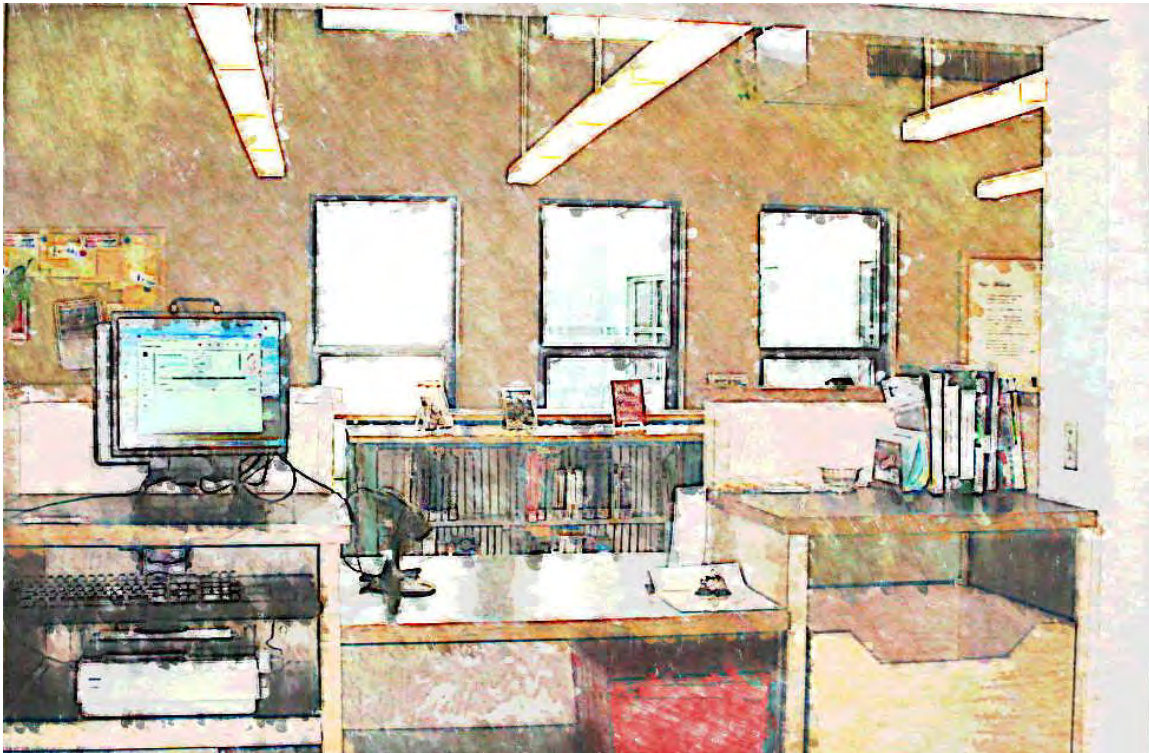


Circulation & Interlibrary Loan Departments



Blake Library
University of Maine at Fort Kent
Annual Report – FY 2020

Table of Contents

Appendices.....	4
CIRCULATION DEPARTMENT.....	5
Overview	5
Attendance.....	5
Courier Service	5
E-books.....	5
Equipment.....	6
Notable changes and updates (other than due to the pandemic)	6
Non-UMFK Community.....	6
Services	6
Student Workers.....	7
Goals: previous.....	7
Goals: new.....	7
COLLECTION USE: PRINT	7
General Circulating	7
Interlibrary Loan.....	8
Maine Info Net & Requestor.....	8
Reserves	8
Serials Circulating.....	8
Special collections.....	9
COLLECTION USE: ELECTRONIC.....	9
Indexes and Databases	9
NCLEX: Judith Miller RN Series.....	9
Serials	9
Summon/OneSearch.....	9

Appendices

- A. Attendance
- B. Courier Service
- C. E-books
- D. General Circulation
- E. Interlibrary Loan
- F. Maine Info Net
- G. Requestor
- H. Reserves
- I. Serials
- J. Databases
- K. Judith Miller - NCLEX
- L. Summon

CIRCULATION DEPARTMENT

Overview

Circulation took a beating this year due to the COVID-19 Pandemic, though we were on target to have great attendance numbers and higher reserves checkouts. The pandemic caused the closing of campus and in turn the shutdown of services and resources that required a physical presence. Even so, circulation staff hung in there and managed to continue a variety of services, even those that required staff to be at the library for a period of time longer than others.

Attendance

- Staff averages the number of attendees who are in the library at any given time and any given day, we no longer look at a total count across the semester who enter or exit the library. This means that though the library was shut down during the spring semester due to the COVID outbreak, we had a very interesting view of the library use.
 - The numbers were only averaged across the time we were open in the spring. They did not include time we would have normally been open, but were closed, as this would have skewed the results, especially when trying to make comparisons in the future.
 - On Sundays in the spring semester, we averaged 11 students in the library around the 3pm mark. This number beat out the last two years where the average was closer to 8.
 - These numbers may not seem very high, but the average will include those Sundays we were open but had little to no attendance. For example, one Sunday we had 6 people while another we had 17.

Hours

- We are currently open 91 hours during a regular semester week.
- During the spring semester, we closed the library at the end of spring break due to the COVID outbreak. The library remained closed through the rest of the spring and across a majority of the summer. All students were sent home while classes were moved to online.

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

Courier Service

- Courier service was discontinued in the spring and a good part of the summer due to the pandemic and libraries closing.

See [appendix B](#) for more detail

E-books

- We now use Counter 5 statistics

- Unfortunately, the move from counter 4 to counter 5 did not translate well so no comparison will be made.
- FY2019 looked to be an anomaly in that the spring numbers were way down from the previous years and the current year (FY2020). As an example, March numbers in FY2016-FY2018 ranged from 44-57 checkouts. FY2020 March numbers was 60. Whereas March of FY2019 was 11 checkouts. The same goes for January, February, and April.
 - Due to this odd anomaly, and not being able to understand why this sudden drop, we will not compare FY2019 to the current year's numbers.

See [appendix C](#) for more detail

Equipment

- Most of the laptops and webcams were checked out for students who were forced to work off campus due to the pandemic.

Notable changes and updates (other than due to the pandemic)

- All cleanup from big library move in FY2018-FY2019 has been completed. Cleanup included shifting, reorganizing, and labeling.

Non-UMFK Community

- During the spring pandemic, the surrounding community were not allowed in campus buildings, and will continue to not be allowed through the end of December, 2020.
- Plans to offer curbside service are in the works.

Other

- Circulation staff is part of the University of Maine System Libraries Circulation Group who meet twice a month while working on projects in between. This year, the circ group submitted proposals to the UMS Library Directors to eliminate the policy of URSUS libraries charging each other for items when patrons are delinquent. These items tend to stay on a patron's account even though the items or the fines may never be collected.

Services

- Continued to collaborate with the TRIO program staff by placing books on reserve that TRIO funds purchased. In doing so, the reserve collection increased significantly.
- In February, circulation staff began preliminary procedures for setting up a checkout system for the Biology instructors and students. The system would have been located in the biology lab in the Armory Building. Unfortunately, due to the pandemic, the project was put on hold.
- Though campus closed and people started working from home, circulation staff stayed to organize the scanning and uploading of numerous materials for faculty and students. Circ staff started working from home once that project was completed.
- In addition, circulation staff organized the checking and retrieval of materials by arranging pickups/drop-offs, quarantining, and other services.

- The courier discontinued its services in mid-spring and part of summer. Circulation staff across the UMS and Maine Info Net systems agreed to waive fines and extend due date deadlines on materials.

Student Workers

- In January, 2020, the minimum wage rose to \$12 an hour. We continued to hire 16 students and they only worked about 5 hours a week. Once the campus closed, the students were sent home. However, due to the pandemic situation, all students still got paid their allotted amount based on a prescribed formula. Two students helped in the library for a short time before finally staying home.

Goals: previous

- Devise a better reserve shelf labelling system **(Completed)**
- Cleanup stacks after summer move **(Completed)**
- Have student images automatically loaded into the library system **(Aborted)**
 - **Including images system wide made them available to Bangor Public Library, Maine State Library, and Law and Legislative who are all part of the UMS libraries consortia. This does not comply with system security measures.**
 - **Will continue to handle locally.**
- Cleanup stacks after summer move **(Completed)**

Goals: new

- Modify reserve operations so that managing the collection of courses and corresponding texts as well as statistics is faster, easier, and cleaner.

COLLECTION USE: PRINT

General Circulating

- After a small but nice rise in numbers in FY2019, due to the pandemic, our numbers took a dive to -23%.
- FY2019: 3,973, FY2020: 3,073
- All item types took a hit except for our 24 hours / 1 day item type. These are second copies of reserve textbooks that normally stay in the library. These grew significantly last year (1,133%) and again this year, 157%. Last year would have been the first year we started working with TRIO who purchased the books for TRIO students. If we had been able to continue checkout through the spring, there would have been a much more significant rise in use.

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

Interlibrary Loan

Borrowing

- Dropped about 23% from last year's 64 items borrowed to this year's 49.

Lending

- No significant changes.

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

Maine Info Net & Requestor

- MIN and Requestor were both hit when libraries across the state of Maine closed doors due to COVID-19.
- MIN dropped in borrowing use by 16% and lending by 9% whereas last year borrowing had risen by 40%.
- Requestor showed a 31% drop in borrowing and a 25% drop in lending. Borrowing had a slight increase of 4% last year.

See [appendices F](#) and [G](#) for more details.

Reserves

- This year number of courses and instructors for scanning services did not change significantly due to the pandemic since material still needed to go up online.
- Across the year there were 25 individual instructors, 34 courses, and 373 documents. However, many of these documents were important for classroom use during the pandemic, so essentially translated to anywhere from 3,000 to 6,000 scanned pages.
- Regarding in-library use reserves, and as mentioned under circulation, the one statistic that rose in use was the 24/1 day item type. Everything else dropped.

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

Serials Circulating

- This year, as can be expected, the print serials use dropped though not as significantly as we expected. We went from 45 to 40 titles used, an 11% drop, while of those titles, there were 582 items (issues) used as opposed to last year's 897, a 35% drop. These numbers make sense because of the library closure in the spring.
- Serials checkouts
 - Due to the pandemic, the serials checkout numbers are nominal. No comparison will be made to last year. The numbers will show in the appendix.
- Serials routing: No report this year for routing. See appendix for numbers.

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

Special collections

- No data available this year

COLLECTION USE: ELECTRONIC

Indexes and Databases

Counter Reports:

- COUNTER 5 reports are now reported in the annual report. Counter 4 reports are expected to retire by December, 2020.

UMFK:

- Miscellaneous:
 - We decided to cancel the JoVe Nursing Skills videos due to lack of use, and based on surveys, lack of future use.

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

NCLEX: Judith Miller RN Series

- NCLEX video use continues to drop by about 50% and about %75-78 from FY18 to FY20. We plan to poll the nursing faculty for their thoughts on this, if they are using the videos still, did their curriculum change. Etc.
- We may need to reevaluate our continuing to subscribe to NCLEX videos.

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

Serials

- This was the first year to look at serials usage numbers using Counter 5 reports.

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

Summon/OneSearch

- We will no longer use Google Analytics as we had in the past to look at how Summon is used. Instead, Exlibris Analytics, an in-house statistical tool will be the sole source of data.
- This year, Serials Solutions came through with providing the ability to get click-through data that allows us to gather numbers for where people go once they click on a resource in Summon, our discovery service. This allows us to see what resources are accessed

through Summon and adds a level of reassurance that patrons are accessing purchased resources when using Summon.

- Other data available using ExLibris Analytics is Sessions, Searches-basic, and Facet Filtering. The only set of data that is the same from previous years is Sessions.
- See [Appendix L](#) for related data.

Table 1			
Summon	FY2020	FY2019	FY2018
Sessions	26,327	31,006	25,658
Searches, Basic	25,397		
Facet Filtering	27,051		