

I. Interlibrary Loan

A. Staff - In June 2004, the duties of the Interlibrary Loan (ILL) department were reassigned from the Circulation Department to the Serials Department. The move was based primarily on the need for ILL tasks to be done daily, and the belief that the serials and ILL work flow would run smoothly together.

The serial's staff was trained during the fall, but by spring it was clear that the 20 hour serial's position would not be able to perform both the serials and ILL tasks efficiently. The tasks of ILL have since then been performed by the Assistant Director of the Library. Interlibrary Loan is a primary service which needs to be conducted in a timely manner. Until the library can secure a 40 hour position which would combine the tasks of ILL and serials, this service will continue to struggle.

B. ARIEL - In FY2003 it was reported that the ARIEL 3.01 upgrade would allow borrowing libraries to complete a web based form which could then be pushed into an ALA form. Staff would no longer have to manually enter the information, thus resulting in considerable savings of staff time. Upon further investigation, additional software would be necessary to take full advantage of these advanced features. The time savings could not justify the purchase of the software. The software is expensive for the volume of requests Blake Library handles.

One new feature of the ARIEL upgrade is the ability to send articles via email directly to the patron. The library began using this feature during the spring semester. Students seemed pleased with the quicker turn around time and the convenience of receiving their requests right at home.

C. Request Form - The form used to place an ILL request was modified this past year. There was some confusion created by the wordiness and unclear language around the willingness to pay for an item on the old form. In addition, the form was recreated to encourage patrons to include an active email address. The staff can use these email addresses to forward articles upon receipt, send notification that items are ready to be picked up, and to quickly communicate with the patron. To view a copy of the new form see Appendix A.

D. Borrowing - In FY2004 368 items were borrowed compared to the 183 items borrowed in FY2003. This sharp increase may be attributed to the number of faculty conducting research and an increase in the number of research assignments given by faculty to their students. In addition, the change of staff processing requests has made a positive difference. A closer look at borrowing by patron type shows that all patron types requested more items, with community patrons showing the sharpest increase. Several community patrons were working on advanced degree programs, using Blake Library to conduct research to complete their assignments. More detailed statistics can be found in Appendix B.

After many years of decline, the library staff will be monitoring ILL closely to see if FY2004 is just an unusual year, or if ILL will continue to increase. The decreasing ILL in the past had been attributed to increase access to materials on the web and access to full-text databases. Blake Library has access to over 10,000 e-journals through a growing number of full-text databases.

E. Lending - Lending activity declined in FY2004 from 124 items loaned in FY2003 to 83 items loaned in FY2004. The decline can be explained by the increase use of Maine Info Net, a state- wide library catalog. Blake loaned to 25 public libraries in FY2003, compared to 12 in FY2004. More detailed statistics can be found in Appendix C.

F. Projects - In FY2005 the ARIEL software will be upgraded. In addition, the ILL staff would like to send via email directly to the patron all items received through ARIEL and send notifications via email when other materials have arrived.

The staff would like to develop an ILL web page to provide information for local patrons, as well as for libraries wishing to borrow from Blake. The page will contain contact information, online forms, and a frequently asked questions page.

II. Serials

A. Serials Collection - The current serials collection consists of 335 titles, 276 are paid subscriptions, 50 are gifts/free, and 9 are purchased with the Inez Day Richards fund. Last year 33 titles were cancelled and 13 were added to the collection. A detailed list of titles cancelled and added can be found in Appendix D.

The library cancelled all subscriptions on microfilm, except the New York Times. The library staff will need to make decisions on the number of years which are kept for each title. Many of the 35 titles cancelled the library has access to online, this will be a major factor in deciding how long the paper copy is kept. The space for back issues is limited and though there is cost savings in cancelling the microfilm, space for storing the paper issues will be a dilemma.

B. Staff - This is the first year the serials position was moved to a 12 month position. In the past, the serials position was gone during the months when many important serial related decisions were made. The move has been positive, but the 20 hour, 12 month position still does not meet the needs of the library. As new services develop around electronic journals and the need for ILL staff increases, the demands on this position have grown to demand a 40 hour position.

As mentioned under Interlibrary Loan, the serials position began to learn the tasks of ILL but due to the increased number of tasks in both departments, the serials staff was unable to perform the duties of both departments.

C. The Move - The serials collection was moved to a new location at the end of FY2003. In FY2004, staff continued to monitor the new space to assure the placement met the needs of those who accessed the materials. The new location resides close to the reference area, the photocopy machines and the new entry. Patrons are frequently viewed working in the area and no modification have appear to be needed in this area.

D. Space - The library is out of space in the serials backfile room. The cancellation of 35 microfilm titles increases the pressure to find space quickly. Decisions to discard titles will need to be made in FY2005. Criteria which will be used in the decision making process will include: if Blake no longer subscribes to the title; if the title is available online; if the titles is held at another University of Maine System library; and the subject matter. Some subjects such as computer science and nursing do not allow their students to use materials dating older then specified dates.

E. Budget/Cancellations - The sky rocketing price of journals and flat funding to the library budget, has forced the library to cancel additional titles in FY2004. Table 1 shows a steady decline in the titles which are made available to Blake Library patrons. In the last 5 years Blake Library has cancelled 94 paid subscription, 25% of the collection. As planning for FY2005 begins, library staff will recommend that no further cancellations are made. The collection is at the “bare minimum” and further cancellation will be core titles necessary to support the current curriculum.

Table 1. Serials Base Budget, Actual Expended and Subscription Information.					
	FY2000	FY2001	FY2002	FY2003	FY2004
Base Budget	\$25,000	\$32,000	\$32,214	\$32,214	\$32,214
Actual Expenditures	\$31,858	\$34,286	\$32,419	\$35,298	\$32,762
Total Number of Paid Subscriptions	370	357	340	305	276
Total Subscriptions	382	390	377	364	335

F. Survey of Serial Use - The library had not monitored patron use in many years and with recent cancellations serials staff wanted to ensure access to serial titles which were currently being used. The library staff monitored the use of the serials collection by recording the titles as they were shelved. The survey was conduted from Oct 6 through May 3. The survey results showed that 303 titles were shelved 1326 times. This indicates that on average a title was shelved 22 times. Table 2 shows the top ten titles and how many times they were shelved.

Though this data is helpful and shows good use of the serials collection, the data is incomplete. Very often the title is used multiple times before it is shelved and often the patron shelves the title. In both instances this would indicate that the serials collection is averaging much higher use than what is being reported. Complete survey results can be found in Appendix E. The library staff will collect data in the same manner in FY2005.

Table 2. Serials survey top 10 shelved titles	
Serial Title	# of Times Shelved
Educational Leadership	137
Newsweek	52
Rolling Stone	43
Time	40
New York Times Magazine	33
American Biologist Teacher	31
Journal of Adolescent and Adult Literacy	31
English Journal	29
McCleans	29
Nursing and Mental Health Services	23

G. Serials Solutions - The UMS libraries contracted with Serials Solutions in FY2004. Serial Solutions is an electronic journals management system. The new service enables patrons to easily access electronic journals which may appear across several databases. The new services was made available in April. In addition to accessing the journals from the Serials Solutions screen, all electronic journals can now be accessed through URSUS. Blake Library has access to over 10,000 electronic journals.

Serials staff will need to work within the Serials Solutions web interface to maintain the accuracy of electronic holdings. In FY2005 staff will need to make decisions on the benefits of adding print holdings to Serial Solutions.