MERRILL LIBRARY

FY21 ANNUAL REPORT

September 2021

Merrill Library - Annual Report 2020-2021

<u>I . Summary</u>

Merrill Library supports the programs and curricula of the University of Maine at Machias. Merrill Library serves the greater Machias community and beyond, acting as a community resource and public lending library with the collections housed in Merrill Library and with access to most library collections statewide. Merrill Library provides reference, collection development, instruction, and interlibrary lending services.

<u>Major Accomplishments</u>

Merrill staff continued services throughout the past year using established chat reference, and provided an open Zoom link for face-to-face consultations and screen sharing. Merrill's extensive electronic collection provided access to students and faculty off campus who enrolled in or taught online courses. Print monographs were available through curbside pick-up or via mail to students taking classes at a distance. This positioned us well to provide students, faculty, and others in the UM System access to both library staff and resources when they were unable to come into the building. The circulation staff at Fogler supported Merrill borrowers by mailing books, and extending loan periods to UMM students and faculty. Interlibrary loan services continue to be provided by the ILL staff at Fogler Library since the inception of this service in 2014. Fogler ILL staff filled requests for our patrons from their collection or via request from other libraries.

Merrill and Fogler library staffs worked over a period of months to make the e-resource collections at each library available to both UMM and UM faculty, students, and staff. Access to Fogler's excellent collection of electronic books, articles, and databases was well received by UMM faculty.

<u>Highlights</u>

Interlibrary lending via the Request function in the URSUS catalog was up 132% from the previous year, largely due to the increase in the number of libraries that were closed. Fogler Library has provided interlibrary loan services to the UMM community since 2014. Fogler is now part of OCLC eXpress service, which makes for a quick turn-around on requested materials. Thank you Fogler ILL Department!

Merrill staff created a module titled Merrill Library Orientation which included 8 videos for the ONBOARDING @ UMM: Tools and Resources, a Brightspace course. The videos provided helpful tips on "How to Get a Library Card," "How to Find Books," "How to Find Articles," as well as how to navigate the library website. These videos are now available to all on the Merrill Library [website](#).

In June the staff began the process of moving furniture back into the library that had been removed to satisfy the social distance requirements issued by the CDC and the University of

---

Maine System. The decision was made to move the function of the Merrill Library 24 Hour Room to the lobby of Sennett Hall, due to the lack of restroom facilities available after library hours.

I. Fostering Learner Success

a. Enrollment collaborations with Enrollment Management

Merrill staff created a [virtual tour](#) of the library to aid students who hadn't been able to participate in traditional tours of Merrill. The online, self-guided tour highlighted numerous spaces and resources.

b. Curricular Innovations N/A

c. Retention and graduation initiatives

Reference increased out-of-class student engagement activities. These included Zoom consultations. Traffic to the Chat feature on the Merrill Library website increased by 246% from FY20. These tools connect students to our librarians for assistance with research and other support services.

First-year & upper-class retention activities N/A
Graduation rate initiatives N/A
d. Student awards N/A
e. Student performance on national boards and exams N/A

f. Workforce Development

The library hosted one student intern to help to film, edit, and produce videos that showcase the library's collections and services. The fifteen student assistants employed last year, learned valuable customer service skills that are transferrable to many sectors.

g. Degrees granted N/A

II. Discovering and Innovating

a. Research and scholarship summary (e.g., publications, presentations, editorships, exhibits, etc.) N/A

b. Student research, scholarship, or creative activities

The Digital Commons is a repository for both faculty and student scholarship. Six presentations were uploaded in 2020-21 from faculty and students in the Environmental Studies and Psychology and Community Studies programs.

c. Staff mentoring and professional development

Staff attended approximately 10 workshops, webinars, conferences, and professional meetings. Merrill Library hosted the URSUS Directors' 2-day Retreat. Staff attended the weekly online

discussions held by the Maine State librarian, as regards best practices for library services during the Covid-19 pandemic.

Mentoring of junior faculty N/A
Mentoring of post-tenure faculty N/A
Evidence of effectiveness of mentoring program N/A
Examples of outstanding mentoring initiatives N/A

d. Staff Achievements (e.g., awards, recognitions, prestigious appointments, etc.) N/A

III. Growing and Expanding Partnerships

Merrill staff participated in the following: the Maine Library Advisory Committee, the University of Maine System Library Directors, the Maine Shared Collections Cooperative, the URSUS Directors, the URSUS Cataloging group, the URSUS Circulation group, the URSUS Reference group (and functional subcommittees), and the Association of College and Research Libraries |New England Chapter Board of Directors.

a. Community Engagement

Merrill Library staff continued to fulfil requests from community patrons for library materials and distributed them with curbside pick-up during the ongoing pandemic, as access to the building was restricted to the UMS community.

b. Economic Development

Merrill Library services are available to all Maine residents, the collections are used in the library, through loans to and request from other Maine libraries, and by answers supplied by the reference staff.

Commercialization Activity N/A

c. One University Initiatives

The UMS libraries have a long history of working together. The library directors, circulation, cataloging, interlibrary loan, and reference staffs continued collaborations throughout the year.

- The integration of Fogler Library and Merrill Library was ongoing through the year. The major success was access to all e-resources for Machias students, faculty, and staff. Fogler reference staff worked closely with UMM library staff providing reference coverage support, when needed. Merrill Library interlibrary loan requests were processed by Fogler library ILL staff.
- The library directors from all of the campus libraries met and over a period of months wrote a strategic plan for the libraries as a group. The Substantive Change Request sent to the New England Commission of Higher Education had noted that the library directors

should create a plan to formalize their work together, this plan is the response to that request.

- The reference group has been focusing on joint information literacy initiatives this year, and are represented on the URSUS Reference Badging Subcommittee.
- UMM students, faculty, and staff requested and received 85 interlibrary loans – books and articles – through Fogler's Interlibrary Loan Department.
- Merrill staff processed 828 loans to other libraries via the request function, 529 URSUS requests and 299 INN-Reach requests.
- UMM borrowed a total of 391 books and articles via the URSUS Request function and through interlibrary loan.
- Merrill staff copy cataloged 415 items

Financial Sustainability

a. Student Credit Hour Production N/A

b. Research Funding N/A

The UMM community looks forward to accessing databases provided by Fogler Library that assist grant seekers in identifying and applying to possible funders/foundations.

 c. Revenue Centers N/A

d. Private Giving/Alumni Cultivation N/A

e. Initiatives to increase fiscal efficiency N/A

Library staff reviews annual usage data of resource use relative to costs. This data assists in determining which resources to renew or cancel.

IV. Preserving-Restoring Infrastructure

We rely on Facilities Management staff to help us with all building issues from emergencies to upgrades that are needed. The FM staff are very responsive and are here to help us with all issues.   A major difficulty arises from the fact that the FM Department on the UMM campus is not adequately staffed. Consequently, problems across campus are not addressed in the most efficient and timely manner.

a. Renovation or construction projects completed N/A

b. Renovation/construction projects proposed for coming year (consultation with Facilities Management and Head of Campus Office yet to occur)

Projects that may progress this year in consultation with Facilities Director on feasibility and accessibility are:

- Remove two stack ranges on the mezzanine level
- Replace carpet on both the mezzanine level and the stairs from 1st floor to mezzanine
- Paint library restrooms
- Refinish windows on library west wall on 1st floor and mezzanine levels
- Purchase furniture (tables, chairs, and task lighting) for mezzanine

V. Summary of anticipated challenges

A major challenge without a facilities director on campus will be the planning and funding of proposed building upgrades mentioned above.

Merrill Library was set to be increasingly less able to supply necessary journals, monographs, and databases in support of UMMs teaching, research, and service goals; multiple factors contribute to this situation, see below. Moreover, the merger of Merrill Library with Fogler Library will provide access to more journals and books in print and electronic formats. We look forward to this access. A portion of Merrill Library's acquisition budget will be used to augment a database purchase by Fogler Library, to which UMM will have access.

- Serials, primarily journals, but also databases that include full-text journals and e-books, use 65% of the acquisitions budget. Publishers increase the costs of academic serials by 5-6% annually.
- The remaining funds are used to purchase monographs and physical media.
- There is the issue of insufficient funding for shared UMS information resources. The UMS database appropriation is $221K. This budget was created in 2007 and has remained flat funded year after year since its inception. The other campus libraries supplement the remaining balance. Merrill Library contributed $4002 to fund the ever-widening gap in FY21.
- E-book costs continue to rise, scholarly monographs in e-book format generally cost the library two to four times as much to license as the print format. E-books are often preferred by students in online courses.

Merrill Library's budget funds our furnishings and equipment purchases for both public and staff spaces. The appropriation of $3500 barely covers the cost of staff computer replacement.

The ability to carry-forward funding to cover large expenditures would assist in planning upgrades for spaces and equipment, for example replacing public seating or public computers. However, this (carry-over of funds) has yet to become a reality.

Nearly one-half of the campus population – first- and second-year students – will not have had the traditional library orientation and onboarding experience due to the ongoing pandemic. As a result, we anticipate that more students will require outreach to learn about library resources and services.

The challenges of preserving and providing access to University of Maine at Machias paper archive materials remains significant. We do not have a high-speed scanner to digitize these materials, nor the staff to catalog or make them accessible to the UMM community and the public at large.   The integration of Merrill Library with Fogler Library may make the processing of born-digital and the digitization of documents – yearbooks and UMM Archive items - possible with Fogler's expertise, hardware, and software.

The pandemic disrupted the ways our collections have been used. For instance, physical materials placed on Reserve were not circulated. As a result, staff processed 75 scanning requests for multiple pages from faculty and students who were working and studying remotely.

VII. Summary of new initiatives and opportunities N/A

VIII. Licensure Passage and Job Placement Rates (attached NECHE Data First Form 8.3) N/A
IX. Summary of Program Reviews (see attached form) N/A

MERRILL LIBRARY

BY THE NUMBERS

Revenues/Expenses

- FY21 Library Budget - $276,282
- Acquisitions Budget $67,072
- Operations Budget $10,107
- Salaries & Benefits $199,103

Collections

	Physical	Digital/Electronic
Books	58,531	87,5597
Databases		199
Media	1,980	76,274
Serials	101	66,697

Library Circulation

- Reserve Circulation   65

- Total Circulation all shelving locations   1,314

Interlibrary Loan Services

- Total interlibrary loans and documents provided to other libraries   828
- Total interlibrary loans and documents received   391

Information Literacy Sessions

- Sessions embedded in a class   0
- Total students reached   15
- Total unique students reached   15
- Total number of unique classes visited   1

Reference

- Total reference sessions   160

The questions came in a variety of formats:

- In person   21
- Phone   38
- Email   67
- Chat   34

Length of sessions:

- 0-9 minutes   77
- 10-19 minutes   41
- 20+ minutes   42

Personnel

- FTE Librarians   1.6
- FTE Other library Personnel   1