THE UNIVERSITY OF MAINE | at Machias

MERRILL LIBRARY

FY22 ANNUAL REPORT

August 2022

Merrill Library - Annual Report 2021-2022

<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 Librarians and Fogler Librarians formed a committee in November to explore the feasibility, costs, staffing requirements, and timeline for the reclassification of Merrill's collection from the Dewey Decimal Classification system to the Library of Congress Classification system.

Backstage Library Works was awarded the contract to perform the data profiling and assignment of LC call numbers and new spine labels for the 58,000 print items in Merrill's collection.

Merrill Library student assistants were provided training and performed the work along with UMM sororities and fraternities who volunteered their services to compact the collection to provide swing space for the new shelving order for the reclassified items. The completion of this project is expected to be complete by September 2023.

Fogler library staff worked with Merrill library staff to merge their respective e-resources to ensure that there was no duplication in subscriptions. As of July 2021, the merged e-resources collections are now available to both UMM and UM faculty, students, and staff. Access to Fogler's large and excellent collection of electronic books, articles, and databases was well received by UMM faculty and students.

<u>Highlights</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, now greatly enhanced with access to Fogler Library's electronic resources, provided access to students and faculty on and off campus who enrolled in or taught both on campus or online courses. Interlibrary loan services continue to be provided by the ILL staff at Fogler Library since the inception of this service collaboration in 2014. Fogler ILL staff filled requests for our patrons from their collection or via request from other libraries.

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!

I. Fostering Learner Success

a. Enrollment collaborations with Enrollment Management

Merrill staff created a module titled Merrill Library Orientation, at the request of the Student Success committee, led by Heather Ball, Assistant Vice President of Academic Affairs. The module consisted of 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 here to all on the Merrill Library website.

b. Retention and graduation initiatives

UMM Marketing and Communications Office created a brochure to assist admissions and academic support professionals at UMM understand the services and resources available to support students.

c. Workforce Development

The library hosted one student intern to film, edit, and produce videos that showcase the library's collections and services. The student graduated this spring and is exploring a master's degree in library science. The fifteen student assistants employed this year, learned basic skills any employer would appreciate, i.e. report to work on time, give adequate notice if unable to fill a shift. They also acquired valuable customer service skills that are transferrable to many sectors.

II. Discovering and Innovating

a. Student research, scholarship, or creative activities

The Digital Commons serves as the UMM institutional repository for both faculty and student scholarship. There were no submissions for AY21-22. The cause of the lack of submissions may be due to the fact that the departments have no administrative assistants to assist students in the editing and formatting of papers for submission.

At the invitation of course instructors, Merrill librarians visited classes in biology, psychology, behavioral studies and a mental health certificate course to talk to students on how to conduct research using the library databases.

b. Staff mentoring and professional development

Staff attended the following workshops, webinars, and conferences:
Grants 101
LGBTQ+ Learning and Affirming Challenge
UMS Procurement and MaineStreet/Marketplace webinars
ACRL annual conference
URSUS and UMSL cataloging, circulation, technology, reference, patron experience and directors' meetings
Other professional and statewide meetings across library types

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

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 Council, 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.

Merrill Librarians in conjunction with the Maine State Library has met with teachers and other informal educators to offer Merrill Library's resources, services, and space to work with the Gulf of Maine Research Institute (GMRI) to provide STEM learning opportunities for youth in their respective communities. To do this, GMRI created Connected Learning Ecosystems (CLE) across Maine where these educators meet to exchange ideas, ask questions, create resources, and receive professional learning. We look forward to working with these educators and their students.

a. Community Engagement

Merrill Library was the venue for an appreciation reception for a major donor to UMM. We have also hosted the faculty year end reception here in Merrill.

Merrill Library staff continued to fulfill requests from community patrons for library materials and continued to distribute them with curbside pick-up until April 2022 at which time the building became accessible to the public. We continue, however, to honor our public patrons who request this service.

b. Economic Development

Merrill Library services are available to all Maine residents, the collections are used in the library where off-campus access is restricted. Merrill library and also provides access through

loans to and request from other Maine libraries, and by answers supplied by the reference staff.

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 URSUS Library directors began discussions and planning meetings in August 2021 at the 2-day URSUS Retreat for a new Integrated Library System, as the contract for the current ILS will end in June of 2024. With advice and formatting assistance from UMS Procurement, a Request for Information (RFI) was formulated and sent to various solution providers in April. The focus of the 2022 URSUS Directors Retreat was to provide the final requirements of a new ILS for submission of a Request for Proposal (RFP), which was posted and sent to vendors at the end of June 2022.
- The reference group has been focusing on joint information literacy badge to be issued by UMS. The Information Literacy badge will be ready for use at the end of the fall semester.
- UMSL directors from USM, UMFK, and UMM collaborated on drafting Standard 7.6 of the UMS NECHE Self-Study Report in advance of the October 2022 NECHE evaluation team's site visit.
- Merrill Library and several other UMS Libraries share services such as interlibrary loan and cataloging. UMM students, faculty, and staff requested and received interlibrary loans 12 books and 5 articles – through Fogler's Interlibrary Loan Department.
- Merrill Library staff collaborated with UMS libraries in digitizing DVD requests from faculty systemwide for upload to Kaltura and then placed in the faculty designated Brightspace course complying with Copyright, Fair Use, and TEACH Act guidelines.

Financial Sustainability

a. Research Funding

Merrill Library has assisted the Machias Food Pantry in developing a list of funders for purchase of land and building construction. The Machias Food Pantry is in the process of forming a 501(c) 3 non-profit and hope to break ground next spring. This was made possible with assistance from Merrill librarians and the Foundation Directory Online, a database recently made available to UMM through the Fogler Library now that UMM is a regional campus of UM.
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/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

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 $2,196 to fund the ever-widening gap in FY22.

There is a staffing shortage at the Merrill Library. In order to be open on weekends, student managers open and close the building. However, when a manager is unable to work their shift, one of the librarians is called in. The two librarians at Merrill are on a rotating on call schedule - every other weekend. This causes a work/life imbalance.

Merrill Library has an operating budget that totals $10,107 excluding salaries and benefits. This severely restricts the planned upkeep – new carpeting and furniture mentioned above. Merrill Library's budget funds our furnishings and equipment purchase for both public and staff spaces. The appropriation of $3500 for this category barely covers the cost of staff computer replacement, which excludes the purchase of updated tables and chairs.

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, the (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 lingering effects of the pandemic – increased online classes. 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, especially print, have been used. Circulation of materials has been declining since the pandemic closure in March 2020, and has not rebounded. Possible causes of reduced use of library materials may be that faculty have not requested in-class sessions, either face-to-face, or virtual, of the reference librarians. Since students have not had significant interactions with library personnel, services, or resources, they are not using the library's resources and services, nor using the library as a place to discover and study.

Fewer articles were requested by UMM faculty, students, and staff. The cause may be due to full access to Fogler's electronic resources, journal packages and database subscriptions, as a result of UMM's status as a regional campus of UM.

STATISTICS

Reference and Information Literacy – total patron contacts

FY22	FY21	FY20
244	175	177

Interlibrary Loan – Items Loaned

FY22	FY21	FY20
745	828	747

Interlibrary Loan – Items Borrowed

FY22	FY21	FY20
353	391	353

Merrill Library – total web page hits

FY22	FY21	FY20
8,318	8,874	15,289

Merrill Acquisitions Budget

FY22	FY21	FY20
$31,537	$67,072	$34,889

Merrill Operations budget

FY22	FY21	FY20
$48,885	$10,107	$32,290

Digital Commons documents downloaded (world-wide)

FY22	FY21	FY20
28	118	66

FY22 Collections	**Physical**	**Digital/Electronic**
Books	48,197	1,070,779
Databases		726
Media	2,098	4,672
Journals	73	239,645

FY 22 Library Print/Physical Item Circulation

- Reserve Circulation   **372**
- Total Circulation all shelving locations   **4022**

CY21 Library Ebook/Ejournal Circulation

*48,123

*This statistic was supplied by the Collections Department at Fogler Library. The