



# 2020-2021 UMKC Student Library Fee Report





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*This report includes data for August 2019-May 2021. This is the time period that students have been paying the Library Fee and receiving the benefit of the library improvements it pays for.*

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# About the UMKC Student Library Fee



The UMKC Student Library Fee is paid by all degree-seeking UMKC students, per credit hour on the first 12 hours enrolled in each semester. Students pay \$3 per credit hour on 12 hours, for a maximum of \$36 per student per semester.



Money from the Student Library Fee is used to pay for improvements to the UMKC Libraries' hours, resources, spaces, and services.



The Incremental Fee Structure ensures that as the fee increases on a schedule (maxing out in 2025), students only pay for improvements that will take place immediately.



Information about the library fee and how the revenue is used is posted regularly on [library.umkc.edu/fee](https://library.umkc.edu/fee)

# 1. NEW LIBRARY SERVICES

*Improvements to  
hours, services, and  
spaces at the libraries.*



# Implemented improvements using Library Fee revenue

*Each new service implemented at the library using fee revenue requires first year start-up costs; the ongoing costs for that service are paid with fee revenue going forward. Since Fall 2019 when students began paying the fee, they have benefited from these additional services.*



## 24/7 Chat

Chat with a librarian is available to all UMKC students, everywhere, **24 hours a day, 7 days a week** on the library website.



## Library Hours

From fall 2019 onward, Miller Nichols Library and Health Sciences Library lengthened their open hours. New shifts have professional staff to provide stable, safe, secure staffing during the late hours. Both libraries open earlier on the weekend and stay open later Friday and Saturday.



## Safety and Security

Safety in and around both libraries has been reviewed and late library hours are included in campus security patrols. **New lighting was installed** outside of Miller Nichols Library in 2021; the library fee funded the lighting study to determine placement and number of lights needed while campus paid for the materials.



## Library Resources in Canvas

The library team now uses a new tool that puts library resources right into your Canvas course for each class you are taking.



## Library Collections

The library fee maintains subscriptions to our most student-centered eBook collection, and the database EBSCO Academic Search Premier.



## Library Search Bar

The search bar on the library homepage is powered by your library fee.

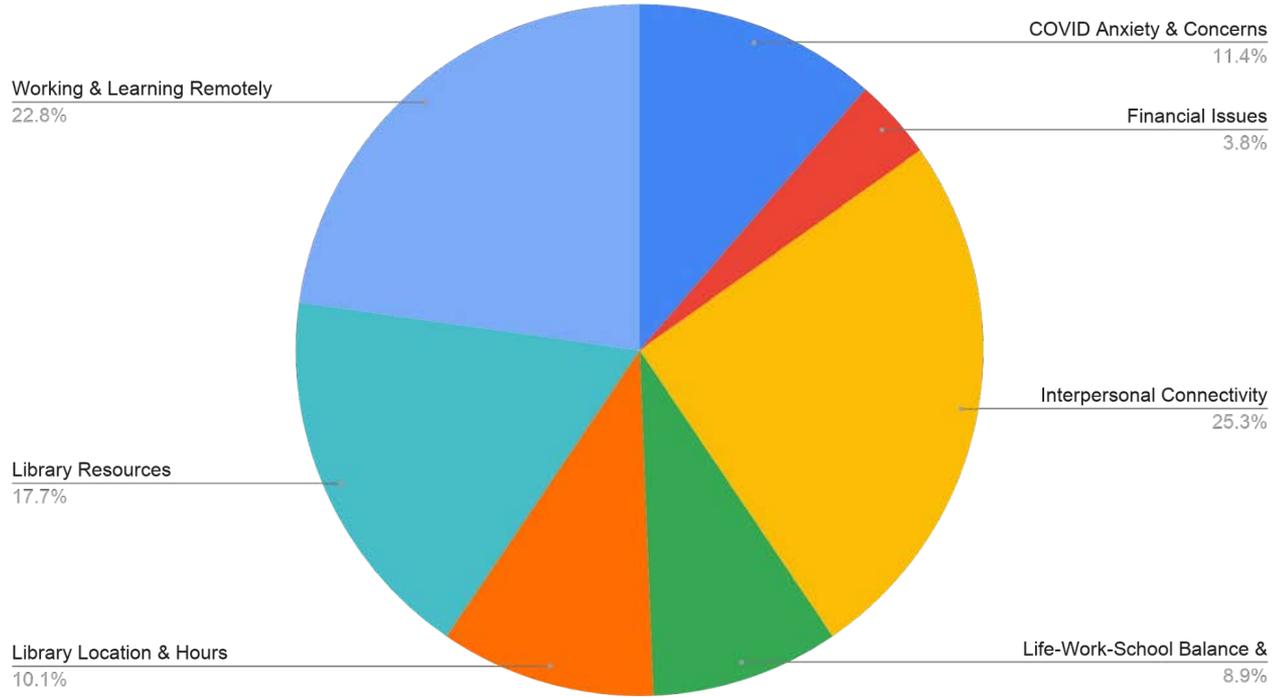
Library  
Fee-funded  
items, *both  
large and  
small*, are all  
selected to  
directly support  
student success

**COLLECTIONS** · library initiative for affordable textbooks · online library search tool · law study aids · **HOURS** · 24/7 chat · evening & weekend staff · student worker positions · card swipe readers · security cameras · lighting improvements · door improvements · security guards · building cleaning · **SERVICES** · student outreach · library instruction · **SPACES** · Law Library study rooms · whiteboards · furniture · space usage assessment · study room technology · **TECHNOLOGY** · scanners · printers & paper · room reservation software · mobile device chargers · study room technology · student-use computer replacement · virtual library guides · library resources in Canvas courses

# Fall 2020 survey: what challenges were students facing during COVID-19?

*This survey informed the  
library's COVID-19  
response.*

## Challenges



# Modifying library services due to COVID-19

A significant portion of annual library fee revenue funds late-night hours at the libraries when the UMKC campus is operating under normal conditions. During the global COVID-19 pandemic, the library has not been open as late as we were in fall 2019 and library fee-funded staff are reassigned to earlier shifts to support health and safety measures like increased cleaning, making library materials available virtually, and extra work duties to keep library users safe.

The library hours for the 2020-2021 year included the new, highly-used late closing time on Friday and early opening times on Saturday and Sunday at both library locations.

*Video with a librarian* was introduced in summer 2020 to replace meeting with a librarian in person. Students can make evening and weekend appointments, or screenshare for research help M-F, 9-5 with no appointment. A form of this service will continue after COVID-19 restrictions are lifted.

While campus buildings were closed from March-August 2020, the library directed resources toward services, projects, and tools to *keep the libraries virtually available to users 24 hours a day, 7 days a week*. Plus, we kept every library student worker employed during the stay at home orders. (See page 12 for COVID-19 budget impacts.)



12:44PM Librarian: *You're welcome! What else can I help with today?*

12:44PM Student: *I think that's it. Thank you for your help. **I love this feature, by-the-way.** I'm a graduating senior and have used it a few times every semester I've been at UMKC!*

12:25PM Librarian: *You're welcome! To be honest, staffing our library chat is one of my favorite parts of my job. I'm so glad it has been helpful to you, and CONGRATS on graduating!!!*

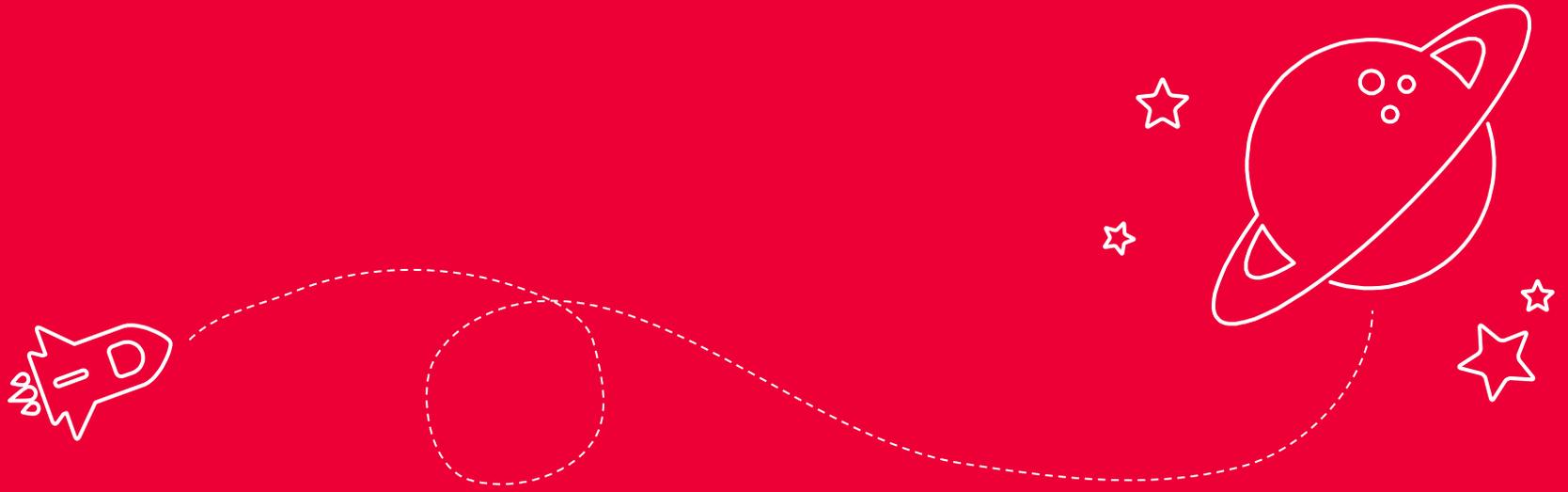
*-Excerpted from an actual transcript from  
UMKC Chat with a Librarian*

# 2.

## BUDGET

*Library Fee revenue  
budget for 2020-2021.*





# \$724,000

The library has received \$724,000 of library fee revenue from campus to spend for the 2020-2021 year. Keep reading to see new services and changes that have been made possible.

# Costs for project categories

*This chart shows some higher costs in the 2020 fiscal year which reflect start-up costs for new services; higher costs in the 2021 fiscal year reflect a shift to ongoing expenses. Most **new** expenditures for 2020-2021 are in ongoing expenses because of the need to bolster the collections budget.*

	2019-2020	2020-2021
Collections	\$87,876.00	\$241,376.00
Hours	\$541,984.50	\$403,660.78
Services	\$24,800.00	\$18,650.00
Spaces	\$4,387.05	\$800.00
Technology	\$82,430.09	\$59,513.80
<b>Total</b>	<b>\$741,477.64</b>	<b>\$724,000.58</b>

\*The UMKC Law Library receives the Student Library Fee money paid by UMKC Law School students; this budget does not include Law fee revenue usage.

# How COVID-19 impacted library fee revenue and expenditures

In spring 2020 the state of Missouri took back significant funds from the university. This was because they extended the tax deadline due to COVID-19, and thus didn't get a lot of their revenue in time for the fiscal year. UMKC units had their budgets frozen and any money they had left was moved into the pool of what the university needed to go back to the state. This impacted every unit, including the University Libraries.

We had allocated library fee funding to some large one-time projects and that money was taken as part of the pool. This meant that we couldn't do the projects, but because we had not yet spent that large project budget it was taken back by the state instead of our staffing budget. Because of this, we were able to keep all of our library student employees working throughout the 2020 stay at home order, working remotely on a special collections project.

University units also had to plan for reduced budgets due to reduced university revenue for 2020-2021 in case enrollment dropped. This reduction impacted our regular budget as well as the library fee budget. In order to ethically steward our even more limited funds in a time of crisis, we focused less on library spaces - as all of campus saw decreased use this year - and more on resources we could make available to students online, primarily library collections.

For next year our regular budget will be closer to pre-pandemic levels and we will have more library fee revenue due to the pre-planned increase, so we have plans for new one-time projects as well as to shift more funding back to categories that had lower costs this year, like printing and library hours. In the following year, our current plan is to use library fee revenue for new services that will incur ongoing costs.



3:46PM Student: *Just in case, what time are librarians available until tonight?*

3:46PM Librarian: **24/7!**

3:46PM Student: *No way! Awesome, I might need that lol*

*-Excerpted from an actual transcript from  
UMKC Chat with a Librarian*

# 3.

## DATA COLLECTION

*Assessment data for  
fee-funded services.*



## Usage highlights

# 3,109 courses



3,109 courses now have a Library Resources tab in Canvas  
Students clicked on Library Resources **20,934 times**

# 123% increase



Over last year in questions answered on nights and weekends by our **24/7 chat with a librarian** service

# 15 favorite hours



The most popular new hours are 11pm-12am Sun-Thurs, Friday & Saturday 6pm-10pm, and 11am-1pm Sunday

# Library assessment practices

*The UMKC Libraries track usage of our collections, hours, and services; we also periodically perform user surveys and detailed assessment projects about specific items. Continual data collection helps us to make informed decisions and effectively steward library fee revenue.*

## **Library Collections**

Searches, clicks, downloads, and checkouts are counted for the databases, search tools, electronic resources, books and eBooks that we purchase or subscribe to. Librarians with subject expertise rely on this data to determine which items to acquire or cancel each year based on the library's allocated budget.

## **Library Hours**

Gate counters allow us to analyze how many users are in each library each hour of the day. Hours for the next semester are based on past usage, available staff, and budget.

A detailed usage study for late-night library hours is planned for the 2021-2022 academic year.



14:39PM Guest: *I don't need anything, I just think you all are great. **Thanks for being awesome and doing important work!***

14:39PM Librarian: *awwww! thank you so much for letting us know!*

14:40PM Guest: *:) my pleasure. Please spread the love and have as good a day as one can in these challenging times.*

14:40PM Librarian: *I certainly will! Messages like these help boost our staff so that we can keep helping as many students, staff, and faculty as we can <3*

14:41PM Librarian: *have a great day, and please chat with us any time! **we're here for you 24/7....literally :)***

14:41PM Guest: *:) Thank you!*

*-Excerpted from an actual transcript from UMKC Chat with a Librarian*

# 4.

## NEXT STEPS

*Planned improvement projects.*



## New planned expenses for 2021-2022

- Health Sciences Library quiet study area improvements
- Expanded printing options, updated computer workstations
- Restoring library hours when COVID-19 restrictions lift
- Library classroom improvements
- New investments in Open Educational Resources
- Additional funding for library collections to sustain current subscriptions heavily used by UMKC students

# New expenses based on user feedback

*We need user feedback from UMKC students to make plans for these project categories. Library data doesn't tell us everything we need to know about what students want and what you will need in the future. We need your input to select technologies and projects.*

## Library spaces upgrades

- Do we need: more lockers, or more chargers with longer checkout times?
- Should we: get more rolling whiteboards, or repaint spaces?

## Digital Collaboration Studio - *Coming fall 2021!*

- Building this new space on the third floor of the library is **not** paid for with library fee revenue. However, the Digital Collaboration Studio space creates opportunities for the student library fee to pay for new technology, software and apps, or equipment that all UMKC students need to support imaginative new forms of scholarship. Plus, staff and student workers to help you use the new technology.



## Tell us how the library can best support you

Do you care about improving the UMKC Libraries? We always need your input! If you would like to participate in a survey or focus group in the future, or just tell us how you use the library:

- Contact Dani at [wellemeyerm@umkc.edu](mailto:wellemeyerm@umkc.edu)



A photograph of a person walking through a library aisle, viewed from a low angle. The person is in the center, walking away from the camera. The aisle is lined with tall bookshelves filled with books. The entire image has a strong red color cast. The text "Thanks for reading! See you at the library." is overlaid in the center in a white, italicized serif font.

*Thanks for reading! See you at the library.*