

# UMaine Libraries 2023-2024 Annual Impact Report

On Saturday, March 2, 2024, Fogler Library opened its doors for extended hours to host the Western Winter Carnival, welcoming 550 students for this lively and fun event developed by the Center for Student Involvement. Calf petting, mechanical bull, lassoing, contra dancing, hobby horse racing - the Center for Student Involvement had it all! Fogler received a University of Maine Appreciation Award for hosting The Office of Student Life's "Program of the Year."

**Raymond H. Fogler Library** at the University of Maine is the largest research library in Maine, with a **150-year history** supporting the faculty, students, and staff of the university as well as residents of the State of Maine. The current collection includes approximately 3.1 million print and digital volumes, including government documents, as well as 1.1 million physical and digital media titles, including microforms, streaming video and music, maps, CDs, and DVDs. The library provides access to more than 155,000 online serials and over 300 online databases. Fogler Library is the regional depository for federal government publications and an official depository for Canadian federal and Maine state government publications. The library is also the designated State Research Library for Business, Science, and Technology, and is the only Patent and Trademark Resource Center in Maine. Fogler Library has 42 full-time employees and between 35–40 student employees per semester.

The **Administrative Office** includes the offices of the **Dean**, the **Financial Manager**, and the **Administrative Coordinator & Assistant Financial Manager**. These offices support overall administration, including budgeting, staffing/personnel, payroll, financial reporting, billing, purchasing, building issues, infrastructure planning, programming, and strategic planning.

The **Cataloging and Metadata Department**, formerly part of the Special Collections Department, is responsible for all material organization and processing and assists with continuity of electronic services. It is responsible for the input and maintenance of records into the online catalog and the university's archival management software, ArchivesSpace, and Digital Commons. This department supports original and copy cataloging for the libraries at the University of Maine at Augusta, University of Maine at Machias, University of Southern Maine, and the University of Maine at Presque Isle.

The **Circulation Department** is the only Fogler department open all building hours and the only one that staffs the library when classes are canceled due to inclement weather. It is responsible for: 1) borrowing/lending of books, including reserves, InterLibrary Loan (ILL), and library/UMaine Media Service equipment (e.g., laptops, cameras, projectors, etc.), group study rooms, portable power banks, 5G hot spots, and lockers; 2) stacks maintenance of approximately 20 miles of materials; 3) coordination of physical or electronic short-term reserves items; 4) mail; 5) security, which involves conducting several daily building rounds to gather head counts and ensure facilities are safe, and monitoring building for issues (e.g., leaks, mechanical failures, and broken items); and 6) digitization of DVD content for courses and collaboration with the Special Collections & Projects Department to convert unique analog materials to digital archival documents.

The **Collection Services Department** serves to select, acquire, and manage Fogler Library's general collections and UMaine Libraries' digital collections. Its Interlibrary Loan (ILL) unit supports requests for the libraries at the University of Maine at Augusta, University of Maine at Farmington, University of Maine at Machias, the University of Maine at Presque Isle, and Off Campus Library Services (OCLS). Collection Services personnel include the department head; Interlibrary Loan and Assistant Collection Services librarian; Maine

Shared Collections Cooperative (MSCC) librarian (half time); two full-time staff responsible for monograph and serial ordering and invoice duties, print and e-journal access management and troubleshooting, gifts-in-kind donations, book repair, and related tasks; and one full-time staffer responsible for ILL work. Formerly part of Special Collections Department, the ILL unit was moved to this department for greater cohesion of our collections-related work.

The **Research & Instruction Department (R&I)** supports the information needs of the university community, and, to a lesser extent, the public. This includes helping patrons identify their information needs, develop appropriate search strategies, and provide instruction in the use of information tools and how to critically evaluate information sources. We follow the subject liaison model; librarians are each assigned specific UMaine academic departments. Each liaison librarian connects directly with faculty, researchers, and students in their assigned departments to support information needs and instruction. R&I also plays a role in collection decisions related to our subject liaison expertise. In addition, the department offers workshops that the UMaine community, and sometimes the public, can attend.



R&I librarians Heather Perrone, Lindsay Decker, Joe McGraw, and Christopher Clark at the 2023 Maine Library Association Conference.

The **Special Collections & Projects Department** was established in 1970 as a repository for Maine-related material. Virtually all available printed bibliographical, historical, and descriptive works on the state as well as literary titles by Maine authors are housed in this department. The department was renamed the **Special Collections & Projects**

**Department** with the creation of the **Open Scholarship** unit, which supports Open Access publishing as well as digital scholarship and Geographic Information Systems (GIS) initiatives. Our first Open Scholarship Librarian was hired in May of 2024 and we now have a GIS Analyst.

The **Library Technologies & Innovation** Department monitors best practices and trends in emerging technologies and proactively researches, recommends, develops, adapts, and implements technologically innovative solutions to enhance library services.

**Merrill Library**, the largest library in down east Maine, is a depository library for State of Maine government documents. As part of the regional campus of UMaine, all of Fogler Library's electronic resources are available to the UMM community. Merrill Library employs two librarians and one library specialist, as well as approximately 20 student employees during the fall and spring semesters.



Merrill Library stacks view from above

**Maine InfoNet** is a collaborative of academic, public, school, and special libraries that provides leadership in resource sharing, promotes cost effective solutions for quality library information services, and supports the cultural, educational, and economic development of Maine. The Maine InfoNet office employs seven UMaine and Maine State Library professionals.

This year was marked by the retirement of Michael Alpert, the Director of the **University of Maine Press** since 1995, effective in mid-May, and the appointment of Dr. Gabriel Paquette, Associate Provost of Academic Affairs and Faculty Development, as Acting Director in February. Publications Specialist Betsy Rose worked with Alpert and Paquette through the transition period to facilitate various projects and challenges.



On May 7, 2024, we celebrated the launch of *Becoming Modern: The University of Maine, 1965–2015* and the career of Michael Alpert as the Director of the University of Maine Press (pictured here with Dr. Michael Lang and Dr. Susan Pinette. Special thanks to Ann Acheson, Howard Segal (in memoriam), and Deb Rogers for their skill and dedication in editing this work and the many authors who weaved meaning and context into this era of UMaine history.

## Message from the Dean of Libraries

I am pleased to find you browsing our first Annual Impact Report! UMaine Libraries comprise the four areas under my direction: Raymond H. Fogler Library, Merrill Library in Machias, Maine InfoNet, and the University of Maine Press, whose excellent staff provide library collections and related services to the UMaine System, state, and beyond. As the largest library in the state; the state designated research library for business, science and technology (**MBSTL**); and home to Maine's only **Patent and Trademark Resource Center**, a resource available to the entire state, we are an integral part of the “big small town” that is Maine.

With the creation of our Open Scholarship unit and the hiring of an Open Educational Resources (OER) Librarian, UMaine Libraries seeks to foster Open Access (OA) publishing throughout the University System. This team supplements the ongoing work of Research & Instruction and Collections Services departments on the adoption and creation of OER materials for student equity, success, and retention, as well as investment in OA publication waivers for all UMaine authors. Please join me at my next **Tea at the Salon with the Dean** for a UMaine Libraries update and OA publishing discussion our new Open Scholarship Librarian.

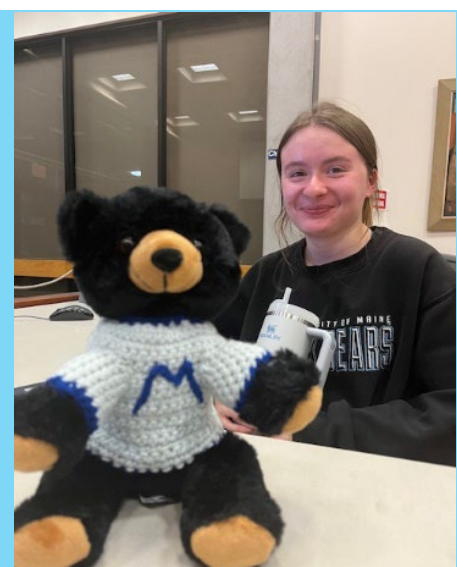
Until then, I hope to see you at our hybrid **Salon Series!**



Daisy (Domínguez) Singh  
University of Maine Dean of Libraries



On left, Dean Daisy pictured with (from left to right) Joey Collard, Head of Library Technologies and Innovation; Jeremy Loyd, Acquisitions Specialist; and Greg Curtis, Head of Special Collections and Projects. On right, student employee Kate Butland swaps out her Western Winter Carnival “Stuff a Buddy” clothing with her own creation, a crocheted UMaine sweater!



On left, Marketing & Communications designers Cassie Mayo and Jenna Davenport, with University Archivist Matthew Revitt prior to the cling sign placement in the Oakes Room.



### Public Resources

- ▶ Fogler's homepage was fully redesigned in collaboration with the Division of Marketing and Communications to highlight resources and programming available to the public.
- ▶ Fogler connects with area high schools (Hermon High School and Orono High School Honors) for information literacy instruction consultations, classes, and mentoring.

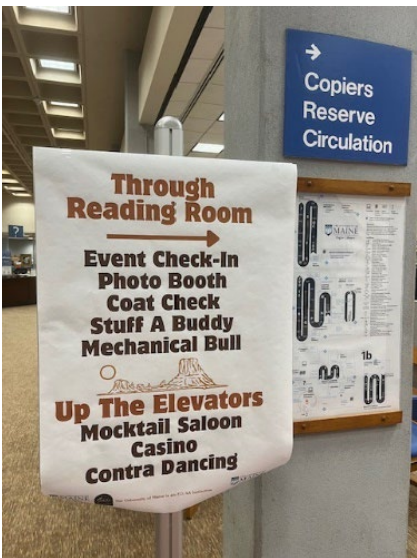
### Beautification

- ▶ Fogler has implemented two digital signs, which help to promote UMaine Libraries programming and developments and offer dynamic and agile messaging.
- ▶ Fogler created new black and white display signage and implemented cling wrap signage designed by Marketing and Communications for the Stein Collection in the Oakes Room.



## Programming

- ▶ UMaine Libraries host Therapy Dog visits during high stress times in the semester.
- ▶ Circulation initiated and hosts “Book Talk” discussion groups once a month in the Oakes Room to discuss book topics without the pressure of a book club.
- ▶ New activities this year included hosting a horror author panel during UMaine’s Halloweekend, an online Immigration Challenge in conjunction with the Office of International Programs, an expanded literature review series for graduate students, and an increased presence at Maine Impact Week.



The Center for Student Involvement’s Western Winter Carnival, hosted at Fogler, included “Stuff a Buddy” activity and contra dancing. Fogler received a University of Maine Appreciation Award for hosting The Office of Student Life’s “Program of the Year.”

## Partnerships

- ▶ Special Collections & Projects (SCP) worked with the UMaine Foundation staff on organizing exhibit for College of Education & Human Development Tea; curated material for the Graduate School’s Centennial campaign; and worked with the Alumni Association and Foundation on processing donations of archival materials from alumni.
- ▶ SCP support the Maine State Library's Maine Newspaper Project to digitize historic newspapers through coordination and loans.
- ▶ The university archivist is an Advisory Board member of the Franco-American Collections Consortium which oversees the Franco American Digital Archives portal. As part of this work, he is also a member of the project team for the Consortium’s National Endowment for the Humanities (NEH) funded project collaborating with





In the summer of 2024, UMaine Libraries were happy to participate as a site in the First Annual *Journey through the Dawnland: Wabanaki Homelands Scavenger Hunt* created by @wabanakistudieseducation to promote Wabanaki authors and learn more about the Wabanaki and their homelands. Participants received a stamped travel log at participating destinations throughout what is now called Maine.

colleagues at the UMaine Franco American Centre, other UMS campuses, and institutions throughout New England.

- ▶ SCP digitized 306 M'ikmaq Tribal council cassettes for tribal use.

### Belonging & Inclusion

- ▶ Fogler Library achieved more inclusive hiring by expanding student employee applicant pool to include non-Work Study students.
- ▶ UMaine Libraries have partnered with the Office of Information Technologies (IT) to address the digital divide by loaning mobile 5G hotspot devices for students to borrow short-term (one week) when they have inconsistent or no internet connectivity at home.
- ▶ Portable power banks have been implemented to supply power for patrons in areas of the library that lack outlets, which is significant in the section of Fogler built in 1947.

- ▶ Library Student Ambassadors partnered with Disability on Campus club and Terrell House to promote disability awareness through the planting of sunflowers and a related Fogler Library display.
- ▶ UMaine Dining and Facilities renovated part of the Oakes Room and added AI-powered Costa coffee machines and an AI-powered VICKI vending machine for snacks.
- ▶ Fogler Library partnered with several campuses on charitable programming, including the Honors College Student Activities Board’s “It’s Personal” (Care Items) Campaign, Graduate Student Government’s Food Drive for Fogler Library; and Golden Key International Honor Society’s clothing drive.

## Major Accomplishments

- ▶ After a multi-year process, the University of Maine System Libraries (UMSL) transitioned to a new library services platform in June 2024, the first significant update to the UMSL catalog and search experience since 1988. This major and ongoing undertaking was made possible by the dedicated teamwork of Maine InfoNet and UMSL employees and included a major overhaul to UMaine Libraries’ Cataloging, Circulation, Collections, and Technical Services procedures, and updates to the OneSearch — now Library Search — widget.
- ▶ The UMaine Libraries team is involved in scholarship and service throughout the year; read about our **publications and presentations here**.



## Circulation

- ▶ UMaine lending and borrowing to UMaine System Libraries increased by 8% and 56% respectively. UMaine lending to statewide consortia libraries increased by 7%.

## Cataloging & Metadata

- ▶ spent 672 hours on the digitization of 30,756 pages, which includes Optical Character Recognition (OCR) work as well as cataloging and uploading to our institutional repository Digital Commons to make them discoverable.
- ▶ added cataloging records for approximately 40% of the rare books held in Special Collections and Projects.
- ▶ completely cataloged the Northeast Archives of Folklore and Oral History collection — which includes 1,500 print books, 41 serials, 151 scores, 157 CDs, 300 phono discs, 75 audio cassettes, and 41 VHS tapes — making the entire collection discoverable.
- ▶ The UMM yearbook *Washingtonia* (1910–1999) was digitized in collaboration with Merrill Library and **is now available online**.

Year	URSUS System Materials Requests				Statewide Consortia Materials Requests			
	UM Lends	Change	UM Borrows	Change	UM Lends	Change	UM Borrows	Change
2024	2,429	7.9%	1,676	55.5%	3,287	7.1%	484	-28.8%
2023	2,252	-6.9%	1,078	-16.4%	3,070	-12.5%	680	1.5%
2022	2,420	13.4%	1,289	-1.8%	3,510	5.2%	670	5.5%
2021	2,134	3.9%	1,312	8.3%	3,336	11.2%	635	-32.4%

## Did you know?

- ▶ UMaines Libraries are a net lender (we lend more than we borrow annually), thereby supporting many of the University of Maine System's information needs, as well as those of other libraries in Maine, the nation, and internationally.
- ▶ Our DOCLINE lending supports health care information needs for hospital and other libraries within Maine and beyond

### Collection Services

- ▶ developed and began implementation of a deaccessioning project of print volumes in Fogler Library and its storage building on the Orono campus to replace obsolete compact shelves, and to make room for unique archival and special collections materials.
- ▶ supported Open Access publishing through library acquisitions tailored to sustain smaller scholarly and non-profit society publishers and offering journal article publication fee waivers for UMaine System authors

## How large is your collection?

These are combined FY23 data for both Fogler and Merrill libraries updated in June 2024.

- ▶ Print books and government documents: 1,266,924
- ▶ E-books and digital government documents: 1,776,510
- ▶ Print serials: 51,458
- ▶ E-serials: 175,662
- ▶ Physical media: 823,869 (includes government and other microforms, maps, DVDs, CDs)
- ▶ Digital media: 313,172 (includes streaming music and video)
- ▶ Research databases: 351
- ▶ Digital Commons holdings: 73,772



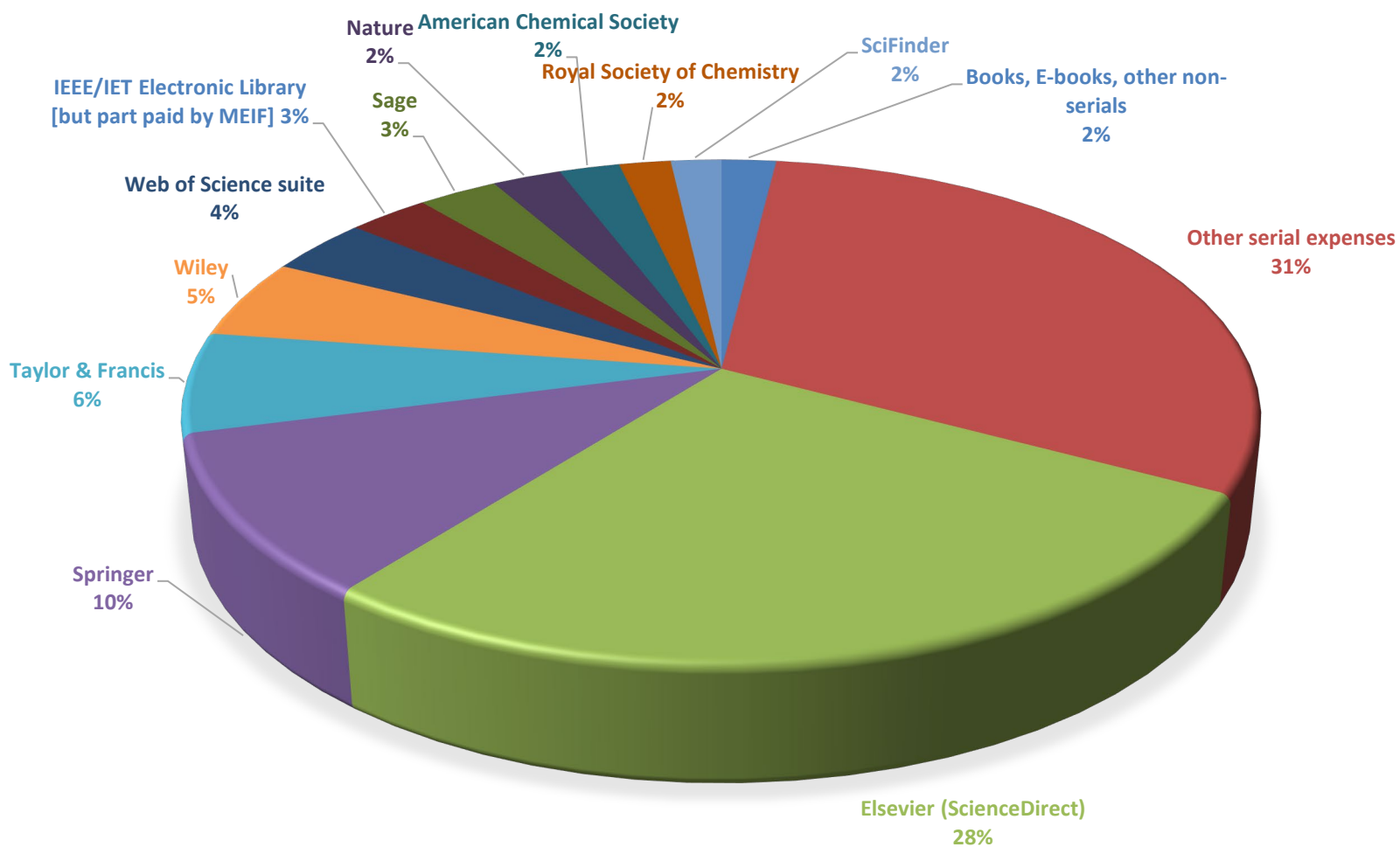
ILL Specialist Gail Brown and Archivist Desiree Butterfield-Nagy pose in front of their origami-inspired "Take Flight toward Blue Horizons" display at Fogler Library. On right, Fogler Library hosted "Who Can Vote?: A Brief History of Voting Rights in the United States," a traveling exhibit developed by the Gilder Lehrman Institute of American History with the support of the Annenberg Public Policy Center January - February 2024.

## How much use does your digital collection see?

- ▶ E-journal views: 1,386,260
- ▶ E-book and streaming media views: 78,014
- ▶ Database searches: 386,049

Collections / Acquisitions Budget	FY24	% of budget
Books, E-books, other non-serials	\$95,051	2%
Serials and database subscriptions (subject to annual inflation)	\$4,824,890	98%
<b>TOTAL</b>	<b>\$4,919,941</b>	

### FY24 UMAINE LIBRARIES RESOURCES GREATER THAN \$75K



# UMaine Libraries are cost savings centers for UMaine & UMS

## Open Educational Resources (OER) Statistics

- Known Open Access articles published using library-licensed publisher fee waivers for UMaine authors in FY24: 13
- Estimated FY24 financial savings for faculty/Colleges (paid by library instead): \$45,000

## Interlibrary Loan statistics

- Loans: 14,980
- Borrowing (Use of Materials, line 70): 4,622
- Borrowing books and articles for other UMS campuses (Use of Materials, lines 64 and 69): 622 (13% of total borrowing)

**Fogler Library support for System-wide e-resource access (major FY24 expenditures) total \$2,395,237.**

Fogler Library is the administrative host of the Maine Shared Collections Cooperative (MSCC) and one of its founding partners. The 42 member libraries practice “shared print,” whereby libraries commit to retain specific materials in the collections to ensure it remains accessible for the long-term. MSCC allows libraries to rely on access to copies of materials held at other libraries, knowing the libraries have made a commitment to keep the material and make the items accessible via ILL.

The initial commitment to retain materials expires in 2028. Current record commitment levels are no longer sustainable due largely to space and staffing constraints, but also, the need to reevaluate materials that are out-of-scope. Most members agreed that commitments not be renewed for certain categories of material, predominantly: non-circulating materials, juvenile fiction and non-fiction, outdated materials, and those with little usage.

As a member of the [Partnership for Shared Book Collection](#) - a federation of shared print programs from across North America whose mission is to ensure the long-term preservation of, access to, and integrity of monographic print resources - UMaine Libraries developed a toolkit with guidance for new and emerging shared print programs, [Shared Print Toolkit](#). UMaine Libraries is also involved with Eastern Academic Scholars' Trust (EAST), the largest regional shared print program in the U.S. which stretches from Maine to Florida and has committed over 11 million titles for retention.

*Accuracy in Information AI language models are trained on large amounts of text but when generating outputs, they do not have access to the same context and constraints as during training. This mismatch can lead to models creating outputs that are inaccurate (hallucinations). While this is a general concern with all AI output, it has been frequently seen in AI-generated source citation lists. It is important for a researcher to always validate the accuracy of AI outputs.*

## Research & Instruction

- ▶ operated with a workforce reduction of 18% in the fall and 41% in the spring. Consequently, on-demand service hours (in-person service desk, chat, email, and phone) were reduced by 31% over the year, but still held 140 information literacy classes and increased patron involvement by 28%. This includes the fall online section of LBR 200, our Information Literacy course. The number of patrons seen in workshops and programs went up 219%. Visits to Topic Guides went up by 29% and tutorials went up by over 20%. R&I participated in 85 (213.78 hours) **engagement activities** during the last year including displays, tabling events, tours, etc.

## Special Collections & Projects

- ▶ A William S. Cohen Papers archivist was hired to continue processing the Cohen Papers.
- ▶ Sixteen classes, with a total of 213 students, visited SCP this year.
- ▶ SCP completed 153 ILL requests for libraries outside of the UMaine System.
- ▶ SCP answered 2,567 questions, 21% (540) of which were sent by UMaine System community and 79% were from the public: individuals, businesses, municipal offices, and other libraries.
- ▶ To date, the **UMaine COVID-19 Community Archive**, created to preserve the story of the experiences of the University of Maine community during the pandemic, has 1,494 total works with 7,139 downloads in FY2023–2024, and 37,175 downloads since its inception on April 27, 2020.

# UMaine COVID-19 Community Archive



- ▶ To date, the **Social Justice: Diversity, Equity & Inclusion Collection**, consisting of primary and secondary sources relating to the experiences of historically underrepresented identities in UMaine and beyond, has 1,103 total works, with 19,603 downloads in FY2023–2024 and 127,263 downloads since its inception on October 21, 2011.
- ▶ In addition to processing government publications for the Presque Isle Campus, SCP worked with the UMPI Library to move to all-electronic government publication holdings.
- ▶ The SCP team actively participated in the **Maine Contemporary Archives Collaborative** which grew out of weekly meetings of library and archival professionals from across the state to discuss collecting materials for COVID-19 archives.

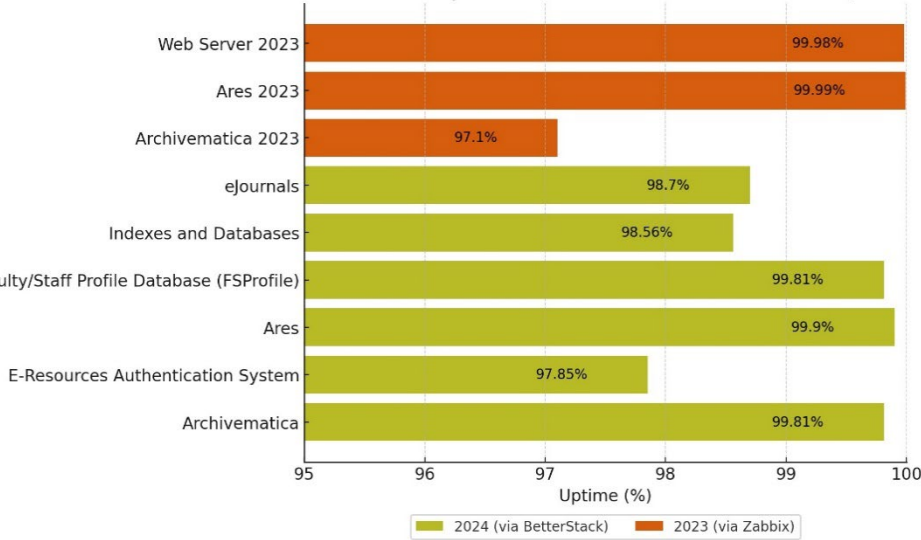


Glaciologist Dr. Kristin Schild and grad student Mathilde Børch, both associated with the UMaine Climate Change Institute and the UMaine School of Earth and Climate Sciences, are building a scanning system to ship to Denmark in order to scan historical aerial photographs stored at the Danish National Archives. Børch is pictured here with a roll of Sewall film used to test the scanning system they are assembling for travel to the Danish National Archives. The research is focused on changes in glaciers in Greenland. Special Collections and Projects delivered 261 Sewall images for 41 requests this year.

## Technology & Innovation

Server up-times measure the percentage of time servers are operational — consistently available without interruptions. The Archivematica server showed the most notable improvement from 2023 to 2024; from 97.1% to 99.81% up-time. In 2024, the single web server metric used in 2023 was split into major websites (eJournals, Indexes and Databases, Faculty/Staff Profile Database, and E-Resources Authentication System) to account for more precise downtimes with the resulting average up-time of 98.73%. This average is slightly lower than the 2023 web server uptime of 99.98% due to a major hardware failure of the web server in October. Once the web server portion of the web server system and the SQL databases are migrated to UMS:IT's Data Center, uptime is expected to reach 99.9%.

Server Up-times (via Zabbix and BetterStack)



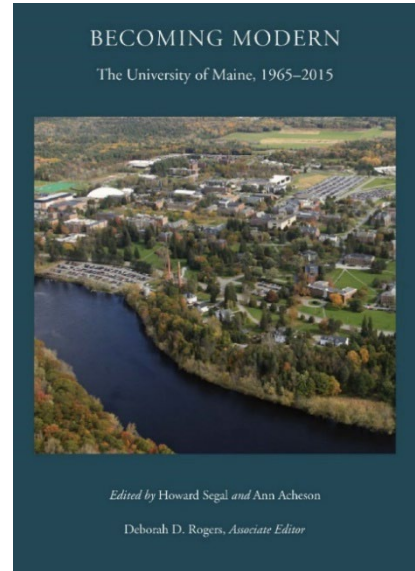
## Merrill Library

Since the spring of 2022, Merrill Library's collection is being converted from the Dewey Decimal Classification System to the Library of Congress Classification System, the one used by most academic libraries, and all of the other UMS Libraries. By spring 2023, 48,000 items had been pulled in LC order, new spine labels attached, and shelved in their permanent location, all the while maintaining circulation of all items. Staff manually reclassified over 5,300 items because their records were incomplete.



## UMaine Press

- ▶ Reprinted perennial bestsellers *Lighthouse Keeper's Wife* and *Maine, the Pine Tree State*.
- ▶ Published *Henry David Thoreau, Bert Call, and the Maine Woods*, a book featuring the photographs of Dexter, Maine, photographer Bert Call paired with quotations from Thoreau's *The Maine Woods*. This book was subsidized by a grant from the Libra Foundation.
- ▶ Published the 600-page volume *Becoming Modern: The University of Maine, 1965–2015*, a book conceived and edited by the late Howard Segal and completed with the assistance of editors Ann Acheson and Deborah Rogers, featuring 34 essays by faculty, students, staff, and community members about the changes at the university over that eventful fifty-year period.
- ▶ The most popular titles, by copies sold this year, were *Plants of Acadia National Park* (370), *Maine: The Pine Tree State* (271), *Historical Atlas of Maine* (263), and *Hearts in Suspension* (193).
- ▶ Sold 2,714 books this fiscal year, compared to 1,335 books in FY23 and 2,205 in FY22.
- ▶ Instituted an outreach program to public and academic libraries in Maine, inviting librarians to choose any books they would like from our backlist at no cost. The response from libraries was very enthusiastic, and the press has provided over 550 books to date to 39 libraries statewide.



# Thank you to our donors who help make this work possible!

### Fogler Library Fund

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Sharon Ward Fuehrer

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Dr. Susan Peckham Petro

Karen H. Tountas

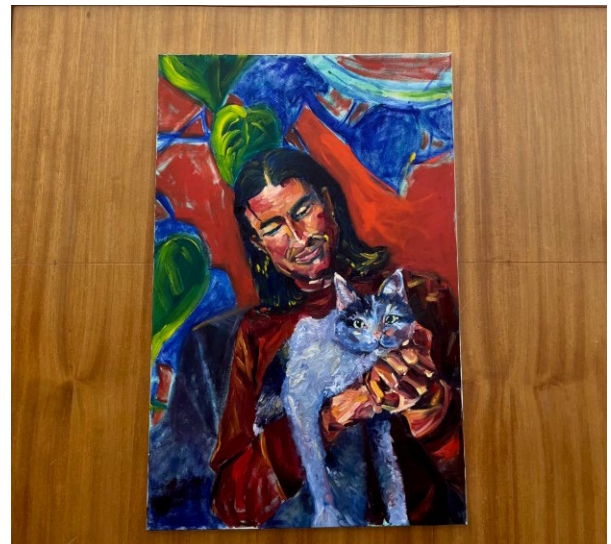
Margaret Thompson Villarreal

**Ulrich Wicks Library Fund**

Barbara Graske Wicks

**Zane Albion Thompson Book Fund**

Zane A. Thompson Trust



Therapy dogs have been visiting Fogler since 2013 when Fogler’s public relations manager, Gretchen Gfeller, teamed up with Rebecca Henderson of Renaissance Dogs. Volunteer dog handlers have brought smiles, laughter, and relaxation to students at the start of the academic year and during finals week. Below, companion animal-inspired artworks by talented UMaine students Sarah Renée Oźłański and Cassidy Climo in the Reserve Reading Room, where Therapy dogs visit. Their art celebrates the furry friends who bring so much joy to Fogler Library. Below, Administrative Coordinator & Assistant Financial Manager Rosie Seaber’s bikini-clad cat statuettes.

