

STANDARD 7

LIBRARY AND INFORMATION SERVICES

Library

DESCRIPTION

Facility, Services, and Collection

In 1966, the campus gymnasium built in 1929 was renovated and dedicated as the Waneta T. Blake Library, named for Ms. Blake who arrived at the Madawaska Training School in 1932 as librarian and professor of English and Latin.

Subsequently, two wings were added, one in 1985 and another in 1988, bringing the total gross footage to 13,500 square feet. The Acadian Archives, a regional archive of history and culture, occupied three rooms from 1991 until 2004, when it moved into the newly built Acadian Archives building. In the vacated rooms, library staff established the Teaching and Learning Technology Center (TLTC) to house Web Services staff who provide support for faculty to include various information technologies into their courses.

The library additionally has an exhibit room; computer classroom equipped with 14 Pentium computers, an instructor station, and a multimedia projector; a reading/viewing room with a TV and VCR/DVD player; a computer cluster with 6 computers; and a room equipped with an assisted learning computer station, microfilm reader/printer, and microfiche reader/printer. Other space is provided for staff and serials storage. One large room is dedicated to housing most of the campus servers, including the Web and WebCT®



servers, which are maintained by library staff.

Information services available through Blake Library are provided for on campus students, staff, and faculty; the St. John Valley community; and students and other patrons at a distance through the University Resources Serving Users Statewide (URSUS) requestor function, traditional and electronic interlibrary loan, online reference and reserves, and electronic mail. In addition to traditional library services, library staff provide support services for academic computing, the Acadian Archives, audio-visual services, and distance education, particularly in the use of the online course packages Blackboard® and WebCT®.

The library currently holds approximately 70,000 volumes, 1000 videos, and a small, but growing DVD collection, and subscribes to 335 serial titles, both paid and free. In addition to the general collection, the library is a Maine Government Document depository, currently holding 5600 items.

The Acadian Archives documents, preserves, celebrates, and disseminates information about the history and cultural heritage of Maine's St. John Valley. Presently it contains some 25 linear feet of manuscript materials, 8500 photographic images, 450 audio or video recordings and films, 219 microfilm rolls, 2000 reference books and journals, 100 maps, plus ephemera and other materials. It provides primary and secondary source materials to enhance teaching and learning for students, faculty, and visitors.

The library is open 80.5 hrs per week during regular session and 42 hours per week during the summer and breaks (Exhibit 7.01: Library Hours). In addition to the computer classroom, students have access to three public workstations, five other computers, and two scanning workstations, all Internet accessible. The network/Internet can also be accessed throughout the library by connecting laptops via wireless access points or additional hardwired points. Students have access to a digital camera, camcorder, photocopiers, color printers, laser printers, phonograph player, tape players, and a slide scanner.

Through the library's website, faculty and staff gain access to URSUS, Maine Info Net, the indexes and databases, exhibit information, citation guides, subject guides, serials databases, online forms, hours, contact information, policies, and much more. In addition, library staff developed a website offering online access to previously mentioned resources, a place to *Ask the Librarian*, subject guides, online forms, and much more.

Blake Library Resources Website
<http://www.umfk.maine.edu/infoserv/library/>

Blake Library Services Website
<http://www.umfk.maine.edu/infoserv/library/about/services/>

Ask the Librarian Website
<http://www.umfk.maine.edu/infoserv/library/vr/>

The Electronic and Information Resources Librarian, the Assistant Director of the Library, and the Dean of Information Services cover the reference desk. Patrons can come into the library for reference assistance or they can use electronic mail or "live chat" to work with a librarian. Librarians are available two hours a day for "live chat" services.

Blake Library makes available both traditional and electronic reserves. Library staff encourage faculty to place course materials on electronic reserve, particularly

those who are teaching students at a distance.

The Acadian Archives is open to the public a minimum of 16 hours per week, with additional hours during the week and weekend by appointment. On-site reference assistance is available to our archival collections and to regional history, folklore, and folk life; outreach presentations and technical assistance within the local area; an internship program; genealogy referrals; and limited commercial research. Inquiries by telephone, mail, and electronic mail are welcome.

Acadian Archive Website
<http://www.umfk.maine.edu/archives/>

Academic Support

Bibliographic Instruction (BI) sessions are provided to all first-year students through the Humanities 102 course and certification students through curriculum and instruction courses. These sessions provide students with a general overview of URSUS, Academic Search Premier, and general library policies, which are available in print and on-line (Exhibit 7.02: Blake Library Policies). All other instruction sessions are then taught to the specific discipline.

Blake Library Policies Website
<http://www.umfk.maine.edu/infoserv/library/about/policies/>

In the fall of 2004, library staff taught four sections of COS 103 Introduction to Information Technology. Staff members were given a two week session to instruct students to use the library, to search and understand the Internet, and to explore other information literacy issues. They were also able to incorporate better methods for instruction in research. In the spring, 12 tutorials were created to be used initially in the three sections of the same course, but are available online for any user who visits Blake Library's website.

Library staff provide computer workshops and work one on one with faculty, staff, and students to answer their computer questions. General instruction is given on many topics from how to format a disk to very specific program instruction. The staff is able to provide assistance in most programs on the network including word processing, spreadsheets, database management, graphics, and web page construction. In addition, the library staff provide instruction on electronic mail, online course software, and the use of the scanner and digital camera.

To better support students' needs, the juvenile, young adult, and curriculum collections are located in an area referred to as the Curriculum Center. The library also has a special collections room; the material focuses specifically on the St. John Valley for both Canada and the United States. Materials can be found in either English or French. The collection also includes materials related to the University, Aroostook County, the State, and New England in relation to our program of studies (e.g., forestry).

Financial Support

In FY 2003, the total library actual budget was \$189,020. In FY 2004, the actual library budget was \$236,779. Personnel costs in FY 2003 represented 60% of the library budget while in FY 2004 they represented 71%. Although the budget was increased in FY 2004, employee benefits were added to the account for the first time. Thus, the library actually received flat funding for FY 2004 forcing staff to examine subscription costs and anticipated expenses. In FY 2003 the library budget represented 2.57% of the total campus E&G budget; in FY 2004 it was 2.93%.

The Dean of Information Services is responsible for Blake Library, Academic Computing services, the Acadian Archives, Audio-Visual services, Web Services and Distance Education, including Nadeau Hall

Teleconference Center and Fox Auditorium. The Dean reports to the Vice President for Academic Affairs (VPAA). The library staff includes two FTE Librarians, two Library Assistant II's, one part-time Library Assistant II, and is allocated 14 work study students from September until May and three work study students from June until September. The Acadian Archives staff consists of two full-time professionals with occasional work study assistance.

Resource Sharing and Outreach

Interlibrary loan services are highly automated. Patrons can electronically request books from any University of Maine System (UMS) campus, the Maine State Library and Bangor Public Library through the online catalog, URSUS, and from private colleges (e.g., Bowdoin, Bates, Colby) and other public and school libraries through Maine Info Net, the statewide catalog. The items requested are shipped via a courier, lowering the turn around time from seven to ten days to three to five days. Periodical articles not available in full text within the state systems can be requested through the interlibrary loan department which uses two electronic document delivery systems as well as traditional delivery methods to send and receive articles.

UMS and the State of Maine libraries collaborate extensively. The URSUS catalog, a combination of the University libraries, the Maine State Library, and the Bangor Public library, provides patron access to three million volumes. Maine Info Net, a combination of public, special, and private college libraries, provides patron access to 6.3 million volumes.

URSUS Catalog Website
<http://libraries.maine.edu/mariner/>

Maine Info Net Website
<http://inreach.ursus.maine.edu/search>

The digital collection has grown to 46 databases, 20,400 full-text journal titles, and

7,400 electronic books. These efforts have created a digital library more extensive than any library could have created individually.

Assessment

The library uses several channels for evaluation of services and collections. The Library Committee review policies, collections, and share library information needs and concerns. Book collections are reviewed using a variety of criteria such as currency. Services are evaluated annually and compared against benchmarks for similar institutions. In the spring of 2004, the library administered an Information Services User Survey (Exhibit. 7.03) to garner information that would assist the staff in providing better services (Appendix 1.03: *Institutional Performance Scorecard, KPI 1.1-1.5*).

APPRAISAL

Facility, Services, and Collection

The new Acadian Archives Building (7,584 square feet) was opened in September 2004. As a result, the library recovered space that had been occupied by the Archives. The use of this space is limited because there is no elevator to the second floor so the library staff elected to use two of the offices for Web Services and the Teaching and Learning Technology Center. To accommodate an entrance that services both the library and the archives, a new entrance was built that faces the campus quad, necessitating the complete rearrangement of the first floor which resulted in the loss of 10 seats for patrons. There are 137 seats as compared to 147 last year. Furthermore, storing back issues of serials also takes up much needed space.

Service statistics have fluctuated across the years with a decreasing trend. However across the variables measured, FY 2004 showed either a slight to notable increase in services, or at least a slower decline. For example, requestor borrowing and lending services (the service used to loan or request materials from or to other libraries) generated increases by 5% and 19%, respectively. Whereas the previous years they had always shown a slight decline (Exhibit 7.04: Blake Library Annual Report FY 2004). The increasing trend may be due to higher enrollment, better instruction from the reference department, a growing quality in the collection, and/or the new space arrangements. These transactions are above average compared to peer institutions. Total circulation transactions for Blake Library in FY 2002 were 20,996, whereas the average of the peer institutions was 13,746 (7.05: ACRL 2002 Peer Institutions Data).

Library website usage has risen over recent years. Reports for the site generated on use, show a 44% increase in unique visitors from off-campus to the library site (Exhibit 7.04: Blake Library Annual Report FY 2004). The increase is consistent with other off-campus and on-campus statistical reports. The increase may be due to the increased number of distance education courses being taught. In addition, the gate count for physical entry onto the library premises rose by 6%. However, this number fluctuates every year; last year the gate count decreased by 9% (Exhibit 7.06: Blake Library Annual Report FY 2003), whereas the previous year it increased by 14% (Exhibit 7.07: Blake Library Annual Report FY 2002). It is suspected these statistics are a direct result of enrollment numbers, courses taught, number of faculty teaching at any given time, and what the faculty may require of their students in any given semester. A new counter system was installed to better achieve accurate library attendance. Web and UMS use of statistics also need to be considered.

Our serials collection continues to be affected by budget restrictions (Appendix 7.01: Serials Base Budget Table). Faced with lack of funding, staff analyzed the collection and unused titles were identified and discontinued, thereby making the collection more consistent with the campus curriculum. Blake Library's collection of 340 paid serial titles in 2002 was close to the peer institutions average of 353. Currently the collection holds 276 paid titles, and further necessary cancellations due to inflation will continue to reduce our collection to well below the average (Exhibit 7.06 & 7.04: Blake Annual Report FY 2003 and FY 2004).

Blake Library is open 80.5 hours a week. The average number of hours of the peer institutions was 80.6. (Exhibit 7.05: ACRL 2002 Peer Institutions Data).

BI is offered every semester during particular classes to reach all new UMFK students. Other types of instruction and impromptu BI are scheduled at instructors' request. Blake Library staff gave 38 BI sessions in FY 2002 as opposed to the peer group average of 52.

Financial Support

For FY 2002, the total actual library budget was \$183,391. In FY 2003, the total actual budget was \$189,020. In preparing for the next fiscal year, library staff estimated that the budget would need to be \$194,450 to avoid cancellations of additional subscriptions and services. Flat funding for library acquisitions continued through FY 2005. Blake Library's base budget would need to be increased by \$130,000 to meet the average expenditures of our peer institutions, which is \$313,768.

Staffing

The library has added many new services in the past years. These services have been implemented and maintained by the same

number of staff. To continue to provide quality services, additional staff members are needed.

The serials and interlibrary loan department is staffed by one part-time staff. The workload is excessive for a single 20 hour position. This also affects the quality of services provided to Blake Library patrons. In reviewing Blake Library's peers, Blake Library's staff numbers are below average. (Exhibit 7.05: ACRL 2002 Peer Institutions Data).

Currently, two professionals do not adequately staff the Archives. Public hours are limited; services are limited; and major collections cannot be accessioned. (Exhibit 7.08: Acadian Archives Annual Report 2004).

Resource Sharing and Outreach

In the last few years, access to the statewide digital library has grown. Collaborations with UMS and Maine Info Net have seen vast improvements in access to other collections. Databases, once cost prohibitive, are now accessible through the combined efforts of the UMS and the state. One licensing group, EBSCOHost, showed an increase in database usage for Fort Kent by 65% in FY 2004.

Assessment

Both students and faculty have responded well to the new electronic reserve service; 51 documents were scanned the first year and 297 the second year the service was offered. Free printing has been offered over the last two years for students using the public workstations, which is where students go to search for books or articles. The use in this service rose 623%.

Library staff members work hard to maintain a strong collection by evaluating, weeding, and collecting in subject areas to support the curriculum with a focus on

quality versus quantity of materials. Though this effort has made the collection better, there are still subject areas in need of improvement, such as psychology (Education, Behavioral Science), social science (Public Safety Administration, Sociology, Criminal Justice), and science (Nursing, Environmental Science, Forestry). In 2002, the Blake Library collection held 69,189 volumes, which falls below the 91,276 average of the peer institutions volumes. With a focus on quality versus quantity, an increased circulation of materials is anticipated and will better serve our patrons. In addition, we rely heavily on the Info Net and other UMS libraries' collection for materials outside UMFK's major academic areas, especially as retrieval of materials is easier and faster than ever.

PROJECTION

The serials collection space is in need of more space and could be improved by the addition of compact shelving in the library basement. The addition of an elevator is needed to allow more options for using the second floor; however, both require an increase in capital expenditure. The elevator and removal of asbestos is in the *UMFK 5-Year Capital Plan*.

The library website was updated for fall of 2004. The new update provides better navigation and offers more online resources. The website is reviewed and revised based on input from staff, students, and faculty. Mistakes are corrected as soon as possible. The complete design changes only when the total UMFK website is redesigned.

Continued development of the library tutorials will help patrons learn the intricacies of the new systems. More will be added, and those completed will be

enhanced by adding audio and making them more interactive.

In the last few years the library has had to cancel subscriptions with a net loss of 63 titles since 2002, and has purchased fewer monographs. This has made it difficult to sustain a collection that can support the current curriculum and makes the library more and more dependent on UMS databases and the generosity of libraries willing to loan materials to UMFK. The library needs to be included in the institutional fund raising. Additionally, attention needs to be directed to the acquisitions budget for acquiring and processing new primary source materials in the Acadian Archives (Exhibit 1.03: *UMFK 2003-2008 Strategic Plan; Priority 1*). Furthermore, costs of curating exhibits and hosting conferences in the new exhibit/conference room needs to be included in budget or fund raising planning.

The request that the part-time serials position be upgraded to a full-time position was approved by the President and we expect to implement that change in August 2005. This puts library staffing on par with the peer group average. Additionally, a second web position to help faculty with WebCT[®] and Blackboard[®] has been requested. Both the extra 20 hours of staffing in the library and the second web position would address the issue of overloads for the existing professional staff.

A new position in academic computing, microcomputer technician was filled in the summer of 2004. Having additional staff in this area has helped address some of the computer support issues that tend to spill over into the library. As our student body and faculty ranks continue to grow, more computing staff may be needed in the future.

To maintain the high quality of service to which patrons of the Acadian Archives have become accustomed, staffing needs will need to be re-evaluated. Addition of at least one professional accessioner/reference

archivist is recommended. The request was made in the spring semester of 2005, and the library and archives staff will work with the VPAA to develop a plan to address the problem.

Interlibrary Loan (ILL) borrowing activity had been declining due to many people's impression that much may be retrieved "from the Internet." However, in comparing the library's borrowing in FY 2003 to FY 2004, there was a 50% increase. See the FY 2004 Library Annual Report. The library staff projects that borrowing activity will continue to rise due to an increase of research by the faculty and students. See Strategic Direction 5, *UMS Strategic Plan*.

Resource sharing has worked very well among the other UMS libraries, and we expect it to continue. We plan to continue working as part of the statewide library system and to continue to look for ways to improve our own participation.

A concern of the library staff is the lack of consistent time available to provide proper evaluation, collection, and removal of items in the library collection. Having additional staff in both the library (serials) and information technology (web services) is one way to alleviate this time problem. Also, faculty, because of their subject expertise, should be included in the process. Library staff with the help of the chartered library committee should develop a successful plan to promote faculty involvement.

Information Technology (IT)

DESCRIPTION

Facilities, Services, and Resources

UMFK provides three primary computer classrooms/labs for instruction and general student use. These are the Nadeau Hall Computer Classroom, the Old Model School (OMS) Computer Center, and the Library Computer Instruction Classroom. Single purpose computer labs include the Electronic Music Lab, the Applied Technology Lab, the Nursing Computer Lab, the Academic and Counseling Services Tutoring Lab, and the Geographical Information Systems (GIS) Lab. A mobile Apple iBook cart is also available for use. Additional student computers are provided in the library and in the dorms.

All computers connect to the campus fiber optic network (gigabit Ethernet), giving access to both academic and administrative servers delivering software applications (Exhibit 7.09: Academic Computing Annual Report: List of Software), print services, and access to the Internet. Each student dorm room is provided with voice IP telephony, cable television, and data ports. In FY 2002, 57 requests were made for data connections in the dorms, in FY 2003, 69, and in FY 2004, 94, an increase of 60% over the three year period. (Exhibit 7.10: Dorm Occupancy).

All regular faculty received computers on their desktops beginning in 1992. These computers are upgraded as the applications used by the staff or faculty member demand better equipment or on a three to five year cycle. There are also various computers for students in work study positions and laptops for some staff and faculty, including all full-time nursing faculty. Each computer accesses the network for printing and Internet service. Microsoft[®] and WordPerfect Office Suites[®], readers, players, and other general software are installed on the hard drive. Virus protection and updates and automatic patch management for the Windows operating system helps to prevent hacking and are delivered to all faculty, staff, and lab computers. Lab computers are imaged at least once a year or more if significant software updates become available. Special software is installed on each lab computer so that each restart eradicates all changes and resets the computer to its original state, right down to the last byte.

UNET's mail service provides spam tagging and phishing alerts. Administrator passwords for campus computers are unique to prevent intrusions. UNET monitors bandwidth on the wide area network.

Web Services staff works closely with students, faculty, staff, and the local community to provide support in graphic design, scanning, PowerPoint[®], FTP, and website design.

Additionally, all students, staff, and faculty are provided an electronic mail account, and all dorm students, staff, and faculty have telephones with voice mail. UMFK's network is built on a gigabit Ethernet fiber backbone. Wireless access points can be found in every building except the dormitories. The dormitory telephone system is voice over IP and uses a Unity voice messaging system. Faculty and staff use the Audix messaging system on an Avaya switch. Information Services staff is testing IP telephony for future campus wide

deployment and to replace the Avaya system. Wide area networking is provided by UNET, a unit of UMS. UNET supplies all equipment, including switches and gateways, to the wall jack. UMFK maintains the local area network with its servers and other equipment.

UMS has adopted the Federal Government's Section 508 standards for web accessibility. Web Services continues to ensure new web pages for the University's site are developed to comply with the standards.

Academic Support

The Information Services staff provide instruction and support for faculty and students in the implementation and use of Blackboard[®] and WebCT.[®] Services include course and account management, instruction for both students and faculty in the use of WebCT[®]/Blackboard[®], and assisting faculty to make materials available online. Faculty currently use the software to teach complete online courses as well as to enhance courses offered on campus. The software is used in varying degrees by faculty. Courses may consist of course documents, assignments, the discussion board, online testing, videos, and lectures. In Fall 2004, 57 courses used Blackboard[®] or WebCT[®], up from 50 in 2003, an increase of 14%. Ten of the courses were taught entirely online; 47 were campus courses enhanced by courseware. Student enrollment in Fall 2004 numbered 1696 while in fall 2003 the number was 1300, an increase of 30%. Faculty involved in Fall 2004 numbered 28; in Fall 2003 they numbered 24, an increase of 17%.

Permanent multimedia podiums are installed in all Cyr Hall classrooms except the chemistry laboratories, so that 11 of the 13 classrooms are equipped with a ceiling mounted projector, a screen, and a set of speakers. The podiums are equipped with a receiver, a VHS/DVD combination player, a cassette player, a computer connected to the network, a telephone, and a document camera. Three computer labs in Nadeau Hall

also have projection. The music lab has a document camera and sound equipment. Each of three classrooms in the OMS is equipped with a multimedia computer and projector on a mobile cart. The OMS Computer Center and the ITV broadcast room also provide projection. Equipment is delivered to classrooms in the gym and the Honors Center when requested.

UMFK faculty broadcast 4 to 6 courses each semester over the UMS interactive television (ITV) system, allowing students at other UMS campuses or sites and centers to participate in the courses. The campus has one broadcast classroom. There is also a System-wide Tandberg compressed video unit, which is used for meetings and for delivery of courses. UMFK also has a teleconferencing room with two Polycom videoconferencing and one Miranda (mpeg2) videoconferencing unit. The teleconference room has been used to deliver larger classes. It can be divided into two sections. Each section has a podium with a computer, projection, document camera, and other teaching aids. One section has two projectors. The campus also owns two additional Polycom units which can be mobile. UMS has installed an on campus executive Polycom unit for administrative meetings between campuses and UMS offices.

Financial Support

Students in the past have been charged a separate \$6.00 per credit technology fee. This fee was used to purchase computers, printers, and other supplies and equipment to maintain the student labs and clusters. More recently this fee was “folded into” a “unified fee” to reduce the escalating number of fees students were facing and to provide institutional flexibility to use resources where they are most needed. The unified fee still generates \$6 per credit hour to be used to support and maintain the student labs with hardware and software. In addition, one support staff person is paid through this account. Another fund receives

approximately \$30,000 to \$35,000 from the E&G budget annually to refresh 10 to 15 faculty or staff computers.

Staffing

The staff for Academic Computing includes one professional and two classified positions. A half-time classified person staffs audio-visual services. A half-time professional and one classified administrative assistant staff Information Services. Additionally, the Nadeau Hall Teleconferencing Center and Fox Auditorium is staffed with one full-time classified person, and a half-time classified ITV/Distance Education person. Web Services is staffed by the Assistant Director of the Library/Web Master on a half-time basis along with a full-time classified Web Assistant.

APPRAISAL

Facilities, Services, and Resources

The Nadeau building, completed in September 2001, houses four specialized computer labs: a nursing lab, a music lab, an applications lab, and a dual-purpose lab for computing courses with 24 hour access. All are up to date and running well. One lab each year is updated with new hardware. In addition, the building contains the Nadeau teleconference room. Sophisticated teleconferencing equipment was installed in 2002 consisting of two Polycom units and one Mpeg2 codec. The room has multiple uses and is used often; however, the teleconferencing capabilities are under-

utilized (Exhibit 7.11: Nadeau Hall Teleconference Center Annual Report).

In 2002, the classrooms in Cyr Hall, totaling 10, were transformed into mediated classrooms (and subsequently one additional laboratory bringing the total to 11). Specially designed podiums were built to house electronic equipment such as a computer, document camera, DVD/VCR player, audio tape player, telephone, and more. State of the art projectors were installed in the ceiling of each room and projection screens and speakers were placed in the front of the rooms. The design and usability of these new classrooms have allowed instructors to expand their teaching. The majority of the faculty (87%) who replied (23 of 41) said they used the technology. There are still classrooms on campus, specifically OMS and the Gym, which, though equipped with mobile units, need to be upgraded to “mediated” status.

There is a need for another general computer lab, possibly used as an additional 24 hour access lab, to accommodate the growing number of students coming to UMFK. Additionally, one more single purpose lab for Electronic-Commerce is needed to accommodate this new program and to accommodate the hands-on nature of the program. Currently, Nadeau 109 is the sole computer instruction classroom on campus. In the fall of 2003, this room held classes from 8:00 am to 9:30 pm on Monday, Tuesday, and Thursday, from 3:30 pm to 9:30 pm on Wednesday, and from 8:30 am to 3:30 pm on Friday. The heavy use of this room forces computer based classes to be taught in general purpose labs, therefore limiting student access to computers and not allowing time for computer maintenance. In addition, OMS houses one Polycom unit and Cyr Hall a second unit, which are UMFK owned. Although this technology is available, it has not been used much in the past; however in the spring of 2005, three classes were received over this technology. Two were courses for the new Special Education certification and a math course

was delivered to local public school teachers by Augusta at the request of the Maine State Department of Education.

Desktop computing equipment continues to be required for more and more uses. The number of desktop computers supported has risen from 120 in 1995 to 345 in 2004. The number of servers supported has risen from 2 to 18 in the same time period. Use of electronic mail has risen as well. All faculty and staff are assigned electronic mail addresses. In spring of 2005, only 46 people were listed as not having read electronic mail for the last 30 days.

Academic and Administrative Support

There continues to be a steady rise in the use of WebCT[®] and BlackBoard[®]. Statistics reveal that the number of faculty using course software is four times greater in the spring of 2004 compared to the spring of 2002 (Exhibit 7.12: Faculty WebCT[®] & BlackBoard[®] Usage Table). The number of students taking courses and the number of courses using the software is five times that of Spring 2002. Currently, courses are offered in 14 subject areas, up from the two offered in the spring of 2002. In addition, Academic Services, the French Heritage Club, Student Nurses Organization (SNO), and Residential Life use the server.

The increase in the use of both these systems has impacted the space, equipment, and staff needed to support the development and training of faculty and students. The server, which houses WebCT[®], was replaced in the summer of 2004 because the original server did not have the hard drive space needed to support 50 courses. As distance education grows with more and more online courses, there may be need to again replace the server. In addition, staff is stretched thin to provide good support to the growing number of faculty and students.

request for an additional staff person has gone forward to the cabinet in FY 2005.

Staffing

IT staff have worked hard at meeting the increasing demands and maintaining a helpful environment and received a high approval rating from students, faculty, and staff (Exhibit 7.09). When asked if the staff was attentive, courteous, and helpful 24% said they strongly agreed, 24% said they agreed, 17% remained neutral, 34% said not applicable, and 0% said they disagreed or strongly disagreed (total of nine patrons out of 277).

There have been some needed staffing improvements over the last few years. A work study student initially staffed Audio-visual Services, and then in 1999 a half-time classified position was created. Currently a half-time classified person continues to staff the Audio-Visual Services and in addition fills the other half-time slot for ITV/Distance Education. As the campus grows, Audio-Visual Services could easily move to a full-time position, and in ITV/Distance Education, the current one and one-half classified staff could be better served with two staff persons. In addition, a half-time position was created for the Nadeau Teleconference Center. The person hired to fill this position also works half-time in managing Fox Auditorium. In 2004, the microcomputer technician was promoted to a professional position and in July, 2004, a new microcomputer technician came on board.

Web Services has grown with the addition of one classified staff. Initially, the department was supported solely by library staff. However, over the last five years the requests for Web Services support has grown phenomenally. In Fall 2004, online courses numbered 10, 100% increase over Fall 2003. The demand for services and outputs has outgrown the current staffing situation. The department needs a full-time Web Administrator and a full-time support person to adequately meet these demands. A

PROJECTION

Based on the increasing enrollment, the need for our students to demonstrate informational literacy, and the growth of many programs dependent on computers, the demand will continue to increase for computer classrooms. The University will purchase at least one more mobile classroom. This will free more time in the Nadeau computer lab for use as a general computing room rather than for teaching classes. These will also offer more opportunity to broaden the use of computers in other venues, such as a writing lab. Additionally, the top priority of the *UMFK 5-Year Capital Plan* is a new classroom building that will be highly technological.

Students are encouraged to use the wireless network to reduce the need for stationary computers. It is expected that over time students will purchase laptops instead of desktops and will take advantage of the mobility offered. The library will plan to acquire a cart of laptops for internal checkout to promote a learning commons throughout the library. This could drastically reduce or eliminate the need for stationary computer stations and would free up much needed space.

The University is replacing desktop computing for faculty with mobile computing (Nursing, FY 2005; Education, FY 2006). This will facilitate easier transfer of materials from office to the classroom. Computers for faculty and staff should continue to be refreshed at a rate of three to five years.

As more faculty members incorporate technology into the classroom, the demands

on Web Services will increase. The rising number of online courses has created an increased demand for video streaming, taping, editing, and graphic design.

To maintain a secure network in the summer of 2005, Windows XP[®] and firewalls will be installed on all campus computers. Finding a solution for spyware removal or protection is a high priority. Staff will continue to write scripts to remotely monitor and remove unwanted services and computer processes. Computer staff and faculty will continue to promote understanding of the need for secure passwords. We will continue to depend on UNET for security on the wide area network.

The need for technical support for distance education, particularly online offerings without campus components, will continue to grow. Offices will demand ease of sharing information through calendaring and file transfer. Systems will need to be kept secure and robust.

Web Services staff will develop a comprehensive website, which provides students, faculty, and staff with technical support for WebCT[®] and BlackBoard[®]. The office receives many calls, which could be answered with an online help center. In addition, access to the website would not be limited to office hours.

As online course development increases and new technologies are adopted, the department will continue to seek funds to support the services and become more involved in the campus budgeting and planning process. A technology and equipment replacement and upgrade plan will be developed during the summer of 2005.

†