



MERRILL LIBRARY
FY20 ANNUAL REPORT
September 2020



The University of Maine at Machias is a Regional Campus of the University of Maine

Introduction

Academic year 19-20 was unlike any other in living memory. In February 2020 there were cases of SARS-CoV-2 in the United States spreading by community transmission. The novel corona virus became known as Covid-19, and was declared a pandemic by the World Health Organization in March. The transmission of the disease was rapid and deadly in congregate living situations and especially lethal for individuals with pre-existing conditions such as diabetes, high blood pressure, heart disease, auto-immune diseases, obesity, and advanced age.

The University of Maine System Chancellor, in consideration of the welfare of UMS students, faculty, and staff sent students home and transitioned all instruction to online. To assist students and faculty in completing the semester successfully, Merrill Library staff working remotely provided reference services via Zoom, Chat, Email, and Phone.

Merrill Library resumed limited operations on August 17th. The library was partially open to UMM students, faculty, and staff, while the building was prepared to serve patrons by observing CDC, Maine CDC, and UMS guidelines to ensure a safe return to campus. Merrill Library was fully staffed and functioning on the first day of the semester. Curbside pick-up was implemented for courtesy patrons on September 21, 2020.

History

Merrill Library was named after Earle D. Merrill who served Washington State Normal School from 1915 to 1944. Mr. Merrill received his Bachelor's degree from Bates College in 1912. He joined Washington State Normal School as assistant principal in 1915. He took a leave of absence and served in France during World War I with the Engineers of the American Expeditionary Forces from 1918-1919. Upon his return, he continued to upgrade his education, and taught various courses including mathematics, secondary education, and French. Mr. Merrill also served as WSNS librarian.

The Library was initially housed in Powers Hall. In 1936, a fire destroyed the building. Powers Hall was rebuilt in 1937, and again housed the library. The current Merrill Library was built in 1961 at the end of what was then the new classroom building, Torrey Hall. In 1989, Merrill Library was considerably expanded and upgraded.



Students pose in the library, which was then in Powers Hall. (Washingtonia 1952)

Merrill Library & University of Maine at Machias Today

The following agreements and events have positive implications for Merrill Library and UMM's students, faculty, staff, researchers, and community patrons as regards the quality and quantity of services and resources. The University of Maine at Machias entered into a Primary Partnership with the University of Maine in 2017. "The overarching goal for this effort was to develop program collaborations and alignments that would build on the system-wide Program Integration work to facilitate enrollment growth, reduce expenses, and better serve students ([Primary Partnership](#), p2)."

The University of Maine System Board of Trustees approved a plan at their March 27, 2017 meeting to make the University of Maine at Machias a regional campus of the flagship university in Orono effective July 1, 2017 (Mcree, N. [BDN](#)).

On June 10, 2020 the UMS Board of Trustees, Chancellor, and Campus Presidents submitted a request titled, [Substantive Change Request for Unified Accreditation of the University of Maine System](#), to the regional accrediting body, The New England Commission on Higher Education. NECHE approved the unified accreditation request at its June 23, 2020 meeting.

The UMS Library Directors are now working to fulfill the *Opportunities for and Approaches to Improvement* section of the Substantive Change Request, which reads:

The System will need to ensure that planning and allocation of financial resources occurs to support equitable access to library resources by

students, faculty, staff, and researchers at UMS universities and will also need to identify consistent assessment tools and metrics across the UMS universities. Project Outcome is being piloted currently by the Maine State Library and a work group that includes the university library directors, will look at best practices and develop and implement additional plans for assessing institutional effectiveness in the libraries. The UMS university library directors have also identified several areas to focus initial efforts: 1) develop a strategic plan, with shared mission and vision statements, by-laws, and a formalized committee structure that will strengthen the UMS university libraries' ability to work collectively to ensure students, faculty, staff, and researchers have access to the resources and library services to support their academic and research endeavors; 2) provide access to library resources across the System (Substantive Change Request, p 45).

The UMS Library Directors held a full day retreat in July 2020 with an outside consultant to begin the strategic planning work outlined above. Since then the Directors have been meeting bi-monthly to move forward on this strategic plan proposal. As of October 23, 2020, the Directors have completed a communication plan and have delivered that plan to multiple constituents. A solid draft of the by-laws has been developed and work continues on the modified consensus section of that draft. The Directors have finalized the Mission, Vision, and Purpose statements for the University of Maine System Libraries. A statement on competitive advantage is currently in progress as is a data collection effort to inform a shared acquisitions budget. In January the Directors will meet again with a consultant to develop goals, objectives, and initiatives to complete the strategic plan. A timeline was established and is continually updated to keep this process on track to an April 2021 completion date.

Merrill Library Mission

The Library is a dynamic partner that empowers and supports the teaching of distinctive baccalaureate programs, and honors the rich community centered learning opportunities which provide our students with career focused hands on learning opportunities central to the education available at the University of Maine at Machias. The Library will be recognized as an accessible and exceptional center of research, learning, and creativity focused on student success. The Library welcomes the citizens of the local community and beyond to share in its collections promoting and stimulating intellectual curiosity and creativity while immersed in the cultural milieu of coastal Downeast Maine.

Merrill Library Vision Statement

Merrill Library serves as a gateway to global information, enabling direct and remote access to resources in a variety of formats. By creating a welcoming physical and virtual

space, the library is a dynamic and vibrant part of the UMM academic community supporting an active community of diverse learners. Through student and faculty research assistance, comprehensive information literacy instruction, collection development and maintenance, the Library empowers members of the UMM community to become discriminating evaluators of information, intellectually curious, and creative problem solvers.



Who we are

The Merrill Library supports the University of Maine at Machias' academic programs by maintaining collections in appropriate formats that enhance the teaching and public service goals of the university. Merrill Library reports to the Vice President for Academic Affairs and Head of Campus. The library is managed through a library director, who is one of the professional librarians. The library employs 2 professional librarians (1.6 FTE) and 1 Library Specialist CL2 (1 FTE). To maintain operations 78 hours per week, the library hires and trains approximately 15 student library clerks during the fall and spring semesters.

What We Do

The library provides the following services: reference, interlibrary loan, instruction, collection development – acquisition and de-acquisition of materials, Digital Commons, an institutional repository, access services, and technical services, including maintaining

the accuracy of the catalog, electronic resources management, and website maintenance.

Merrill Library serves the University of Maine at Machias students, faculty, staff, and students at a distance, Sunrise Senior College members, the residents of Washington and Hancock counties, and the entire State of Maine with the materials and services listed below.

Reference

The library's reference services provide one-on-one help whether in person, on the phone, zoom, chat, or by email. Students can make appointments with reference librarians for individual help or for group project information needs. The library also provides an online chat service for quick reference. The reference staff also provides stand-alone information literacy/bibliographic sessions as well as partnering with faculty to teach in-depth research skills as embedded librarians/instructors.

Instruction

Eight instruction sessions were taught, a significant downturn due to the online nature of the Covid-19 Spring 2020 semester. Careful preparation of lesson plans and creation of online subject/course guides to support and reinforce the skills introduced were created. This year a total of 177 students (147 unique students) in 8 unique courses received library instruction in information literacy skills.

Interlibrary Loan

Merrill Library processed a total of 654 interlibrary loans via the URSUS Requester function. Through a Memorandum of Understanding and as a regional campus of the University of Maine, the Fogler Library provides through the ILLiad service, books and articles that have been requested from library catalogs worldwide. 8 books and 1 photocopy were obtained from outside the URSUS and MaineCat catalogs and delivered to UMM faculty, students and staff. Through the same partnership, 28 article requests were fulfilled from the Fogler collections and delivered in pdf format to faculty and students via email.

Materials & Supplies

In addition to overseeing the interlibrary loan function, the Library Assistant orders and receives materials and supplies via MaineStreet, creates purchase orders, creates order records, checks in periodicals and provides copy cataloging for resources in all formats.

Budget & Collections

The library carefully shepherds all of its resources to support the university's educational, teaching, research, and service goals. This year the library's

materials/services budget was \$49,874 with an operations and maintenance budget of \$4,039. Thoughtful acquisition of resources maintains and ensures a collection that is appropriate for an academic undergraduate library, with many collections, slightly over 90% are available online 24/7. Merrill Library, the largest library in down east Maine, is a depository library for State of Maine government documents. The library's collections includes 61,708 physical items, and 640,607 electronic items. This category includes, electronic books, audio books, electronic journals, and streaming video.

URSUS

The library is a member of the URSUS consortium which in 1988-1989, automated the seven University of Maine System Libraries, plus the University Of Maine School Of Law, the Maine State Library, the Maine Law & Legislative Library, and the Bangor Public Library. The [URSUS catalog](#) currently makes available more than 4,746,800 unique bibliographic records and 5 million shared items, both physical and digital. Patrons have access to the collections in the MaineCat catalog (6.4 million unique titles) which is comprised of the next 100 largest libraries in the state including the collections of Bowdoin, Bates, and Colby college libraries, the community college libraries, and the Portland Public Library. Both the URSUS catalog and the MaineCat catalog provide for patron initiated requesting and delivery of materials statewide.



In addition to URSUS and MaineCat, Merrill Library patrons can access 196 electronic databases covering a wide range of subject areas, many of which provide full text access to journal articles; to government data; to more than 500,000 electronic books; and over 62,900 unique electronic journals containing millions of articles. Funding for these resources is provided through a combination of the following sources: the Merrill Library acquisitions budget, the University of Maine System database budget, the state E-Rate allocation, the Maine State Legislature, and the Maine State Library.

Merrill Library's patrons also benefit from a discovery service, [OneSearch](#), which can search and retrieve records for all or most of the resources contained in URSUS and the research database articles including physical and digital items. Students, faculty, and staff have access to interlibrary loan services that enable them to access those materials which are not in our collections or subscriptions. The library's [website](#), provides direct access to OneSearch our one stop discovery service. The website provides links to find books, articles, subject and course guides, a citation management tool, "How to" tutorials, policies, hours, library reports, and staff contact information.

Merrill Library strives to provide a comfortable and welcoming physical environment that is conducive to both individual study and group study. The 24 Hour Room function has been suspended during the Fall 20 semester, due to CDC, Maine CDC, and University of Maine System Covid-19 guidelines. We hope to restore the traditional function of the 24 Hour Room once the pandemic has been declared under control. Once this declaration is made, the room will once again be available to enrolled students 24/7 and after hours by swipe card. The room is equipped with computers, a printer, and a scanner. Currently the library has a total seating capacity of 60 seats. Due to the current environment, 30 seats were removed from the library to ensure the mandated physical distance required to comply with CDC, State of Maine, and University of Maine System Covid-19 guidelines. The library will continue to plan and provide more seating/space for students and devote less space to warehouse books. The library currently has 1 study room, which has been equipped with a computer. This allows a student to reserve the room for study or to attend and participate in a class conducted via zoom.

Merrill Library provides space for many cultural and Student Life activities. Merrill Library has hosted; laser tag, the "silent library" game, mini golf, craft night, and invites therapy dogs to visit during finals week. Merrill Library also holds social functions such as a reception for the University Of Maine System Board Of Trustees. At this time all programming and events has been suspended, again due to the Covid-19 pandemic. We sorely hope to re-establish these informative, social, and fun events by Fall 2021



MERRILL LIBRARY

BY THE NUMBERS

Revenues/Expenses

- FY20 Library Budget - \$262,553
- Budget Retrenchment - \$19,793 to E&G
- Salaries/wages/fringe benefits expenses
\$183,373
- Materials/services expenses
\$49,874
- Operations and maintenance expenses
\$4,039
- Total Revenue - \$262,553
- Total Expenses - \$242,760

Collections

	Physical	Digital/Electronic
• Books	59,642	511,011
• Databases		196
• Media	1,939	66,494
• Serials	101	62,905

Library Circulation

- Reserve Circulation 1,022
- Total Circulation all shelving locations 3,888

Interlibrary Loan Services

- Total interlibrary loans and documents provided to other libraries 747
- Total interlibrary loans and documents received 691

Information Literacy Sessions

- Sessions embedded in a class 0
- Total students reached 177
- Total unique students reached 147
- Total number of unique classes visited 8

Reference

- Total reference sessions 142

The questions came in a variety of formats:

- In person 84
- Phone 19
- Email 37

Length of sessions:

- 0-9 minutes 74
- 10-19 minutes 41
- 20+ minutes 27

Personnel

- FTE Librarians 1.6
- FTE Other library Personnel 1

Personnel includes 2 Librarians and 1 Library Specialist CL2. This year, Merrill Library hired and trained 23 work-study students (1.6 FTE) with Federal Work Study awards from September until March, and traditionally has funding to hire 1 work-study student with department funds from mid-May through August (1 FTE), which due to the Covid-19 pandemic, did not occur during Q4 of FY20.

Staff members are as follows: Marianne Thibodeau, Director of Merrill Library (MLIS & M.Ed.) Ben Noeske, Associate Director of the Library (MSLS) Jeanne Vose, Library Specialist, AS, CL2.

Statistics Summary

The Fiscal Year 2020 Library Base Budget was down by 0.09% compared to FY19. When the budget curtailment of \$19,793 is considered, the actual FY20 budget was down by *7.7%. Salaries/wages/fringe benefits expenses were up by 1.8% as compared to FY19. Continuing the comparison of FY20 to FY19, materials/services were down by *28.4%%, and the operating and maintenance expenses were down by *46%. A comparison of the collections from FY19 to FY20 shows that the book/print collection was down by .01%, databases up by 2.6%, print serials up by 8%, and electronic serials up by 9%. Circulation overall was down by *26.8%. Merrill Library loaned 19% fewer titles than in FY19 and borrowed 30% fewer items than in FY19. Information literacy sessions were down by *43% with a *25% decrease in unique students in sessions. Reference questions asked and answered was down by *26%.

*Covid-19 Pandemic Campus Closure. There was no circulation activity from March 19th through August 17th, 2020, though remote reference service was provided M-F from 8am – 4:30 pm during this same period.

Commitments to committees

Marianne Thibodeau

- URSUS Directors Council, System-wide
- URSUS Reference Committee, System-wide
- Shared Digital Collections Committee, System-wide
- University of Maine System Libraries Strategic Planning
- UMM Leadership Team
- Kaltura Working Group
- Maine Library Advisory Committee/ District 8
- American Colleges & Research Libraries – New England Chapter (ACRL|NEC), Board Member

Ben Noeske

- URSUS Cataloging Committee, System-wide
- URSUS Circulation Committee, System-wide

Jeanne Vose

- Wellness Committee

Facilities

- 24 Hour Room function suspended during Covid-19 Spring & Summer semester. This practice has been extended to the Fall 2020 and Spring 2021 semesters,
- A combination of 30 task seats and comfortable seating units were removed to comply with Covid-19 guidelines on social distancing.

System Considerations

- The OneSearch contract, a discovery service, was extended for another year by the members of the URSUS Library Directors Council.
- D2L Brightspace was adopted as the UMS learning management system (LMS).
- A team of comprised of multi-campus librarians is working on the integration of digitized films to comply with Copyright law and to create a work flow and capability to seamlessly upload film using both Kaltura and Brightspace.

Assessment

- The URSUS Reference Committee developed a sequence of Information Literacy modules, available to any URSUS Reference Librarian. Some campuses have purchased Credo Instruct, which allows faculty to insert Information Literacy tutorials, videos, and quizzes into their learning management system using a flipped classroom pedagogy to introduce students to these skills.
- Project Outcome is being piloted currently by the Maine State Library and a work group that includes the university library directors, will look at best practices and develop and implement additional plans for assessing institutional effectiveness in the libraries.
- The Directors would like to tie library assessment into retention goals.
- UMS Library Directors are encouraged to be a resource for local public and school librarians

Looking Towards the Future

- The University of Maine at Machias became a regional campus of the University of Maine as a result of the UM & UMM 2019 NECHE single accreditation.
- It is anticipated that at some point in the not too distant future UMM's budget will be folded into the UM budget.
- The UMS Library Directors are working to fulfill statements made in the Substantive Change Request for Unified Accreditation of the University of Maine System to the New England Commission of Higher Education, dated June 10, 2020. We have completed drafts of a communication plan and delivered that plan to multiple constituents. We have a good draft of the by-laws and are still working on the modified consensus section. We completed the Mission, Vision,

Purpose statements. We have a competitive advantage statement and have begun the data collection for the budget information. We have maintained a timeline to keep us headed to an April 2021 completion date.