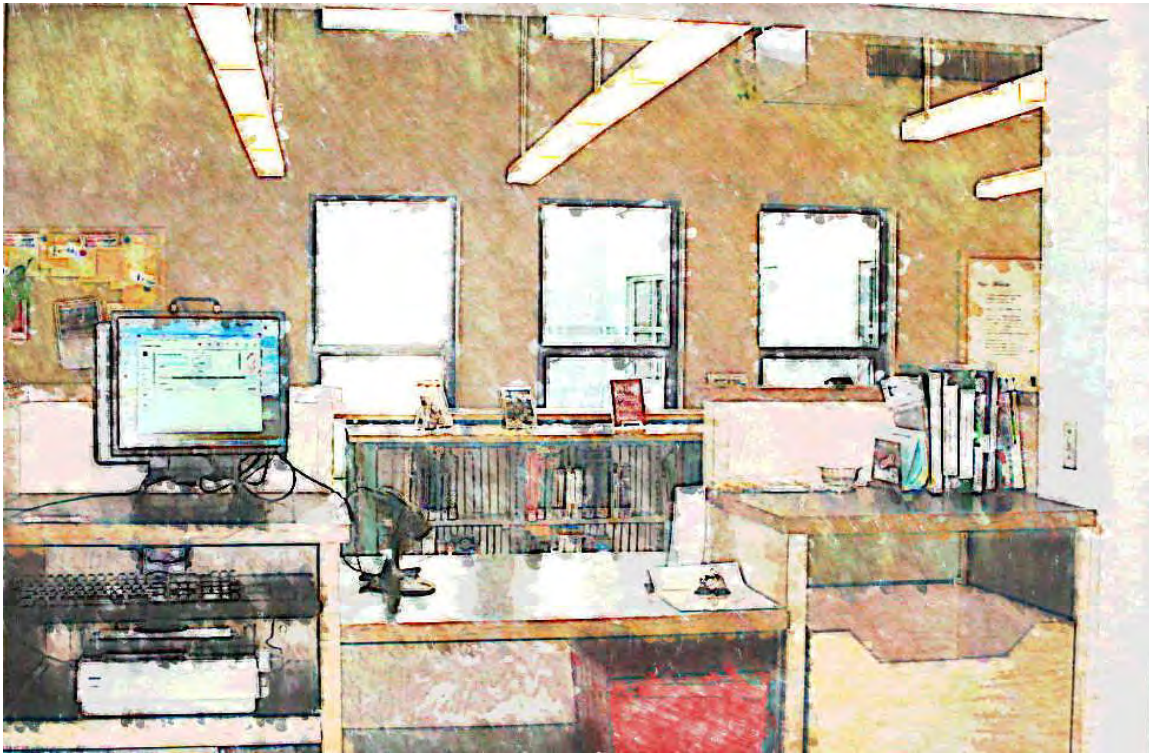

Blake Library
University of Maine at Fort Kent
Annual Report – FY 2018

Table of Contents

# Appendices

A. Attendance
B. Courier Service
C. Download Library (Audio Books/Ebooks)
D. Floating Collections
E. General Circulation
F. Interlibrary Loan
G. Maine Info Net
H. Requestor
I. Reserves
J. Serials
K. Databases
L. Judith Miller - NCLEX
M. Summon

CIRCULATION DEPARTMENT

Attendance

- In fall 2017, library staff began a manual count of students in the library during nights and weekends in addition to the standard gate count (people walking in) from the electronic counter. In February, 2018, the electronic counter failed for the last time, at which point, library staff switched totally to manual counts.
  - Manual count consists of taking head counts of people in the library at specific times of the day every day including weekends.
  - By counting people using the library instead of walking in, staff was able to get a view of when the space was used most and how many on average used the space. Having monitored this data for the spring and summer semesters, staff has concluded that this form of monitoring is a far more accurate documentation of library use.
  - However, this also means we can no longer give a gate count as is typically defined. Nor can we compare the new attendance data to past gate count data.
- Table 1 – Monthly view of weekday hours and average use by students
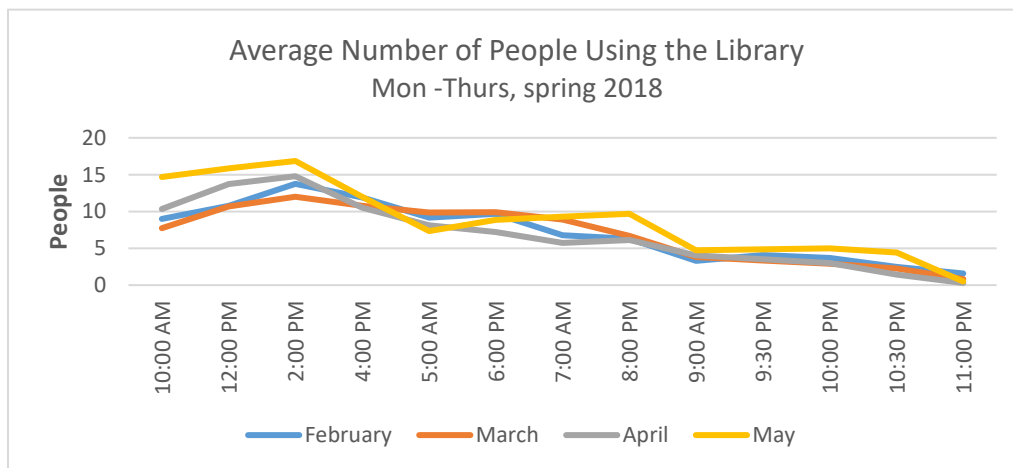
Hours

- We are currently open 91 hours during a regular semester week.
- In May, 2018, one library staff person worked from 9am to 6pm to keep the library open an extra 1.5 hours. Due to the Old Model School being open during the same time, we have concluded that it is unnecessary for the library to be open at the same time.
- We did not have to adjust library hours due to the rise in minimum wage. The library was awarded an additional student, bringing our total to 15. This allowed the library to remain open during the regularly scheduled hours, though students mostly worked in the evenings and on weekends.

See **appendix A** for Attendance statistics.

Courier Service

- This year, due to the AP4All service we provided (see further down for details), our number of boxes jumped by over 50%. However, due to a loss of envelopes going out, there was no overall change in courier service.

  See **appendix B** for more detail

Download Library (Cloud)

- This year patrons checked out 390 ebooks and 72 audiobooks. This was a 3% increase in ebooks while audiobooks dropped in use by 45%. The previous year they had a drop by 31%. It is fair to say that audiobooks on the download library are either not as popular as they have been, or not as available.

  See **appendix C** for more detail

Equipment

- The People Counter finally stopped working in February, 2018. This was after many semesters of losing data due to the system sporadically working.
- IT updated the laptops we check out to students.

Floating Collections

- This fiscal year the floating collection continued, but with varying degrees of issues and popularity. One of the main issues was that not all libraries joined. With some requests from staff at different libraries the Directors revisited the floating collections service and decided to stop its use.

  See **appendix D** for a snapshot in time.

Notable changes and updates

- In the fall of 2017, library staff contacted IT again providing contact information for the Maine Info Net system with regard to having student numbers automatically inserted into the library records. (FY2019: The process of student ID's being automatically inserted into the library system has begun).
- The Circulation Manual was finally approved in November, 2017 and posted to the web.

Non-UMFK Community

- This year the new patron accounts were 40 as opposed to last year's 47.
  - 31 community patrons; 8 public school borrowers; 1 interlibrary loan accounts

Services

- This year the Library Directors decided to remove the final fines from the requestor process.

Due to the change at the system level, library staff decided to make a similar change. Until the change takes effect, library staff will manually remove fines. In addition, library staff removed outstanding fees. The total fines removed were: UMFK patron accounts - $805, and community patron accounts - $903.

- In the summer of 2017 UMFK took on the role of organizing the AP4All program, typically a program run out of the Maine Department of Education. In order to help the transfer of AP books from UMFK to the various high schools across the state and to help reduce costs, the circulation department used its courier system to ship the books. The circulation department's involvement included:
    - Matching libraries on the courier route with high schools where books needed to go
    - Contacting and soliciting libraries for participation into the process
    - Sorting, packing, and other functions for sending and receiving the material

    By the end of the year, seventy-four high schools participated in the program with ninety-one boxes and envelopes delivered through the courier system.

- In the fall of FY2018, library staff placed nursing textbooks owned by Blake Library on the reserves shelves so that all students had access to them. These were texts that were required in the classes. In addition, due to faculty sending students for texts required for the class, library staff decided to place other course texts on reserve based on those classes. Doing so, allowed students equal access to the material.

    Due to the positive student response to having these books on reserve, library staff plan to put all textbooks the library owns and are required by the programs on campus, on reserve in the fall of 2018.

Student Workers
- Due to minimum wage changing to $10 an hour in FY2017, staff had to schedule students differently. Now, students are scheduled during times where there are fewer staff such as lunches, meetings, night times, and weekends. In FY2018, the library was awarded a 15th student, which helped tremendously. We hope to maintain our current open hours schedule throughout FY2019.

Goals: previous
- In fall 2017, library staff sent IT staff contact information for Maine Info Net staff in order to help start the process of automatically inserting student ID's into their library records. In the meantime, circulation staff worked with Student Activities to help place Distance Education student ID numbers into their record.
- After investigating multiple types of people counters, library staff decided to take manual counts instead. A people counter was not purchased.

Goals: new

- Devise a better reserve shelf labelling system
- Explore other uses of technology with student employees for smoother communication
- Cleanup stacks after summer move:
    - Shift and adjust shelves in coordination with collection development staff
    - Shelf read, face, and relabel ranges

COLLECTION USE: PRINT

General Circulating

- Circulation dropped another 8% from 4034 to 3721
- Though numbers have dropped across the board, the drop in services look to be leveling out, meaning this year's drop is not as big a drop as the previous years.

In-house

- After a previous year of gain (43%) in in-house counts, which we use to help us determine what is being used, the numbers dropped 70% this year.
- It is possible that fewer people browsed the stacks and/or more people put books back on the shelves rather than leave them for staff.
- On a side note, in-house count does not help much since there are no dates associated with the counts. For example, if an item shows an in-house count of 25, that item could have been used once in the last year and 24 times ten years ago.

See **appendix E** for more detail on circulation statistics.

Interlibrary Loan

Borrowing

- Last year borrowing dropped by 47%. Oddly, this year, it rose by 76% with the largest rise in articles.
- There were 58 articles (non-returnables) and 14 books (returnables) received.
- There were 28 articles requested that were actually online, so were not included in the ILL numbers.
- The Northern Maine Medical Center (NMMC) was a big contributor to the rise in requests.

Lending

- In FY2017 lending rose by 15%. This year it dropped drastically by 50%
- There were 5 articles (non-returnables) and 23 books (returnables) sent.

See **appendix F** for more details.

Maine Info Net

• Very little change from last year to this year, though last year we had a 9% drop in borrowing while this year we ended up with a 3% increase.

Table 2. Maine Info Net loaned and borrowed in the last 5 years.						
	% Diff	FY2018	FY2017	FY2016	FY2015	FY2014
Lending	1%	387	390	384	399	380
Borrowing	3%	274	266	293	762	435

See **appendix G** for more details.

Requestor

• Lending slowed down in its downward trend, dropping only 3% as opposed to last year's 14%.
• Borrowing dropped by 8%, only 1% more than last year.
• Faculty borrowing stayed its course where 32 items were borrowed as opposed to last year's 34.

Table 3. Requestor materials loaned and borrowed in the last 2 years.			
	FY2018	FY2017	% change
Lending	519	535	-14%
Borrowing	727	788	-7%

See **appendix H** for more details

Reserves

• There were 18 unique faculty and 34 courses.
• The number of items placed on reserve by faculty were 56 as opposed to last year's 214. This is a significant drop of 282%. Circulation staff point to faculty with certain classes putting numerous items on reserve in FY2017 who did not teach those classes in FY2018.
• We no longer provide electronic reserves services, however we do offer scanning, posting to Blackboard and/or sending documents to Distance Education staff or directly to faculty to post in Blackboard.
• Two unique faculty used our service this year as opposed to last year's five and the previous year's thirteen. Circulation staff believe this reduction in use of services is due to faculty handling the scanning and posting themselves, as they get more comfortable with it.

See **appendix I** for more details.

Serials Circulating

- In FY2018, UMFK patrons used 47 print titles, which accounts for 1,073 items. This is both a decrease in the number of print titles accessed (-36%) and the number of items used (-15%) from the previous fiscal year (64 print titles accessed, item usage of 1,232).*
- 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.
- Microfiche/film usage
  - A total of 5 microfilm reels were used:
    - Nature - 1
    - New Yorker - 1
    - Saint John Valley Times - 2
    - Science Teacher - 1
  - In FY2017 only the Saint John Valley Times was used (2 uses).
- Serials checkouts
  - In FY2018, 13 separate titles, 28 issues circulated. This is a dramatic increase in serials checkouts in both titles and issues circulating from FY2017, where 3 separate titles and 4 total issues circulated.
  - This dramatic increase is due to a specific patron who checked out a variety of serials (both titles and issues).
- Serials routing
  - In FY2018, 92 items (8 titles) were routed to 5 faculty and staff members. In FY2017 92 items (9 titles) were routed to 4 faculty and staff.

*Last year, it was incorrectly reported that 61 print titles, and a total of 1,231 items were used.

See Appendix J for more detail on Serials statistics.

Special collections

- In FY2018, a former UMFK Faculty member accessed 1 collection with a total of 29 folders used:
  - **Univ. 8.2** - 3 uses, 29 folders

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

- o **Result Click**: count each time a user clicked a link from the search result to the detailed view, a link resolver, etc. (EBSCO)
  - o **Record View**: counts the abstract/detailed records explicitly viewed from the database (EBSCO)

UMFK:
- Summon use continues to rise as EBSCO database use continues to drop, especially full-text downloads and searches. A drop in database searches makes sense due to the nature of Summon. People start a search in Summon (OneSearch) then, once they find an article they like, they click through to the database the article is in. The search is not collected as a statistic in the database but in OneSearch.
- Other databases Blake Library patrons use have seen an increase in full-text downloads. Especially since the Summon search box (OneSearch) was placed prominently on the library web at the beginning of FY2018.
  - o It is possible that the rise in use of other databases, may be because Summon allows patrons to click through to other databases that might not have been used before. Whereas, in the past, EBSCO databases were the primary resources for most searches.
  - o Full-text downloads have remained the same from last year to this year, with a slight rise (2%).
  - o EBSCO'S full-text downloads dropped 26% this year and 28% last year. At the same time Science Direct rose in full-text downloads by 71% while ProQuest rose by 122%.
- BioOne rose only slightly, but it is at least a rise in use rather than continuing to drop as has been happening over the last few years.
- ProQuest database use rose in both sessions and full-text, but dropped in searches (expected), result clicks, and record views (both unexpected). Because result clicks and record views record actions within the database during and after a search, it is possible for these numbers to be low if patrons go directly to full-text from Summon and do not continue a search in the ProQuest database. This is a likely scenario since EBSCO databases also dropped in result clicks and record views.
- Films on Demand rose slightly in sessions and dropped significantly in searches. After reviewing the titles patrons used, we were able to determine that most of the use of Films on Demand was through instructors placing direct links to videos in their courses. By doing so, there was no need to search for the titles. In addition, there were only a few instructors actually using the service, and though the sessions and the core video views went up, these numbers were all concentrated in the few films the instructors used.
- R2 Library did not have a lot of activity this year. However, it is interesting to note that when looking at the total activity across the four years we have used the R2 Library service, our costs have been $2,533 and our Successful Content Retrieval has been 2,161. This breaks down to a $1.17 per use over that time.
- Ebrary changed to Ebook Central in September 2017. Ebook Central does not have the same set of stastics that ebrary had.
  - o We could only get Section Requests, Result Clicks and Searches.
  - o We could not get Pages viewed, unique documents, user sessions, pages printed, full title downloads, or subjects viewed.

          ○   Searches went up, section requests went down.

See **appendix K** for more detail.

NCLEX: Judith Miller RN Series

- In FY2017 we had 3,823 hits. This year, we had a total of 4,869 hits; A 27% increase.

See **appendix L** for more detail.

Serials

- There were 48 electronic titles this year from which people retrieved full text articles.
- Last year there were 455 full text downloads and 517 clicks. This year the numbers were 546 full text downloads, a rise of 20%, and 590 clicks an increase of 14%.
- Of the four Flipster titles we had in FY18, there were 55 online views and 11 downloads. These figures are included in the 48 electronic titles count.
- Serials Solutions defines Clicks as "the number of times users click the journal."

See **Appendix J** for more detail.

Summon/OneSearch

- Both Google Analytics and Summon statistics showed additional growth for sessions, pageviews, and searches (now Actions in Summon, which includes both the faceted and search box searches).
- Most likely the growth is due to placing the search feature on a splash screen that patrons see first before choosing to go to the library site. Patrons do not have to search for where to begin. There were significant drops in database use with regard to searches and other aspects that may have been affected by using the Summon search. If this is the case, then low numbers in databases and high numbers in Summon would make sense.
- The most significant number is the Summon Sessions statistic showing a 386% rise in use this year. A session represents each time someone starts searching in Summon.

	FY2014	FY2015	FY2016	FY2017	FY2018	% Diff
Sessions	731	673	1,497	5,280	25,658	**386%**
Searches (Actions)	3,268	3,873	10,728	35,880	64,128	**79%**
GA Sessions	N/A	2,449	3,879	7,519	12,419	**65%**
GA pageviews	N/A	3,302	5,933	19,371	40,237	**108%**

See **appendix M** for more detail