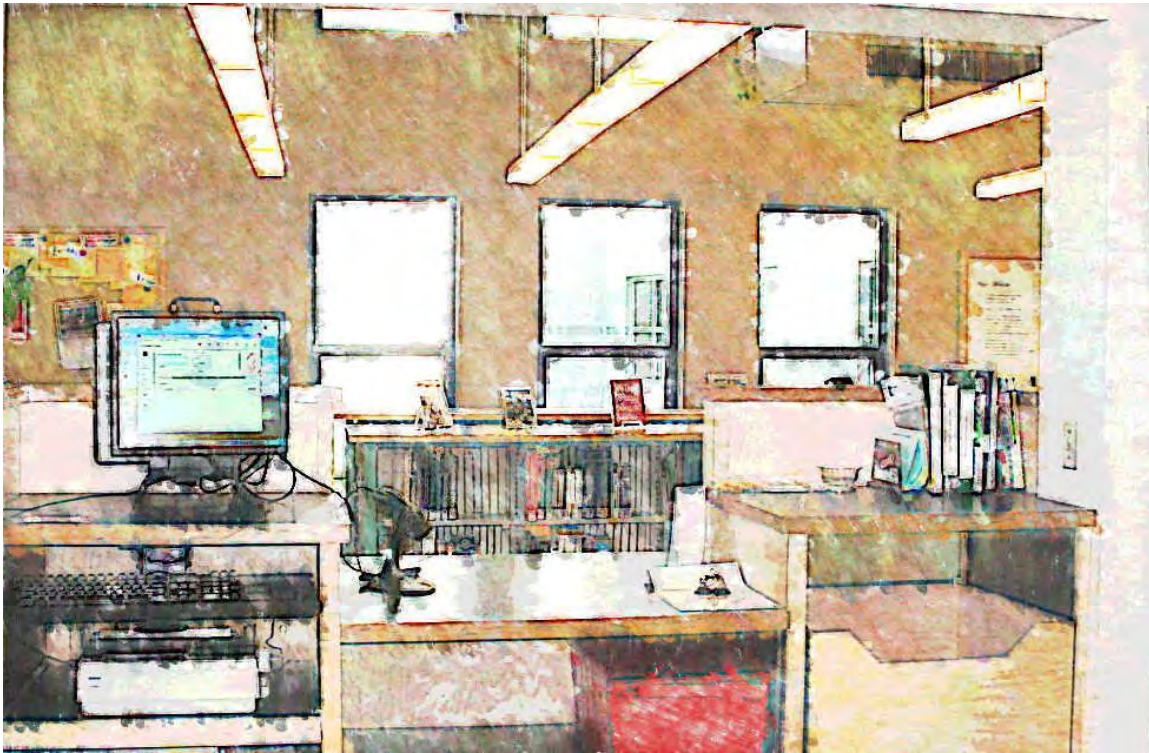


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2019

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Appendices

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- J. Databases
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- L. Summon

CIRCULATION DEPARTMENT

Attendance

- Continuing the library use through average number of patrons in the library at any given time (as opposed to a gate count), we may need to have a couple of more years with data to determine any pattern.
- Looking at Sundays in the spring semesters, there is an odd drop for spring 2019 in use of the library in the early evening that is significantly lower than in spring 2018 and a short spike on Saturdays (still spring).

Hours

- We are currently open 91 hours during a regular semester week.

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

Courier Service

- Courier service dropped by only 7%. Boxes dropped significantly, but the previous year was AP4All, which required a lot of boxes going out. We didn't have AP4All this year. If we compare the boxes to the previous year, the overall drop was only about 3%.

See [appendix B](#) for more detail

E-books

- We have moved Counters BR1 and BR2 ebook activity to Circulation. For this year, other data will stay in Reference. Location of these numbers may change next year.
- Counter BR1 represents all successful title requests while BR2 represents all successful section requests. Most of the data falls into the BR2 category.
- Except for Gale, all vendor numbers dropped. Gale grew mostly due to the State changing resources from Ebsco to Gale.
- In the past we only looked at Cloud Library, but as the demand for numbers in ebooks use come from ACRL and IPEDS, we have started looking into other vendors.
- This year, looking at only BR2 numbers, we had a total of 4,649 section requests while last year, looking at the same vendors and numbers, there had been a total of 7,137 requests.

See [appendix C](#) for more detail

Equipment

- Circulation staff received and ergonomic assessment of her work area.
 - Changed the height of her work space, sitting desk lower, and desk behind used as a standing desk, so raised higher
 - Found a different chair that was more comfortable and provided better ergonomic work equipment.
 - Other minor changes implemented.

- Repurposed cabinets were used to help expand the patron side DVD collection. Do so helped also expand room for growth.
- A new Printer was purchased in August, 2018. It is a paper saving, eco-friendly ink machine that has worked quite well.
- A new laminating machine was also purchased. It was more expensive than the previous machines, but has worked much better and with better results.

Notable changes and updates

- The process of student ID barcodes being automatically inserted into the library system was completed in FY2019.

Non-UMFK Community

- New Patron Accounts:
 - FY2019: 31 community patrons; 3 public school borrowers; 1 special; 4 ILL accounts created.
 - FY2018: 31 community patrons; 8 public school borrowers; 1 interlibrary loan accounts.

Services

- Circulation staff assisted with the library's weeding process. Hundreds of books were discarded and/or recycled.
- In October 2018 staff discovered that serials check outs, having a location of kres (reserves), have been counted as reserve items. This was updated for the FY2019 report. Serials is now its own check out location.

Student Workers

- FY2019, work study students grew from 15 to 16 due to the rise in minimum wage of \$11 an hour. Having the extra student helped maintain previous hours worked.
- Circulation staff implemented a shared Google Calendar for work study students to use. It is also the same one that staff use to see who works. There was low use by students, but staff hope that will change in the upcoming year.

Goals: previous

- **Barcodes are now inserted into library records. Completed FY2019.**
- Explore other uses of technology with student employees for smoother communication
 - **Added a shared calendar for students. Completed FY2019.**
- Devise a better reserve shelf labelling system
 - **Did so using a Velcro system. Still troubleshooting and working on other plans.**
- Cleanup stacks after summer move:
 - Shift and adjust shelves in coordination with collection development staff
 - Shelf read, face, and relabel ranges
 - **Due to waiting on Collection Development staff, MSCC work (system), and other issues, this work continued into FY2020.**

Goals: new

- Have student images automatically loaded into the library system
- 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 numbers rose slightly almost eliminating the loss from last year with a 7% increase.
- FY2019: 3,973, FY2018: 3,721
- Last year we reported a possible leveling out of circulation statistics. With this slight rise, we hope to see the same leveling to continue with hopefully some stability in the numbers.
- The location Oversize has been discontinued.
- Books in Stacks and Young Adult dropped, but part of that is due to the collections not being accessible during July and August (during asbestos abatement).
- 24 hour/1 day grew due to there being multiple copies of textbook titles. Reserves staff placed on copy on two hour reserve and the other on one day reserve per instructor instructions.

In-house

- In-house counts will no longer be discussed in this report though will still be in the appendix.

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

Interlibrary Loan

Borrowing

- Total numbers dropped slightly though still well above the FY2017 figures
- FY2019: 64. FY2018: 77. FY2017: 41.

Lending

- After a drop in FY2018, numbers rose slightly this year. Particularly the “copies,” which refers to items that are not returned such as articles.
- FY2019: 28; FY2018:25; FY2017: 55

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

Maine Info Net

- Only significant change was our not being able to loan books from June 15, 2018 through August 27, 2018. July and August are good months for loaning materials to other Maine Info Net libraries. In addition, borrowing probably went up due to the stacks closure.

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

	% Diff	FY2019	FY2018	FY2017	FY2016	FY2015
Lending	-16%	325	387	390	384	399
Borrowing	40%	383	274	266	293	762

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

Requestor

- Requestor materials had the same fate as the Maine Info Net materials, though it seems lending took a harder hit. However, the hit shouldn't have been as hard hit as it was.
- There were a lot fewer requests in spring 2019 than there were in spring 2018. 213 vs 289, with February, March, and April being the worst hit.

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

	% change	FY2019	FY2018
Lending	-27%	378	519
Borrowing	4%	753	727

See [appendix G](#) for more details

Reserves

- There were 20 unique faculty and 35 instructors' courses. A nice rise from the previous year.
- The number of items placed on reserve by faculty is about the same as the previous year, about 50.
- In FY2018, library staff began putting texts on reserve for specific classes being offered. With staff additions, the number of courses and items are 30 and 60 respectively, with a total of all courses and items being 65 and 110, again respectively.
- NCLEX DVD's are no longer kept in reserve but instead made available through the regular DVD checkouts. This is due to the NCLEX being available online.

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

Serials Circulating

- In FY2019, UMFK patrons used 45 print titles, which accounts for 897 items. This is a slight decrease in the number of print titles accessed (-4%), and a decrease in the number of items used (-19%) from the previous fiscal year (47 titles accessed, item usage of 1,073).
- Library staff continue to see a downward trend for print serials usage, which we attribute to:
 - Decreased use of print serials for pleasure reading.
 - Higher preference for electronic serials over print, due to convenience and ease of finding and retrieving articles online.
 - Our serials collection has shifted from more print to less print and more online titles due to these trends we have seen over the past years.
- Microfiche/film usage
 - A total of 6 microfilm reels were used in FY2019:
 - Saint John Valley Times - 6
 - In FY2018 5 microfilm reels were used:
 - Nature - 1
 - New Yorker - 1
 - Saint John Valley Times - 2
 - Science Teacher - 1
- Serials checkout & routing processes were updated in FY2019:
 - On-the-fly templates for serials checkout and routing were updated to kper location and serials itype (from kres location) in October 2018.
 - Staff wanted to separate the serials items from reserve items, as serials are not reserve materials.
 - Beginning in FY2020, serials checkouts and routing data will be completely separate from reserve items.
- Serials checkouts
 - In FY2019, 6 separate titles, 12 issues circulated. This is a decrease in both titles and issues circulated from FY2018, where 13 separate titles, and 28 issues circulated.
 - This decrease is likely due to specific patrons who either previously checked out serials did not do so this fiscal year, and/or instead opted for the serials routing service.
- Serials routing
 - In FY2019, 78 items (8 titles) were routed to 5 faculty and staff members. In FY2018, 92 items (8 titles) were routed to 5 faculty and staff.
 - The decrease in the number of items routed was due to one routed title being cancelled mid-way through the fiscal year, thereby reducing the total number of items routed overall.

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

Special collections

- In FY2019, one Community patron, and one Staff patron accessed 1 collection:
 - **Univ. MS 3**
 - Series 1.3 - 1 use, 1 folder
 - Series 8.2 - 1 use, 1 folder

COLLECTION USE: ELECTRONIC

Indexes and Databases

Counter Reports:

- COUNTER 5 reports will soon be the standard. Starting this past year, COUNTER 5 has been pushed forward to vendors, libraries, etc. to start using as the new version of COUNTER reports. That being said, COUNTER 4, and even for some resources the older reports, will still be around for a while. Counter 4 reports are expected to retire by December, 2020.
- Gathering relevant statistics is becoming more difficult due to the use of Summon.
 - UMFK reference staff contacted the three major database companies: Ebsco, Gale, and Proquest, to find out how to get relevant data such as where the article requests are coming from or if looking at Summon (Proquest product), to where the requests are going.
 - Proquest's Summon says they are looking at a link-out statistic for a release in August (2019).
 - Only Ebsco had the data by looking at their Link Activity data and limiting to link-in activity for databases.
 - The data does not say where the requests are coming from, but does at least give a count of how many requests are coming in from outside the company site.
 - Official Ebsco definition of link-in is: Link-ins are logged in EBSCOhost statistics when a user links to an EBSCOhost query, article or journal from an external website or source.
 - Staff also verified that the external website or source does not include other ebsco products.

UMFK:

- Counter 4 report numbers are not matching those for Counter 5 or even the older standard numbers for Ebsco databases. However, Counter 5 and the older reports do match. February, 2019 looks to be the culprit. We will leave the numbers as they are since we are not comparing Counter 4 to Counter 5 or older.

- Miscellaneous:
 - The JoVe Nursing Skills videos did not get a lot of use this past year. A total of 28 views after removing views that lasted only one second. Though use was low, we are willing to try one more year and make sure nursing faculty are fully aware of the resource as well as promote the resource more on the library website.
 - The system is now paying for Chronicle of Higher Education. However, there is no way to collect statistics for UMFK.
- Databases: Ebsco and Gale
 - Due to the large number of Ebsco databases removed by the State and replaced with Gale resources, library staff will only compare FY2018 Ebsco resources that are the same as the FY2019 resources.
 - We are using twenty-six EBSCO resources to review statistics. We are using 53 GALE resources.
 - When comparing the same databases for FY18 and FY19 we find an across the board 50-60% drop in use. This is odd. For example, Record Views had 12,572 results in FY18 once the databases that were not used in FY19 were removed. The FY19 use of these databases showed there to be 6,192 results. Why? A drop in searches is understandable, but the drops in result clicks and record views are puzzling.
 - Academic Search Complete and CINAHL both dropped significantly in all three categories. Anywhere from 49% to 71%.
 - After discussion with other parties, we believe the drop has to do with the way results are gathered. When a search is initiated in one database or even in a discovery service, it is counted in many other databases as well. So when there is a loss of databases, there is a loss of numbers. Unfortunately, when reaching out to the various vendors for an explanation, they were unable to provide a satisfactory answer.
- No longer reporting UMS and UMFK comparisons
- No longer reporting the list of databases we have, removed, changed, etc.
- Last year single online journals were reported with databases. This year they will be reported in Appendix I: serials.
- No longer reporting result clicks, record views, or searches for R2 Library. Reports BR1 and BR2, which refer to title and section request are now reported in Appendix C: E-books.

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

NCLEX: Judith Miller RN Series

- During the previous two fiscal years we were unable to get a complete listing of the videos used. This fiscal year, we discovered a way to get this list. The charts and numbers are updated accordingly.
- Unfortunately, whether we used the same numbers as last year or not, the use in the NCLEX videos dropped significantly. Close to a 50% drop in all categories

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

Serials

- There were 52 electronic titles this year from which people retrieved full text articles.
- In FY2019 there were 639 full text downloads and 886 clicks, an increase of 17% and 50% respectively, as compared to last year's numbers (546 full text downloads and 590 clicks).
- Of the 13 Flipster titles we had in FY2019, there were 60 online views and 11 downloads. These numbers are included in the 52 electronic titles count.
 - As compared to last year's Flipster usage, this is a 9% increase in online views from the previous year, and no change in downloads. In FY2018 we had access to 4 titles in Flipster.
- Serials Solutions defines Clicks as "the number of times users click the journal."

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

Summon/OneSearch

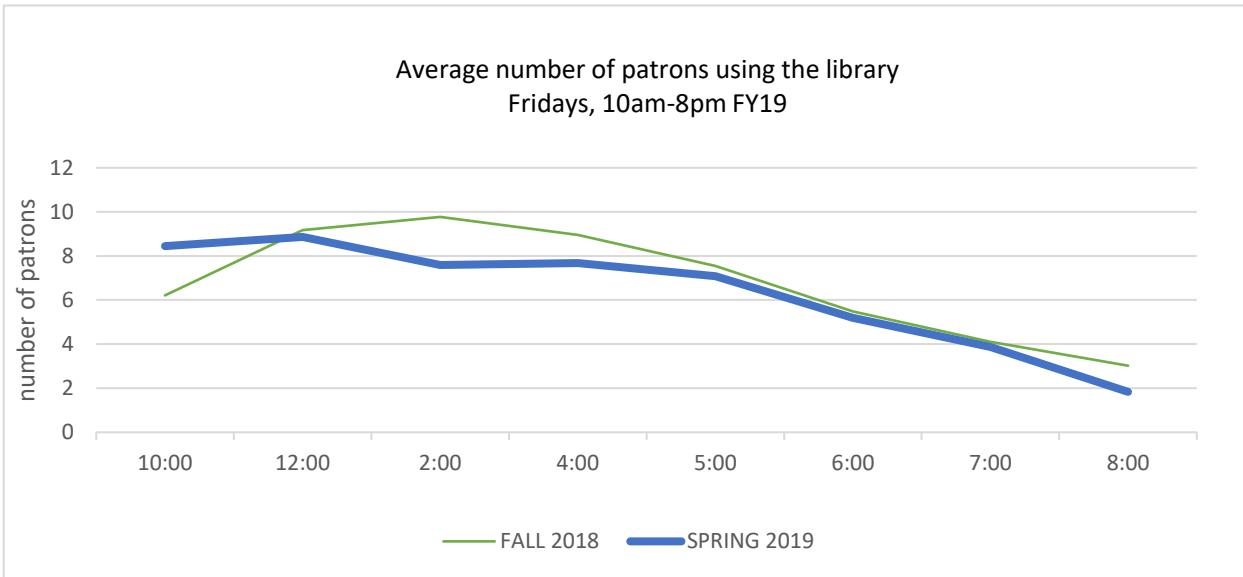
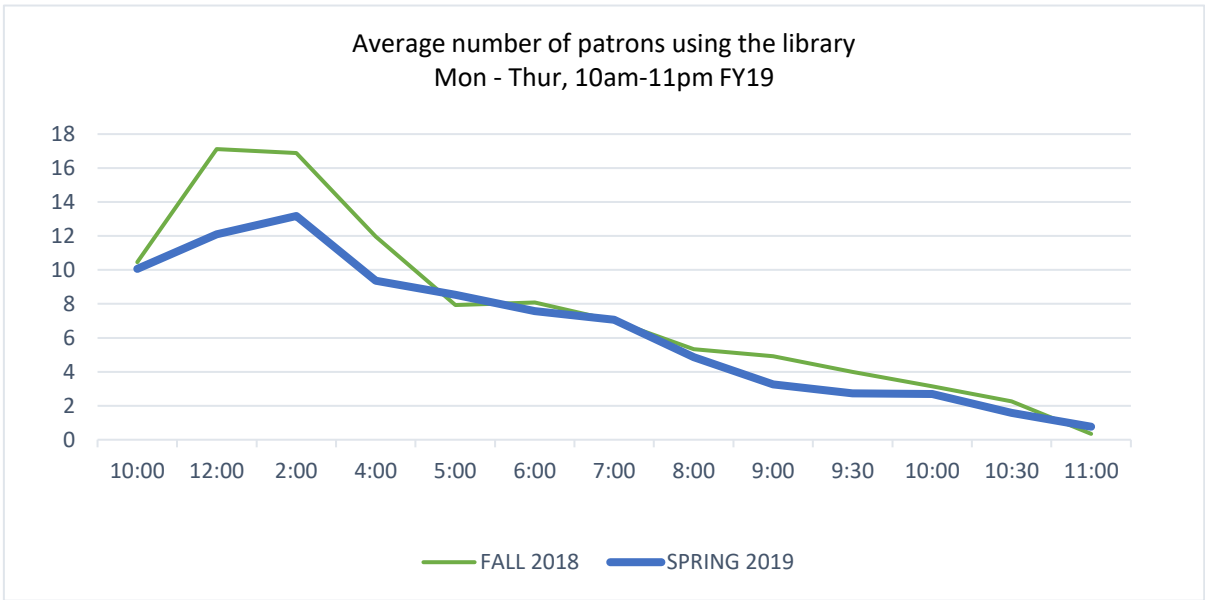
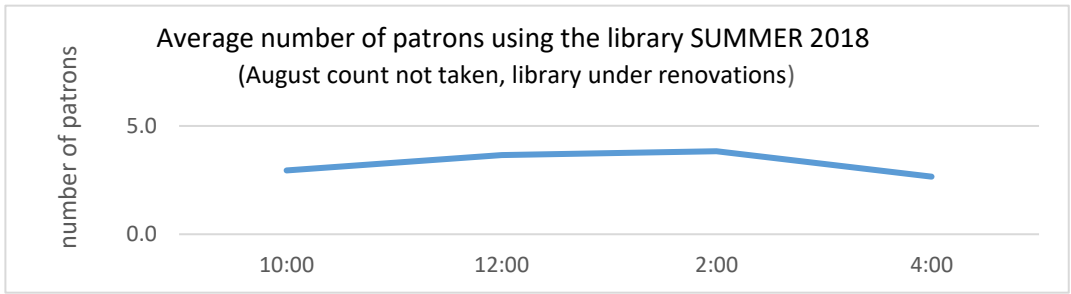
- Summon data continues to rise if you look at the statistics coming from the Summon provided analytics. Google Analytics does not say the same. It might be beneficial to take a deeper look at how both work in order to know which is the most accurate.

	FY2015	FY2016	FY2017	FY2018	FY2019	% Diff
Sessions	673	1,497	5,280	25,658	31,006	21%
Searches (Actions)	3,873	10,728	35,880	64,128	86,759	35%
GA Sessions	2,449	3,879	7,519	12,419	11,523	-7%
GA pageviews	3,302	5,933	19,371	40,237	36,594	-9%

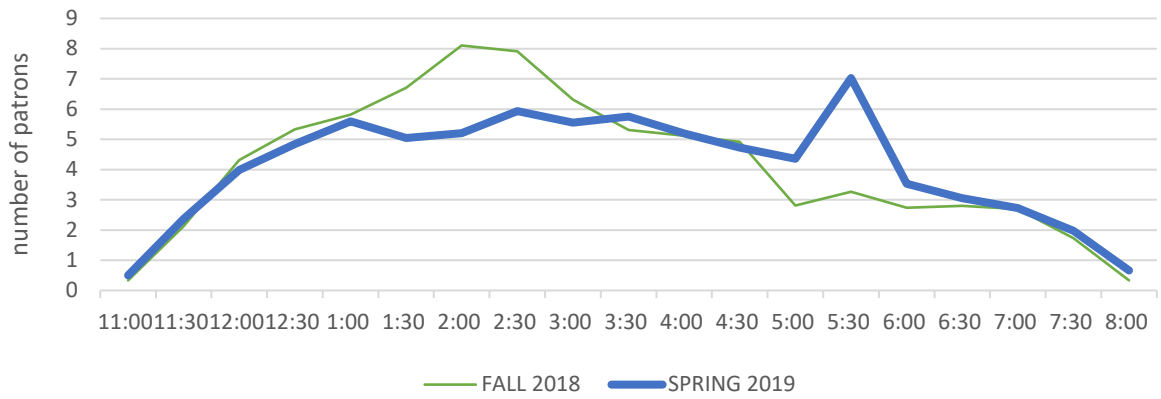
- In attempting to find out how Summon affects the use statistics of other resources, SerialsSolutions provided an option that was interesting.
 - "Link Referring Source" is a statistic that shows what databases/tools referred patrons to articles in other databases.
 - We don't know what other databases the articles were in, but we do know where the patron was when clicking on the link that took them to the article in the other database.
 - We also know how many times this happened.
 - There were a total of 16,189 times a patron was referred to another database.
 - Over 15,000 or 97% of referrals came from Summon.

See [appendix L](#) for more detail

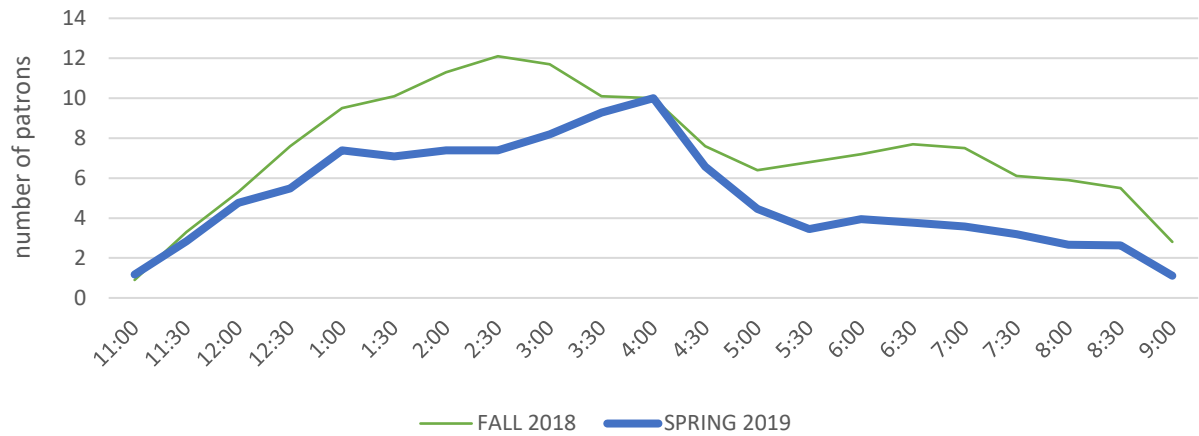
Library Attendance via hourly count FY19



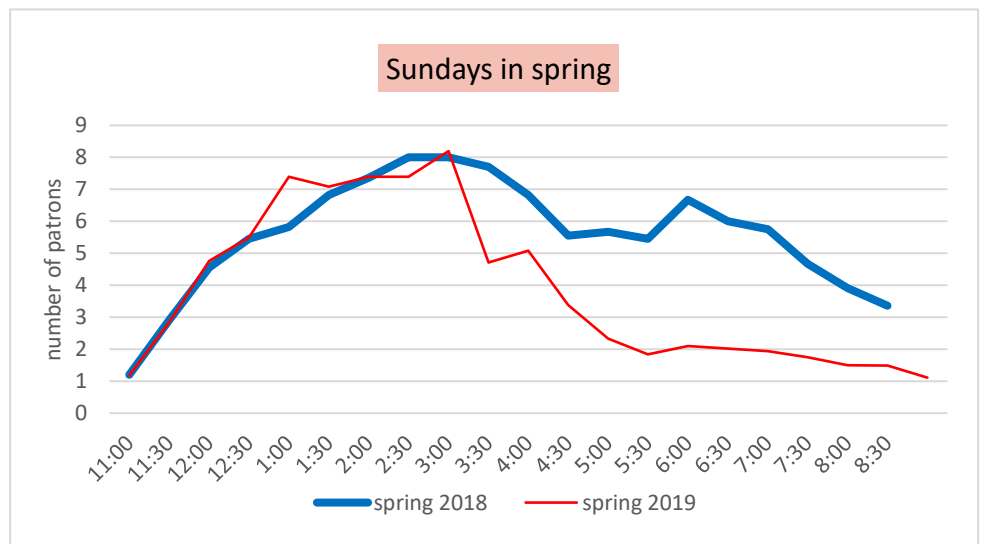
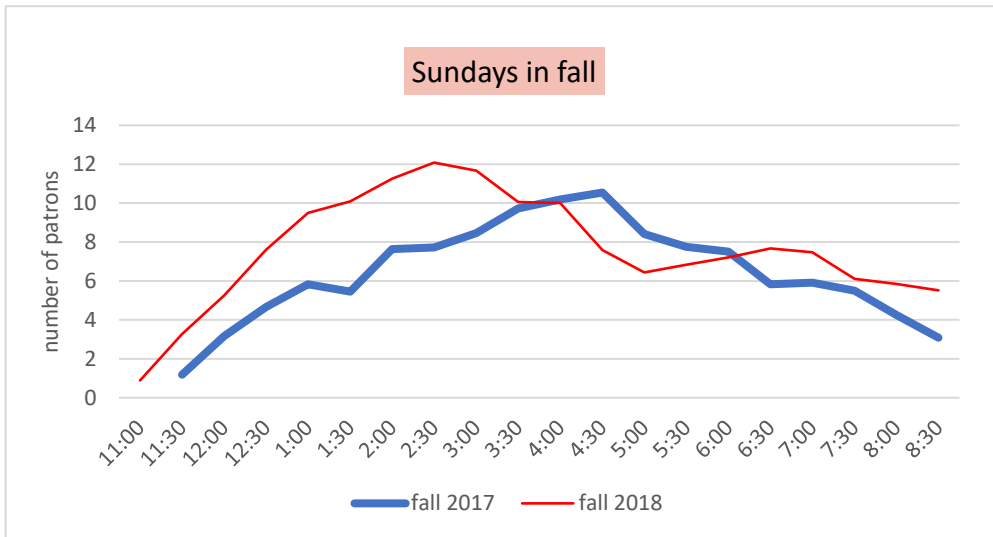
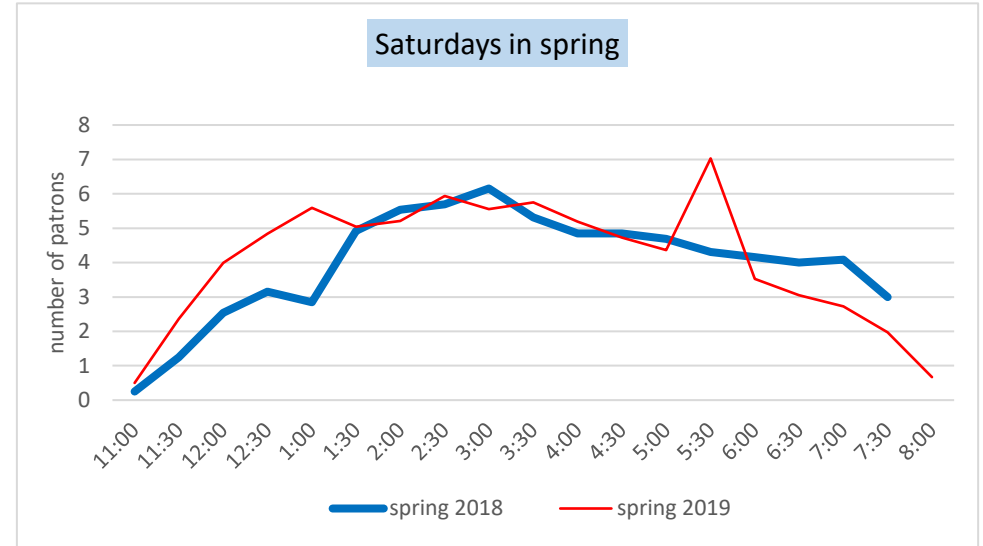
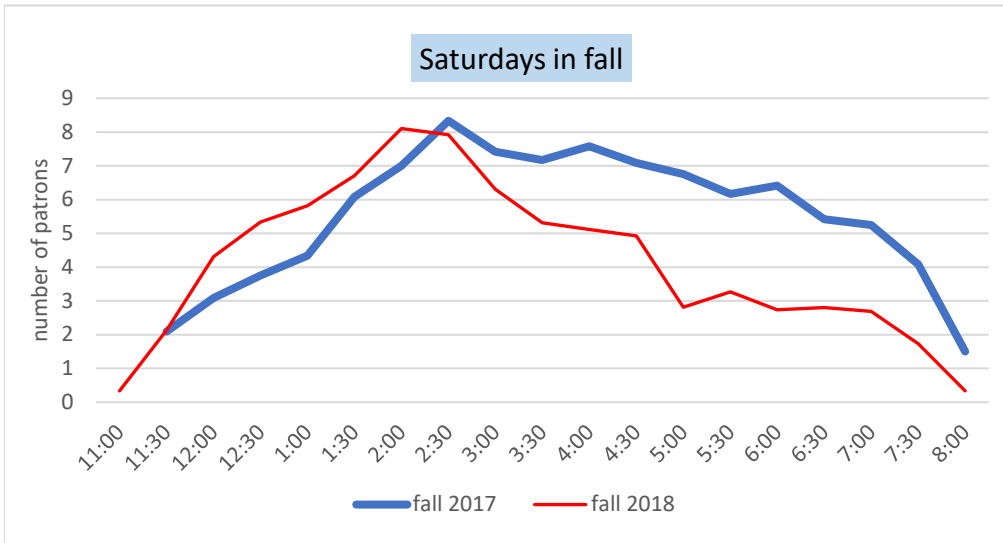
Average number of patrons using the library
Saturdays, 11am-8pm FY19



Average number of patrons using the library
Sundays, 11am-9pm FY19

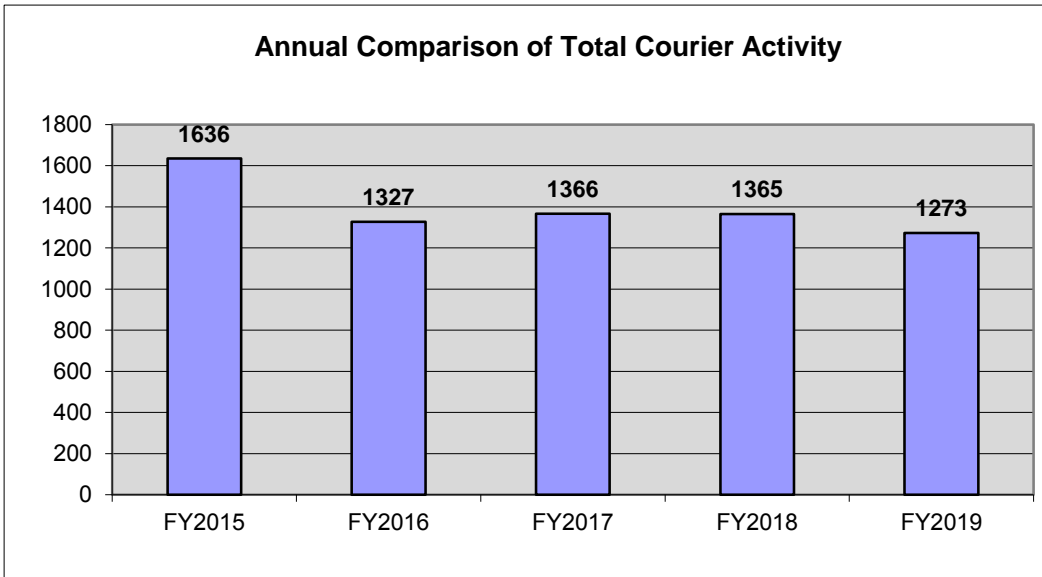


Average number of patrons using the library on weekends, two year comparison



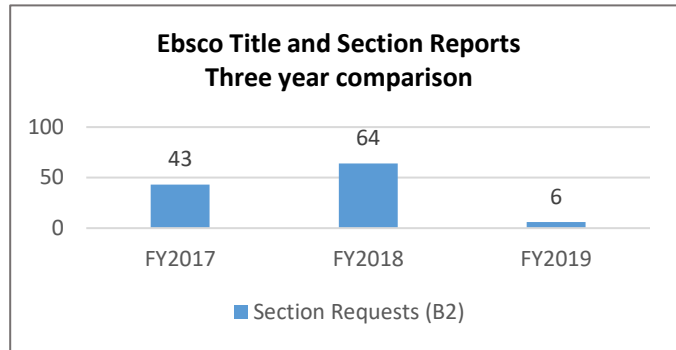
Annual Comparison of Shipping Types and Totals

TYPES	FY2015	FY2016	FY2017	FY2018	FY2019	% Change
# of Totes	0	0	0	0	0	0%
# of Boxes	2	4	48	104	59	-76%
# of Envelopes	1634	1323	1318	1261	1214	-4%
Totals	1636	1327	1366	1365	1273	-7%

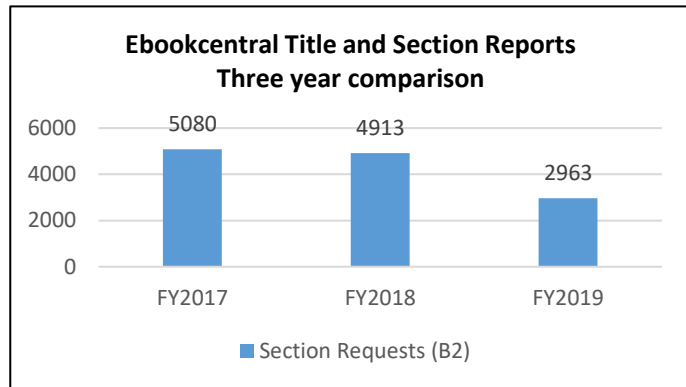


Electronic Book Use Statistics by Vendor

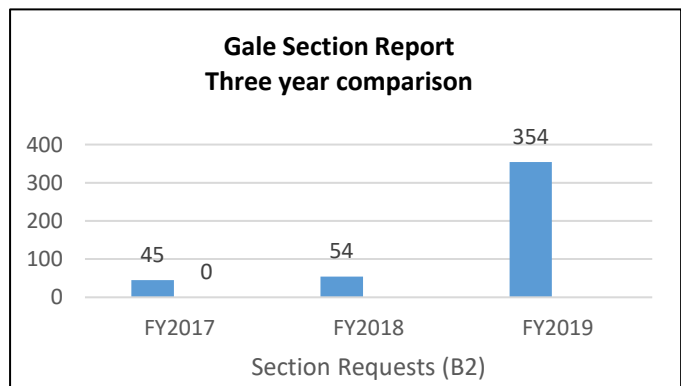
Ebsco Report			
	FY2017	FY2018	FY2019
Title Requests (B1)	6	14	4
Section Requests (B2)	43	64	6



Ebookcentral Report			
	FY2017	FY2018	FY2019
Title Requests (B1)	19	23	27
Section Requests (B2)	5080	4913	2963

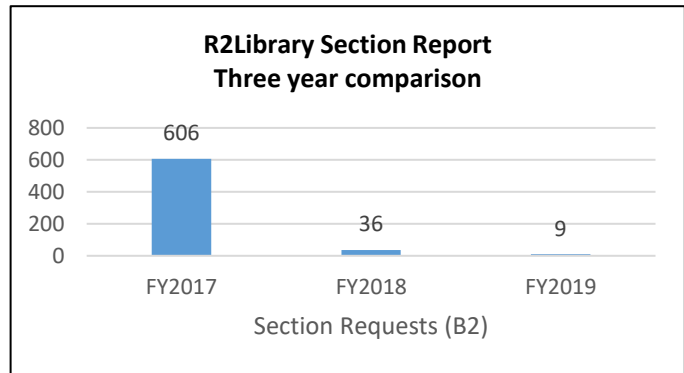


Gale Report			
	FY2017	FY2018	FY2019
Section Requests (B2)	45	54	354

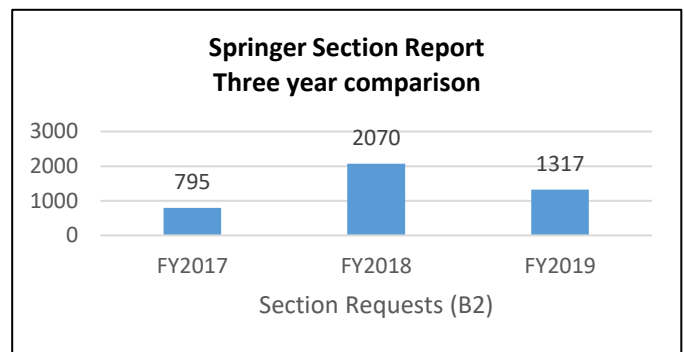


R2Library Report

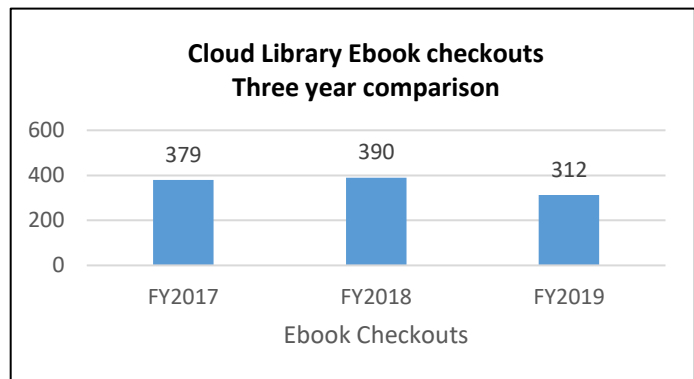
	FY2017	FY2018	FY2019
Section Requests (B2)	606	36	9

**Springer Report**

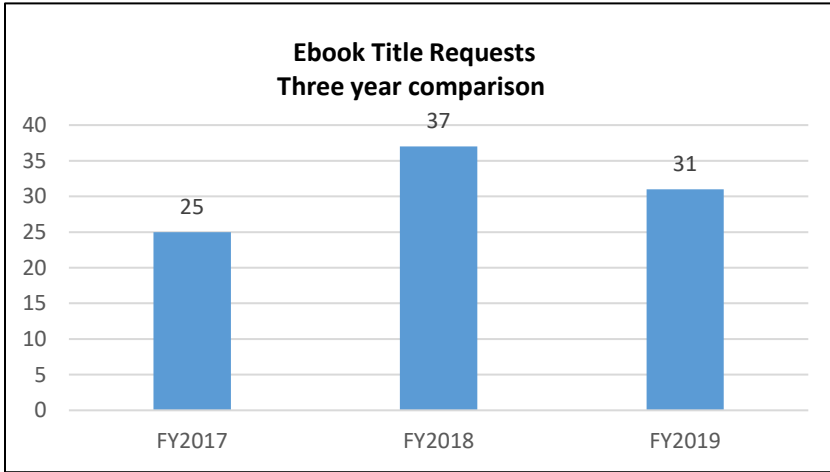
	FY2017	FY2018	FY2019
Section Requests (B2)	795	2070	1317

**Cloud Library**

	FY2017	FY2018	FY2019
Ebook Checkouts	379	390	312

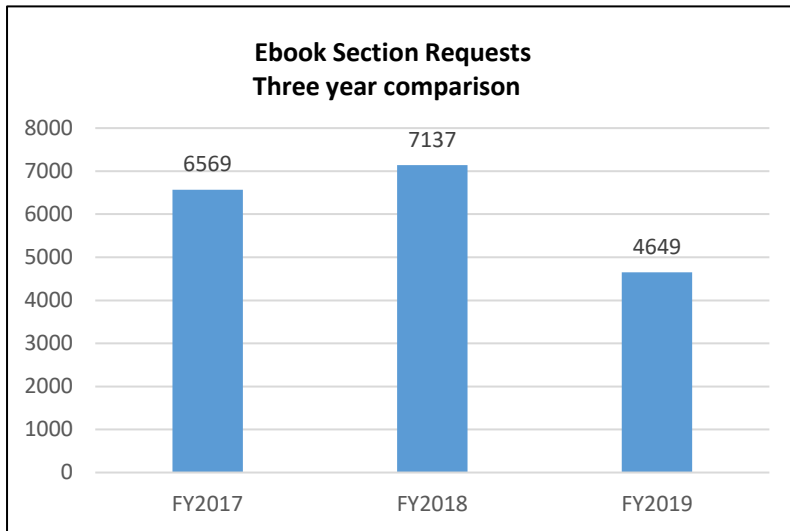


Annual Electronic Book Title and Section Requests



Annual Title Requests

FY2017	FY2018	FY2019
6	14	4
19	23	27
25	37	31



Annual Section Requests

FY2017	FY2018	FY2019
43	64	6
45	54	354
5080	4913	2963
606	36	9
795	2070	1317
6569	7137	4649

Overdrive/Cloudlibrary Download Activity - FY2019

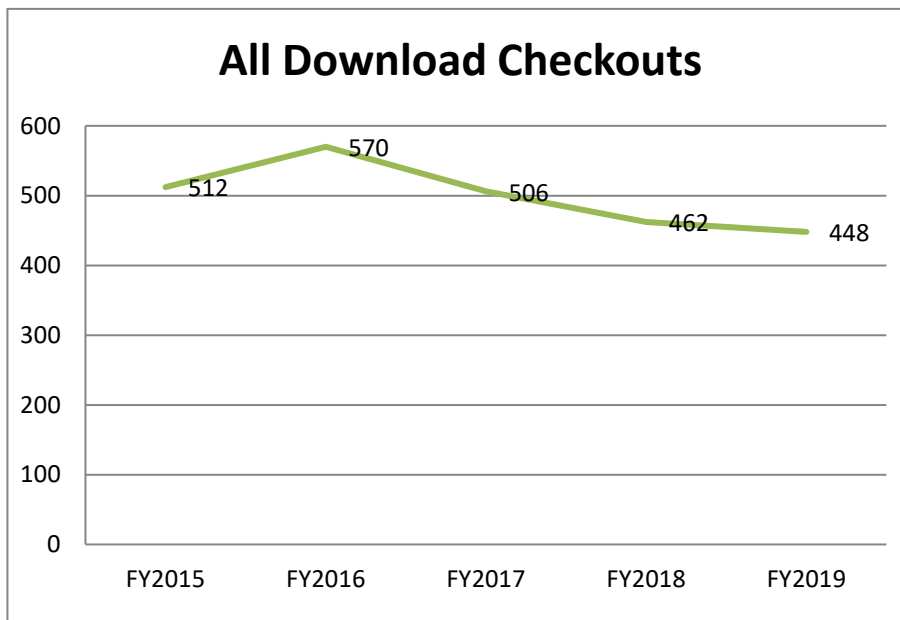
Checkouts - All Ebooks and Audiobooks

Month	FY2015	FY2016	FY2017	FY2018	FY2019
July	40	46	46	32	50
Aug	47	43	42	18	52
Sep	41	38	28	27	42
Oct	45	30	43	57	35
Nov	38	38	39	35	47
Dec	27	47	34	44	44
Jan	27	35	55	58	28
Feb	44	59	62	40	21
*Mar	51	67	52	60	21
Apr	36	65	45	45	33
May	22	43	33	29	34
Jun	45	59	27	17	41
Pending	49	**	n/a	n/a	n/a
Total	512	570	506	462	448

*Switched from overdrive to cloudlibrary 2017

-3% change

** Outstanding pending titles have been discontinued.



Checkouts - All Ebooks

Month	FY2015	FY2016	FY2017	FY2018	FY2019
July	26	31	34	17	33
Aug	32	27	30	13	42
Sep	28	22	25	16	29
Oct	21	15	28	46	28
Nov	24	18	27	26	35
Dec	16	21	27	42	33
Jan	18	32	40	56	20
Feb	26	47	45	37	15
*Mar	37	55	44	57	11
Apr	25	45	37	40	21
May	10	32	23	24	21
June	26	34	19	16	24
Pending	28	**	n/a	n/a	n/a
Total	317	379	379	390	312

*Switched from overdrive
to cloudlibrary 2017

-20% change

**Outstanding pending titles have been discontinued.

Checkouts - All Audio Books

Month	FY2015	FY2016	FY2017	FY2018	FY2019
July	14	15	12	15	17
Aug	15	16	12	5	10
Sep	13	16	3	11	13
Oct	24	15	15	11	7
Nov	14	20	12	9	12
Dec	11	26	7	2	11
Jan	9	3	15	2	8
Feb	18	12	17	3	6
*Mar	14	12	12	3	10
Apr	11	20	8	5	12
May	12	11	10	5	13
Jun	19	25	8	1	17
Pending	21	**	n/a	n/a	n/a
Total	195	191	131	72	136

*switched from overdrive
to cloudlibrary 2017

89% change

**Outstanding pending titles have been discontinued.

Circulation Checkout Statistics - FY 2019
CHECKOUT STATISTICS BY ITEM TYPES AT FORT KENT

ITEM TYPE	FY2015	FY2016	FY2017	FY2018	FY2019	% Change
AUDIOCASSETTE	0	0	0	0	2	N/A
BOOK	2294	1826	1748	1547	1229	-21%
COMPACT DISK	20	11	25	0	1	N/A
SCORES	3	1	2	1	0	-100%
KIT	2	0	0	1	0	-100%
SERIAL	1	1	0	0	59	N/A
VIDEOCASSETTE	13	14	2	10	1	-90%
2 HOUR	2	20	3	2	13	550%
3 DAY	15	8	4	8	8	0%
7 DAY	955	684	326	432	448	4%
24 HOURS / 1 DAY	30	54	1	6	74	1133%
14 DAY	586	136	200	133	156	17%
2 HOUR (NO OVERNIGHT)	538	1097	1115	937	1101	18%
3 DAY RESERVE EQUIP.	96	119	54	81	52	-36%
GOV DOC	0	1	0	0	0	N/A
NEWSPAPER	1	3	0	0	1	N/A
2 DAY	3	0	0	0	0	N/A
SOFTWARE	3	0	0	1	2	N/A
4 HOUR	0	3	0	0	0	N/A
4 HOUR (NO OVERNIGHT)	246	63	0	3	0	N/A
DVD	1474	828	463	507	748	48%
AUDIO BOOK	89	53	56	27	37	37%
REQUESTABLE VIDEO	79	73	33	16	36	125%
MAP	0	0	2	2	2	N/A
ILL LOAN	0	0	0	7	2	N/A
FLASH CARD					1	N/A
TOTAL	6450	4995	4034	3721	3973	7%

new

CHECKOUT STATISTICS BY LOCATION TYPE AT FORT KENT

LOCATION	FY2015	FY2016	FY2017	FY2018	FY2019	% Change
Acadian Reference	21	24	19	10	29	190%
Acadian Archives Circulation	0	0	0	0	0	N/A
Curriculum Collection	89	38	10	17	5	-71%
Acadian Archives Media	12	30	12	21	1	-95%
Maine Documents	0	1	0	0	0	N/A
Juvenile	587	136	200	80	131	64%
Maker Space		3	0	0	0	N/A
Media	1911	1089	608	590	911	54%
Old Model School	0	1	0	0	0	N/A
Oversize	28	28	18	12	0	-100%
Young Adult	269	189	140	165	112	-32%
Reference	4	5	5	8	9	13%
Reserve	1559	1869	1457	1462	1632	12%
Special Collections	3	0	1	1	0	-100%
Stacks	1967	1582	1562	1333	1079	-19%
ILL	0	0	0	8	2	N/A
UMFK	0	0	0	0	0	N/A
File	0	0	0	12	2	N/A
Maps	0	0	2	2	1	N/A
Periodicals					59	N/A
TOTAL	6450	4995	4034	3721	3973	7%

new

Fort Kent Circulation Transactions Breakdown: Two Year Comparison

FY2019

Material Type

Patron Type	Totals	Material Type														
		CUR	*ACAD CIRC/R EF	ACAD MED	JUV	MEDIA	OVR	REF	RES	STA	KYA	SP COL	KILL	KFILE	MAPS	KPER
FK Faculty	152	0	2	0	19	40	0	2	41	19	4	0	0	0	0	25
FK Student	1601	1	0	0	2	44	0	3	1369	157	23	0	0	1	0	1
FK Staff	369	0	13	0	19	59	0	4	167	57	13	0	2	1	1	33
FK Community	1057	4	7	1	85	743	0	0	46	154	17	0	0	0	0	0
FK Public Sch	29	0	6	0	0	0	0	0	1	6	16	0	0	0	0	0
FK ILL	17	0	0	0	0	1	0	0	0	14	2	0	0	0	0	0
FK Special	2	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
UMFK unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3227	5	28	1	125	888	0	9	1624	408	75	0	2	2	1	59

* Includes AA circ and reference totals

FY2018

Material Type

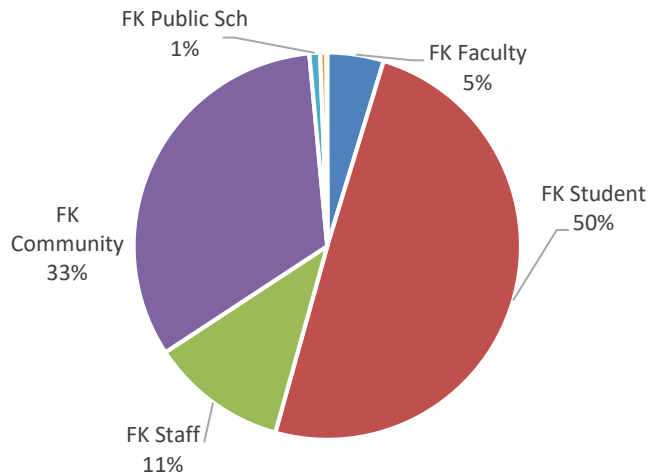
Patron Type	Totals	Material Type														
		CUR	*ACAD CIRC/R EF	ACAD MED	JUV	MEDIA	OVR	REF	RES	STA	KYA	SP COL	KILL	KFILE	MAPS	
FK Faculty	446	0	0	0	2	213	0	2	172	45	9	1	0	0	0	2
FK Student	1514	2	0	8	12	81	0	5	1100	271	22	0	3	10	0	0
FK Staff	358	5	1	3	23	69	2	1	170	76	7	0	1	0	0	0
FK Community	476	9	1	10	21	212	4	0	8	171	36	0	4	0	0	0
FK Public Sch	33	1	0	0	13	0	0	0	0	9	10	0	0	0	0	0
FK ILL	28	0	2	0	1	1	0	0	1	18	5	0	0	0	0	0
FK Special	10	0	6	0	0	0	0	0	0	4	0	0	0	0	0	0
UMFK unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2865	17	10	21	72	576	6	8	1451	594	89	1	8	10	2	2

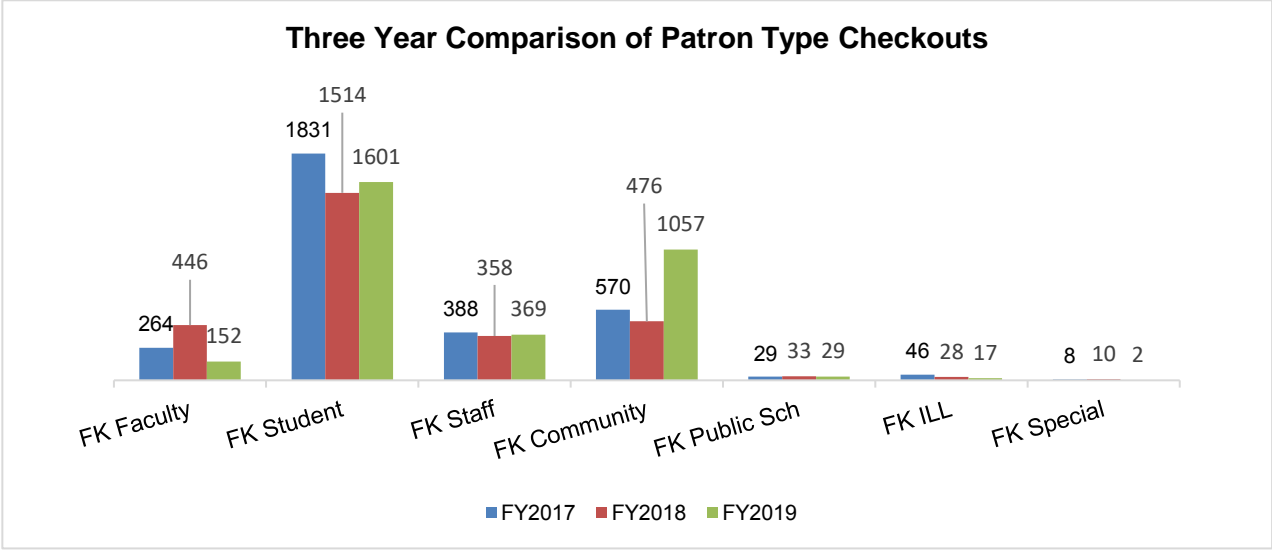
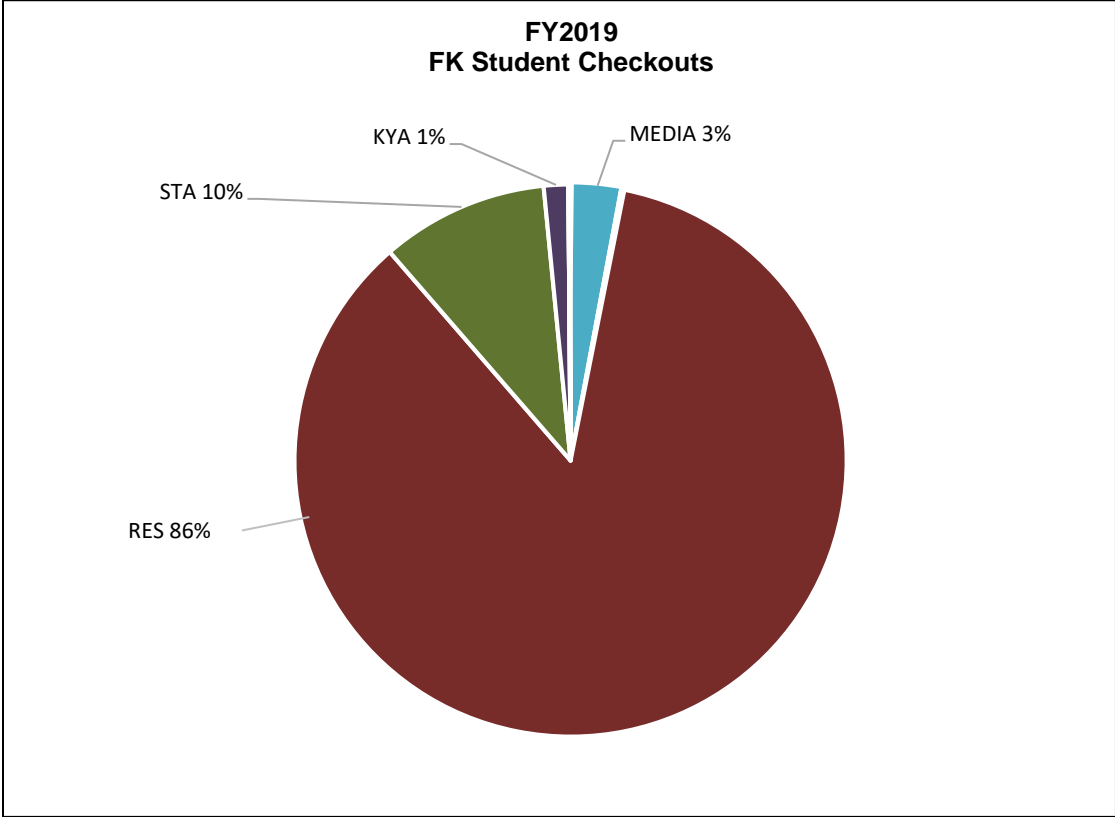
Annual Comparison

Patron Type FY2017 FY2018 FY2019

FK Faculty	264	446	152
FK Student	1831	1514	1601
FK Staff	388	358	369
FK Community	570	476	1057
FK Public Sch	29	33	29
FK ILL	46	28	17
FK Special	8	10	2
Total	3136	2865	3227

FY2019 FK Patron Checkout Comparison





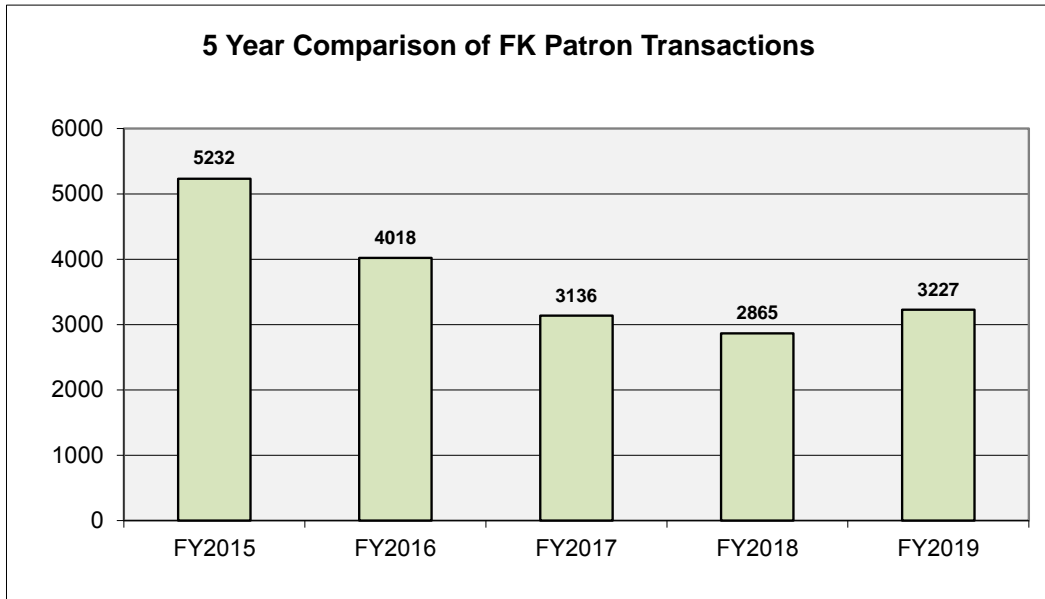
Fort Kent Circulation Transactions by Patron Type

UMS Patron Type (includes FK patrons)

	FY2015		FY2016		FY2017		FY2018		FY2019	
	#Trans	%Total	#Trans	%Total	#Trans	%Total	#Trans	%Total	#Trans	%Total
Freshmen	574	8.90%	413	8.27%	544	13.49%	292	7.85%	384	9.67%
Sophmores	755	11.71%	550	11.01%	434	10.76%	253	6.80%	359	9.04%
Juniors	607	9.41%	424	8.49%	365	9.05%	305	8.20%	421	10.60%
Seniors	1171	18.16%	865	17.32%	546	13.53%	725	19.48%	534	13.44%
Masters	64	0.99%	27	0.54%	48	1.19%	35	0.94%	28	0.70%
Doctorals	17	0.26%	11	0.22%	7	0.17%	7	0.19%	4	0.10%
Law	5	0.08%	3	0.06%	5	0.12%	0	0.00%	0	0.00%
Special (not coded)	1667	25.84%	1774	35.52%	1509	37.41%	1714	46.06%	1444	36.35%
Other (blank)	1590	24.65%	928	18.58%	576	14.28%	390	10.48%	799	20.11%
Total	6450	100.00%	4995	100.00%	4034	100.00%	3721	100.00%	3973	100.00%

FK Patron Type

	FY2015		FY2016		FY2017		FY2018		FY2019	
	#Trans	%Total	#Trans	%Total	#Trans	%Total	#Trans	%Total	#Trans	%Total
FK Students	2949	56.36%	2132	53.06%	1831	58.39%	1514	52.84%	1601	49.61%
FK Faculty/Staff	689	13.17%	890	22.15%	652	20.79%	804	28.06%	521	16.15%
FK Courtesy	1544	29.51%	940	23.39%	599	19.10%	509	17.77%	1080	33.47%
Non FK Patrons	50	0.96%	56	1.39%	54	1.72%	38	1.33%	25	0.77%
Total	5232	100.00%	4018	100.00%	3136	100.00%	2865	100.00%	3227	100.00%



A Comparative look at FK Patron Checkout vs. Other UMS Patrons FY 2019

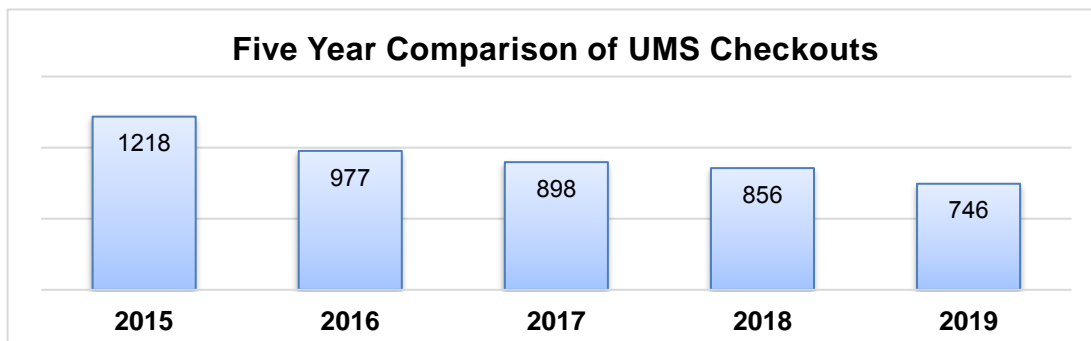
LOCATION	ALL UMS	Fort Kent Patrons						UMFK	UMS
	Totals	Faculty	Student	Staff	Courtesy	ILL	Other	Totals	Difference*
Acadian Reference	29	2	0	13	7	0	6	28	1
Curriculum Collection	5	0	1		4	0	0	5	0
Acadian Archives Media	1	0	0	0	1	0	0	1	0
Juvenile	131	19	2	19	85	0	0	125	6
Media	911	40	44	59	743	1	1	888	23
Young Adult	112	4	23	13	33	2	0	75	37
Reference	9	2	3	4	0	0	0	9	0
Reserve	1632	41	1369	167	47	0	0	1624	8
Special Collections	0	0	0	0	0	0	0	0	0
Stacks	1079	19	157	57	160	14	1	408	671
ILL	2	0	0	2	0	0	0	2	0
File	2	0	1	1	0	0	0	2	0
Maps	1	0	0	1	0	0	0	1	0
Per	59	25	1	33	0	0	0	59	0
TOTAL	3973	152	1601	369	1080	17	8	3227	746

*The Difference represents all UMS patrons other than Fort Kent who checked out materials at the different locations.

University of Maine System Checkouts from Blake Library FY2019

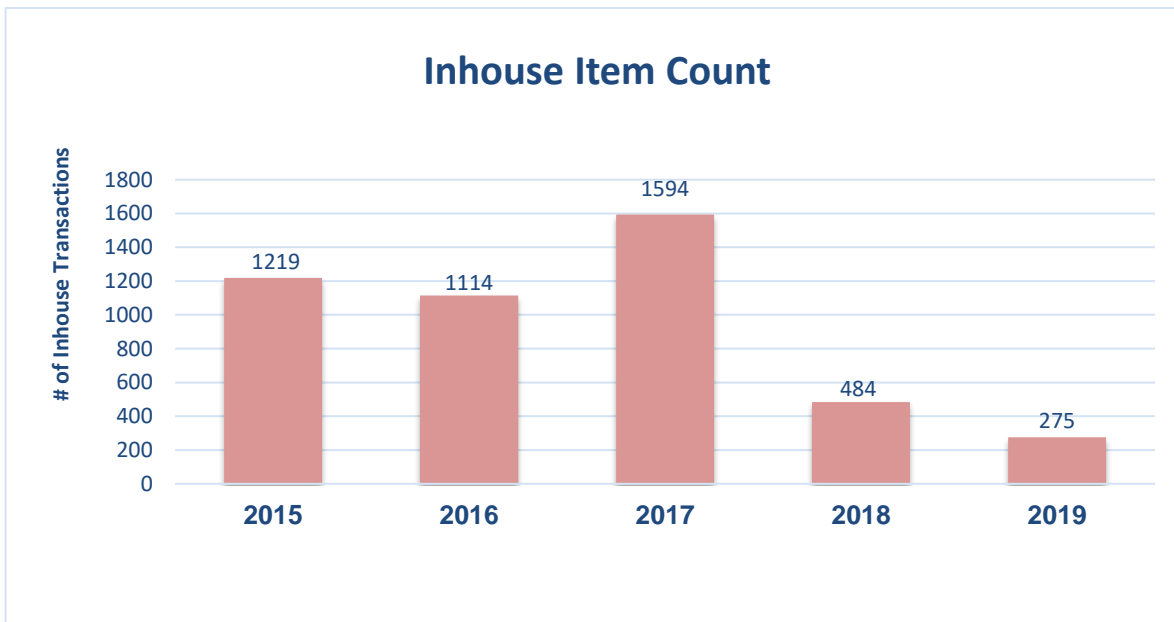
LOCATION	2015	2016	2017	2018	2019
Acadian Reference	0	0	0	0	1
Curriculum Collection	0	0	0	0	0
Acadian Archives Media	0	0	0	0	0
Maine Documents	0	0	0	0	0
Juvenile	0	0	37	8	6
Maker Space	na	0	0	0	0
Media	73	34	28	14	23
Old Model School	0	0	10	0	0
Oversize	7	11	45	6	0
Young Adult	69	76	0	76	37
Reference	0	0	0	0	0
Reserve	3	1	0	11	8
Special Collections	0	0	0	0	0
File	0	0	0	2	0
Stacks	1066	855	778	739	671
TOTAL	1218	977	898	856	746

Five Year Comparison of UMS Checkouts



INHOUSE COUNT STATISTICS BY ITEM LOCATION

FK ITEM LOCATION	2015	2016	2017	2018	2019	% Change
CURRICULUM COLL	64	56	49	20	7	-65%
JUVENILE	411	180	189	59	20	-66%
MEDIA	16	23	9	9	4	-56%
OVERSIZE	20	21	20	0	0	NA
YOUNG ADULT	155	159	257	36	6	-86%
REFERENCE	15	8	6	5	5	540%
RESERVE	83	50	28	33	32	-82%
SPECIAL COLLECTIONS	45	112	49	84	6	132%
STACKS	407	498	983	237	195	-100%
MAP	3	6	4	1	0	NA
MAINE DOC	0	1	0	0	0	N/A
TOTAL	1219	1114	1594	484	275	-43%



TOTAL CIRCULATION TRANSACTIONS BY TERMINAL NUMBER

JULY 2018 - JUNE 2019

TERMINAL #	TOTAL	CHKOUTS	CHKINS	RENEWALS	HOLDS	RECALLS
540	10289	4636	4887	522	245	0
716	0	0	0	0	0	0
TOTAL	10290	4636	4887	522	245	0

JULY 2017 - JUNE 2018

TERMINAL #	TOTAL	CHKOUTS	CHKINS	RENEWALS	HOLDS	RECALLS
540	9255	4163	4314	512	263	3
716	0	0	0	0	0	0
TOTAL	9255	4163	4314	512	263	3

JULY 2016 - JUNE 2017

TERMINAL #	TOTAL	CHKOUTS	CHKINS	RENEWALS	HOLDS	RECALLS
540	10018	4497	4667	547	306	1
716	0	0	0	0	0	0
TOTAL	10018	4497	4667	547	306	1

JULY 2015 - JUNE 2016

TERMINAL #	TOTAL	CHKOUTS	CHKINS	RENEWALS	HOLDS	RECALLS
540	12075	5448	5666	686	275	0
716	0	0	0	0	0	0
TOTAL	12075	5448	5666	686	275	0

JULY 2014 - JUNE 2015

TERMINAL #	TOTAL	CHKOUTS	CHKINS	RENEWALS	HOLDS	RECALLS
540	15674	7106	7684	664	220	0
710	0	0	0	0	0	0
715	0	0	0	0	0	0
716	19	0	5	14	0	0
TOTAL	15693	7106	7689	678	220	0

fkirc = 710 (all fkirc character based logins)

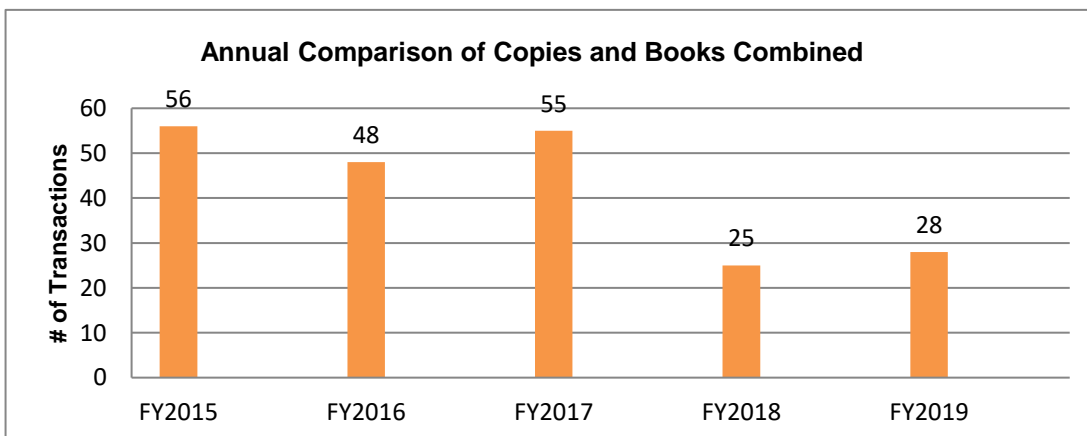
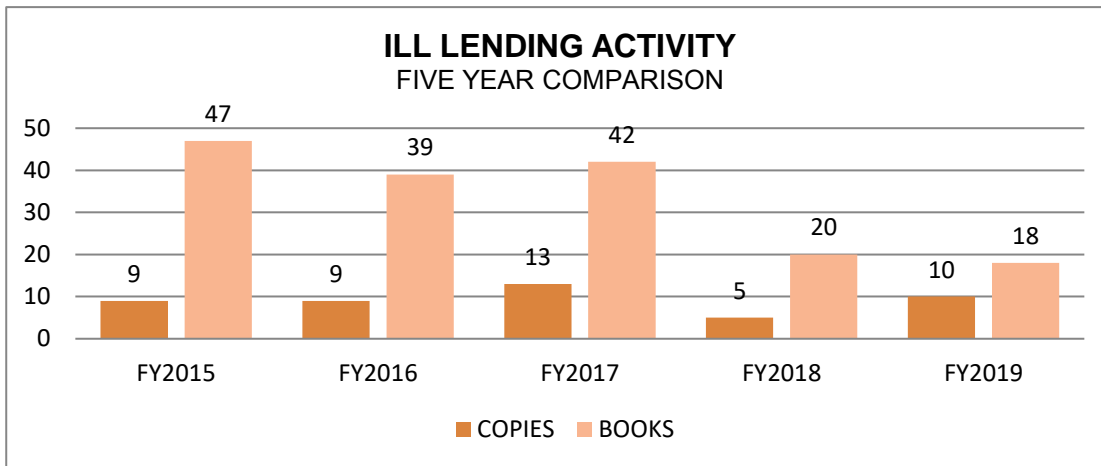
fkstaff = 715 (all fkstaff logins)

webfk = 716 (all fk webpac logins) - patrons signing in to their account through URSUS

Annual Comparison of Interlibrary Loan Lending Activity

(total requests)

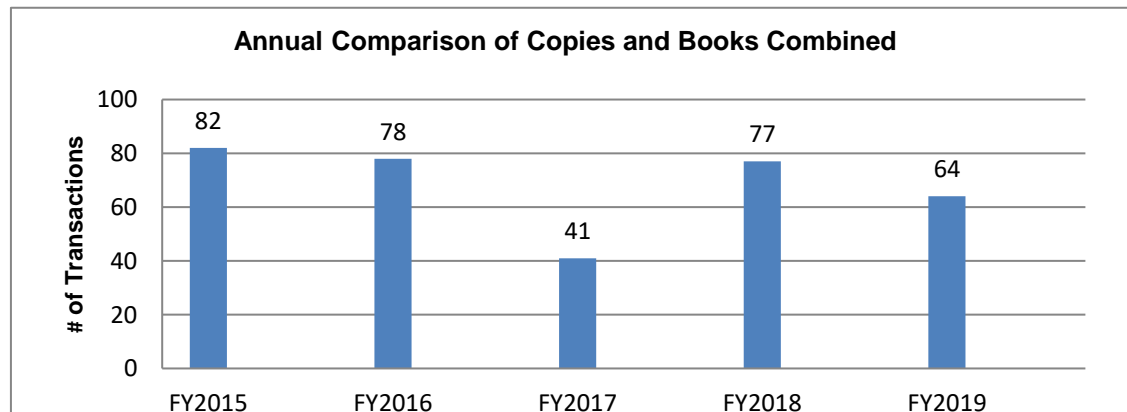
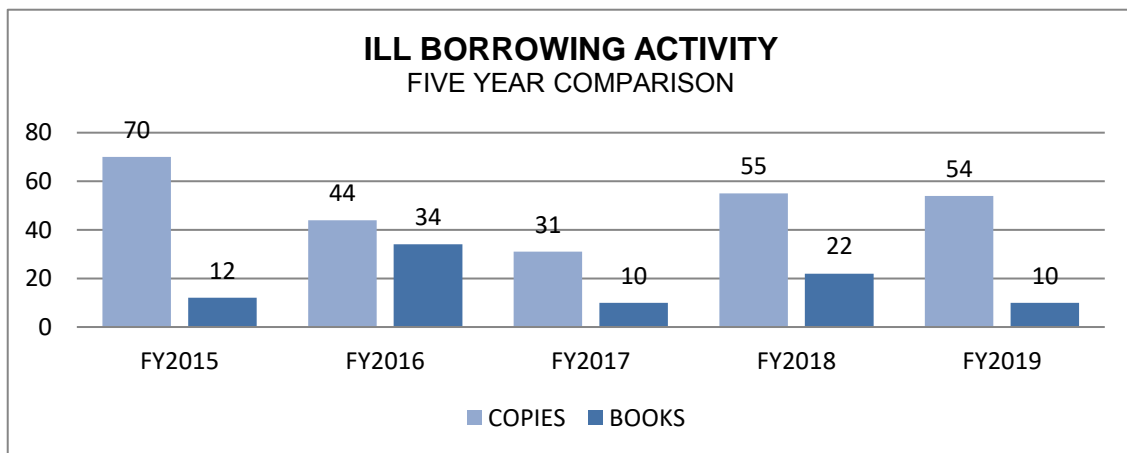
	FY2015		FY2016		FY2017		FY2018		FY2019	
	COPIES	BOOKS	COPIES	BOOKS	COPIES	BOOKS	COPIES	BOOKS	COPIES	BOOKS
JUL	0	9	0	3	2	3	0	0	2	0
AUG	0	2	0	3	1	2	2	0	1	1
SEP	0	10	2	0	2	7	1	2	3	1
OCT	1	4	2	3	1	4	0	0	0	0
NOV	1	4	0	4	0	5	2	1	1	1
DEC	0	2	1	5	1	1	0	1	1	0
JAN	4	3	2	5	0	4	0	1	0	2
FEB	0	1	1	2	3	1	0	3	0	2
MAR	0	5	0	3	0	5	0	1	2	2
APR	1	2	0	6	0	2	0	3	0	6
MAY	2	5	1	2	2	3	0	3	0	2
JUNE	0	0	0	3	1	5	0	5	0	1
TOTAL	9	47	9	39	13	42	5	20	10	18
TOTAL ALL	56		48		55		25		28	



Annual Comparison of Interlibrary Loan Borrowing Activity

(total requests)

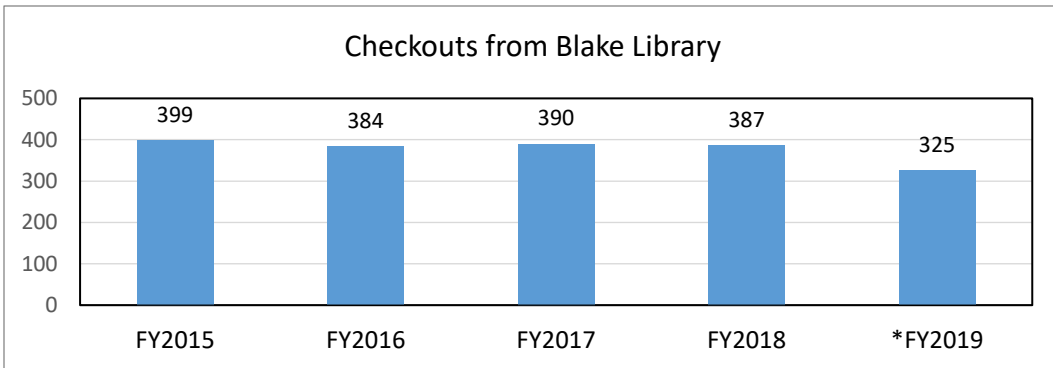
	FY2015		FY2016		FY2017		FY2018		FY2019		copies on site
	COPIES	BOOKS	COPIES	BOOKS	COPIES	BOOKS	COPIES	BOOKS	COPIES	BOOKS	
JUL	1	1	3	1	1	0	2	0	0	0	
AUG	3	4	5	0	2	1	4	4	10	1	
SEP	15	2	2	4	8	1	3	2	5	0	
OCT	15	0	3	0	5	0	11	0	7	3	
NOV	3	0	2	4	3	1	8	1	0	0	1
DEC	7	1	0	2	0	0	0	0	10	0	5
JAN	1	0	0	2	6	1	6	1	2	2	9
FEB	4	2	7	13	0	3	12	3	5	1	
MAR	12	0	4	3	5	0	2	11	3	1	
APR	2	0	6	3	0	1	3	0	6	1	1
MAY	2	1	10	2	1	1	1	0	2	1	
JUNE	5	1	2	0	0	1	3	0	4	0	
TOTAL	70	12	44	34	31	10	55	22	54	10	
TOTAL ALL	82		78		41		77		64		16



Maine InfoNet Yearly Comparison

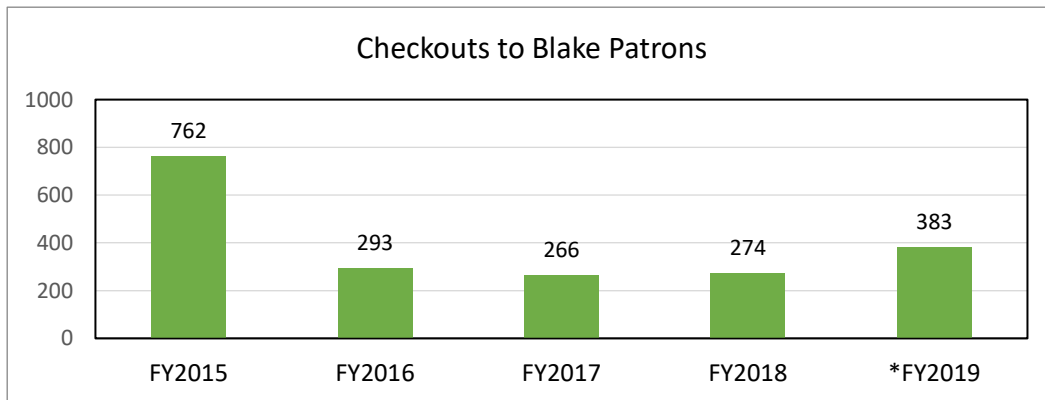
LENDING

	FY2015	FY2016	FY2017	FY2018	*FY2019
Maine InfoNet	399	384	390	387	325
**Portland Public Library	88	95	57	96	55



BORROWING

	FY2015	FY2016	FY2017	FY2018	*FY2019
Maine InfoNet	762	293	266	274	383
** Portland Public Library	168	77	98	61	82



Maine InfoNet lending and borrowing includes: Minerva database transactions, Holdings database, Bates, Bowdoin, Colby, Maine College of Art, Maine Maritime Academy, Portland Public Library and University of New England combined into one group.

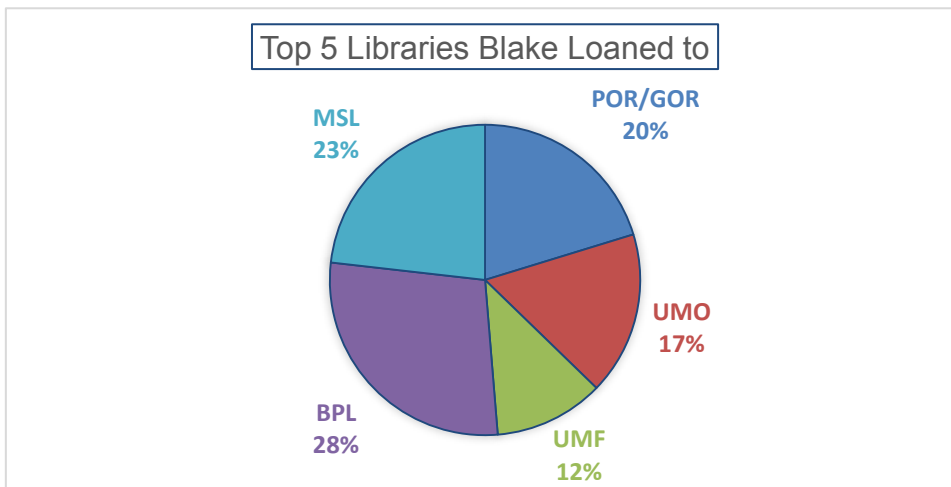
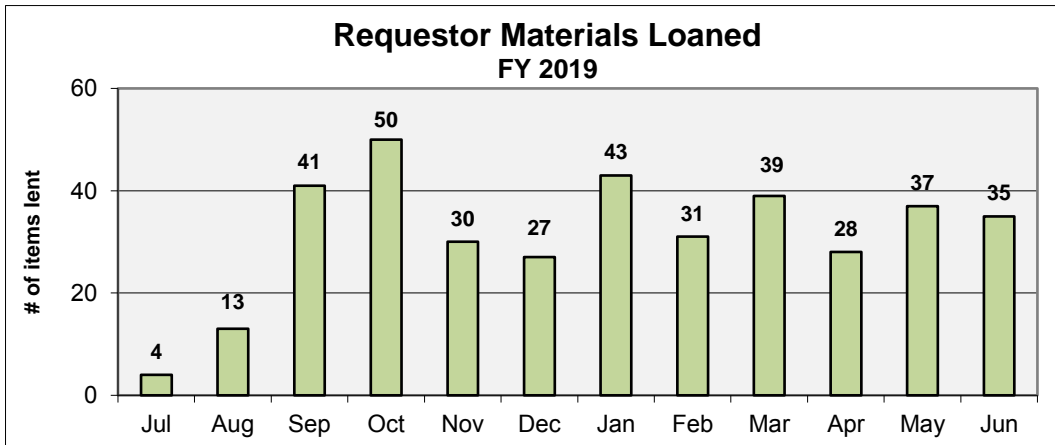
** Denotes library with the most activity within this grouping.

*Beginning June 15, 2018 Blake's collection became unavailable for borrowing due to asbestos floor tile abatement and new tile placement in the area containing the collection. The collection became available once again August 27, 2018.

Requestor Materials Loaned by Blake Library - FY2019

Location	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	%of Total
UMPI	0	0	1	0	0	0	0	0	0	1	0	1	3	0.79%
POR/GOR	1	1	6	7	4	5	9	7	5	4	8	5	62	16.40%
UMA	0	3	1	4	3	3	4	4	1	5	1	6	35	9.26%
UMO	1	0	6	4	7	3	7	4	10	3	2	5	52	13.76%
UMF	1	0	6	4	1	3	4	1	6	2	5	2	35	9.26%
LAW	0	0	0	0	0	0	0	0	0	0	1	1	2	0.53%
FK	0	0	2	4	1	0	3	0	1	2	0	1	14	3.70%
UMM	0	0	1	5	0	1	1	0	0	1	1	0	10	2.65%
LEW/AUB	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
BPL	0	2	10	14	8	6	6	9	9	6	10	6	86	22.75%
MSL	1	0	8	7	6	6	9	6	7	4	9	8	71	18.78%
OTHER*	0	7	0	1	0	0	0	0	0	0	0	0	8	2.12%
TOTAL	4	13	41	50	30	27	43	31	39	28	37	35	378	100.00%

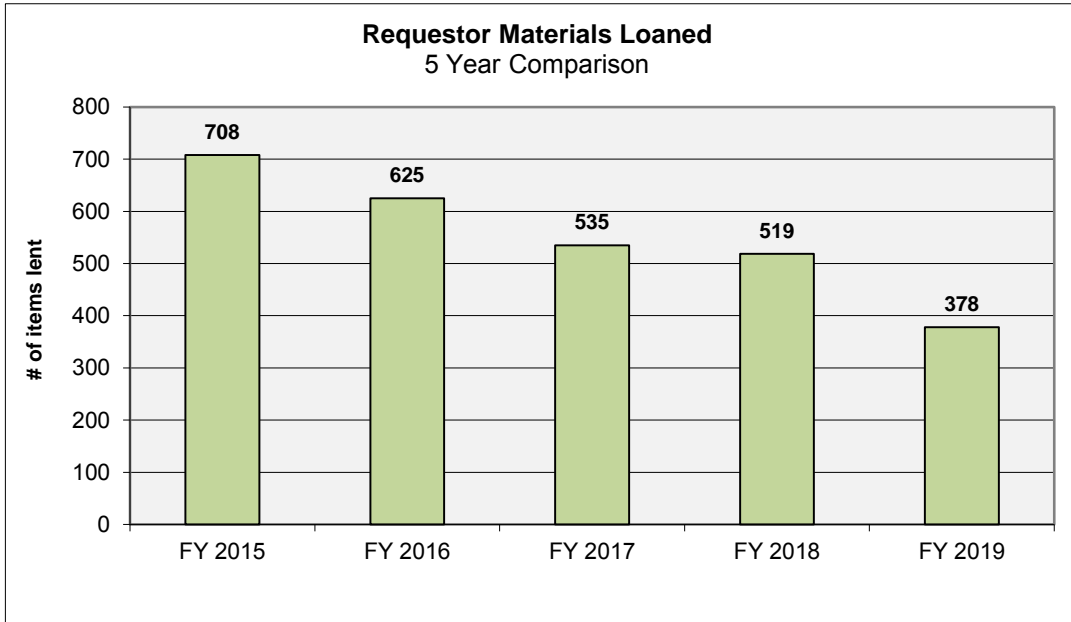
* NOTE: OTHER includes Leg., BCL, and Misc. requests.



Beginning June 15, 2018 most of Blake's collection became unavailable for borrowing due to asbestos floor tile abatement and new tile placement in the collection area. The collection became available once again August 27, 2018.

**Requestor Materials Loaned by Blake Library
5 Year Comparison**

MONTH	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
JUL	65	45	42	34	4
AUG	69	51	52	36	13
SEP	80	72	56	42	41
OCT	70	63	45	53	50
NOV	56	62	49	40	30
DEC	45	42	30	25	27
JAN	72	80	61	52	43
FEB	47	43	45	52	31
MAR	57	36	38	62	39
APR	47	46	40	49	28
MAY	44	35	35	46	37
JUN	56	50	42	28	35
TOTAL	708	625	535	519	378

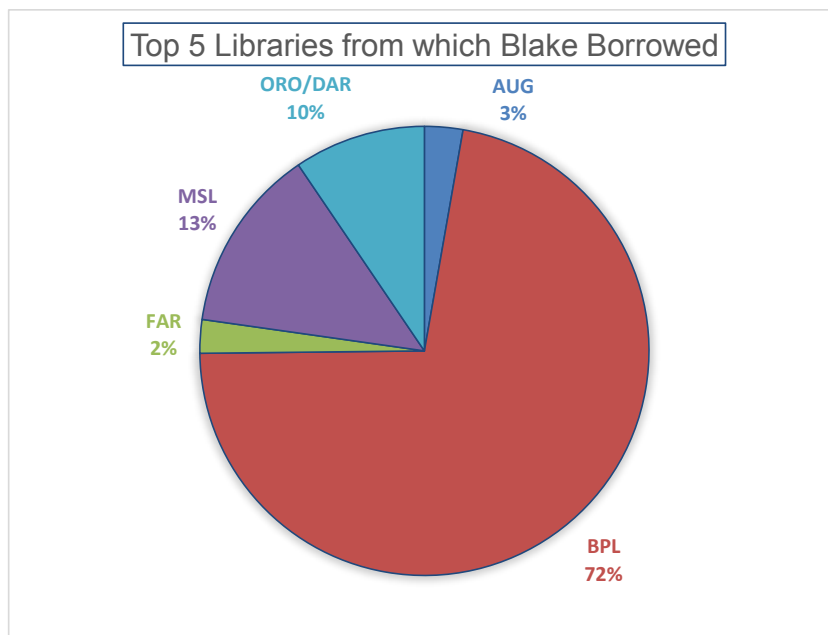
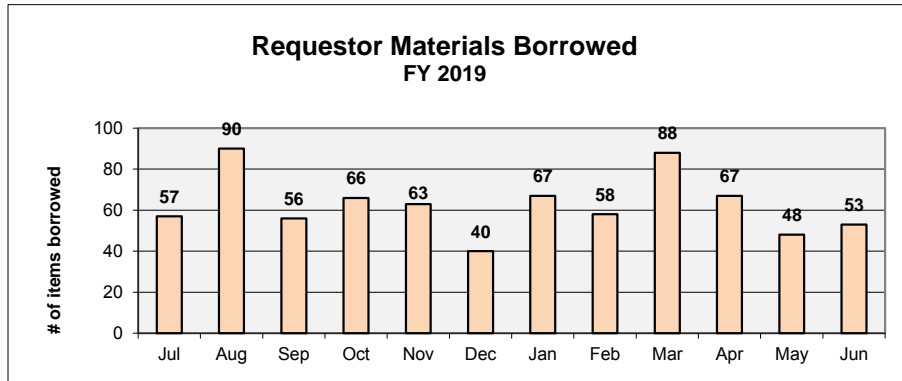


Requestor Materials Borrowed by Blake Library Patrons - FY2019

Location	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	%of Total
AUG	1	0	0	1	2	1	2	0	3	3	3	0	16	2.12%
BCL(umab)	0	1	0	2	2	0	3	0	1	0	1	2	12	1.59%
BPL	38	53	32	28	35	28	30	37	44	32	26	35	418	55.51%
FAR	0	2	0	2	2	1	1	1	1	1	1	2	14	1.86%
FK	0	0	2	4	1	0	3	0	1	2	0	1	14	1.86%
LAW	0	0	0	0	0	0	0	0	0	1	0	0	1	0.13%
LEG	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
MAC	1	2	1	2	0	2	3	3	2	1	0	2	19	2.52%
MSL	5	8	6	9	8	1	6	5	19	5	4	1	77	10.23%
ORO/DAR	4	10	6	6	5	2	5	3	3	2	4	5	55	7.30%
PI	1	0	0	1	0	1	0	0	3	0	0	2	8	1.06%
USM: GOR	1	2	2	1	1	0	0	3	0	0	3	0	13	1.73%
LEW	1	2	3	0	0	0	1	1	0	0	0	0	8	1.06%
POR	4	3	1	3	1	0	2	0	1	1	0	1	17	2.26%
no location*	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
TITLE LEVEL**	1	7	3	7	6	4	11	5	10	19	6	2	81	10.76%
TOTAL	57	90	56	66	63	40	67	58	88	67	48	53	753	100.00%

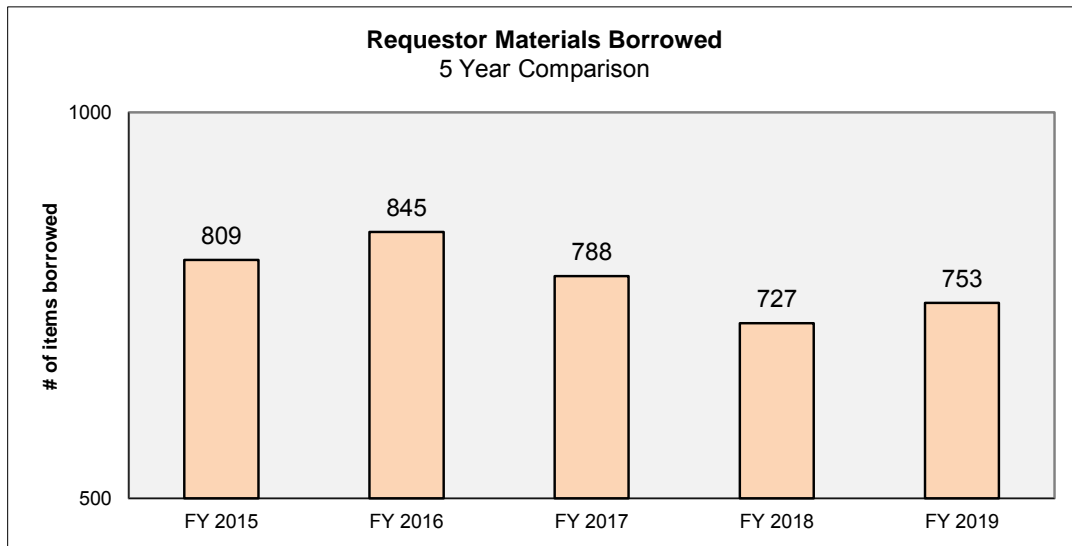
* Number represents unknown location.

** Number represents difference between materials borrowed and patron type totals.



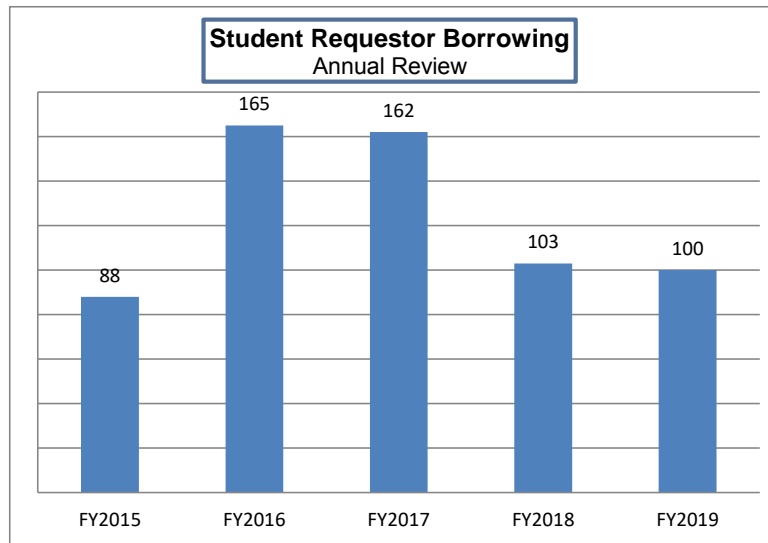
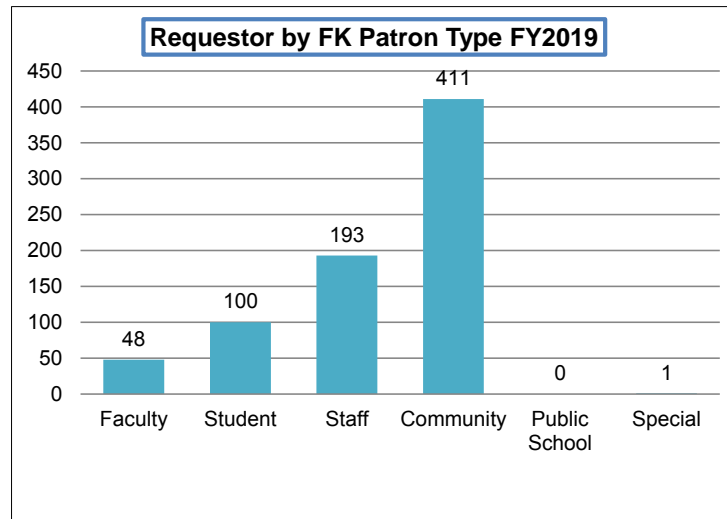
**Requestor Materials Borrowed by Blake Library
5 Year Comparison**

MONTH	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
JUL	48	61	79	68	57
AUG	65	57	65	72	90
SEP	64	67	68	54	56
OCT	69	90	64	76	66
NOV	102	68	89	75	63
DEC	52	19	42	71	40
JAN	94	105	74	54	67
FEB	77	75	72	45	58
MAR	62	93	62	58	88
APR	39	67	53	36	67
MAY	48	54	63	63	48
JUN	89	89	57	55	53
TOTAL	809	845	788	727	753



Requestor Use by FK Patron Types - FY2019

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total
Faculty	13	5	5	2	0	9	3	2	1	1	3	4	48	6.37%
Student	0	14	13	17	8	0	8	9	11	4	9	7	100	13.28%
Staff	14	20	13	14	16	0	23	17	37	20	13	6	193	25.63%
Community	37	43	25	33	39	32	33	30	39	42	22	36	411	54.58%
Public School	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Special	0	0	0	0	0	0	0	0	0	0	1	0	1	0.13%
Totals	64	82	56	66	63	41	67	58	88	67	48	53	753	100.00%



Reserves Breakdown FY2019

Items Selected by Instructor

semester	# of instructors	# of unique instructors	# of courses	# of items
summer 18	0		0	0
fall 18	14		17	28
spring 19	14		18	22
summer 19	0		0	0
total	28	20	35	50

Items Selected by Staff from Collection

semseter	# of courses	# of items
fall 2018	15	32
spring 2019	15	28
total	30	60

Total Reserves

total # of courses	total # of items
65	110

Five Year Reserves Summary

year	unique # of instructors	# of courses	# of items
FY2015	25	40	190
FY2016	24	35	213
FY2017	19	36	214
In fall 2017, library staff began putting textbooks available in the stacks on reserve by course number. This included computer information, forestry, and nursing course books. All subjects were added in the fall 2018 semester.			
FY2018	18	48	100
FY2019	20	65	110

SCANNING AND DOCUMENT PLACEMENT SERVICES FY2019

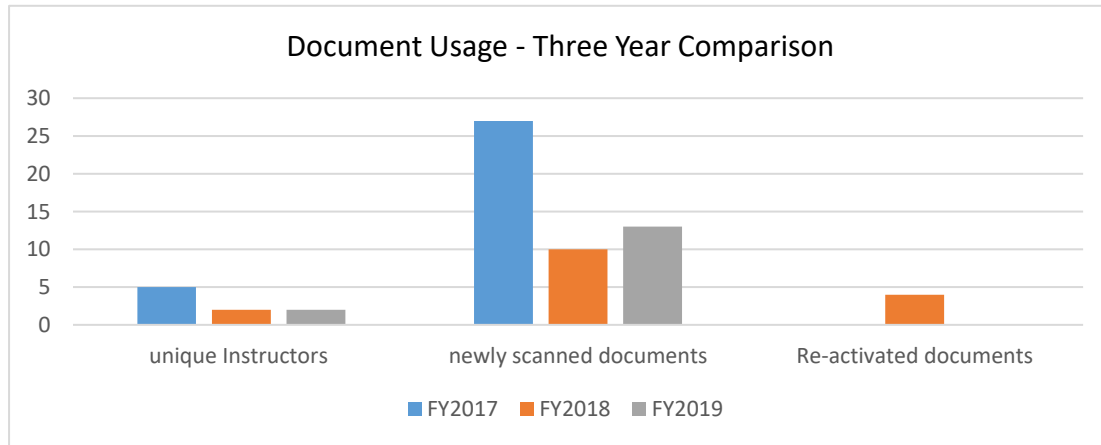
Term	unique Instructors	newly scanned documents	Re-activated documents	total instructors assisted document placement	total instructors unassisted document placement
summer 2018	none				
fall 2018	2	5	0	0	2
spring 2019	2	8	0	0	2
8 wk Mar	none				
summer 2019	none				

SERVICES SUMMARY:

Provided e-reserve services to 2 unique instructors; 0 received course document placement assistance; 2 placed documents on their own. Scanned 13 new course documents and reactivated 0

Scanning Comparison Across Three Years

Term	unique Instructors	newly scanned documents	Re-activated documents	total instructors assisted document placement	total instructors unassisted document placement
FY2017	5	27	0	3	2
FY2018	2	10	4	2	0
FY2019	2	13	0	0	2



Serials Statistics

Serials Check Outs by Faculty, Staff, and Students FY2019

Serial Title	Checkout Count
Backpacker	3
James Dickey Review	1
National Geographic	2
Real Simple	2
Smithsonian	2
Vanity Fair	2
TOTAL	12

Fiscal Year	# Titles Used	Items Used	Items % Change
FY2019	6	12	-57%
FY2018	13	28	600%
FY2017	3	4	-88%
FY2016	17	32	68%
FY2015	10	19	-65%

**Serials Routed to Faculty and Staff
FY2019**

Serial Title	#Recipients (Title)	# of Times Routed
American Journal of Nursing	2	8
James Dickey Review	1	1
Library Journal	1	14
Poets & Writers	1	4
Scientific American	1	10
The Book Review	1	35
The Writer's Chronicle	1	6
Total	8	78

Routing by Division	
Division	# of Faculty/Staff
Arts and Sciences	0
Education	2
Professional Management	0
Nursing	2
Staff	1
Total	5

**Serials Total Usage Count
FY2019**

Color Codes: **Free** Canceled/Ceased Titles

Title	In library usage	checked out #	times routed	total usage
American Journal of Nursing	1	0	8	9
Aroostook Republican	3	0	0	3
Atlantic Monthly (The Atlantic)	14	0	0	14
Audubon	7	0	0	7
Backpacker	1	3	0	4
Bangor Daily News	252	0	0	252
Bangor Metro	2	0	0	2
Barron's	1	0	0	1
Business Week	2	0	0	2
Chronicle of Higher Education	7	0	0	7
Consumer Reports	37	0	0	37
Down East	8	0	0	8
Economist	1	0	0	1
Fiddlehead Focus	2	0	0	2
Field & Stream	1	0	0	1
Good Housekeeping	12	0	0	12
Harper's	6	0	0	6
Harvard Educational Review	1	0	0	1
Information Security Technical Report	1	0	0	1
James Dickey Review	0	1	1	2
Journal of Pediatric Nursing	1	0	0	1
Library Journal	0	0	14	14
Maclean's	10	0	0	10
Maine Policy Review	1	0	0	1
Memories of Maine	3	0	0	3
Mother Earth News	25	0	0	25
National Geographic	13	2	0	15
National Review	3	0	0	3
National Wildlife	8	0	0	8
Natural History	11	0	0	11
New Scientist	5	0	0	5
New York Times	17	0	0	17
New York Times Book Review	2	0	0	2
New York Times Magazine	4	0	0	4
New Yorker	9	0	0	9
Newsweek	23	0	0	23
Northeastern Naturalist	1	0	0	1
Northern Logger & Timber Processor	8	0	0	8
Nursing	1	0	0	1

**Serials Total Usage Count
FY2019**

Color Codes: **Free** Cancelled/Ceased Titles

Title	In library usage	checked out #	times routed	total usage
Nursing Clinics ofNorth America	1	0	0	1
Our Maine Street	1	0	0	1
Poets & Writers	0	0	4	4
Portland Press Herald	259	0	0	259
Real Simple	2	2	0	4
Rolling Stone	6	0	0	6
Saint John Valley Times	10	0	0	10
Science	3	0	0	3
Science News	5	0	0	5
Scientific American	4	0	10	14
Sierra	6	0	0	6
Smithsonian	10	2	0	12
Sports Illustrated	14	0	0	14
Sustainability	2	0	0	2
The Book Review	0	0	35	35
Sustainability	2	0	0	2
The Book Review	0	0	35	35
Time	70	0	0	70
Vanity Fair	8	2	0	10
Wall Street Journal	2	0	0	2
Writer's Chronicle	0	0	6	6
Totals	909	12	113	1,034

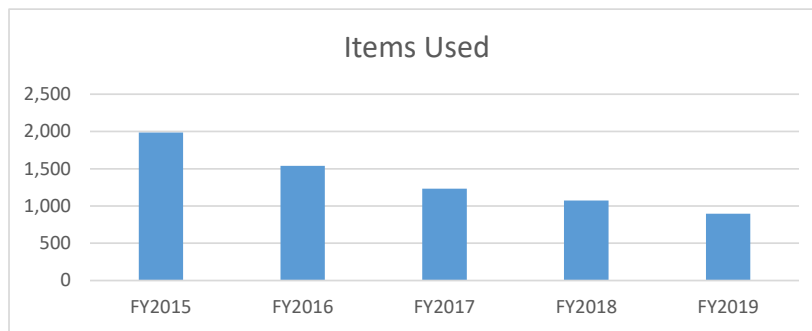
Microfilm Usage Count FY2019

Serial Title	Usage Count
Saint John Valley Times	6
Total	

Periodicals Use Count FY2019

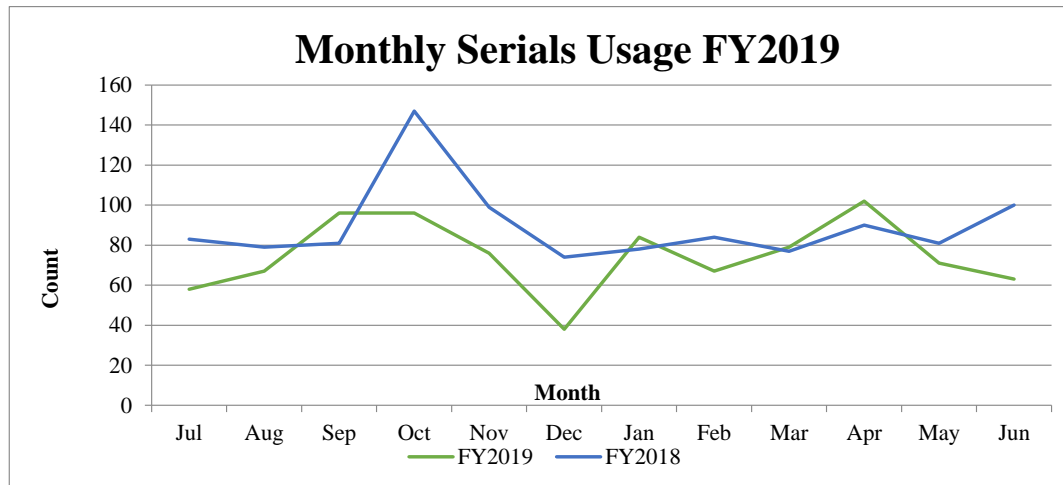
Periodicals Use Count: Annual Comparison

	Titles Used	Items Used	Title Usage Change	Items Usage Change
FY2015	75	1,987	20.97%	-7.58%
FY2016	63	1,540	-16.00%	-22.50%
FY2017	64	1,232	1.59%	-20.00%
FY2018	47	1,073	-36.17%	-14.82%
FY2019	45	897	-4.44%	-19.62%



Periodicals Use Count: Monthly Comparison

JUL	58
AUG	67
SEP	96
OCT	96
NOV	76
DEC	38
JAN	84
FEB	67
MAR	79
APR	102
MAY	71
JUN	63
TOT	897
AVG	74.8



Online Journal Access

FY2019

Serial Title	Full text Downloads	SS Clicks	Online Views
Amazing Wellness	3	0	14
American Anthropologist	7	12	n/a
American Journal Of Medicine	89	9	n/a
American Journal Of Psychology	4	14	n/a
American Journal Of Sociology	7	19	n/a
ANS	11	11	n/a
Atlantic Monthly	n/a	6	n/a
Backpacker	0	0	2
Biological Research For Nursing	11	5	n/a
Bloomberg Business Week	n/a	5	n/a
Choice	n/a	34	75
Chronicle of Higher Education	n/a	16	n/a
Conservation Biology	8	32	n/a
Cooking Light	1	2	6
Current History	n/a	6	n/a
Discover	1	1	2
Early Childhood Education	15	4	n/a
Eating Well	0	n/a	4
Ecology	11	9	n/a
Elementary School Journal	5	6	n/a
Environment	0	3	n/a
Environmental Ethics	n/a	5	n/a
Evidence Based Nursing	27	18	n/a
Forest Science	12	7	n/a
Good Organic Gardening	1	n/a	12
Harvard Business Review	n/a	13	n/a
Harvard Educational Review	12	12	n/a
HGTV Magazine	1	0	9
Home Design	1	0	6
Journal Of Adolescent & Adult Literacy	6	12	n/a
Journal Of Applied Social Psychology	9	13	n/a
The Journal Of Finance	3	5	n/a
Journal Of Forestry	27	21	n/a
Journal Of Learning Disabilities	8	7	n/a
Journal Of Pediatrics	113	8	n/a
Journal Of Research In Childhood Education	4	6	n/a
Journal Of Transcultural Nursing	118	16	n/a
Music Educators Journal	3	4	n/a
National Park Trips	1	0	0
New England Quarterly	1	9	n/a
Newsweek	n/a	10	n/a
Nursing	29	145	n/a
Popular Science	1	0	2
Prevention	2	0	2
Psychological Reports	13	5	n/a
Reading Teacher	2	8	n/a

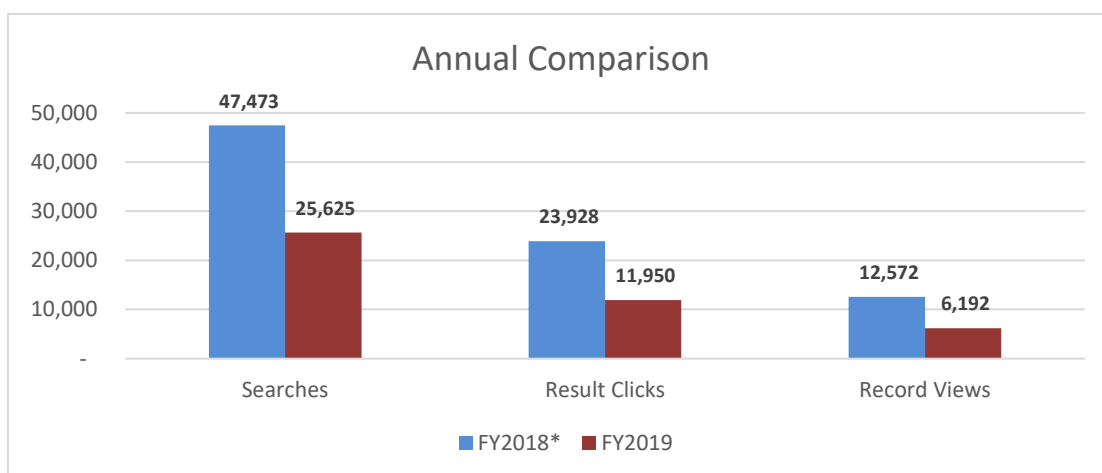
Online Journal Access

FY2019

Science	54	348	n/a
Social Education	1	2	n/a
Social Problems	7	9	n/a
Sociology Of Education	8	4	n/a
Sustainability	1	3	n/a
Teaching Exceptional Children	1	2	n/a
TOTAL	639	886	134

Annual View: COUNTER 4 Reports EBSCO Only Resources

	FY2016	FY2017	FY2018	FY2018*	FY2019	% diff
Searches	78,459	62,819	61,692	47,473	25,625	-58%
Result Clicks	55,440	39,676	26,698	23,928	11,950	-55%
Record Views	30,328	22,335	14,087	12,572	6,192	-56%
Link-In (10 resources)				3,952	2,456	-38%
Acad. S. Comp.				1,495	1,115	-25%
CINAHL w/FT				1,822	894	-51%



Reported these in FY18 incorrectly. Searches was the most egregious with reporting at 44,775 when actually they were 61,696. One resource was accidentally left out, and two others had erroneous numbers.

The State dropped most EBSCO resources and began using Gale products in FY2019. The second column (FY2018*) is a comparison of actual EBSCO databases we currently have with the same in FY2018.

Link-in: Link-ins are logged in EBSCOhost statistics when a user links to an EBSCOhost query, article or journal from an external website or source.

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

Search: A specific intellectual query, typically equated to submitting the search form of the online service to the server (EBSCO, abridged)

EBSCO Databases
Counter 4 Use Report (R4) FY2019

Database Title	Searches	Result Clicks	Record Views
Academic Search Complete	1,775	3,334	1,739
America: History & Life	478	2	2
Art Full Text (H.W. Wilson)	486	31	11
Art Index Retrospective (H.W. Wilson)	480	0	0
Audiobook Collection (EBSCOhost)	487	0	0
CINAHL with Full Text	4,878	6,199	3,172
eBook Collection (EBSCOhost)	624	11	7
Education Full Text (H.W. Wilson)	549	157	80
Environment Complete	602	124	72
European Views of the Americas: 1493 to 1750	782	0	0
ERIC	588	30	23
FSTA - Food Science and Technology Abstracts	588	5	4
GreenFILE	584	2	2
Historical Abstracts	478	2	1
Hobbies & Crafts Reference Center	586	4	2
Library, Information Science & Technology Abstrac	591	10	5
MLA Directory of Periodicals	159	0	0
MLA International Bibliography	163	3	1
Newswires	7,067	4	3
Novelist Plus	7	6	6
Novelist Plus K-8	12	4	4
OpenDissertations	488	0	0
Poetry & Short Story Reference Center	6	4	0
PsycARTICLES	877	1,377	612
PsycINFO	1,051	442	265
Teacher Reference Center	581	3	1
The Serials Directory	658	177	173
Totals	25,625	11,931	6,185

*New or changed companies

**Upgraded

***Cancelling or upgraded to other

	FY2019	Searches	Result Clicks	Record Views
Academic Search Complete		1,745	3,334	1,739
CINAHL with Full Text		4,878	6,199	3,172
	FY2018			
Academic Search Complete		6,024	7,660	3,988
CINAHL with Full Text		9,510	12,835	6,810
% Change				
Academic Search Complete		-71%	-56%	-56%
CINAHL with Full Text		-49%	-52%	-53%

**Annual Comparison of UMFK EBSCO Databases
Common Databases Only**

Session Statistics

Database Title	UMFK FY2019	UMFK FY2018	% Change
Academic Search Complete	1,901	4,831	-61%
America: History & Life	103	140	-26%
Art Full Text	114	169	-33%
Art Index Retrospective	101	131	-23%
Audiobook Collection (EBSCOhost)	104	135	-23%
CINAHL with Full Text	2,091	5,557	-62%
eBook Collection (EBSCOhost)	143	261	-45%
Education Full Text	180	311	-42%
Environment Complete	202	425	-52%
ERIC	125	248	-50%
European Views of the Americas	123	222	-45%
FSTA - Food Science and Technology Abstracts	124	224	-45%
GreenFILE	126	222	-43%
Historical Abstracts	103	139	-26%
Hobbies & Crafts Reference Center	131	235	-44%
Library, Info. Sci. & Tech. Abstracts	126	231	-45%
MEDLINE	25	479	-95%
MLA Directory of Periodicals*	30	N/A	N/A
MLA International Bibliography*	32	N/A	N/A
Newswires*	2,006	N/A	N/A
NoveList Plus	8	19	-58%
NoveList Plus K-8	5	10	-50%
Poetry & Short Story Reference Center	6	36	-83%
PsycARTICLES	601	774	-22%
PsycInfo	258	598	-57%
Serials Directory	146	0	N/A
Teacher Reference Center	124	225	-45%
Totals	9,038	15,622	-42%

*New or changed companies

**Upgraded

**Annual Comparison of UMFK EBSCO Databases
Common Databases Only**

Search Statistics

Database Title	UMFK FY2019	UMFK FY2018	% Change
Academic Search Complete	1,745	6,125	-72%
America: History & Life	458	362	27%
Art Full Text	466	538	-13%
Art Index Retrospective	456	525	-13%
Audiobook Collection (EBSCOhost)	463	534	-13%
CINAHL with Full Text	4,821	9,698	-50%
eBook Collection (EBSCOhost)	596	823	-28%
Education Full Text	520	634	-18%
Environment Complete	583	856	-32%
ERIC	559	822	-32%
European Views of the Americas	559	802	-30%
FSTA - Food Science and Technology Abstracts	569	782	-27%
GreenFILE	564	787	-28%
Historical Abstracts	459	545	-16%
Hobbies & Crafts Reference Center	567	791	-28%
Library, Info. Sci. & Tech. Abstracts	572	815	-30%
MEDLINE	94	1,578	-94%
MLA Directory of Periodicals*	131	30	N/A
MLA International Bibliography*	135	32	N/A
Newswires	7,001	2,006	249%
NoveList Plus	7	18	-61%
NoveList Plus K-8	12	19	-37%
Poetry & Short Story Reference Center (FK)	6	46	-87%
PsycARTICLES	847	1,059	-20%
PsycInfo	1,019	1,765	-42%
Serials Directory	629	0	N/A
Teacher Reference Center	562	797	-29%
Totals	24,400	32,789	-26%

*New or changed companies/name

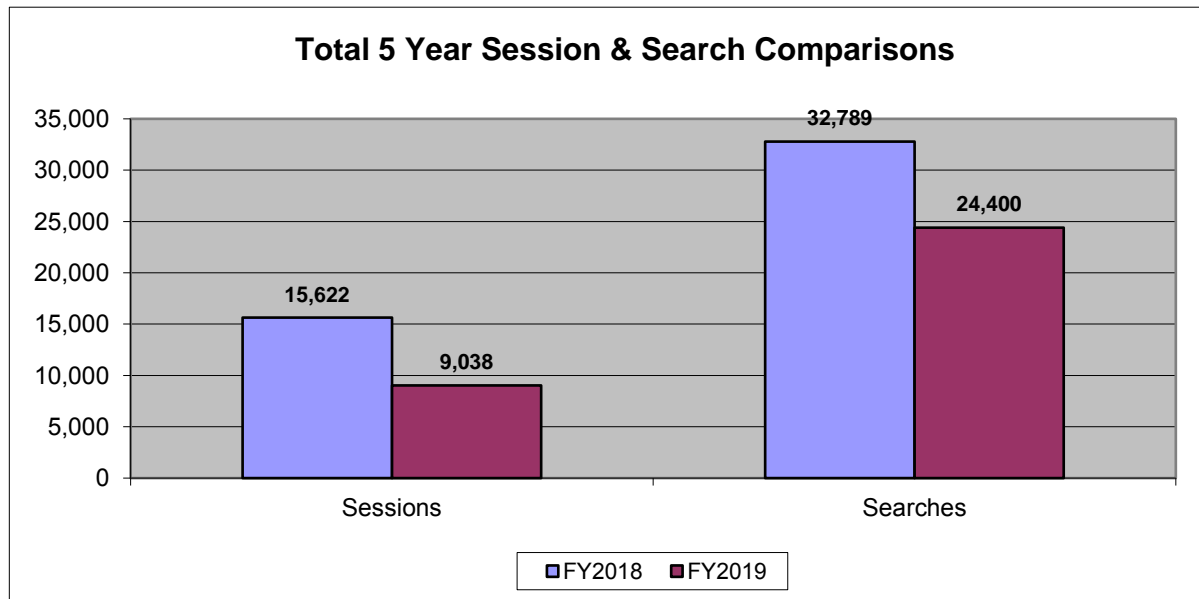
**Upgraded

Full-Text Requests Report FY2018

UMFK EBSCOhost Databases

Database Name	FY2019 FT Requests	FY2018 FT Requests	% Difference	System \$\$
Academic Search Complete	1,795	3,892	-54%	collab.
Art Full Text	14	18	-22%	√
CINAHL with Full Text	2,556	5,531	-54%	√
eBook Collection (EBSCOhost)	4	16	-75%	√
Education Full Text	89	192	-54%	√
Environment Complete	53	146	-64%	State
Hobbies & Crafts Reference Center	2	7	-71%	State
Military & Government Collection	0	51	-100%	State
Newswires	1	0	N//A	State
Poetry & Short Story Reference Center (FK)	4	5	-20%	UMFK
PsycARTICLES	813	827	-2%	√
Regional Business News	0	7	-100%	State
Totals	5,331	10,692	-50%	

(resources with no full-text available were removed)



University of Maine at Fort Kent
 COUNTER 5 Reports
 FY2019
 (July 1, 2018 - June 30, 2019)

	Reg. Searches	Item Investigations	Unique Item Inv.	Item Requests	Unique Item Req.
Academic Search Complete	1745	3566	2050	1795	1482
America: History & Life	458	2	2	n/a	n/a
Art Full Text (H.W. Wilson)	466	25	9	14	8
Art Index Retrospective (H.W. Wilson)	456	n/a	n/a	n/a	n/a
Audiobook Collection (EBSCOhost)	463	n/a	n/a	n/a	n/a
CINAHL with Full Text	4821	6111	3633	2556	2162
eBook Collection (EBSCOhost)	596	11	7	4	4
Education Full Text (H.W. Wilson)	520	172	104	89	73
Environment Complete	583	124	79	53	51
European Views of the Americas: 1493 to 1750	559	n/a	n/a	n/a	n/a
FSTA - Food Science and Technology Abstract	569	5	5	n/a	n/a
GreenFILE	564	2	2	n/a	n/a
Historical Abstracts	459	2	2	n/a	n/a
Hobbies & Crafts Reference Center	567	4	2	2	2
Library, Information Science & Technology Abs	572	6	5	n/a	n/a
Military & Government Collection	28	n/a	n/a	n/a	n/a
MLA Directory of Periodicals	131	n/a	n/a	n/a	n/a
MLA International Bibliography	135	3	3	n/a	n/a
Newswires	7001	n/a	n/a	n/a	n/a
Novelist Plus	7	5	5	n/a	n/a
Novelist Plus K-8	12	4	4	n/a	n/a
Poetry & Short Story Reference Center	6	4	4	4	4
PsycARTICLES	847	1396	573	813	552
PsycINFO	1019	424	374	n/a	n/a
Teacher Reference Center	562	3	3	n/a	n/a
The Serials Directory	629	174	165	n/a	n/a
	23775	12043	7031	5330	4338

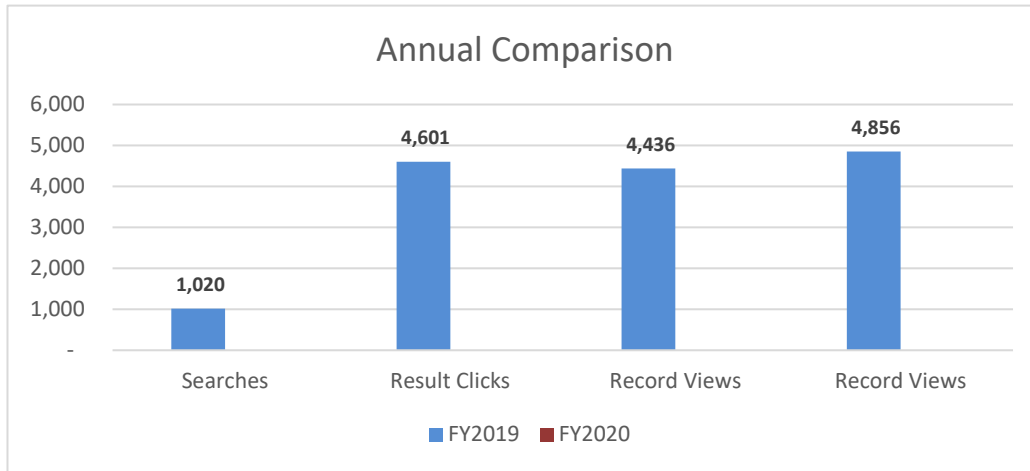
Counter 5 Reports Definitions (see citation below)

- Total Item Investigation = total times a content item or information related to content item was accessed (chapter, article)
- Unique Item Investigations = number of unique items investigated by a user
- Total Item Requests = total number of times the full text of a content item was downloaded or viewed
- Unique Item Requests = number of unique content items requested by a user
- Search Regular = number of times a user searches a database, where they have actively chosen that database from a list of options OR there is only one database available to search
- Searches Automated = number of times a user searches a database, where they have not actively chosen that database from a list of options
- Searches Platform = number of times a user searches a database, regardless of the number of databases involved in the search
- Searches Federated = number of times a search is run remotely through an API (?)
- Access Type = used to determine whether content was open access or not

Mellins-Cohen, T. (2019). *The friendly guide to release 5 for librarians: This guide is a non-intimidating manual for librarians*. Retrieved from Project Counter website: <https://www.projectcounter.org/friendly-guide-release-5-librarians/>

Annual View: COUNTER Reports GALE Only Resources

			FY2019	FY2020	% diff
Searches			1,020		
Result Clicks			4,601		
Record Views			4,436		
Record Views			4,856		



Result Click: A click originating from a set of search results

Record View: A successful request for a database record that has originated from a set of search results, from browsing the database or from a click on another database record. For Gale, this is a view an article on screen and does not include download activity.

Search: A specific intellectual query submitted through a search form to the database.

Definitions from Gale Cengage Co. Glossary of Terms
<https://support.gale.com/doc/usageloglossary-technical>

GALE Databases
Counter 4 Use Report (R4) FY2019

Database Title	Searches	Result Clicks	Record Views
17th and 18th Century Burney Collection	1	0	0
Academic OneFile	575	1999	1881
Agriculture Collection	2	0	0
British Library Newspapers	1	0	0
Business Collection	59	156	152
Business Economics and Theory	3	0	0
Canadian Periodical Index	2	0	0
Communications and Mass Media Collection	2	0	0
Criminal Justice Collection	2	0	0
Culinary Arts Collection	2	0	0
Diversity Studies Collection	2	0	0
DLB Complete Online	1	0	0
Educators Reference Complete	2	0	0
Environmental Studies and Policy	2	0	0
Fine Arts and Music Collection	2	0	0
Gale Virtual Reference Library	6	30	31
Gardening Landscape and Horticulture	2	0	0
Gender Studies Collection	4	1	1
General OneFile	29	852	842
General Science Collection	2	0	0
GREENR (Global Ref on the Environment)	9	0	4
Health and Wellness Resource Center	119	194	151
Health Reference Center Academic	18	887	892
Home Improvement Collection	2	0	0
Hospitality Tourism and Leisure	2	0	0
Information Science and Library Issues	2	0	0
Informe Academico	3	5	5
InfoTrac Newsstand	7	107	106
Insurance and Liability Collection	2	0	0
LCO-Contemporary Literary Criticism	1	0	0
Literature Resource Center	9	25	25
Military and Intelligence Database	4	2	2
MLA International Bibliography	6	6	6
Nineteenth Century U.S. Newspapers	2	0	0
Nursing and Allied Health Collection	28	9	9
Opposing Viewpoints In Context	51	235	234
Physical Therapy and Sports Medicine	2	0	0
Pop Culture Collection	2	0	0
Popular Magazines	5	1	1
Professional Collection	2	0	0
Psychology Collection	4	1	1
Religion and Philosophy Collection	3	1	1
Research In Context	4	30	30
Scribner Writer Series	5	0	2
Small Business Collection	5	2	2
Small Business Resource Center	1	1	1
Student Resources In Context	7	57	57
Times Digital Archive	1	0	0
Twaynes Authors Series	5	0	0
U.S. History Collection	2	0	0
Vocations and Careers Collection	2	0	0
War and Terrorism Collection	2	0	0
World History Collection	2	0	0
Totals	1020	4601	4436

University of Maine at Fort Kent
Gale COUNTER 5 Reports
FY2019

	Reg. Searches	Item Investigations	Unique Item Inv.	Item Requests	Unique Item Req.
17th and 18th Century Burney Collection	0	0	0	0	0
Academic OneFile	267	1,565	1,173	1,545	1,158
Agriculture Collection	0	0	0	0	0
British Library Newspapers	0	0	0	0	0
Business Collection	40	132	99	130	97
Business Economics and Theory	1	0	0	0	0
Canadian Periodical Index	0	0	0	0	0
Communications and Mass Media Collection	0	0	0	0	0
Criminal Justice Collection	0	0	0	0	0
Culinary Arts Collection	0	0	0	0	0
Diversity Studies Collection	0	0	0	0	0
DLB Complete Online	0	0	0	0	0
Educators Reference Complete	0	0	0	0	0
Environmental Studies and Policy	0	0	0	0	0
Fine Arts and Music Collection	0	0	0	0	0
Gale Virtual Reference Library	2	31	23	31	23
Gardening Landscape and Horticulture	0	0	0	0	0
Gender Studies Collection	1	1	1	1	1
General OneFile	13	511	372	489	361
General Science Collection	0	0	0	0	0
GREENR (Global Ref on the Environment)	0	0	0	0	0
Health and Wellness Resource Center	75	131	105	131	105
Health Reference Center Academic	8	611	462	607	460
Home Improvement Collection	0	0	0	0	0
Hospitality Tourism and Leisure	0	0	0	0	0
Information Science and Library Issues	0	0	0	0	0
Informe Academico	0	5	4	5	4
InfoTrac Newsstand	0	62	48	58	45
Insurance and Liability Collection	0	0	0	0	0
LCO-Contemporary Literary Criticism	0	0	0	0	0
Literature Resource Center	7	20	18	20	18
Military and Intelligence Database	1	1	1	1	1
MLA International Bibliography	0	0	0	0	0
Nineteenth Century U.S. Newspapers	0	0	0	0	0
Nursing and Allied Health Collection	13	6	4	4	4
Opposing Viewpoints In Context	45	153	117	152	117
Physical Therapy and Sports Medicine	0	0	0	0	0
Pop Culture Collection	0	0	0	0	0
Popular Magazines	0	0	0	0	0
Professional Collection	0	0	0	0	0
Psychology Collection	0	0	0	0	0
Religion and Philosophy Collection	1	2	1	2	1
Research In Context	1	15	14	15	14
Scribner Writer Series	2	0	0	0	0
Small Business Collection	1	1	0	0	0
Small Business Resource Center	1	1	1	1	1
Student Resources In Context	1	20	14	20	14

	Reg. Searches	Item Investigations	Unique Item Inv.	Item Requests	Unique Item Req.
Times Digital Archive	0	0	0	0	0
Twaynes Authors Series	2	0	0	0	0
U.S. History Collection	0	0	0	0	0
Vocations and Careers Collection	0	0	0	0	0
War and Terrorism Collection	0	0	0	0	0
World History Collection	0	0	0	0	0
	482	3,268	2,457	3,212	2,424

Counter 5 Reports Definitions (see citation below)

- Total Item Investigation = total times a content item or information related to content item was accessed (chapter, article)
- Unique Item Investigations = number of unique items investigated by a user
- Total Item Requests = total number of times the full text of a content item was downloaded or viewed
- Unique Item Requests = number of unique content items requested by a user

- Search Regular = number of times a user searches a database, where they have actively chosen that database from a list of options OR there is only one database available to search
- Searches Automated = number of times a user searches a database, where they have not actively chosen that database from a list of options
- Searches Platform = number of times a user searches a database, regardless of the number of databases involved in the search
- Searches Federated = number of times a search is run remotely through an API (?)

- Access Type = used to determine whether content was open access or not

Mellins-Cohen, T. (2019). *The friendly guide to release 5 for librarians: This guide is a non-intimidating manual for librarians*. Retrieved from Project Counter website: <https://www.projectcounter.org/friendly-guide-release-5-librarians/>

A Look at Both Gale and EBSCO Together
FY2019

COUNTER 4 Reports

	GALE	EBSCO	Total Both
Searches	1,020	25,625	26,645
Result Clicks	4,601	11,950	16,551
Record Views	4,436	6,192	10,628
Full-Text	4,856	5,331	10,187

COUNTER 5 Reports

	GALE	EBSCO	Total Both
Searches	482	23,775	24,257
Item Invest.	3,268	12,043	15,311
Unique It. Inv.	2,457	7,031	9,488
Item Requests	3,212	5,330	8,542
Unique It. Req.	2,424	4,338	6,762

Other Shared Databases

Proquest Collection

COUNTER 4 Reports

	FY2015	FY2016	FY2017	FY2018	FY2019	% Diff
Searches			1,560	322	356	11%
Result Clicks	949	1,188	598	123	152	24%
Record Views	495	564	635	280	325	16%
Full-Text	1,593	1,253	1,483	3,288	4,073	24%

COUNTER 5 Reports

				FY2019	% Diff
Reg. Searches				314	
Item Investigations				3,871	
Unique Item Inv.				2,815	
Item Requests				3,525	
Unique Item Req.				2,651	

Counter 5 Reports Definitions (see citation below)

- Total Item Investigation = total times a content item or information related to content item was accessed (chapter, article)
- Unique Item Investigations = number of unique items investigated by a user
- Total Item Requests = total number of times the full text of a content item was downloaded or viewed
- Unique Item Requests = number of unique content items requested by a user

chosen that database from a list of options OR there is only one database available to search actively chosen that database from a list of options of databases involved in the search

- Searches Federated = number of times a search is run remotely through an API (?)
- Access Type = used to determine whether content was open access or not

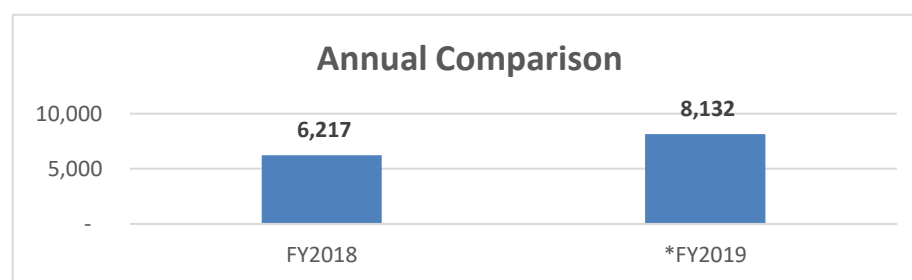
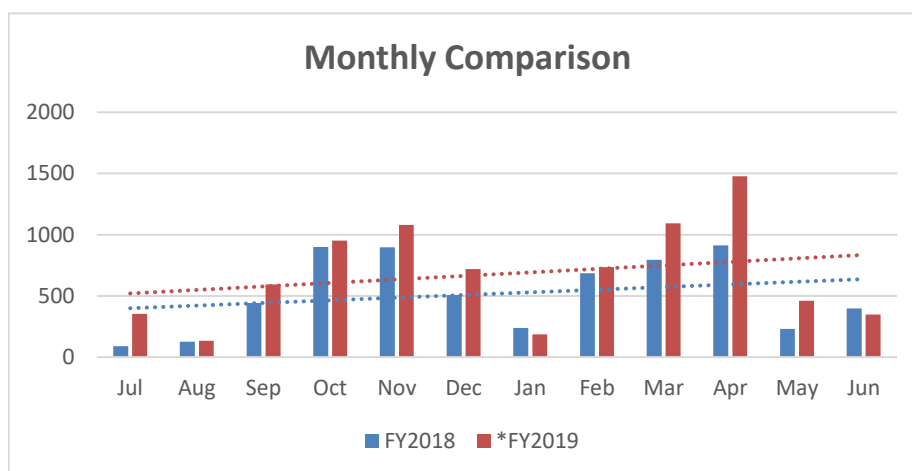
Mellins-Cohen, T. (2019). *The friendly guide to release 5 for librarians: This guide is a non-intimidating manual for librarians*. Retrieved from Project Counter website: <https://www.projectcounter.org/friendly-guide-release-5-librarians/>

ScienceDirect

Full-Text Retrievals

(Includes ebook retrievals)

Month			FY2017	FY2018	*FY2019	% Diff
Jul			76	90	354	293%
Aug			47	125	134	7%
Sep			530	441	593	34%
Oct			587	899	953	6%
Nov			432	898	1,079	20%
Dec			248	507	720	42%
Jan			109	238	186	-22%
Feb			217	685	736	7%
Mar			537	796	1,092	37%
Apr			516	912	1,477	62%
May			188	229	461	101%
Jun			153	397	347	-13%
Total			3,640	6,217	8,132	31%



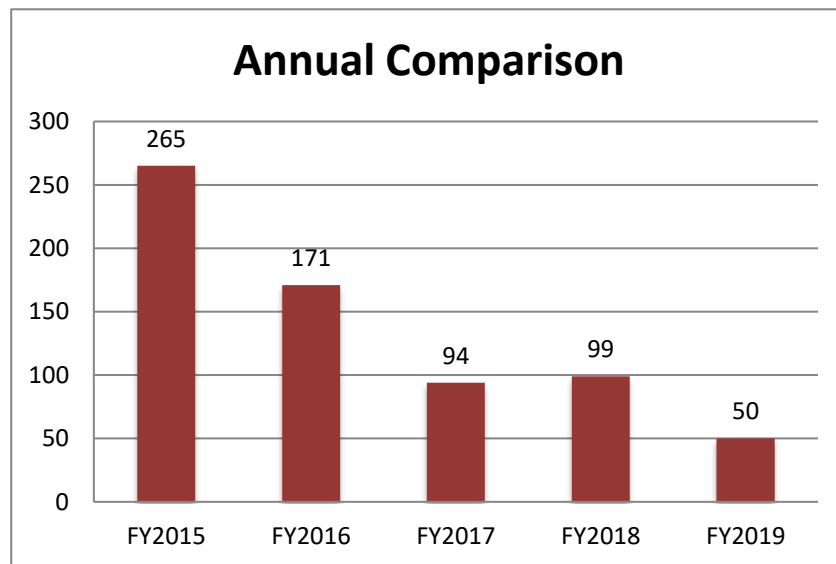
Journals Full-Text	7,778
Ebook Full-Text	354
All Full-Text	8,132

*Do to changes in vendor reports, we do not know if FY2018 and earlier stats include ebooks

BioOne Science Database

Full Text Requests

	FY2015	FY2016	FY2017	FY2018	FY2019	% Diff
Jul	2	0	1	7	0	
Aug	0	2	7	0	0	
Sep	18	22	9	3	3	
Oct	4	4	22	12	10	
Nov	7	24	6	12	1	
Dec	20	7	2	4	5	
Jan	10	2	1	2	3	
Feb	147	31	12	3	10	
Mar	38	61	15	16	3	
Apr	15	13	18	37	12	
May	3	4	1	2	3	
Jun	1	1	0	1	0	
Total	265	171	94	99	50	-49%



Type	2015	2016	2017	2018	2019	% Diff
Searches	299	321	68	52	8	-85%
Result clicks	152	98	11	25	0	-100%

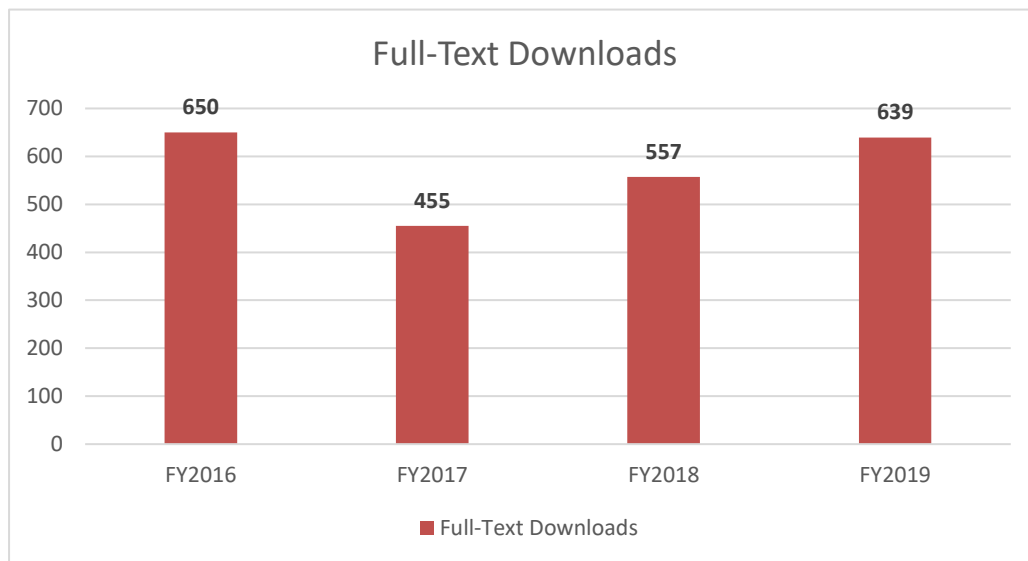
Single Online Journals

Full-Text Retrievals

	FY2016	FY2017	FY2018	FY2019	% Diff
Full-Text Downloads	650	455	557	639	15%
SS Clicks	318	517	590	886	50%
Total	968	972	1147	1525	33%

(SS Clicks are the # of times the journal title was selected or "clicked.")

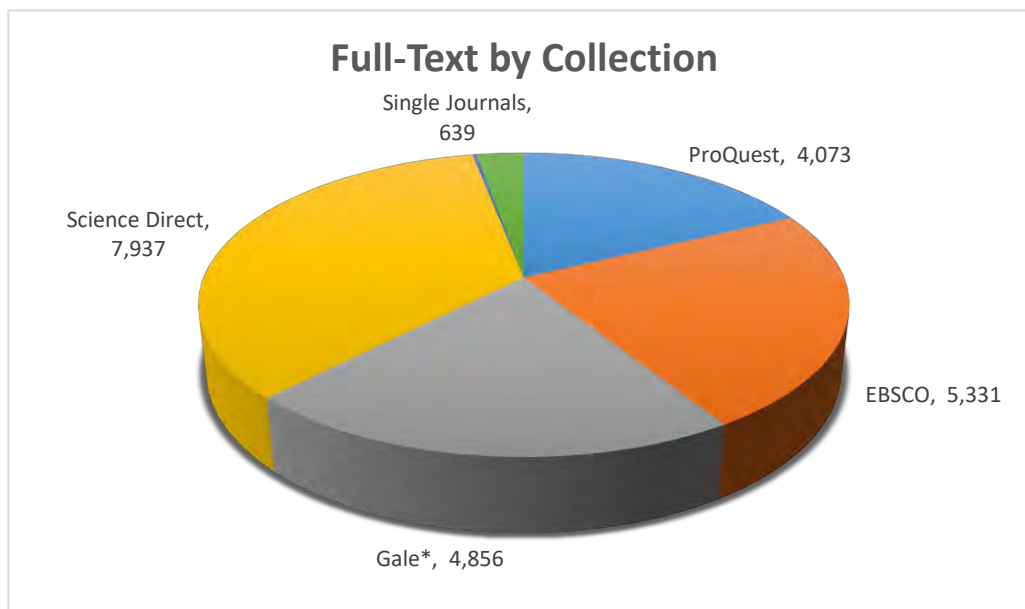
Single Online Journals represent those journals we purchase individually and are not counted in the other databases. The full-text numbers do not reflect all the journals since we are unable to get data from all (at least not free).



Overall View of Full-Text Downloads

Collections:	FY2015	FY2016	FY2017	FY2018	FY2019	% Diff
ProQuest	1,593	1,253	1,483	3,288	4,073	24%
EBSCO	20,130	22,241	16,049	11,901	5,331	-55%
Gale*					4,856	-
Science Direct			3,640	6,217	7,937	28%
BioOne	265	171	94	99	50	-49%
Single Journals		650	455	557	639	15%
			21,721	22,062	22,886	4%

*New in FY19

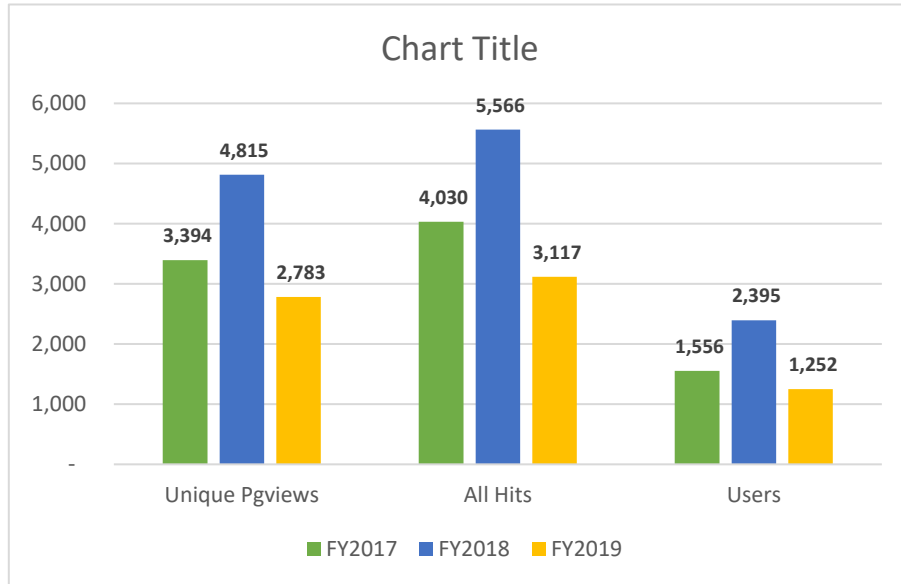


Appendix K

NCLEX RN Review Video Series
using Google Analytics

Top 10 Unique Pageviews & Hits

	FY2017	FY2018	FY2019	% Diff.
Unique PgvIEWS	3,394	4,815	2,783	-42%
All Hits	4,030	5,566	3,117	-44%
Users	1,556	2,395	1,252	-48%



Unique Pageviews: unique individuals who went to a page
Hits: total number of people who went to a particular page

ProQuest Summon (OneSearch)

Statistics through Summon

Sessions

	FY2015	FY2016	FY2017	FY2018	FY2019
July	26	57	72	800	1,289
Aug	13	65	203	689	1,089
Sept	73	105	709	1,684	4,365
Oct	119	180	827	4,910	2,676
Nov	84	126	634	3,102	2,890
Dec	42	88	504	1,586	2,881
Jan	31	57	289	884	866
Feb	66	129	389	2,107	2,818
Mar	74	270	639	4,081	4,577
Apr	55	191	471	2,756	4,109
May	39	136	284	967	1,481
Jun	51	93	259	2,092	1,965
Total	673	1,497	5,280	25,658	31,006

Searches (now called Actions)

	FY2015	FY2016	FY2017	FY2018	FY2019
July	82	402	454	1,067	2,987
Aug	47	425	1091	3,849	1,323
Sept	296	604	5279	4,498	5,309
Oct	563	1388	5908	11,417	15,589
Nov	624	815	4219	7,657	9,203
Dec	182	554	3571	4,548	6,660
Jan	158	387	1680	2,099	2,374
Feb	459	1059	2650	5,052	7,897
Mar	426	2180	4437	10,144	13,749
Apr	279	1408	2826	7,089	11,026
May	288	906	1814	2,531	4,636
Jun	469	600	1951	4,177	6,006
Total	3,873	10,728	35,880	64,128	86,759

Statistics through Google Analytics

Sessions

	FY2015	FY2016	FY2017	FY2018	FY2019
July	0	926	179	238	1,150
Aug	0	376	340	382	1496
Sept	0	192	912	965	1540
Oct	0	272	1206	1898	591
Nov	39	531	1061	1664	732
Dec	101	317	729	916	520
Jan	54	226	392	561	273
Feb	95	130	513	1214	871
Mar	389	286	789	1742	1810
Apr	320	213	657	1634	1279
May	909	212	407	550	907
Jun	542	198	334	655	354
Total	2,449	3,879	7,519	12,419	11,523

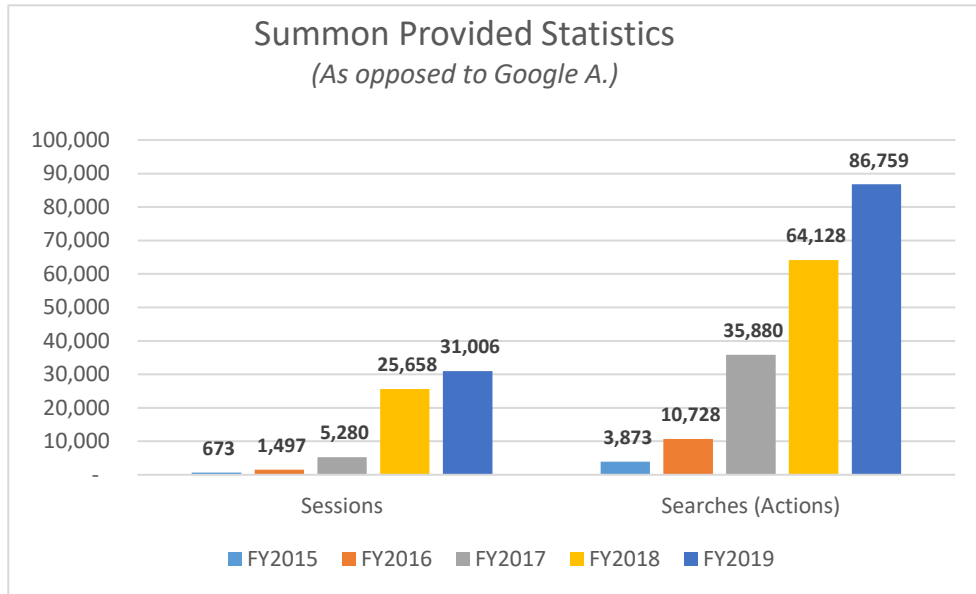
Pageviews

	FY2015	FY2016	FY2017	FY2018	FY2019
July	0	1037	258	548	2,958
Aug	0	431	771	1,699	5,796
Sept	0	261	2292	2,482	4,450
Oct	0	543	3443	7,793	1,792
Nov	123	705	2660	5,085	2,487
Dec	165	438	1926	2,836	1,279
Jan	79	317	954	1,437	702
Feb	207	317	1512	3,098	2,214
Mar	508	675	2187	6,692	7,201
Apr	506	523	1501	5,019	3,845
May	1128	366	949	1,458	2,977
Jun	586	320	918	2,090	893
Total	3,302	5,933	19,371	40,237	36,594

5 Year Comparison

	FY2015	FY2016	FY2017	FY2018	FY2019	% Diff
Sessions	673	1,497	5,280	25,658	31,006	21%
Searches (Actions)	3,873	10,728	35,880	64,128	86,759	35%
GA Sessions	2,449	3,879	7,519	12,419	11,523	-7%
GA pageviews	3,302	5,933	19,371	40,237	36,594	-9%

Actions include both faceted searches and basic (search box) searches



360 Link Referring Source

Gathered from Serials Solutions

Referring Source (Resource or tool referring patron to another resource)	# of Requests Sent	% of All Requests Sent
EBSCO:Academic Search Complete	28	0.2%
EBSCO:Academic Search Complete -- Publications	1	0.0%
EBSCO:Business Source Complete	1	0.0%
EBSCO:CINAHL with Full Text	133	0.8%
EBSCO:CINAHL with Full Text -- Publications	1	0.0%
EBSCO:ERIC	6	0.0%
EBSCO:Education Full Text (H.W. Wilson)	1	0.0%
EBSCO:Health Source: Nursing/Academic Edition	6	0.0%
EBSCO:MEDLINE	2	0.0%
EBSCO:PsycARTICLES References	5	0.0%
EBSCO:PsycINFO	20	0.1%
EBSCO:The Serials Directory	4	0.0%
ProQ:abiglobal	2	0.0%
ProQ:asfabiological	1	0.0%
ProQ:assia	2	0.0%
ProQ:midwestnews1	1	0.0%
ProQ:northeastnews1	1	0.0%
ProQ:sociology	1	0.0%
ProQ_ss	17	0.1%
Refworks	2	0.0%
gale:	3	0.0%
google	204	1.3%
info%3Asid%2Fsummon.serialssolutions.com	2	0.0%
sage	5	0.0%
sersol:RefinerQuery	6	0.0%
summon.serialssolutions.com	15,734	97.2%

Total	16,189	100.0%
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