

# MAINE STATE LEGISLATURE

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2015



# Program Evaluation Report

*Pursuant to the Maine Government Evaluation Act*



**MSL**  
MAINE STATE LIBRARY

*Provided by the Maine State Library to the Joint Standing Committee on Education and Cultural Affairs in accordance with MRSA Title 3 §956.*

# Contents

<b>Section 1: Organizational Units and Programs</b> .....	<b>3</b>
Maine State Library Commission.....	3
Maine State Library.....	3
Maine State Library – Administration.....	3
Maine State Library – Collection Development, Digital Initiatives, and Promotion.....	3
Maine State Library – Library Development.....	4
Maine State Library – Public and Outreach Services, Research & Innovation.....	4
<b>Section 2: Program Descriptions</b> .....	<b>5</b>
Maine State Library Commission.....	8
Established Priorities:.....	8
Performance Measures:.....	8
Maine State Library – Administration.....	9
Priorities and Performance Measures:.....	9
Collection Development, Digital Initiatives, and Promotion.....	9
Collections Development.....	10
Digital Initiatives and Promotion.....	13
Library Development.....	15
Consulting Services, Professional Development & Continuing Education.....	15
Infrastructure: Shared Statewide Resources.....	16
Broadband Access & E-rate.....	17
Public and Outreach Services, Research & Innovation.....	18
Public Services.....	18
Outreach Services (to the underserved).....	21
Research & Innovation.....	22
<b>Section 3: Organizational Structure</b> .....	<b>25</b>
Organizational Chart.....	25
Positions by Program.....	26
<b>Section 4: Financial Summary</b> .....	<b>29</b>
<b>Section 5: Inter-Agency Coordination</b> .....	<b>30</b>
<b>Section 6: Constituencies Served</b> .....	<b>31</b>
Maine Citizens.....	31
Maine Libraries and Schools.....	31

Maine Government.....	31
Maine’s Other Cultural Institutions .....	32
<b>Section 7: Consideration of Alternate Delivery Systems.....</b>	<b>33</b>
Privatization of Van Delivery Service .....	33
Creation of Purchasing Co-op for Libraries.....	33
Statewide Database Subscriptions .....	33
Launch of a Digital Repository.....	33
Use of Video Conferencing Equipment .....	34
Website.....	34
<b>Section 8: Emerging Issues .....</b>	<b>35</b>
Aging and Inadequate Infrastructure .....	35
EBooks and Electronic Subscriptions/Resources.....	35
Insufficient Broadband Connectivity in Rural Maine.....	35
Flat or Reduced Public Library Funding at Local Level .....	36
Shift in How Government Documents are Created .....	36
Ability of Maine State Library to attract and retain talent .....	37
<b>Section 9: Other Information Requested by Committee .....</b>	<b>38</b>
<b>Section 10: Comparison of Federal and State Laws / Regulations.....</b>	<b>39</b>
State Law.....	39
Federal Law .....	40
Purposes and Priorities of LSTA (20 U.S.C. § 9121) .....	40
LSTA-specified Grants to States Priorities (20 U.S.C. § 9141) .....	40
<b>Section 11: Agency Policies for Collecting and Managing Personal Information.....</b>	<b>42</b>
Maine law concerning library patron confidentiality.....	42
When and what patron information is collected at the Maine State Library .....	42
How and when patron information is shared .....	44
Other Policies Concerning the Collection and Use of Data .....	44
<b>Section 12: List of Reports, Applications, Paperwork Required of Public .....</b>	<b>46</b>
<b>Section 13: List of Reports Required by Legislature.....</b>	<b>48</b>
<b>Section 14: Authorizing Statutes Requiring Review.....</b>	<b>49</b>

# Section 1: Organizational Units and Programs

*Pursuant to MRSA Title 3 §956, Section 2, Part P this section is a single-page list of organizational units and programs within each organizational unit.*

The Maine State Library (Unit 75), and as such, the Maine State Library Commission (Unit 82) represent the operations of the Maine State Library (Department 94Q).

- Maine State Library Commission – (Umbrella 94Q // Unit 82)
- Maine State Library – (Umbrella 94Q // Unit 75) – with four distinct programs:
  - Administration
  - Collection Development, Digital Initiatives, and Promotion
  - Library Development
  - Public and Outreach Services, Research and Innovation

## Maine State Library Commission

*Represented as a single unit and program*

The Maine State Library Commission is established under MRSA Title 27 §111. The Commission is represented by 15 volunteer members of the public who represent various library constituents served by the Maine State Library. All Commission members are nominated by the Governor – no subsequent legislative confirmations are required by Commission members nominated by the Governor.

## Maine State Library

*Represented as a single unit with four (4) programs*

### **Maine State Library – Administration**

This program is defined by the role of the State Librarian. As such, the State Librarian has administrative oversight of operations and programs offered by the Maine State Library. These programs include: Collection Development, Digital Initiatives and Promotion; Library Development; and Public and Outreach Services, Research and Innovation.

### **Maine State Library – Collection Development, Digital Initiatives, and Promotion**

The Collection Development, Digital Initiatives and Promotion Division is responsible for traditional collection development activities at the Maine State Library including acquiring, cataloging, repairing and preserving library collections. The program also leads the library's efforts to build a digital repository of collections that can be searched and accessed online.

## **Maine State Library – Library Development**

The Library Development Division provides services to support the development of all types of libraries in Maine. Program staff work to harness state and national partnerships to continuously define and develop new resource opportunities. Many services provided by Library Development use federal Library School and Technology Act (LSTA) funds to deliver services, such as but not limited to: consulting services, Maine InfoNet services, and electronic content licensing.

## **Maine State Library – Public and Outreach Services, Research & Innovation**

The Public and Outreach Services, Research & Innovation Division oversees the development of all direct one-to-one services. These services include but are not limited to: direct library lending and reference services, Books by Mail, and Talking Books. This program will use the Maine State Library's public operation to test innovative library services in an effort to continuously offer efficient and world class service to constituents, and also provide the Library Development program with tested solutions for all libraries in Maine.

## Section 2: Program Descriptions

Pursuant to MRSA Title 3 §956, Section 2, Part B this section includes descriptions for each program administered by the agency or independent agency, including the following for each program:

- Established priorities, including the goals and objectives in meeting each priority;
- Performance measures or other benchmarks used by the agency to measure its progress in achieving the goals and objectives; and
- An assessment by the agency indicating the extent to which it has met the goals and objectives, using the performance measures. When an agency has not met its goals and objectives, the agency shall identify the reasons for not meeting them and the corrective measures the agency has taken to meet the goals and objectives.

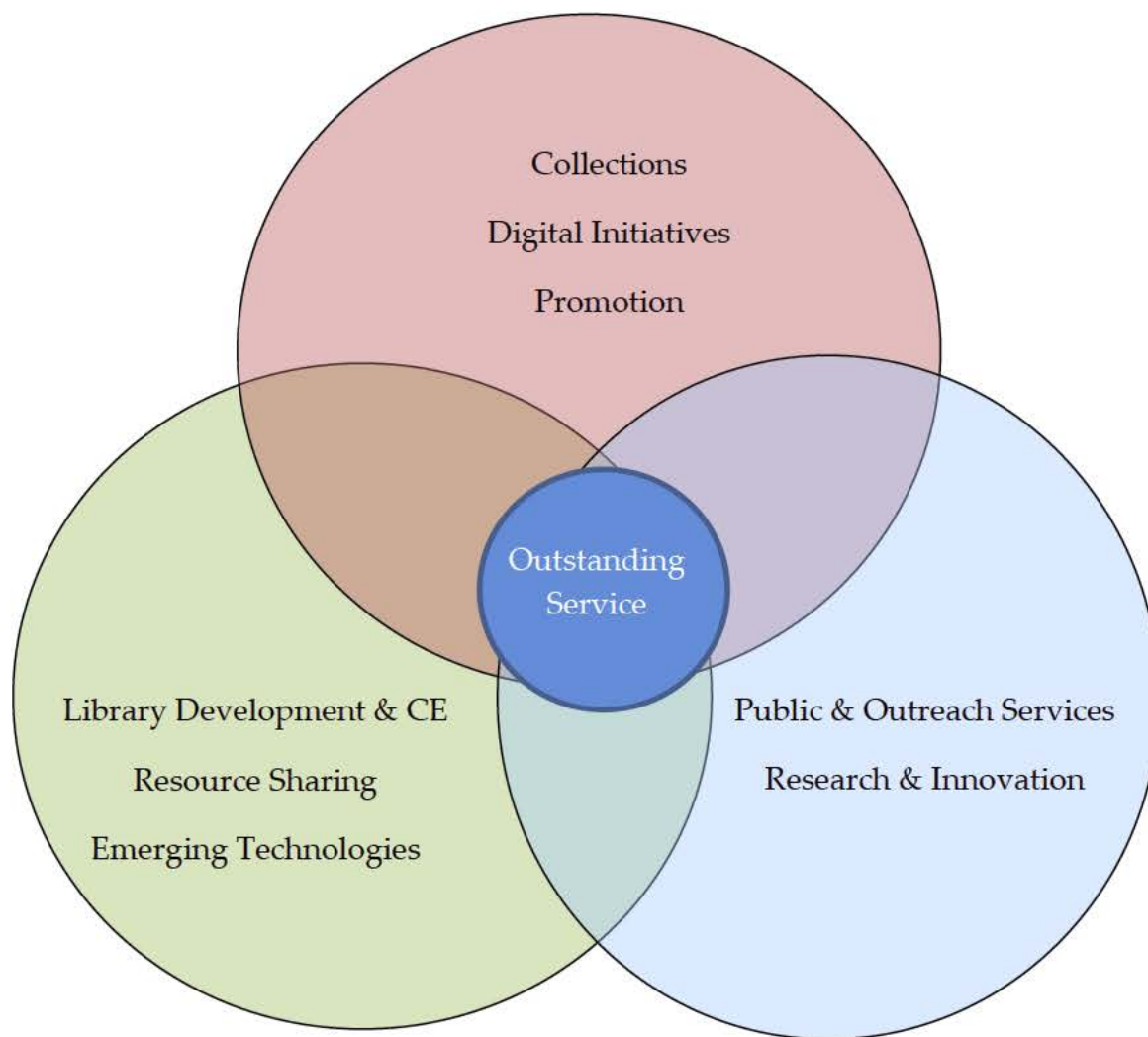
In offering this report, it's important to put the discussion around the following program descriptions in the proper context. The past ten years has brought significant transition, and with that, significant opportunity to the Maine State Library. Maine's longest-serving State Librarian, Gary Nichols, retired in 2008 after 30-years of service.

The most recent former State Librarian, Linda Lord, served from 2009-2014. Ms. Lord's tenure as State Librarian ushered in a new Maine State Library 2011-2013 Strategic Plan; advocated for, and received, more funding and greater participation for the Van Delivery and Interlibrary Loan service; expanded statewide virtual resources; focused on early childhood literacy services and consulting; enhanced access to state agency publications through a digital repository; and increased funding for public libraries through the Maine Public Library Fund, which is funded by contributions Maine citizens make when filing their Maine Income Tax Returns.

The initiatives begun under the leadership of Ms. Lord, and supported by the Maine Library Commission, reflect the accomplishments of the Maine State Library since 2009, and establish the foundation for essential services that will continue. In January 2015, the Maine State Library Commission hired James Ritter as the new State Librarian.

Beginning with Mr. Ritter's assuming the role of State Librarian, key staff and organizational changes have been made to align the organization with needs of constituents and leading library trends. Among the most significant change is an emphasis that all public services are provided through one division/department. Additionally, a renewed and dedicated focus on collection development – with specific emphasis on digital collections and collection processing was further articulated in recent organizational changes.

To meet this structure, the Maine State Library has three formal divisions/departments: Collections Development and Digital Initiatives, led by Mr. Adam Fisher; Library Development, led by Ms. Janet McKenney; and Public and Outreach Services, Research and Innovation, led by Ms. Alison Maxell. Combined, these three departments will grow the Maine State Library's operation by delivering outstanding services that leverage each division's key strengths. The Venn Diagram below, represents the current thinking as to how the Maine State Library's programs can be aligned to meet 21<sup>st</sup> century library needs – all through a focus on outstanding service.



Additionally, the Maine State Library is undergoing steps to ensure that program evaluation and assessment are key attributes that lead to data-driven decisions. In this regard, a new monthly report is generated at the Maine State Library, (called the MSL Data Dashboard), which is reviewed by the Maine Library Commission, and all levels of staff at the Maine State Library, so that important measures of the library’s business are kept in focus and attended to.

The Maine State Library firmly believes that “what gets measured gets attended to, and what gets attended to gets done.” We are committed to becoming more purposeful in gathering, analyzing and using data for decision-making, strategic planning and demonstrating library impact.

A new library data dashboard was created earlier this year and is distributed at each meeting of the Maine Library Commission to keep members informed of key metrics. A sample of the dashboard is shown on the following page.

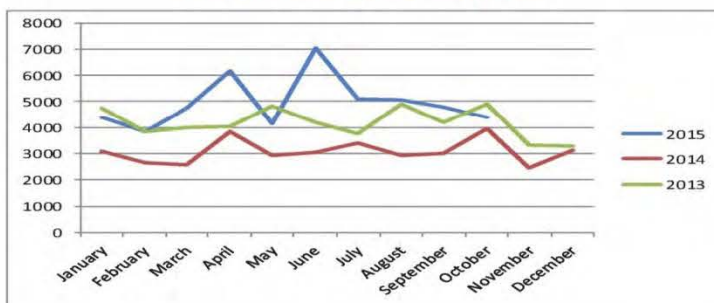


Patron Visits YTD

**53,641**  
Year to Date

Up 59% from same period in 2014

Patron Visits by Month/Year



Circulation

**132,111\***  
Year to Date

Down 1% from same period in 2014

Does not include books by mail

Computer Use

**14,387**  
User Logins\*

12,576 Total Hours Used \*  
52 Minutes – Average Time per User \*

\* From 3/1/2015 to 8/31/2015  
Prior Year Data Unavailable

Conference Room Use

**187**  
Meetings YTD

116 uses of Studio Conference Room (70 of which included Video Conference)  
71 uses of other conference rooms  
2,212 Participants  
Prior Year Data Unavailable

Digital Repository Items

**15,379**  
Items in Collection

Up 222% from beginning of year

Repository Circulation

**46,823**  
Last 12 Months

83,547 since repository launch in Jan '13

New ILL Libraries

**14**  
Year to Date

Libraries Added

- Caribou Public Library
- Cherryfield Public Library
- Dorcas Library
- Ivan O. Davis-Liberty Library
- Julia Adams Morse Memorial Library
- Katahdin Public Library
- Kezar Falls Circulating Library
- Mechanic Falls Public Library
- Rangeley Public Library
- Spaulding Memorial Library
- Stonington Public Library
- Strong Public Library
- Weld Public Library
- Wiscasset Public Library

New Collection Items

**3,711**  
Titles Added YTD

Up 42% from same period in 2014

Librarian Certification

**160 Students**  
**1,901 Completed Courses**  
**107 Certificates Issued**

These efforts – a focus on aligned programs and outstanding services as well as data-driven decision making – are all new pieces of a Strategic Planning process currently being undertaken by the Maine State Library and Library Commission. The plan, to be formally complete in January 2016 with clear programmatic goals and measurable action items will be provided to the Joint Standing Committee on Education and Cultural Affairs upon its completion.

With that introduction as a way of backdrop, the following program descriptions will offer priorities, performance measures, and assessment in areas where the Maine State Library has always maintained such programs. In newly defined areas, such as Digital Initiatives and Research and Innovation, such performance measures and assessment are new. As such, the reviewers of this report will see areas that have significant data around such priorities, performance measures, and assessment, and areas that will grow with that information over time.

## Maine State Library Commission

The Maine State Library Commission is established under MRSA Title 27 §111. The Commission is represented by 15 volunteer members of the public who represent various library constituents served by the Maine State Library. All Commission members are nominated by the Governor – no subsequent legislative confirmations are required by Commission members nominated by the Governor.

### **Established Priorities:**

Statutory responsibilities of the Commission include: appointment of the State Librarian, establishing policies for the State Library that pertain to minimum library standards, designation of library districts, and the designation of area reference and resource centers (ARRCS), which extend library services throughout the state in a resource sharing capacity. The Commission acts as an appeals “Review” board concerning any decisions made by the State Librarian, and the Commission serves as an advisory board to the State Librarian with regard to the expenditure of federal funds designated to support libraries.

The Commission may adopt rules to carry out its responsibilities detailed above. All rules are considered technical rules as defined in Title 5, chapter 375, subchapter 2-A.

The Maine State Library Commission has no program budget dedicated to their statutory role as a Commission, nor does the Commission have other state or federal statutory obligations as it relates to programs administered by the Maine State Library.

### **Performance Measures:**

The Maine State Library Commission holds at least four meetings per year, and during those meetings the Commission reviews the programs of the Maine State Library and all applicable measures. The Maine State Library Commission receives program reports, data, and updates relating to performance measured against the Maine State Library’s strategic plan.

## Maine State Library – Administration

This program is defined by the role of the State Librarian. As such, the State Librarian has administrative oversight of operations and programs offered by the Maine State Library. These programs include: Collection Development, Digital Initiatives and Promotion; Library Development; and Public and Outreach Services, Research and Innovation.

General Fund appropriations support the salary of the State Librarian, and the programs delivered by the Maine State Library. All statutory requirements of the Maine State Librarian are carried out by the state librarian and through the aforementioned operational programs. Such requirements include, but are not limited to: Contents and Exchanges – essentially building a collection and making it available through the lending of materials statewide; ensuring an operation open to the public to conduct research and utilize numerous library resources; overseeing the collection of state agency publications; and using resources to make libraries stronger throughout Maine.

### **Priorities and Performance Measures:**

The State Librarian, using tools such as the Data Dashboard, and departmental reports that discuss achievements to core goals defined in the Maine State Library Strategic Plan, measures performance monthly. Additionally, close attention is paid to the Priorities, Measurement, and Assessment for each of the following programs/departments at the Maine State Library.

## Collection Development, Digital Initiatives, and Promotion

The Collections Development, Digital Initiatives and Promotion division is responsible for the acquisition and care of over 600,000 books, serial volumes and government documents as well as other special collections belonging to the Maine State Library. The unit is responsible for activities to digitize collections items and provide online access to those materials. Staff of the division are also charged with maintaining the library website and social media accounts as well as publicizing programming and library issues to different constituencies.

Collections priorities of the Maine State Library are consistent with statutory obligations as defined in MRSA Title 27 §2 as well as the agency's long-standing goal of serving as the state's premier library on the history, resources and publications of Maine.

To that end, any Maine resident can use the Maine State Library to access:

- Thousands of volumes of biographies and histories pertaining to Maine people, places and institutions.
- The largest genealogy collection north of Boston.
- The most comprehensive collection of works by Maine authors and information about Maine writers.
- A permanent collection of municipal, county, and state reports and publications as well as federal documents pertaining to Maine.

- Subscriptions to all of Maine’s daily and nondaily newspapers as well as other periodicals published either in Maine or about Maine.
- Map and atlas collections dating from a period prior to Maine’s statehood up until the present.
- Vertical files containing historical news clippings, pamphlets and other ephemera organized by subject.

Twenty-five percent of the items in MSL collections are related directly to Maine – a larger percentage than any other large library in the state.

As one of Maine’s three designated Area Reference and Resource Center (ARRC) libraries, the collections materials of the Maine State Library are used to supplement the library resources of public and academic libraries throughout the Central Maine Library District.

In addition to the physical collections referenced above, the Maine State Library is working with a variety of partners to build a growing collection of digital media that can be accessed online. Through a partnership with the University of Maine, Maine library patrons can access online databases and a diverse eBook and audiobook collection that can be downloaded and read on most tablets or eReader devices. Over the last three years, the library has also digitized close to 15,000 books, reports and images in its collection and made those materials available online.

Specific areas of focus include: (1) Collections Development (2) Digital Initiatives and Promotion

## **Collections Development**

Collections development activities include purchasing, processing, cataloging, maintenance, and preservation of library collections. Staff provide advice and assistance to librarians statewide with questions related to technical processing, acquisitions, cataloging and preservation.

### **Activities of Collections Development**

- In collaboration with Maine State Library reference staff, Collections Development identifies materials for acquisition and periodically reviews the Maine State Library collection for items that should be deaccessioned due to condition or relevance.
- New materials are inspected, marked, assigned barcodes, and outfitted with security strips and protective covers before entering circulation.
- Cataloging staff creates records for Maine State Library materials in the URSUS catalog system and WorldCat so that users can search for the item by title, author, subject or location.
- Damaged or fragile collections items are identified and repaired or preserved as necessary. Some materials can be easily and inexpensively repaired in house, while others may need to be sent out for professional repair or preservation.
  - The most frequent wear and tear issue related to books in circulation is the loosening of spines. If unaddressed, the problem will eventually

require significant repair or replacement of the book. In 2014, Collections Development staff participated in a training that helped identify and implement preventative maintenance procedures that include making minor repairs to books early in an effort to avoid more costly failures later.

## **Priorities, Goals & Measurements for Collection Development**

Priority: Ensuring Maine State Library continues to build and refine its collections in accordance to the agency's statutory mission.

- Goal: increase the number of government reports submitted to the library (state documents, municipal and county reports.)
  - Strategy: outreach to all executive branch departments about legal requirement to submit government documents.
  - Strategy: participation in Maine Municipal Association annual meeting and outreach through articles in Maine Townsman publication.
  - Measurement: grow the number of state and municipal documents collected annually by 20%.
  - Assessment: although it is difficult to capture how many documents are not making their way to the Maine State Library, we can track increases in volume to measure success in our outreach activities. Collections growth in both state documents and town and county documents has been fairly stable each year, meaning we haven't done enough to improve compliance. Some agencies that were contacted still are not sending in required reports pursuant to the law.

Priority: Ensure all Maine library patrons have access to meaningful resources relating to Maine history, Maine genealogy, Maine authors, and public policy in Maine.

- Goal: coordinate with Maine libraries to ensure access to collections items identified as rare within the state.
  - Strategy: provide leadership in the Maine Shared Collections Strategy initiative.
  - Measurement: in 2014 the Maine Shared Collections Strategy analyzed 3 million print monographs and developed retention criteria for those items. As a result of their efforts, the partners in the initiative agreed to retain approximately 1.4 million titles for at least a 15-year period. The titles will be retained in-place by the libraries and remain accessible via existing resource sharing agreements. The retention commitments have been documented and disclosed in MaineCat, OCLC WorldCat, and in the local catalogs of the partners.

- Strategy: coordination of Maine newspaper digitization project.
- Measurement: the Maine State Library has collected information on the master files for 100% of Maine newspapers on microfilm and is seeking grant funding to support digitization and online access to those items.
- Strategy: strategic acquisition of special collections items that complement existing collections at the Maine State Library.
- Measurement: identification and acquisition of at least one new significant collection of items annually that were not previously accessible to the public and provide original source materials for the understanding of Maine history, Maine authors, Maine genealogy, or Maine public policy.
- Assessment: the Maine State Library has helped lead efforts to ensure public access to special collections holdings from libraries throughout the state through its work with the Shared Collections Strategy and recent efforts regarding newspaper digitization. While the agency has always actively sought collections related to its statutory mission, the institution's collections policy will be reviewed and updated in 2016 to provide a framework for how the library will identify, prioritize and acquire items not currently in the public domain that complement existing collections.

Priority: Ensure public access to Maine State Library through efficient processing of new acquisitions and the proper cataloging of special collections.

- Goal: reduce the number of uncatalogued items in the Maine State Library collection
  - Strategy: shift the work of the Maine State Library's most experienced cataloger to work exclusively on original cataloging of special collections in need of processing.
  - Measurement: increase the number of originally catalogued special collections by 1,000 items annually.
- Assessment: like most libraries, the Maine State Library has a share of collections that are not fully discoverable due to inadequate finding aids or catalog records. In 2015, the Maine State Library shifted the work of its most experienced cataloger so that individual had more time to devote to creating records of uncatalogued or improperly catalogued items in the collection.

Priority: Provide good stewardship of collections through appropriate conservation and preservation methods.

- Goal: reduce the number of collections items that require replacement or full rebinding through preventative repair activities.

- Strategy: identify books in need of preventative repair and provide those services in-house.
- Measurement: perform preventative repairs on at least 1,000 Maine State Library collections items annually
- Assessment: through a combination of staff training and increased awareness of the cost of damaged items, the Maine State Library has made significant improvement in this area over the last two years. In-house staff are performing repairs on approximately 80 books each month, resulting in an estimated savings of \$10,300 in FY 2014-2015.

## Digital Initiatives and Promotion

Digital Initiatives and Promotion digitizes collections, manages the Maine State Library website, digital repository and social media accounts, and promotes library programming and issues.

### Activities of Digital Initiatives and Promotion

- Maine State Library collections are prioritized, imaged and optimized before being placed online for public access.
- Outreach to state government to inform agencies of their statutory requirement to submit reports to the Maine State Library and build awareness of the risks associated with digital storage of publications.
- Project management on state agency digitization projects.
- Providing digital repository hosting and technical expertise on digitization for libraries, historical societies and the general public.
- Maintaining the Maine State Library website.
- Highlighting services of the Maine State Library, Maine libraries and the library profession via social media outlets.
- Providing advice and support to Maine libraries on best practices with social media.

### Priorities, Goals & Measurements for Digital Initiatives and Promotion

Priority: grow the number of Maine State Library collections items available in digital form.

- Goal: prioritize, digitize and publish new content to Maine State Library repository.
  - Strategy: seek partnerships with state agencies or other content partners to acquire funding or volunteers to support digitization activities.

- Measurement: digitize and upload at least 4,000 digital items from the Maine State Library collection each year.
- Assessment: the Maine State Library only recently acquired proper equipment and storage to allow for large-scale collections digitization activities, but has made significant progress on the project over the last two years. Despite the fact that the agency has not had any full-time staff resources to devote to the projects, its digital repository has grown by over 15,000 items from 2013 to 2015. The work has largely been supported by volunteers or paid staff provided through partnerships with three state agencies to digitize historical collections of state documents and images.

Priority: increase visibility of digital holdings belonging to Maine cultural institutions

- Goal: provide collections hosting for small and midsize Maine libraries, museums, archives and historical societies.
  - Strategy: develop content partnerships with institutions that facilitate the digitization and upload of new collections.
  - Measurement: add 18 new digital content partners annually.
- Goal: allow Maine collections to be indexed and searched through Digital Public Library of America portal.
  - Strategy: launch DPLA service hub in Maine.
  - Measurement: provide monthly harvesting and metadata normalization for at least 50,000 records pertaining to digital content held by Maine institutions.
- Assessment: the 2013 launch of the Maine State Library StateDocs repository has provided a unique opportunity for the agency to partner with other cultural institutions in Maine to provide online access to collections materials of shared interest. The first partnership under this new model launched in 2014 and the project has grown to 14 other regional collections over the last 15 months. In early 2015, the Maine State Library was selected by the Digital Public Library of America to serve as the digital content service hub for Maine and we are working to identify enough digital content from other Maine institutions to allow for the service hub to become active in 2016.



# Library Development

The Library Development division is responsible for the administration of federal LSTA programs aimed at facilitating statewide resource sharing and improved library services in Maine. The division also oversees state and federal data collection, compilation and dissemination concerning public libraries services.

Specific activities of the division can be categorized as; (1) Consulting Services, Professional Development and Continuing Education (2) Infrastructure: Shared Statewide Resources (3) Broadband Access and E-Rate.

## Consulting Services, Professional Development & Continuing Education

The Maine State Library consultants work collaboratively to:

- Facilitate, plan and deliver professional development opportunities to foster life-long learning among librarians in Maine. This includes work in the areas of 21st century skills, early literacy, digital literacy, and core competencies for library staff without professional degrees.
- Provide consulting services to librarians and trustees and friends as requested.
- Foster cooperation and networking among libraries and librarians to increase collaboration among libraries to better serve Maine citizens.
- Optimize our WebJunction Community Partnership and collaboration with the national CE Coordinator Cohort to deliver online course and webinar opportunities for Maine library staff.
- Coordinate the evaluation of library programs, including the development of evaluative criteria and the implementation of evaluation programs.
- Assist in the collection, dissemination and analysis of library data for use by public libraries statewide.

Currently measurement of success is done after training events through surveys. Statewide surveys are also done to evaluate federal programs. Verbal input through regional focused discussion meetings are scheduled to inform changes for statewide initiatives. Utilizing training that Library development staff received at the Research Institute for Public Libraries (RIPL) MSL will develop deeper evaluation practices to model for our libraries.

### Priorities, Goals, and Measurements for Consulting Services, Professional Development & Continuing Education

Priority: Provide Maine public library directors and their staff with professional development and continuing education opportunities

- Goal: Build expertise of non-degreed librarians to strengthen skills to sustain Maine libraries in the 21st century.

- Goal: Develop knowledge and understanding of early literacy concepts to library staff who work with children in libraries.
- Goal: Expand efforts at libraries in the areas of STEM and digital literacy.
- Goal: Train librarians to be more purposeful in gathering, analyzing and using data for decision making, strategic planning and to prove library impact.

Priority: Provide subject-specific consulting service to library staff in areas of need

- Goal: Re-align regional efforts in consulting around subject specific efforts statewide.
- Goal: Provide all libraries with an MSL staff liaison.

Assessment: There is great satisfaction with consulting and continuing education supplied by the Maine State Library. Data used from our recent annual report collection and a recent survey on consulting services indicated that over 70% of Maine public library directors do not have a Master's in Library Science and many have no formal training in librarianship at the undergraduate level. The Voluntary Public Library certification Program grew from the need to provide the training and skills to meet this need. Over 150 librarians have registered and taken almost 1900 courses. In early literacy, 70 library staff went through national training called "Supercharged Storytimes" to build skills and continue to work as a cohort in the state. More subject expertise will be acquired with a new position and replacing a recently retired regional consultant.

In STEM literacy, the Maine State Library, in partnership with Cornerstones of Science, was awarded a National Leadership grant from IMLS entitled, *Empowering Public Libraries to become Science Resource Centers for their Communities: A Guide for State Library Agencies*. This 30 month grant will utilize \$493,770 to work with 3 Maine libraries and three Massachusetts libraries to build capacity to provide superior STEM programming for all age groups, children to adults. The result will produce a national STEM Resources Clearinghouse (how-to guides, database of science programming suitable for public libraries, librarian training programs, evaluation tools, etc.) as well as a Guide that other State Libraries can use to nurture STEM in public libraries nationally.

## **Infrastructure: Shared Statewide Resources**

### ***Integrated Library Systems, Interlibrary Loan, Van Delivery and Content Licensing***

The Library Development division provides staff resources and funding that supports Maine's two integrated library systems (URSUS and Minerva) which provide circulation, cataloging and interlibrary loan services to their patrons. Maine's Regional Library System utilizes three Area Reference and Resource Centers (ARRCs) to provide ILL services for libraries that are not part of either of these systems managed by Maine InfoNet. After beta-testing a new and less costly library system for smaller libraries (MILS) this new integrated system will be available to libraries in 2016. This will expand the number of libraries

contributing to MaineCat, the statewide online catalog, and provide more robust and efficient systems to Maine citizens living in towns with smaller libraries with smaller budgets and expand interlibrary loan opportunities for rural patrons. This division also provides for the contracted van delivery services for libraries. This statewide system provides a lower cost than using mail to deliver libraries materials statewide. Public libraries in Maine processed over 1 million interlibrary loans requests last year. Over 20,000 of those requests were handled by the ARRCs for libraries not in the current systems. Our hope is that the new MILS system will expand the use of interlibrary loan and provide increased access to library resources in rural Maine. The Maine State Library works with both the University of Maine-Fogler Library and Maine InfoNet to fund and manage online content, including an online e-learning platform, magazine, journal and newspaper databases, e-books and other resources.

### **Priorities, Goals, and Measurements for Shared Integrated Library Systems, Interlibrary Loan and Van Delivery**

Priority: Expand access to a state managed integrated library system to small and rural libraries by offering a more affordable and easy to use system

- Goal: Expand access to allow a greater number of Maine citizens access to the advantages a statewide integrated systems offers: requesting books as well as offer improved online services that include access to MaineCat for borrowing library resources from over 90 libraries in the state.
- Goal: In 2016 is to add an additional 50 libraries over the next few years to the state system.
- Assessment: MILS was established following many years of negotiating with vendors to find a system that meets Maine’s needs for collaboration between different types and sizes of libraries. The Maine InfoNet Library System (MILS) is using a “lite” version of the more robust system used by larger libraries and the universities we were able to lower costs and complexity. In 2016 new libraries may apply to be part of the MILS consortia ILS.

### **Broadband Access & E-rate**

Through our partnership with Networkmaine (a unit of the University of Maine), the Public Utilities Commission, and the Department of Education, the Maine State Library has oversight of the Maine School and Library Network (MSLN). This statewide telecommunications network provides high speed Internet access to public libraries and K-12 schools in Maine. The Maine State Library also provides E-rate coordinator services to libraries so they can benefit from Universal Service Fund. Over 230 Maine public libraries participate in the Maine Schools Network consortia. Approximately 70% of the transport and Internet costs for MSLN is supported by the federal E-rate program and the remaining 30% is financed by the Maine Telecommunications Education Access Fund (managed by the Maine Public Utilities Commission).

Priority: Meet the increasing demand for bandwidth from both libraries and schools in the maine School and Library Network.

Priority: Libraries in Maine will have access to high-speed broadband sufficient to support digital learning and robust connectivity for Maine citizens.

- Goal: Issue an RFP to bring high speed fiber connections to MSLN schools and libraries.
- Goal: Bring a minimum of 100 mbps fiber connections to Maine's schools and libraries.
- Goal: Educate and facilitate the use of new federal e-rate funds available to libraries to improve and strengthen network infrastructure in public libraries to handle the new fiber connections and increased demands on wireless networks.
- Assessment: A successful RFP resulted in contracts with 5 providers and beginning in June 2015, fiber build outs began and high speed connections were installed. The MSLN network is close to 100% completion and we expect all fiber to be installed by the beginning of 2016. This is a huge victory for schools and libraries in Maine to have high speed fiber connections! For the goal to educate and utilize additional e-rate funds for infrastructure the Maine State Library worked with a small number of libraries willing to apply for this new funding. These libraries were successful in their applications and this month, the MSL E-rate Coordinator will be providing guidance to additional libraries as well as utilizing state master contracts for some hardware.

## Public and Outreach Services, Research & Innovation

The Public and Outreach Services, Research & Innovation division oversees the development and delivery of all direct one to one services. Embracing a philosophy of service that people are at the center of the library's mission to inspire and cultivate learning, advance knowledge and nurture and strengthen communities, this department models best demonstrated service practices through direct library lending (circulation), reference, outreach (to the underserved) and innovation.

Specific activities of the division can be categorized as; (1) Public Services (2) Outreach Services for Underserved (3) Research and Innovation.

### Public Services

Providing access and connecting knowledge to the needs of individuals and the community have always been at the center of the mission and purpose of libraries. In our dual capacity as both a state agency and a public library, we take great pride in meeting our obligations to deliver quality reference, information and loan services to all libraries, state agency personnel, legislators, and the general public. This includes supporting and complementing the collections of all types of libraries throughout the state through resource sharing.

**Direct lending (Circulation)** - Often considered the “heart” of the library, outstanding customer service begins here. MSLs public library circulation services operation staffs and provides library services to the public. This includes reader’s advisory, public computing, and basic research. Circulation staff welcomes patrons, lends and recommends material from the collection, monitors reserves and overdues, registers users, re-shelves books and periodicals, staffs the circulation desk, directs calls, answers general information inquiries, and assists patrons with photocopies, microfilm machines, and public computers.

**Reference** - Reference staff provides all reference related services to Maine citizens, state agencies and libraries. *Highly trained, skilled* staff possess a vast understanding of MSL collections, research and public library functions and complete in-depth research for patrons upon request. Reference librarians respond to in-person, telephone, email, online and mail requests from local communities, the region, state, country and other nations. One of the reference staff’s many specialties is providing assistance with Maine-related materials from the 1700s to the present and helping patrons access and use an outstanding collection of genealogy materials. They make 99% of all print collection acquisition decisions for MSL’s core collection and instruct patrons in the use of the library’s resources including on-line public access catalogs and internet resources. They prepare bibliographies of materials that are of current or long-term interest. Reference librarians also maintain a very large newspaper and magazine clippings and pamphlets collection documenting Maine history, business, natural resources, culture and the arts. In compliance with statutory obligations, documents staff collects, catalogs and maintains all state-produced publications and maintain a select group of federal documents.

### **Priorities, Goals & Measurements for Public Services**

#### Priority: Integrate public and outreach services

- Goal: Combine public and outreach services, staff, and collections into one department.
  - Strategy: Migrate Books by Mail (BBM) online catalog from Minerva to URSUS, relocate BBM staff and juvenile collection to second floor and cross-train public services and outreach staff for seamless integration of services.
  - Measurement: Data to be captured includes but is not limited to: analysis of work efficiencies, completed staff trainings, reader advisory, delivery, circulation and user impact.
- Assessment: This reorganization is a new service delivery initiative which began in August of 2015 and will continue into 2016. Working with the Library Development team, assessment will take place as part of our next strategic plan and will incorporate the use of logic models, infographics, and outcome based evaluation tools to determine efficacy of changes.

#### Priority: Promote the Maine State Library as a “destination”

- Goal I: Increase MSL’s (patron base) number of “library card holders.”

- Strategy: Improve outreach to Maine citizens to build awareness of all the resources available to Maine citizens through the Maine State Library.
  - Measurement: In addition to tracking the number of library card holders, the MSL will gather data as to the success of all new marketing/promotional/educational initiatives employed to create public awareness of the services we offer.
- Assessment: Presently, 749,899 Maine citizens are public library card holders. The total number of Maine State Library card holders is 20,860; 16,150 plus 4,710 additional outreach patrons. With a population of 1,328,302, these numbers suggest that there is an opportunity for the Maine State Library to reach a much larger audience with the goal that **every** Maine citizen should have a library card.
  - Goal 2: Increase patron visits to the Maine State Library.
    - Strategy: Develop new programming/service initiatives to attract new patrons and diverse audiences.
    - Measurement: Libraries are accustomed to offering programs and serving as places of life-long learning. It is what we do. To date, traditional data collected has included door counts, program attendance and user satisfaction through survey and program evaluation tools. These are still valid tools and become more useful when combined with current metrics (visuals and story-telling) geared toward measuring user experiences and resulting economic / community impact.
  - Assessment: Based on electronic gate counts, the Maine State Library draws in more than 60,000 people annually with an average daily visitation rate of 200 to 250 people. In the past year, over 75 programs were offered with attendance ranging from 5 to 500 people. As part of the strategic planning process, the MSL will be conducting user surveys and establishing community focus groups to ascertain user demand for programs and services. Results will be ranked, prioritized, and incorporated into a larger effort that focuses on community input and participation in program design and promotion of the Maine State Library as a “place” for all types of informal learning and creation.
  - Goal 3: Create new user spaces that inspire learning, community and collaboration
    - Strategy: Re-envision virtual and physical spaces to reflect library’s purpose to serve PEOPLE.
    - Measurement: Environmental scans, coupled with interaction with all MSL constituencies positions us to provide the most valuable services. The Public Services and Outreach department will work with the

Library Development team to identify community gaps/needs to determine best use of space.

- **Assessment:** This is an ongoing initiative. Initial efforts began in 2012 when significant changes were made to the second floor. This major reconfiguration included the addition of 25 public computer access stations, the creation of a “News Nook” where patrons can obtain the latest news coverage within the comfort of a café setting, a reorganization of our collections, designated individual study or “research” areas, and the provision of public seating spaces designed for group collaboration and conversation. The MSL’s 25 public computer terminals are used by approximately 2,000 people monthly. Year to date, there have been 187 studio and conference room reservations with over 2,200 participants. Space renovations have now expanded to the third floor with the installation of our new maker space: the UP (Unlimited Possibilities) Room.

## **Outreach Services (to the underserved)**

As part of its public service priorities and LSTA goals to improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas (Title 27 and Federal LSTA) Priorities 5,6,7,8). The MSL provides two major programs: (1) Talking Books, Large Print and Descriptive Video; and (2) Books by Mail. A more detailed description and assessment of these two programs is provided in the Appendix: Title 27 & Federal LSTA.

### **Priorities, Goals & Measurements for Outreach Services**

#### **Talking Books, Large Print and Descriptive Video**

- **Priority:** Meet the informational and recreational reading needs of blind and visually impaired Maine residents through the Maine State Library’s Talking Books Plus Program (Large Print, Talking Books, and Descriptive Videos)
  - **Strategy:** The Maine State Library is one of 56 regional libraries of the Library of Congress national Service for the Blind and Physically Handicapped that provides this service to individuals and institutions.
  - **Measurement:** The Maine State Library maintains a database of patrons enrolled in this program and tracks usage statistics for LSTA reporting purposes. There are a total of 3,103 active patrons and 604 active institutions currently enrolled.
- **Assessment:** LSTA reports indicate that 4,787 cassette talking books, 4,931 large print books, 31 descriptive videos and 104,603 digital books were distributed to individuals. In addition, 797 cassette talking books, 1,229 digital books, and 12,724 large print books were distributed to public libraries, schools and retirement homes. Furthermore, a total of 408 patrons downloaded 15,314 books and magazines from the BARD site. BARD stands for the National Library Service’s Braille and Audio Reading Download. By

registering for BARD, patrons using a digital machine can download digital books from the Internet to their computer or IOS device. Patrons with a refreshable braille display can download and read books in braille. No more mail, no more returning books, and copies are always available.

### **Books by Mail (BBM)**

- Priority: Promote and maintain the Books by Mail (BBM) program to meet the library needs of citizens in our large rural state (33,125 square miles with a population of 1,328,302) who live in towns without local libraries or in towns with public libraries open less than 12 hours a week or are homebound. Rural citizens in Maine are challenged by local access and distance to obtain quality library services. Approximately 38% of Maine's small towns do not have a public library and the Books by Mail program is a statewide service that serves an important purpose in Maine for those citizens.
  - Strategy: The Books by Mail program provides its own collection of 20,491 titles and 44,731 copies. Additional materials are available to users from over 60 other libraries through the state's Minerva and URSUS interlibrary loan system, including electronic resources such as the MARVEL databases and the Downloadable e-books and audio-books offered through Maine InfoNet
  - Measurement: Presently, the Books by Mail program has a total of 4,710 registered users (3,232 adults and 1,478 K-12 juveniles). This year, 310 residents (235 adults and 75 juveniles, K-12) who cannot access library services due to limited local library service, geographic isolation and/or disability, requested materials and resources from the Maine State Library's Books by Mail Program.
- Assessment: There are 156 registered homebound users in this program. Of the 13,108 items loaned to BBM patrons, 11,723 items were borrowed from Minerva member libraries via interlibrary loan. In turn, Minerva libraries borrowed 6,999 items from the BBM collection. The van delivery service is instrumental in the efficiency and effectiveness of this service.

### **Research & Innovation**

In our efforts to advance knowledge and strengthen communities, the Public Services and Outreach department develops and takes-in research questions that require the study and analysis of direct library services as well as tests and pilots innovative and leading edge service initiatives that assist other MSL departments in meeting strategic initiatives. While the public library was conceived in an age of information scarcity, today's networked world is one of information abundance. The rapid spread of digital information and communication technologies has touched every aspect of daily life, creating new opportunities. Access to digital networks and digital literacy skills are essential for full participation in modern society calling us to re-envision the 21st century library as a center of learning, innovation and creativity in the digital age. People see libraries not just as



community resources but as creative platforms for expression, new ideas, and for connecting people to creative work.

### **Priorities, Goals & Measurements for Research & Innovation**

Priority: Introduce innovative research and reference initiatives via virtual venues and outreach.

- Goal: Explore exemplary service practices that demonstrate how libraries can enhance visibility of reference and reader's advisory resources, train public in the use of electronic resources, and promote community engagement with reference staff.
  - Strategy: In coordination with Library Development and Collections and Digital Initiatives, Public Services and Outreach will identify staff subject specializations, align content expertise with patron information and digital literacy needs, position ourselves as visible public figures and take every opportunity to demonstrate the services we offer.
  - Measurement: The Maine State Library (with Lewiston providing fiction) is one of three Area Reference and Referral Centers along with Bangor and Portland Public Libraries. This past year, reference staff from all three Area Reference and Referral Centers (ARRC's) responded to over 94,000 questions. This actually represented about a 16% decrease from the prior year. Of this number, the Maine State Library reference staff specifically responded to 14,034 questions or approximately 15%. We want to know whether this is an appropriate number for us given our staff and collection size or if we can/need to assume a larger role.
- Assessment: The overall decline in questions asked is not exclusive to Maine but indicative of a national trend in reference services as a result of the rise of the Internet. Since our last report, the introduction of electronic resources has changed physical access to information and fundamentally shifted the reference role from information provider to information intermediary. Interestingly, while the number of questions has declined, the time involved in answering an inquiry has significantly increased. As the nature and complexity of patron inquiries increase, our reference staff must be highly skilled in both content and knowledge of available resources. As part of our next strategic plan, the Maine State Library will continue to explore and test new models for service delivery: i.e. roving reference, 24/7, virtual reference, instant messaging, and social networking while maintaining valued personalized service. We will be collecting data and developing tools that capture the nature and number of information inquiries, audiences served, web usage, preferred service delivery mechanisms and the resulting impact on individuals and the community.

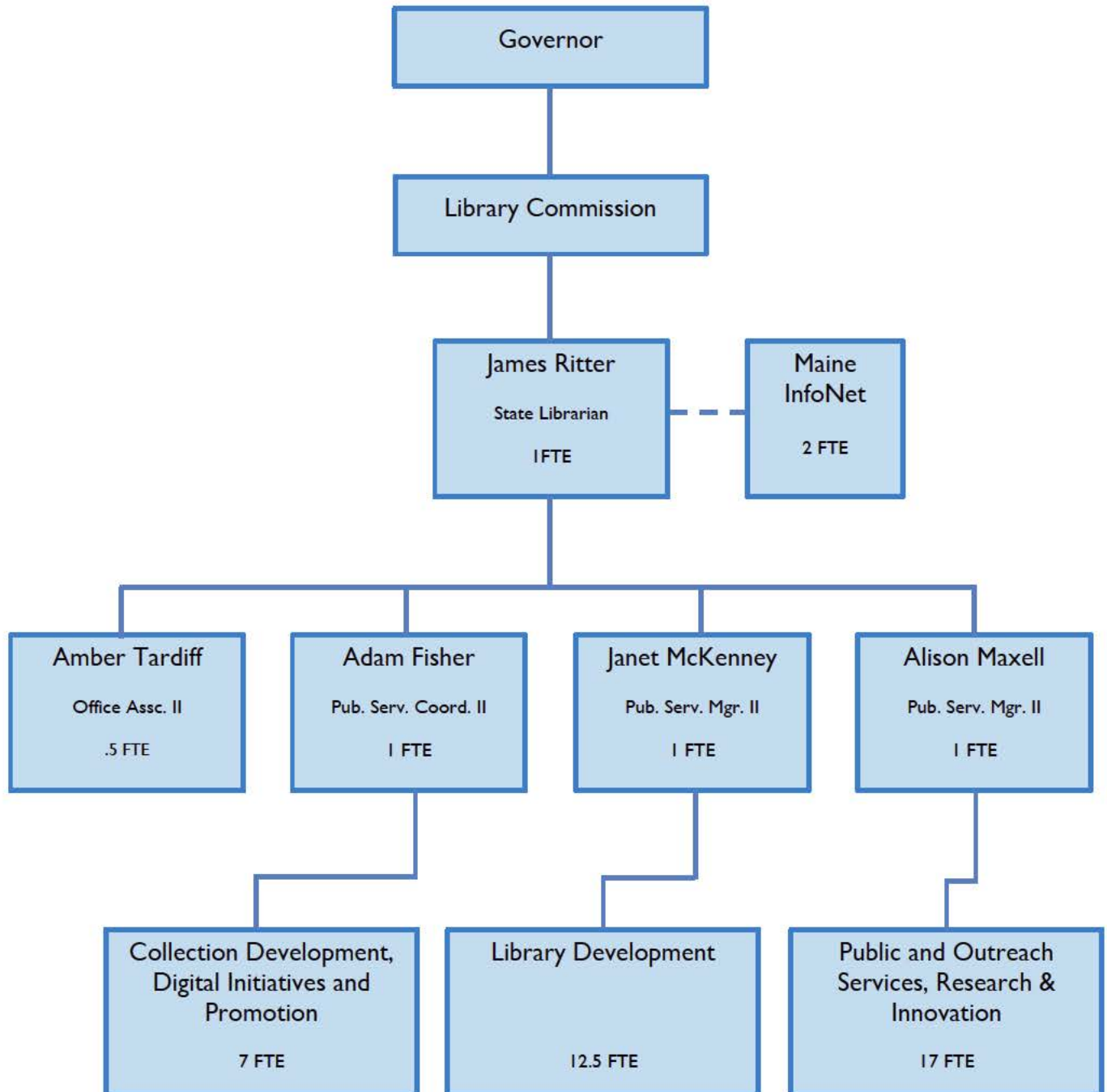
Priority: Serve as a beta testing lab for new technologies and service delivery trends

- Goal: Identify special projects, ideas that could be tested for possible broader scale delivery to other libraries
  - Strategy: Work with Library Development and Collections and Digital Initiatives to capitalize on the Maine State Library's unique leadership role by leveraging its public spaces as an incubator for creative, scientific and artistic expression.
  - Measurement: Maine State Library has recently invested time and resources in the training and adoption of new strategies for measurement at a timely moment to apply these techniques to its own operations...at the beginning of the "planning" process. Library development staff members attended Data Boot Camp training in Spring 2015 and have returned with a new commitment to employing data collection and assessment tools and strategies.
- Assessment: Utilizing a variety of evaluation tools, each of the following initiatives will offer valuable insights into the feasibility of using MSL's resources as a platform to test new ideas. MSL has a variety of special projects currently underway: introduction of family based programming with our Emergent Early Literacy Specialist; digitization of special collections to create programmatic opportunities and highlight MSL's unique primary research materials; innovative collaboration with Maine Humanities Council to market statewide Shakespeare Program Initiative ; MSL and Cornerstones of Science IMLS Leadership Grant to empower public libraries to become science research centers for their communities; and finally this Fall's launch of our new maker space. Results will inform future MSL activities in its mission to make libraries stronger.

# Section 3: Organizational Structure

Pursuant to MRSA Title 3 §956, Section 2, Part C this section includes organizational structure, including a position count, a job classification and an organizational flow chart indicating lines of responsibility.

## Organizational Chart



## Positions by Program

### Maine State Library Commission (volunteers)

Seat Holding	Name & Title	City
Seat 01: Public Library	VACANT	
Seat 02: School Library	Averill, Deborah	Orono
Seat 03: Academic Library	Rumery, Joyce (Vice Chair)	Old Town
Seat 04: Special Library	Campo, Charles	Hampden
Seat 05: Institutional Library	Damon, Cora	Waterville
Seat 06: At-Large	Thompson, Richard	Oakland
Seat 07: Individual Disabilities	Olmstead, Avery (nomination pending)	
Seat 08: At-Large	Edmonds, Elizabeth (Chair)	Freeport
Seat 09: At-Large	VACANT	
Seat 10: At-Large/Disadvantaged	VACANT	
Seat 11: AT-Large	VACANT	
Seat 12: NMLD	Fogler, Helen	Dover-Foxcroft
Seat 13: SMLD	Cabral, Jeffrey	Biddeford
Seat 14: CMLD	Turley, Arthur	Lewiston
Seat 15: Library Trustee	Hays, Michael	Bass Harbor
Seat 16: ARRC Ex-Officio	Campbell, Sarah	Portland
Seat 17: ARRC Ex-Officio	McDade, Barbara	Bangor
Secretary and ARRC	Ritter, James	Searsmont/Augusta

**NOTE:** NMLD, SMLD, and CMLD represent the Northern, Southern, and Central Maine Library Districts, respectively. Area Reference and Resource Centers (ARRCS) are represented by Portland Public Library and Bangor Public Library, as well as the Maine State Library. The State Library serves as the CMLD, which is represented by James Ritter as the State Librarian and Secretary of the Commission.

## Maine State Library – Administration and Maine InfoNet

### Administration

HOURS_BIWKLY	FUND	Name_Full (last, first, mi)	FILL_VAC_STATUS	JOB_CLASS_OR_WORKING_TITLE
80	010	RITTER, JAMES E	F	PUBLIC SERVICE EXECUTIVE III
40	010	TARDIFF, AMBER	F	OFFICE ASSOCIATE II

### Maine InfoNet

HOURS_BIWKLY	FUND	Name_Full (last, first, mi)	FILL_VAC_STATUS	JOB_CLASS_OR_WORKING_TITLE
80	010	EUBANKS, NELSON D	F	AGENCY INFO TECH DIRECTOR
80	013	UHLMAN, LYNN A	F	LIBRARIAN III

## Maine State Library – Collection Development, Digital Initiatives and Promotion

HOURS_BIWKLY	FUND	Name_Full (last, first, mi)	FILL_VAC_STATUS	JOB_CLASS_OR_WORKING_TITLE
40	010	VACANT	V	LIBRARIAN II
40	010	CLARK, KIMBERLY	F	CUSTOMER REP ASSISTANT II
80	010	CLARK, MICHAEL L	F	CUSTOMER REP ASSISTANT II
80	010	FISHER, ADAM C	F	WEBSITE & PUBLIC INFO COORDINATOR
80	013	LABONTE, BECKY E	F	LIBRARIAN I
80	010	O'KANE, PEGGY E	F	LIBRARY SECTION SUPERVISOR
80	010	PEARSON, JONICA L	F	CUSTOMER REP ASSISTANT II
80	010	POMERLEAU, STEPHANIE R	F	OFFICE SPECIALIST I MANAGER
80	010	SAUNDERS, MARY L	F	LIBRARIAN III

## Maine State Library – Library Development

HOURS_BIWKLY	FUND	Name_Full (last, first, mi)	FILL_VAC_STATUS	JOB_CLASS_OR_WORKING_TITLE
80	010	VACANT	V	LIBRARY SECTION SUPERVISOR
80	013	VACANT	V	LIBRARIAN III
80	010	BISSONNETTE, ELAINE M	F	OFFICE ASSOCIATE II
80	010	CLARK, DEBORAH A	F	LIBRARIAN III
25.16	010	CUMMINGS, AMY L	F	INTERLIBRARY LOAN COORDINATOR
54.84	013	CUMMINGS, AMY L	F	INTERLIBRARY LOAN COORDINATOR
40	013	DORMAN, CHRISTINE	V	CUSTOMER REP ASSOCIATE I
80	010	FECTEAU, ALAN J	F	OFFICE SPECIALIST I MANAGER
80	013	LEADBETTER, JARED	F	PLANNING & RESEARCH ASSOC II
80	013	MCKENNEY, JANET E	F	PUBLIC SERVICE MANAGER II
80	013	MELVIN, JENNY J	F	STATISTICIAN III
80	010	RAMSAY, CHERYL C	F	CLERK IV
80	014	SCHINAGL, SHANNON C	F	LIBRARIAN III
80	010	WARREN, DAVID C	F	CUSTOMER REP ASSISTANT II
80	010	ZURINSKI, STEPHANIE A	F	LIBRARIAN III

## Maine State Library – Public and Outreach Services, Research & Innovation

HOURS_BIWKLY	FUND	Name_Full (last, first, mi)	FILL_VAC_STATUS	JOB_CLASS_OR_WORKING_TITLE
40	010	VACANT	V	CUSTOMER REP ASSISTANT II
80	010	BARTLETT, KENNETH A	F	CUSTOMER REP ASSISTANT II
80	013	BOYNTON, CHRISTOPHER R	F	LIBRARY SECTION SUPERVISOR
80	010	BRANN, MICHELE L	F	LIBRARIAN II
80	010	COUGH, ANNE	F	CUSTOMER REP ASSISTANT II
80	013	ERSKINE, IRIS A	F	LIBRARIAN I
80	010	MAXELL, ALISON	F	PUBLIC SERVICE MANAGER II
80	013	MEICZINGER, JEFFREY J	F	LIBRARIAN II
80	010	MOHNEY, MELANIE H	F	LIBRARIAN II
80	010	MOORE, RAECHEL A	F	LIBRARIAN I
40	013	MORRIS, DORIS I	F	CUSTOMER REP ASSISTANT II
80	010	REYNOLDS, JENNIFER L	F	CUSTOMER REP ASSISTANT II
80	013	ROY, JAMES J	F	LIBRARIAN II
80	010	SAMPSON, JILL M	F	LIBRARIAN I
80	010	SCHROEDER, EMILY A	F	LIBRARIAN II
80	010	SMITH, ROBERT A	F	OFFICE ASSOCIATE II
80	013	SOUCY, JANET	F	CUSTOMER REP ASSISTANT II
80	010	STANTON, SARAH D	F	LIBRARIAN II
80	010	STOWERS, EMILY C	F	LIBRARIAN I

## Section 4: Financial Summary

Pursuant to MRSA Title 3 §956, Section 2, Part E, this section provides a financial summary, including sources of funding by program and the amounts allocated or appropriated and expended over the past 10 years.

### Maine State Library 10-Year Budget

FISCAL YEAR	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
GENERAL FUND	3,529,241	3,251,703	3,458,028	3,626,807	3,243,745	2,924,352	2,840,797	2,874,508	2,847,448	3,095,448	3,136,372
FEDERAL FUND	1,304,310	1,339,150	1,448,046	1,402,610	1,365,843	1,359,639	1,420,702	1,254,225	1,318,011	1,447,664	1,884,471
OTHER SPECIAL REVENUE FUND	308,394	310,946	540,090	468,072	468,072	468,072	690,599	689,977	699,977	769,446	1,159,699
BOND FUND	1,416,800	100,741	35,965	11,345	11,345	10,528	10,528	10,528	10,528	10,527	10,527
ARRA (STIMULUS) FUND	0	0	0	0	0	0	1,362,459	239,752	41,640	7,753	0
<b>TOTAL</b>	<b>6,558,745</b>	<b>5,002,540</b>	<b>5,482,129</b>	<b>5,508,834</b>	<b>5,089,005</b>	<b>4,762,591</b>	<b>6,325,085</b>	<b>5,068,990</b>	<b>4,917,604</b>	<b>5,330,838</b>	<b>6,191,069</b>

### Maine State Library 10-Year FTE Count

Fiscal Year	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>General Fund</b>	<b>45.50</b>	<b>43.50</b>	<b>43.50</b>	<b>41.50</b>	<b>35.00</b>	<b>33.50</b>	<b>31.50</b>	<b>31.50</b>	<b>30.50</b>	<b>30.50</b>	<b>30.50</b>
<b>Federal Fund</b>	<b>13.00</b>	<b>13.00</b>	<b>13.00</b>	<b>13.00</b>	<b>1.00</b>	<b>13.00</b>	<b>14.00</b>	<b>11.50</b>	<b>12.50</b>	<b>12.50</b>	<b>12.50</b>
<b>Total</b>	<b>58.50</b>	<b>56.50</b>	<b>56.50</b>	<b>54.50</b>	<b>36.00</b>	<b>46.50</b>	<b>45.50</b>	<b>43.00</b>	<b>43.00</b>	<b>43.00</b>	<b>43.00</b>

## Section 5: Inter-Agency Coordination

*Pursuant to MRSA Title 3 §956, Section 2, Part G this section includes examples of areas where an agency has coordinated its efforts with other state and federal agencies in achieving program objectives and other areas in which an agency could establish cooperative arrangements, including, but not limited to, cooperative arrangements to coordinate services and eliminate redundant requirements.*

**Cultural Affairs Council:** The Maine State Library is one of seven agencies that comprise the Cultural Affairs Council (CAC). The Maine State Cultural Affairs Council, as established in Title 5, section 12004-G, subsection 7-A, shall ensure a coordinated, integrated system of cultural resources programs and projects and shall ensure the support of cultural heritage institutions and activities of the State. The CAC has submitted an independent Program Evaluation Report to the Joint Standing Committee on Education and Cultural Affairs for their review.

**Cultural Emergency Resource Coalition (CERC):** The Cultural Emergency Resource Coalition, initiated by the Maine State Museum, is here to help Maine's cultural organizations – libraries, museums, archives, historic houses, and other keepers of our cultural heritage – plan for and recover from disasters. The Maine State Librarian, James Ritter, is a member of the CERC Steering Committee. Additionally, the Maine State Library has developed a comprehensive Emergency Preparedness Plan, and serves as an emergency location and service provider (i.e. assist with providing guidance on damaged collections) for other cultural agencies that may have needs.

**Shared Librarian II Position:** The Maine State Library, Museum, and Archives presented a proposal included in this most recent budget biennium to share a Librarian II position. This position represents professional services work in which the position will work equally among the Maine State Library, Maine State Museum, and Maine State Archives. Work to be completed will involve cataloging and classifying materials, digitizing and scanning documents, and creating inventories and assigning metadata tags to various materials.

**Joint purchasing of equipment and sharing of technology between Archives and State Library:** The Library and the Archives have sought grant opportunities to collaborate on the purchase of joint digitization and photographic equipment which will allow both agencies to photograph rare and historic parts of the agencies respective collections, and then make them available online. Such equipment has most recently benefitted the Library as more than 250 maps (some quite large) have been digitized and made available online.

**Joint purchasing of online resources:** A partnership between the Maine State Library and University of Maine Fogler Library for the purchase of online resources for students and Maine citizens is helping reduce costs and improve access to quality resources.



## Section 6: Constituencies Served

*Pursuant to MRSA Title 3 §956, Section 2, Part H this section is designated for identification of the constituencies served by the agency or program, noting any changes or projected changes.*

The Maine State Library serves four primary constituencies with a variety of services geared to each audience:

### Maine Citizens

MRSA Title 27 §3 clarifies the Maine State Library's obligation to provide library access to "any responsible resident of the state." To that end, any Maine resident is eligible to apply for a library card from the library that entitles them to borrowing privileges and the opportunity to participate in workshops and programming at the library. Specialized services are offered to support underserved communities and people with disabilities, including the Books-by-Mail program and Talking Books program at the Maine State Library.

Maine residents don't need to have a patron card from the Maine State Library to benefit from its services, however. Lending materials from the Maine State Library collection are available to patrons of other Maine libraries via Interlibrary Loan (ILL) and a small, but growing share of Maine State Library collection holdings have been digitized and made available to anyone in the world to download at no cost. Library patrons throughout Maine also benefit from the Maine State Library's partnerships with other libraries to build a download library of subscription content including eBooks, audiobooks, newspapers, magazines and online learning tools.

### Maine Libraries and Schools

MRSA Title 27 §38 and 20 US Code § 9121 establishes the Maine State Library as the only entity that can receive federal funds to support Public libraries, K-12 School libraries, Academic Libraries and special libraries in the state of Maine. The Maine State Library's federal funds are used by Library Development to support professional development and continuing education, technology services, Internet connectivity through Networkmaine, a library cooperative for a statewide integrated library system (ILS), van delivery, and interlibrary loan.

### Maine Government

The Maine State Library collects, stores, and makes accessible State Government Documents. With the development of the Maine State Document Digital Repository, all state agencies have, and are continuing, to upload their state agency publications to the digital repository. All of these publications will be maintained in perpetuity and are accessible online to the public. Additionally, all services provided by the Maine State Library are available to, and continue to be used by State Government Agencies. Examples of this include (but are not limited to), agencies initiating reference requests and newspaper microfilm articles searches, agencies utilizing Maine State Library sound and video recording technologies, scanning technologies, conference and video conference services, etc.

## Maine's Other Cultural Institutions

The Maine State Library serves other cultural institutions - including Museums, Archives and Historical Societies - in a number of ways. Digital Initiatives undertaken by the Maine State Library enable smaller libraries and historical societies to digitize local rare collections using Maine State Library digitization equipment – and then those organizations may store their collections in the Maine State Library Digital Repository. Additionally, the Maine State Library serves as a partner with other cultural organizations to help deliver programs statewide. The “Let’s Talk About It” reading program offered by the Maine Humanities Council is supported by the Maine State Library as the library stores all books and makes them accessible to program participants via the Van Delivery program. Another example of collaboration exists with the Maine Historical Society (MHS). The Maine State Library has partnered with MHS to provide support to the Historical Society’s Maine Memory Net project – an online, curated, exhibit of digital photographic collections from organizations throughout the state.

# Section 7: Consideration of Alternate Delivery Systems

*Pursuant to MRSA Title 3 §956, Section 2, Part 1 this section is designated for a summary of efforts by an agency or program regarding the use of alternative delivery systems, including privatization, in meeting its goals and objectives.*

In a fiscal climate where resources for new or expanded programs has been scarce, the Maine State Library has employed several different strategies to make service delivery more efficient, affordable and responsive to the changing needs of Maine people and institutions. Several notable examples are included below.

## **Privatization of Van Delivery Service**

Interlibrary loan is a cost effective way to ensure all Maine residents have access to a wide variety of reading materials regardless of the size or location of their local public library. Lending materials are transferred between libraries using a contracted van delivery service that has proven to be much more cost effective than the past practice of shipping library materials through the U.S. mail at discounted media rates.

## **Creation of Purchasing Co-op for Libraries**

The Maine State Library helped create and provides ongoing support to a regional library purchasing cooperative known as SCOOP. Using this service, member libraries are able to purchase materials from a variety of private vendors at the best possible price and in a timely manner. The types of items included are those typically kept in stock by traditional print, multi-media, library furniture, equipment and supply wholesalers who sell to libraries and bookstores. Over 2000 public, school, special and academic libraries in Maine, New Hampshire and Vermont benefit from this service.

## **Statewide Database Subscriptions**

By partnering with other Maine libraries on the purchase of services providing online access to newspapers, magazine articles, reference materials, academic journals and learning tools the Maine State Library is helping ensure that library patrons throughout Maine have access to quality information and services regardless of where they live.

## **Launch of a Digital Repository**

The Maine State Library Digital Repository provides online access to a growing collection of historical media from the Maine State Library and other partner institutions throughout the state. Launched in 2013, the repository has grown to over 15,000 unique items that were accessed over 40,000 times in the last 12 months. The service allows users anywhere in the world to access content and provides a way for smaller libraries, museums and historical societies to place their content in a stable and searchable online repository so that it can be found by professional researchers, students, and amateur historians.

## **Use of Video Conferencing Equipment**

The Maine State Library collaborates with Networkmaine to provide videoconferencing services to public libraries in Maine. Currently, twenty-three public libraries have video conferencing equipment and all public libraries have access to desktop video conferencing through Cisco Jabber software. This allows libraries without large budgets to join in meetings, committees, and professional development events reducing travel expenses at the local level. It also provides local communities with a technology resource for online learning and communications.

## **Website**

The Maine State Library's website contains resources and links to resources for libraries, Maine citizens and state government agencies. The site provides access to online digital learning resources, e-books, magazines and newspapers (via the Maine Virtual Library - MARVEL collection), library statistics, and online voluntary certification courses.

## Section 8: Emerging Issues

*Pursuant to MRSA Title 3 §956, Section 2, Part J this section is designated to identify emerging issues for the agency or program in the coming years.*

### **Aging and Inadequate Infrastructure**

While the Maine Cultural Building has been home to the Maine State Library for nearly 45 years, the facility needs significant upgrades in order to ensure that it will be able to provide a comfortable and safe venue for library patrons, staff and collections in the years ahead. Beyond just thinking of how to maximize space, or fix inefficient heating and cooling systems, or problematic leaking roof or pipes, the Maine State Library has worked with partner cultural agencies – notably the Museum and Archives with whom the library shares a building, but also the Maine Arts Commission and the Maine Historic Preservation Commission as they reside in Augusta to identify critical needs, and future enhancements to the facility that will enable it to not simply meet needs, but enhance and expand services.

These agencies, brought together on the site, would provide a cultural and artistic beacon matched nowhere else. Instead of just fixing a weary building, we imagine an expanded structure as a dynamic and exciting cultural force that would transform Augusta and connect Maine’s government even more strongly with the celebration of Maine’s past and present in a way that strengthens the future as well.

### **EBooks and Electronic Subscriptions/Resources**

The Maine State Library, and all libraries, faces continued challenges to effectively provide library users with popular and useful e-resources, while also maintaining traditional print collections. There are inaccurate assumptions that eBooks, for example, are replacing their print counterparts. For a variety of reasons, price not the least of them, eBooks and other sources of e-Content represent complex purchasing decisions.

For example, a popular best-selling book that retails for \$29.99, may be purchased by a library in a print format for approximately \$18.00. However, while the consumer may be able to purchase the equivalent eBook for \$9.99, publishers charge libraries upward of \$75.00-\$100.00 for that same title in an eBook format. To further complicate the purchase, various licensing terms and digital rights management terms may only allow that library purchased eBook to be checked out 26 times before the library must purchase it again.

Without debating the complexities of eBook pricing and publisher’s licensing terms in this report, the Maine State Library simply wishes to position this as an emerging issue that will be discussed in the future to ensure that the citizens of the state of Maine have access to valuable e-content through their libraries, and as such, that libraries receive fair pricing and purchasing terms.

### **Insufficient Broadband Connectivity in Rural Maine**

The Maine Telecommunications Education Access Fund (MTEAF) commonly known as E-rate cannot support the increasing bandwidth needs of Maine schools and libraries. More

students and library patrons are connecting now to the network with portable laptops, tablets and smartphones and they are using the devices for much more resource intensive web applications to communicate with others, participate in online learning or share through social networking and blogging.

Current revenues from MTEAF have been decreasing while demand for broadband increases. In the current fiscal year, the cost of meeting existing demands of schools and libraries on the network will be approximately \$4.1 million but the MTEAF fund is only projected to provide \$3.5 million in funds during that time. The shortfall will likely be covered by putting off infrastructure updates, but this method of addressing short term needs will quickly become unsustainable.

## **Flat or Reduced Public Library Funding at Local Level**

Constrained by flat or shrinking budgets, public libraries throughout Maine have made difficult decisions in recent years with regard to staffing, programming and funding for books. This, in turn, has increased demand for services provided by the Maine State Library in two areas in particular:

- Shrinking book budgets at local libraries means heavier reliance on MSL collections provided through interlibrary loan; and
- With fewer full time library directors and professional staff, libraries are relying more heavily on consulting services provided by Maine State Library staff.

## **Shift in How Government Documents are Created**

With more government documents created exclusively for digital distribution, that content is at higher risk of permanent loss in the years ahead.

As mentioned earlier in this report, the Maine State Library has a significant collection of reports and publications from state agencies, county government and municipalities. Although state law requires that those entities provide copies of their publications to the Maine State Library, voluntary compliance with the law has been uneven for at least the last two decades. Under the best circumstances, state library staff are able to work with a representative of the agency to catch up on printed publications that never were sent to the library. Some documents arrive at the library when an employee approaches retirement and wants to make sure that work they did over their career is not lost to time.

The proliferation of “digital only” content such as newsletters, digital reports, and interactive websites makes tracking down missing content much more difficult. While printed publications may sit in someone’s desk or file cabinet for decades, a digital file has a much shorter shelf life when buried in an email inbox or stored on a computer hard drive. Even under the best conditions, digital content is at risk for loss due to format obsolescence, hardware failure, or file corruption from bit rot.

The Maine State Library has government documents dating back to before Maine was even a state and those files shed light on the important policy considerations of the time. On the other end of the spectrum we have digital files that are fewer than 20 years old that are completely inaccessible to us today because the files became corrupt or inaccessible due to technology changes. The implementation of the Maine State Library’s digital repository has

provided a stable platform for digitally native files to be stored and organized, but there is no guarantee today that those files will remain accessible to people a century or more in the future.

## **Ability of Maine State Library to attract and retain talent**

For the Maine State Library to be a leader in a rich digitally connected public service environment, it must be able to attract and retain skilled workers to meet the demand of a technically savvy population. Rapidly changing technology has not only reshaped our service offerings but has redefined essential service level competencies. Meeting the vast information needs today requires a staff with not only deep content mastery, but a high proficiency with technology, and the ability to navigate vast amounts of data. Maine's current job classification and salary specification ranges for Librarians I, II, and III have not been changed since the mid 70's, nearly 40 years ago. Based on *Library Journal's 2014 Annual Salary Survey*, the national average for a **new graduate** with a master's degree in library science (MLS) was \$50,163; without an MLS \$34,000. By way of comparison, the Maine State Library has recently hired three Librarian I employees (with masters in library science) at the top range (\$35,214) in their salary specification. To address our ability to attract and retain new talent, a review and revision of job classification and salary specifications is desperately needed.

## Section 9: Other Information Requested by Committee

*Pursuant to MRSA Title 3 §956, Section 2, Part K this section is designated for any other information specifically requested by the committee of jurisdiction.*

No additional information was requested by the committee of jurisdiction prior to the filing of this report.



# Section 10: Comparison of Federal and State Laws / Regulations

*Pursuant to MRSA Title 3 §956, Section 2, Part L this section includes a comparison of any related federal laws and regulations to the state laws governing the agency or program and the rules implemented by the agency or program.*

Maine State Library programs and services are governed by both state and federal regulations.

## State Law

State laws establish the institution of the Maine State Library and the position of the State Librarian with the following duties:

- Lend books and documents.
- Serve as the Area Reference and Resource Center for the Central Maine Library District; make its collections available to all residents of the state.
- Maintain a school library media section in cooperation with the Department of Education.
- Develop a statewide library information system for cooperation among libraries
- Share collections statewide.
- Develop tools for obtaining electronic information; enter into agreements to provide accessible electronic information services for eligible individuals who are blind, visually impaired, or disabled.
- Distribute reports to departments and institutions of the state and beyond as needed.
- Purchase town histories.

State law also establishes the basic collections priorities of the institution to include:

- Histories of state/counties/towns;
- Histories of all countries;
- Family histories;
- Works on arts and sciences, esp. agriculture, forestry, fishing, manufacturing, shipbuilding;
- Maps, charts, plans, manuscripts, statistical and other publications relating to financial, social, religious and educational condition of the State;
- Full and complete sets of all documents printed by the State; and
- Full and complete sets of the reports of the towns, cities and counties of the State.

State law further specifies that the Maine State Library has the authority to:

- Purchase documents, maps, journals, and other printed material of significance to the historical heritage of Maine;
- Publish lists and circulars and cooperate with other libraries to do so; and

- Conduct courses, training, workshops and hold institutes in cooperation with others.

## Federal Law

The federal law governing the services of the Maine State Library is the Library Services and Technology Act (LSTA) and those regulations are carried out by the federal Institute of Museum and Library Services.

### **Purposes and Priorities of LSTA (20 U.S.C. § 9121)**

- Enhance coordination among federal programs that relate to library and information services;
- Promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States;
- Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry;
- Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public;
- Promote literacy, education, and lifelong learning and to enhance and expand the services and resources provided by libraries, including those services and resources relating to workforce development, 21st century skills, and digital literacy skills;
- Enhance the skills of the current library workforce and to recruit future professionals to the field of library and information services;
- Ensure the preservation of knowledge and library collections in all formats and to enable libraries to serve their communities during disasters;
- Enhance the role of libraries within the information infrastructure of the United States in order to support research, education, and innovation; and
- Promote library services that provide users with access to information through national, state, local, regional, and international collaborations and networks.

### **LSTA-specified Grants to States Priorities (20 U.S.C. § 9141)**

- Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
- Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services;
- Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services;
- Enhance efforts to recruit future professionals to the field of library and information services;

- Develop public and private partnerships with other agencies and community-based organizations;
- Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills;
- Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved;
- Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and
- Carry out other activities consistent with the purposes set forth in section 9121, as described in the SLAA's plan.

# Section 11: Agency Policies for Collecting and Managing Personal Information

*Pursuant to MRSA Title 3 §956, Section 2, Part M this section includes agency policies for collecting, managing and using personal information over the Internet and non-electronically, information on the agency's implementation of information technologies and an evaluation of the agency's adherence to the fair information practice principles of notice, choice, access, integrity and enforcement.*

Public libraries are cornerstone institutions in our democracy, providing citizens free and open access to information so that they can be informed and active participants in our society. To that end, the protection of patron privacy is a core principle that drives the way we deliver services at the Maine State Library.

## **Maine law concerning library patron confidentiality**

Recognizing that federal law does not provide library-specific protections concerning confidentiality, the Maine State Library worked with Maine lawmakers to make two recent changes to Maine law to protect the privacy of patron records.

- In 2013 MRSA Title 27 § 121 was amended to clarify the confidentiality of any public library records relating to a patron's use of books or other materials at the library. Pursuant to the law those records may only be released with the express written permission of the patron involved or as the result of a court order.
- In 2015, MRSA Title 27 § 121 was rewritten to include expanded privacy protections to specify that any personally identifying information about the library patron is also considered confidential, but could be released with the express written permission of the patron involved or as the result of a court order.

## **When and what patron information is collected at the Maine State Library**

The Maine State Library collects and retains information limited to what is needed for the following purposes:

- Registering patrons for library services and verifying eligibility for those services
- Identifying who possesses items loaned from the library collection
- Maintaining contact with those individuals concerning their use of the library

### **Registering for Library Services and Verifying Eligibility**

**Applying for a library card** - Pursuant to state law, any Maine resident is eligible to apply for a Maine library card. The application can be made on line or in person and requires applicants to provide a first and last name, mailing address and phone number. Individuals applying online are required to provide an email address, and individuals who apply in person have the option of providing an email address to receive notices. Anyone wishing to have their library registration activated so that they can borrow

items must first show some form of identification, but copies of that form of identification are not retained by the library.

**Applying for federally-funded services for people with disabilities** - Individuals applying for services under the federally-funded programs providing services to people with disabilities are required to complete a form created by the National Library Service for the Blind and Physically Handicapped. In addition to contact information collected by the Maine State Library, this application requests details on the nature of an applicant's disability that would qualify them for service. The form must be signed by a certified authority attesting to the fact that the applicant is qualified. The form also asks about whether or not the applicant is a veteran. Each application must be certified by a professional attesting to the eligibility of the applicant for the services requested. Applicants also have the option of using the form to specify their reading preferences and request adaptive media, equipment or accessories provided through the program. Those files are kept in a locked file cabinet in an administrative office at the Maine State Library.

**Applying for Homebound Books by Mail services** - Individuals applying for services under the Homebound Books by Mail program are required to complete a Maine State Library application to provide evidence of eligibility for the service. In addition to contact information collected by the Maine State Library, the form includes fields to capture date of birth, sex, and certification of eligibility information from a qualified doctor, nurse, social worker, counselor, teacher or librarian. The certification section asks about whether or not the disability is permanent, the cause of the disability and the estimated date of recovery, if applicable. The form also asks the applicant to provide the name and phone number to an alternate contact in the event that the applicant is not able to be reached for an extended period.

**Registering for workshops or requesting services** - Names, contact details and event-specific details may be collected from individuals registering or participating in programs or workshop at the library. Service requests, including online reference queries and requests for obituary searches, require individuals to provide name and contact information. This information is only used for the purposes of tracking requests and providing a service or response – it is not kept permanently.

**Requesting to stay informed** - Names and contact information are also collected from individuals seeking to remain informed about certain topics at the Maine State Library. As an example, the library maintains a list of names and email addresses of people who opted-in to receiving newsletters and programming details regarding genealogy.

### **Identifying who possesses items loaned from the library collection**

Although a record is made each time a patron is lent a copy of library materials, the record is automatically destroyed the moment those materials have been returned. Records pertaining to unreturned items or items returned in unusable condition are retained for the purposes of billing the patron for replacement. The permanent lending history belonging to any particular patron is limited to the aggregate number of items they have checked out over time.

## **Maintaining contact with those individuals concerning their use of the library**

Contact information collected from patrons is kept on file so that the library can contact those individuals about library services.

## **How and when patron information is shared**

Personally identifiable patron information may be shared with officers, employees, volunteers of the library for purposes related to operations of the library. Patron records may also be shared with agents of the library, including other public libraries, to the extent necessary for library administrative purposes. Examples of this include, but are not limited to:

- To allow for patrons to use their Maine State Library card to access collections or services at other Maine libraries;
- To facilitate interlibrary loan requests; and
- To bill for unreturned or damaged collection items;

Pursuant to MRSA Title 27 § 121 patron records may also be released under the following circumstances:

- When an individual has provided the library with expressed written permission for their patron records to be released; or
- When a court order dictates the release of a patron record.

## **Other Policies Concerning the Collection and Use of Data**

- State of Maine has an umbrella privacy policy concerning information collected from individuals using the Maine.gov portal and agency websites. With the exception of personal information collected through the Maine State Library website as referenced above, no other personally identifiable information is collected from users that visit the Maine State Library website. Usage information collected for statistical purposes include:
  - The date and time of online visits;
  - Information about user browser type and operating system;
  - Information on parts of the website visited;
  - Internet Protocol (IP) address of computer and the site where the visit traffic was generated; and
  - Any search terms entered into search boxes.
- The Maine State Library Policy Concerning Workplace Response to Domestic Violence, Sexual Assault, and Stalking includes confidentiality of any person covered under this policy.

- All personnel records are considered confidential and are treated that way pursuant to federal and state employment laws and the employment policies of the State of Maine.

## Section 12: List of Reports, Applications, Paperwork Required of Public

*Pursuant to MRSA Title 3 §956, Section 2, Part N this section includes a list of reports, applications and other similar paperwork required to be filed with the agency by the public. The list must include:*

- a) The statutory authority for each filing requirement;*
- b) The date each filing requirement was adopted or last amended by the agency;*
- c) The frequency that filing is required;*
- d) The number of filings received annually for the last 2 years and the number anticipated to be received annually for the next 2 years; and*
- e) A description of the actions taken or contemplated by the agency to reduce filing requirements and paperwork duplication.*

Because the Maine State Library has very little regulatory authority, most of the paperwork it requires from the public relates directly to determining eligibility for services and communicating with that individual regarding library services. Examples include applications for library cards or library services through the Talking Books Program and Books-by-Mail. The few exceptions include:

### **Requirement of municipal and county governments to send Maine State Library a copy of their annual reports**

The Maine State Library maintains a permanent repository for reports created by towns, cities and counties in Maine. It is the most comprehensive collection of its kind in the state and it has served as a backup copy for municipal officials when their original copies stored locally were lost or destroyed.

- a) The statutory authority related to this filing requirement can be found in MRSA Title 27 §6.
- b) The language in MRSA Title 27 §6 was last revised in 1921 by PL 1921, Ch. 280. The requirement in state law may predate this revision.
- c) Municipal and county governments are required to submit copies of their reports “promptly” after they were created. The frequency of the reports is entirely dependent on how often they are created by those entities.
- d) The Maine State Library receives approximately 400 municipal government and county government reports each year. That number is expected to remain consistent in future years.
- e) Although the Maine State Library does not seek to reduce this filing requirement, the agency has been working with municipal and county governments and the Fogler Library at the University of Maine to make this content more accessible. A number of municipal governments, libraries and historical societies have used Maine State Library equipment to image old town reports and optimize the files so that they are fully searchable and available online.



## **Requirement of state agencies and legislative committees to send Maine State Library a copy of their reports and publications**

The Maine State Library maintains a permanent repository for reports and publications created by state agencies and legislative committees. Like its collection of municipal and county documents, the Maine State Library state documents collection is the most comprehensive of its kind and includes a significant number of items that were long since lost or destroyed by the agency that created it.

- a) The statutory requirement requiring state agencies to send copies of their reports to the Maine State Library falls under MRSA Title I §501-A.
- b) The language in MRSA Title I §501-A was last revised in 1997, but the statutory obligation of agencies to submit reports to the Maine State Library predates that revision.
- c) Nothing in the law specifies how often agencies have to send reports. The filing requirement only applies when a new report or publication is created.
- d) The Maine State Library receives approximately 250 government reports each year. Due to increased outreach to agencies about the statutory requirement, it is anticipated that the number will grow marginally in the next two years.
- e) Although the Maine State Library does not seek to reduce or eliminate this filing requirement, it has provided agencies the option of filing copies electronically, thereby reducing the number of paper copies that agencies are required to send to the library. Electronic copies of newer and old state documents have been hosted in the Maine State Library digital repository and will be permanently accessible online to the public.

## **Requirement of Maine public libraries to submit statistical data as part of the national Public Libraries Survey (PLS)**

The Maine State Library receives federal funding through the Institute of Museum and Library Services (IMLS) to gather statistical data annually from each of Maine's public libraries. Information collected through the survey is used by federal, state and local officials, professional associations, and local practitioners for planning, evaluation, and policy making. Every public library receiving services provided by the Maine State Library is required to complete the survey annually.

- a) The authority related to this filing requirement can be found in Agency Rule 94-082, Chapter I.
- b) The language in this rule became effective in February 2011.
- c) Public libraries are required to submit the report annually.
- d) The Maine State Library received approximately 240 survey responses each year over the last two years. That number represents a response rate of over 98% and is expected to remain constant in the years ahead.
- e) Although the Maine State Library does not seek to eliminate this filing requirement, the library has sought to streamline the survey process to ensure libraries can respond efficiently and accurately.

## Section 13: List of Reports Required by Legislature

*Pursuant to MRSA Title 3 §956, Section 2, Part O this section includes a list of reports required by the Legislature to be prepared or submitted by the agency or independent agency.*

The Maine State Library is only obligated in statute to provide two reports to the Maine State Legislature. Those reports include:

- a) One-page list of organizational units and programs within each organizational unit. This document may be requested from the Maine State Library's committee of jurisdiction prior to March 1 of the first regular session in the year that the agency is scheduled for a Government Evaluation Act Review. The statutory language concerning this requirement can be found in MRSA Title 3 §955.
- b) Program Evaluation Report as required the Maine Government Evaluation Act and described in MRSA Title 3 §956. This is that report.

## Section 14: Authorizing Statutes Requiring Review

*Pursuant to MRSA Title 3 §956, Section 2, Part Q this section is used to identify provisions contained in the agency's or independent agency's enabling or authorizing statutes that may require legislative review to determine the necessity of amendment to align the statutes with federal law, other state law or decisions of the United States Supreme Court or the Supreme Judicial Court.*

The Maine State Library recommends changes to a section of law in MRSA Title 27 §111 pertaining to membership of the Maine Library Commission.

The change would remove the reference to “handicapped libraries” while maintaining a designated seat on the commission for an individual who will represent the interests of library patrons with disabilities. Suggested language for this statutory change is as follows:

### **MRSA Title 27 §111. Regional library development**

**I. Maine Library Commission.** There is created the Maine Library Commission, as established by Title 5, section 12004-G, subsection 7-E. It consists of 15 members appointed by the Governor. The library commission must be broadly representative of the State's libraries and consist of a representative from public, school, academic, special, ~~institutional and handicapped~~ and institutional libraries, a trustee representative, one representative from each of the library districts as they are formed and ~~3~~ 4 representatives from the State at large of whom one must be a representative of the disadvantaged and one must be a representative of people with disabilities.

The term of each appointed member shall be 5 years or until a successor is appointed and qualified. Of the members first appointed, 3 shall be for one year, 3 for 2 years, 3 for 3 years, 3 for 4 years and 3 for 5 years. Subsequent appointments shall be for the full term of 5 years. No members may serve more than 2 successive terms. In the case of a vacancy other than the expiration of a term, the appointment of a successor shall be made in like manner for the balance of the term.

In addition to the 15 appointed members, the directors of the area reference and resource centers shall serve as permanent, nonvoting ex officio members of the Maine Library Commission.

The commission shall meet at least 4 times a year. It shall elect a chair and vice-chair for terms of 2 years and frame and modify bylaws for its internal organization and operation. The State Librarian shall serve as secretary to the commission. The members of the commission shall be compensated according to the provisions of Title 5, chapter 379.

# Title 27: LIBRARIES, HISTORY, CULTURE AND ART

## Chapter 1: STATE LIBRARY

### Table of Contents

<b>Subchapter 1. STATE LIBRARIAN.....</b>	<b>3</b>
Section 1. SALARY; DUTIES.....	3
Section 2. CONTENTS; EXCHANGE.....	3
Section 3. BOOKS LENT.....	4
Section 4. RESPONSIBILITY FOR BOOKS BORROWED.....	4
Section 4-A. REVOLVING FUND.....	4
Section 4-B. CARRYING ACCOUNT.....	4
Section 5. ANNUAL REPORT (REPEALED).....	4
Section 6. REPORTS FROM COUNTIES, CITIES AND TOWNS.....	5
Section 7. PRIVATE SUPPORT ORGANIZATION.....	5
Section 8. MAINE PUBLIC LIBRARY FUND.....	5
<b>Subchapter 2. OPERATION AND SERVICES.....</b>	<b>5</b>
Section 31. LIBRARY HOURS.....	6
Section 32. HISTORICAL RESEARCH.....	6
Section 33. LEGISLATIVE REFERENCE (REPEALED).....	6
Section 34. LIBRARY DEVELOPMENT.....	6
Section 35. TRAVELING LIBRARIES (REPEALED).....	7
Section 36. ADVICE TO LOCAL LIBRARIES; GIFTS; SCHOOLS OF LIBRARY INSTRUCTION.....	7
Section 37. BOOKMOBILE SERVICE (REPEALED).....	8
Section 38. COMPLIANCE WITH FEDERAL LAW.....	8
Section 39. STATEWIDE LIBRARY INFORMATION SYSTEM.....	8
Section 40. ACCESSIBLE ELECTRONIC INFORMATION SERVICES.....	9
<b>Subchapter 3. DISTRIBUTION OF BOOKS AND RECORDS.....</b>	<b>9</b>
Section 61. MAINE REPORTS (REPEALED).....	9
Section 62. DISTRIBUTION AND SALE (REPEALED).....	10
Section 63. PRICE (REPEALED).....	10
Section 64. DISPOSITION OF PROCEEDS (REPEALED).....	10
Section 65. RECIPIENTS AUTHORIZED (REPEALED).....	10
Section 66. REPORTS OF DEPARTMENTS AND INSTITUTIONS.....	10
Section 67. PUBLISHED RECORDS OF VITAL STATISTICS PURCHASED (REPEALED).....	10
Section 68. RECORDS OF VITAL STATISTICS DISTRIBUTED (REPEALED).....	10
Section 69. PURCHASE OF MAINE HISTORIES.....	11
<b>Subchapter 4. CONSERVATION AND PRESERVATION .....</b>	<b>11</b>
Section 71. DEFINITIONS (REALLOCATED FROM TITLE 27, SECTION 94).....	11

Section 72. ANNUAL APPROPRIATION (REALLOCATED FROM TITLE 27, SECTION 95)..... 12

**Maine Revised Statutes**  
**Title 27: LIBRARIES, HISTORY, CULTURE AND ART**  
**Chapter 1: STATE LIBRARY**

**Subchapter 1: STATE LIBRARIAN**

**§1. SALARY; DUTIES**

The Maine State Library shall be under the management and supervision of the State Librarian as appointed pursuant to section 112, who shall make such rules and regulations as are necessary for the proper management of the library and the safety of its contents. The librarian shall receive such salary as shall be set by the Governor. [1989, c. 700, Pt. B, §15 (AMD).]

The librarian may employ, subject to the Civil Service Law and the approval of the Maine Library Commission, a deputy state librarian, and such assistants as the business of the office may require. [1989, c. 700, Pt. B, §15 (AMD).]

SECTION HISTORY

1971, c. 610, §13 (AMD). 1975, c. 771, §290 (AMD). 1985, c. 785, §B123 (AMD). 1989, c. 700, §B15 (AMD).

**§2. CONTENTS; EXCHANGE**

**1. Library contents.** The State Librarian shall procure and keep in the State Library the following:

A. Histories of this State, its counties and its towns; [1979, c. 541, Pt. A, §185 (NEW).]

B. Histories of all countries; [1979, c. 541, Pt. A, §185 (NEW).]

C. Family histories; [1979, c. 541, Pt. A, §185 (NEW).]

D. Works on the arts and sciences, with special reference to agriculture, forestry, fishing, manufacturers, shipbuilding and road making; [1979, c. 541, Pt. A, §185 (NEW).]

E. Maps, charts, plans, manuscripts and statistical and other publications relating to the financial, social, religious and educational condition of this State and then of the world as fast as the State furnishes the necessary means; [1979, c. 571, Pt. A, §185 (NEW).]

F. Full and complete sets of all the documents printed by the State; and [1979, c. 541, Pt. A, §185 (NEW).]

G. Full and complete sets of the reports of the towns, cities and counties of this State. [1979, c. 571, Pt. A, §185 (NEW).]

[ 1979, c. 541, Pt. A, §185 (NEW) .]

**2. Exchanges.** For the purpose of carrying out this section, the State Librarian shall be empowered to provide the following:

A. Conduct a system of exchanges with other libraries and institutions of learning; and [1985, c. 499, (NEW).]

B. Provide a service which will collect state and national educational research and resources to be made available to all State educators and citizens. [1985, c. 499, (NEW).]

[ 1985, c. 499, (RPR) .]

SECTION HISTORY

1971, c. 480, §5 (AMD). 1979, c. 541, §A185 (RPR). 1985, c. 499, (AMD).

### §3. BOOKS LENT

Under such rules and regulations as the State Librarian may prescribe, books and documents may be lent to any responsible resident of the State. Such rules and regulations may include the charge for overdue books and documents. [1971, c. 127, §1 (AMD).]

#### SECTION HISTORY

1971, c. 127, §1 (AMD).

### §4. RESPONSIBILITY FOR BOOKS BORROWED

Any person or organization receiving the loan of any books, documents or other material from the Maine State Library shall be responsible for the full value thereof to the librarian, and in case of the loss of or damage to a volume belonging to a set, shall procure a new volume or be responsible for the value of the set. If any person or organization shall neglect or fail to return any books, documents or other material lent to them, or shall return the same in an injured or mutilated condition, after due demand and notice, the librarian may maintain a civil action against such person or organization for the full value thereof. Actions to enforce the liability mentioned in this section may be brought by the librarian in his own name in behalf of the State, and in case of his death or removal, the action shall be prosecuted by his successor.

#### §4-A. REVOLVING FUND

**1. Fund created.** There is established within the Maine State Library a revolving fund for use by the library to replace books, documents or other materials that are damaged, lost or unrecoverable for which a charge is made.

[ 1981, c. 496, (NEW) .]

**2. Price and rates.** The State Librarian is authorized to fix the value of library items at current replacement costs plus a reasonable amount incurred in recovering these items.

[ 1981, c. 496, (NEW) .]

**3. Income.** Income received from subsection 2 shall be credited to the revolving fund to be used as a continuing carrying account to carry out the purposes of subsection 1.

[ 1981, c. 496, (NEW) .]

#### SECTION HISTORY

1981, c. 496, (NEW).

#### §4-B. CARRYING ACCOUNT

The State Librarian may purchase documents, maps, journals or any other printed material of significance to the historical heritage of Maine. Notification of these purchases shall be made to the State Archivist and State Museum Director. Any funds appropriated for the acquisitions of materials shall not lapse but shall be carried forward from year to year. [1983, c. 517, §1 (NEW).]

#### SECTION HISTORY

1983, c. 517, §1 (NEW).

### §5. ANNUAL REPORT

*(REPEALED)*

## SECTION HISTORY

1971, c. 610, §14 (AMD). 1989, c. 700, §B16 (RP).

## §6. REPORTS FROM COUNTIES, CITIES AND TOWNS

Town clerks of the several towns, city clerks of the several cities and treasurers of the several counties shall promptly transmit to the librarian of the Maine State Library copies of all printed reports of said towns, cities and counties, including all printed exhibits of town, city and county expenditures.

## §7. PRIVATE SUPPORT ORGANIZATION

**1. Designation of private support organization.** The State Librarian shall designate a nonprofit organization as the private support organization for the Maine State Library. The designated organization must be incorporated as a nonprofit corporation under the laws of the State, and its sole purpose, as reflected in its bylaws, must be to organize and foster support for the Maine State Library and the library's programs.

[ 2009, c. 571, Pt. YYY, §1 (NEW) . ]

**2. Nonvoting member on board of directors.** The State Librarian, or the librarian's designee, must be made a nonvoting ex officio member of the private support organization's board of directors.

[ 2009, c. 571, Pt. YYY, §1 (NEW) . ]

**3. Plan of work.** The State Librarian shall negotiate an annual memorandum of understanding between the Maine State Library and the private support organization that outlines a plan of work identifying priority projects of mutual benefit and cooperation.

[ 2009, c. 571, Pt. YYY, §1 (NEW) . ]

**4. Use of property.** The State Librarian may permit the appropriate use of fixed property, equipment and facilities of the Maine State Library by the private support organization. Such use must be directly in keeping with the purpose of the private support organization as set out in subsection 1 and must comply with all appropriate state policies and procedures.

[ 2009, c. 571, Pt. YYY, §1 (NEW) . ]

## SECTION HISTORY

2009, c. 571, Pt. YYY, §1 (NEW).

## §8. MAINE PUBLIC LIBRARY FUND

There is established the Maine Public Library Fund, an interest-bearing account, referred to in this section as "the fund." The fund receives money deposited by the Treasurer of State pursuant to Title 36, section 5291 and any other money contributed to the fund. The fund is administered by the State Librarian. All money deposited in the fund and the earnings on that money remain in the fund to be used to provide grants to free public libraries for use in providing services identified as priority services by the State Librarian. Money in the fund may also be used for the necessary administrative and personnel costs associated with the management of the fund but may not be deposited in the General Fund or any other fund except as specifically provided by law. [2011, c. 685, §1 (NEW).]

## SECTION HISTORY

2011, c. 685, §1 (NEW).

## Subchapter 2: OPERATION AND SERVICES



## §31. LIBRARY HOURS

The State Librarian shall keep the library open at least 35 hours per week. A person may not be admitted to the library rooms out of library hours or take any book or other material from the library without the consent of the librarian. [2013, c. 82, §1 (AMD).]

### SECTION HISTORY

1973, c. 626, §1 (AMD). 2013, c. 82, §1 (AMD).

## §32. HISTORICAL RESEARCH

As a part of the general duties of his office, the State Librarian shall maintain a section of historical research which shall have charge of all Maine historical work in the library and carry on research work relating to the history of the State.

## §33. LEGISLATIVE REFERENCE

*(REPEALED)*

### SECTION HISTORY

1971, c. 480, §6 (RP).

## §34. LIBRARY DEVELOPMENT

The Department of Education shall maintain a school library media section in cooperation with the Maine State Library that must carry on the following activities: [1989, c. 700, Pt. B, §17 (RPR).]

**1. Media center standards.** Recommending school library media center standards and evaluation of programs;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**2. Certification of media professionals.** Assisting in the certification and recertification of school library media professionals;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**3. Project review.** Reviewing state funded school library media center construction and renovation projects;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**4. Expenditures for school library media programs.** Advising the Commissioner of Education on the expenditure of state and federal grants for school library media programs;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**5. School approval.** Assisting the Commissioner of Education with basic school approvals as it pertains to library instruction;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**6. School accreditation.** Assisting with local school accreditation visits;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**7. School library staff.** Providing leadership in staff development and continuing education of school library staff;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**8. Information for local school systems.** Providing educational research and resource information for local school systems;

[ 1989, c. 700, Pt. B, §17 (NEW) .]

**9. Video tape library.**

[ 2013, c. 82, §2 (RP) .]

**10. Related activities.** Related activities in cooperation with the Maine State Cultural Affairs Council; and

[ 2013, c. 82, §3 (AMD) .]

**11. Electronic resources and database library.** Maintaining and providing an electronic library service as well as a database library for use by elementary and secondary schools.

[ 2013, c. 82, §4 (NEW) .]

SECTION HISTORY

1971, c. 127, §2 (AMD). 1973, c. 626, §2 (AMD). 1989, c. 700, §B17 (RPR). 2013, c. 82, §§2-4 (AMD).

**§35. TRAVELING LIBRARIES**

*(REPEALED)*

SECTION HISTORY

1971, c. 127, §3 (RP).

**§36. ADVICE TO LOCAL LIBRARIES; GIFTS; SCHOOLS OF LIBRARY INSTRUCTION**

The Maine State Library shall give advice to all school, state, institutional and public libraries, and to all communities in the State that may propose to establish libraries, as to the best means of establishing and administering the libraries, selecting and cataloging books and other details of library management, and may send its employees to aid in organizing such libraries or assist in the improvement of those already established. The Maine State Library shall formulate and present to the Legislature a plan for statewide library development and the Maine State Library is designated as the agency for the administration of the plan and is granted the authority to administer the plan on behalf of the State. The Maine State Library may receive gifts of money, books or other property that may be used or held in trust for the purpose or purposes given. The Maine State Library may establish an endowment fund. Any funds, if given as an endowment, must be invested by the Treasurer of State according to the laws governing the investment of trust funds. The Maine State Library may publish lists and circulars of information and may cooperate with the libraries and commissions of other states in the publication of documents in order to secure the most economical administration of its work. The Maine State Library may conduct courses or schools of library instruction and

hold librarians' institutes in various parts of the State, and cooperate with others in those schools or institutes. The Maine State Library shall perform such other library service as the Maine State Library may consider for the best interests of the citizens of the State. [1991, c. 622, Pt. V, §1 (AMD).]

## SECTION HISTORY

1971, c. 480, §7 (AMD). 1973, c. 626, §3 (AMD). 1991, c. 622, §V1 (AMD).

**§37. BOOKMOBILE SERVICE**

*(REPEALED)*

## SECTION HISTORY

1973, c. 626, §4 (AMD). 2013, c. 82, §5 (RP).

**§38. COMPLIANCE WITH FEDERAL LAW**

The State Librarian, with the approval of the Governor, may make any regulations necessary to enable the State to comply with any law of the United States, heretofore or hereafter enacted, intended to promote public library services. The Maine State Library is the sole agency authorized to develop, submit and administer or supervise the administration of any state plan required under such law. The Treasurer of State shall be custodian of any money that may be allotted by the Federal Government for general public library services. [1989, c. 700, Pt. A, §108 (AMD).]

## SECTION HISTORY

1975, c. 771, §291 (AMD). 1981, c. 464, §28 (AMD). 1989, c. 700, §A108 (AMD).

**§39. STATEWIDE LIBRARY INFORMATION SYSTEM**

**1. Statement of policy.** The Legislature declares that it is the policy of the State that cooperation among Maine libraries of all types should be fostered and encouraged. The sharing of library holdings and of library-developed tools for obtaining electronic information from networked resources enriches the economic, educational and cultural life of each Maine community. Citizen access to materials purchased with public dollars in an era of widespread access to electronic information networks requires that materials be identifiable by title and physical location. It is in the public interest that the Maine State Library promote and assist access by recording information about resources available through Maine libraries and maintaining them in an always-current, immediately accessible electronic form readily available to every citizen through a variety of telephone and network connections.

[ 1995, c. 475, Pt. A, §1 (AMD); 1995, c. 475, Pt. A, §2 (AFF) .]

**2. Legislative intent.** Recognizing the value of broad citizen access to information, the State assigns to the Maine State Library the responsibility of providing electronic access to information resources including: the creation of an online catalog of the holdings of libraries and other governmental units throughout the State; the provision of online indexing, full text and document delivery of newspaper, periodical and journal articles; the maintenance of a gateway to the Internet and its vast array of electronic resources; the coordination of an effective and efficient means of transporting physical materials among libraries; and the development of a program to teach citizens of the State to successfully locate, retrieve and use the information contained within various computer systems. It is the intent of the Legislature to provide the Maine State Library with the resources necessary to carry out this section.

[ 1995, c. 475, Pt. A, §1 (AMD); 1995, c. 475, Pt. A, §2 (AFF) .]

## SECTION HISTORY

1987, c. 462, (NEW). 1989, c. 700, §A109 (AMD). 1995, c. 475, §A1 (AMD). 1995, c. 475, §A2 (AFF).

## §40. ACCESSIBLE ELECTRONIC INFORMATION SERVICES

**1. Definitions.** As used in this section, unless the context otherwise indicates, the following terms have the following meanings.

A. "Accessible electronic information service" means news and other information, including but not limited to newspapers, provided to eligible individuals from a multistate service center using high-speed computers and telecommunications technology for interstate acquisition of content and rapid distribution in a form appropriate for use by such individuals. [2005, c. 651, §1 (NEW).]

B. "Eligible individuals" means blind, visually impaired or disabled individuals who are eligible for library loan services through the Library of Congress and the National Library Service for the Blind and Physically Handicapped pursuant to 36 Code of Federal Regulations, Section 701.10(b). [2005, c. 651, §1 (NEW).]

C. "Qualified entity" means an agency, instrumentality or political subdivision of the State or a nonprofit organization that:

- (1) Provides interstate access for eligible individuals to read daily newspapers through producing audio or Braille editions by computer;
- (2) Obtains electronic news text either over the Internet or through direct transfer arrangements made with participating news organizations; and
- (3) Provides a means of program administration and reader registration on the Internet. [2005, c. 651, §1 (NEW).]

[ 2005, c. 651, §1 (NEW) .]

**2. Provision of service.** The State Librarian may enter into an agreement with a qualified entity to provide an accessible electronic information service for eligible individuals. If an agreement is entered into, the State Librarian may make use of federal and other funds available for this purpose.

[ 2005, c. 651, §1 (NEW) .]

**3. Telecommunications education access fund.** The State Librarian or the Commissioner of Education may enter into contracts or order services on behalf of schools and libraries in connection with the telecommunications education access fund pursuant to Title 35-A, section 7104-B. The State Librarian or the Commissioner of Education may take advantage of any discounts available pursuant to the federal Telecommunications Act of 1996.

[ 2009, c. 274, §17 (NEW) .]

### SECTION HISTORY

2005, c. 651, §1 (NEW). 2009, c. 274, §17 (AMD).

## Subchapter 3: DISTRIBUTION OF BOOKS AND RECORDS

### §61. MAINE REPORTS

*(REPEALED)*

### SECTION HISTORY

1971, c. 480, §8 (RP).

## **§62. DISTRIBUTION AND SALE**

*(REPEALED)*

### SECTION HISTORY

1965, c. 425, §17 (RPR). 1971, c. 480, §8 (RP).

## **§63. PRICE**

*(REPEALED)*

### SECTION HISTORY

1971, c. 480, §8 (RP).

## **§64. DISPOSITION OF PROCEEDS**

*(REPEALED)*

### SECTION HISTORY

1971, c. 480, §8 (RP).

## **§65. RECIPIENTS AUTHORIZED**

*(REPEALED)*

### SECTION HISTORY

1965, c. 425, §18 (RPR). 1969, c. 37, (AMD). 1971, c. 480, §8 (RP).

## **§66. REPORTS OF DEPARTMENTS AND INSTITUTIONS**

The State Librarian shall distribute reports of the departments and institutions of the State and other books and documents published or purchased by the State in such manner as the law may direct. The State Librarian may transmit one copy of each published report of each department of the State Government to each library in the State and to the libraries of other states and territories, and make such other and further distribution as in the State Librarian's judgment seems proper. The State Librarian shall maintain a document room in which must be stored all department reports and other publications of the State intended for distribution and shall keep an accurate account of all books and documents received. [2013, c. 82, §6 (AMD).]

### SECTION HISTORY

2013, c. 82, §6 (AMD).

## **§67. PUBLISHED RECORDS OF VITAL STATISTICS PURCHASED**

*(REPEALED)*

### SECTION HISTORY

1967, c. 236, (AMD). 1973, c. 626, §5 (RP).

## **§68. RECORDS OF VITAL STATISTICS DISTRIBUTED**

*(REPEALED)*

### SECTION HISTORY

1973, c. 626, §5 (RP).

## §69. PURCHASE OF MAINE HISTORIES

**1. Purchase.** The State Librarian shall purchase at least 2 copies of every town history or other book concerning the history of this State that is published in Maine.

[ 2013, c. 82, §7 (AMD) .]

### **2. Distribution.**

[ 2013, c. 82, §7 (RP) .]

### **3. Surplus.**

[ 2013, c. 82, §7 (RP) .]

#### SECTION HISTORY

1977, c. 546, §1 (NEW). 2005, c. 683, §A45 (AMD). 2013, c. 82, §7 (AMD).

## Subchapter 4: CONSERVATION AND PRESERVATION

### §71. DEFINITIONS

*(REALLOCATED FROM TITLE 27, SECTION 94)*

As used in this subchapter, unless the context indicates otherwise, the following terms have the following meanings. [2003, c. 688, Pt. A, §29 (RAL).]

**1. Agencies and libraries.** "Agencies" and "libraries" means libraries and other agencies collecting, organizing, maintaining and making available to the Maine State Library research materials.

[ 2003, c. 688, Pt. A, §29 (RAL) .]

**2. Conservation or preservation.** "Conservation" or "preservation" means activity for the protection, care and treatment of library materials to prevent loss of their informational content or of the objects themselves, including, but not limited to:

A. Collection condition evaluation and preservation planning; [2003, c. 688, Pt. A, §29 (RAL) .]

B. Environmental control; [2003, c. 688, Pt. A, §29 (RAL) .]

C. Preparation of library research material for storage, including binding, matting, boxing and other protective wrapping; [2003, c. 688, Pt. A, §29 (RAL) .]

D. Disaster prevention, preparedness and recovery; [2003, c. 688, Pt. A, §29 (RAL) .]

E. Surveying to identify items needing preservation or collection maintenance planning; [2003, c. 688, Pt. A, §29 (RAL) .]

F. Rebinding, repair, mending or cleaning; [2003, c. 688, Pt. A, §29 (RAL) .]

G. Reformatting, including photocopying and microfilming; or [2003, c. 688, Pt. A, §29 (RAL) .]

H. Major conservation treatment such as deacidification, leather repair and conservation rebinding. [2003, c. 688, Pt. A, §29 (RAL) .]

[ 2003, c. 688, Pt. A, §29 (RAL) .]

**3. Library research materials.** "Library research materials" means informational materials in print, nonprint manuscript or any other format which is a part of the applicant's collection and are or will be available for reference, on-site examinations or loan. Works of art using oil on canvas as a medium are excluded from this definition.

[ 2003, c. 688, Pt. A, §29 (RAL) .]

**4. Preservation methods.** "Preservation methods" means the activities used in the physical treatment, creation of microforms or environmental control.

[ 2003, c. 688, Pt. A, §29 (RAL) .]

**5. Unique library research materials.** "Unique library research materials" means library research materials which are not accessible to the people of the State in any other collection in the State or materials which have research value not duplicated elsewhere in the State.

[ 2003, c. 688, Pt. A, §29 (RAL) .]

#### SECTION HISTORY

2003, c. 688, §A29 (RAL).

## §72. ANNUAL APPROPRIATION

*(REALLOCATED FROM TITLE 27, SECTION 95)*

An annual appropriation shall be made for the conservation and preservation of historically significant Maine State Library research material. [2003, c. 688, Pt. A, §30 (RAL).]

**1. Annual grants.** Annual grants may be made to libraries and agencies for the purpose of conservation or preservation of unique library research materials. Projects proposals shall be evaluated based upon factors, including, but not limited to:

A. Institution commitment to development of a coordinated approach to conservation and preservation of research materials important to the State; [2003, c. 688, Pt. A, §30 (RAL).]

B. Research value of the materials; [2003, c. 688, Pt. A, §30 (RAL).]

C. Appropriateness of conservation and preservation methods; [2003, c. 688, Pt. A, §30 (RAL).]

D. Institutional capacity for successful maintenance of research materials, including facilities, experience and technical expertise; [2003, c. 688, Pt. A, §30 (RAL).]

E. Availability of staff with appropriate training and expertise; [2003, c. 688, Pt. A, §30 (RAL).]

F. Volume of interlibrary lending and accessibility of collections to the public; and [2015, c. 1, §32 (COR).]

G. Contribution of the institution to the grant project in matching funds. [2003, c. 688, Pt. A, §30 (RAL).]

[ 2015, c. 1, §32 (COR) .]

**2. Approval of grants.** The Maine Library Commission shall approve grants with the advice of the State Librarian.

[ 2003, c. 688, Pt. A, §30 (RAL) .]

**3. Proposals.** Agencies and libraries applying for grants shall submit project proposals in a form prescribed by the Maine State Library.

[ 2003, c. 688, Pt. A, §30 (RAL) .]

SECTION HISTORY

2003, c. 688, §A30 (RAL). RR 2015, c. 1, §32 (COR).

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# Maine State Library – LSTA Federal Funding Reports, Plans, Evaluation and Allotment

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**Library Services and Technology Act (LSTA)**

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**LSTA Plan Maine 2013-2017**

**Maine's Five -Year LSTA Plan - 2013 - 2017, Library Services and Technology Act (LSTA) Libraries - 20 U.S.C. 9141**

- [LSTA Plan 2013 - 2017.pdf](#) [PDF, 324 KB]

**LSTA Plan Maine 2008-2012**

**Maine's Five -Year LSTA Plan - 2008 - 2012, Library Services and Technology Act (LSTA) Libraries - 20 U.S.C. 9141**

- [LSTA Plan 2008 - 2012.pdf](#) [PDF, 200 KB]
- [LSTA Evaluation 2008-2012.pdf](#) [PDF, 1.34 MB]

**Annual Reports 2008-2012**

- [Maine State Program Report Summary Fiscal Year 2013](#) [PDF, 726 KB]
- [Maine State Program Report Summary Fiscal Year 2012](#) [PDF, 154 KB]
- [Maine State Program Report Summary Fiscal Year 2011](#) [PDF, 136 KB]
- [Maine State Program Report Summary Fiscal Year 2010](#) [PDF, 126 KB]
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- [Maine State Program Report Summary Fiscal Year 2008](#) [PDF, 281 KB]

**Past LSTA Evaluations**

[Evaluation of the 5 Year LSTA Plan: 2003 - 2007](#)

[Evaluation of the 5 Year LSTA Plan : 1997-2002](#)

**Needs Assessments**

- [2008-2011](#)

## LSTA Allotment 2008-2015

Year	2008	2009	2010	2011	2012	2013	2014	2015
Amount	\$1,116,986	\$1,263,854	\$1,275,919	\$1,208,487	\$1,185,547	\$1,160,282	\$1,181,411	\$1,172,672



**Library Services and Technology Act (LSTA)  
20 U.S.C. 9141**

**Maine Five -Year State Plan  
2013-2017**

## Table of Contents

Introduction .....	2
Maine State Library – Vision and Mission.....	4
Needs Assessment .....	5
Goals for Maine’s Five-Year State Plan.....	8
Goal 1: Expand library resource sharing and services for all Maine citizens. (LSTA Priorities 1, 2, 3, 4, 7, 8) .....	9
<i>Partnership 1 – Maine Regional Library System: Area Reference and Resource Centers.....</i>	<i>9</i>
<i>Partnership 2 - University of Maine for Maine InfoNet .....</i>	<i>12</i>
<i>Partnership 3 - Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology – .....</i>	<i>14</i>
<i>Maine School and Library Network and other technology initiatives.....</i>	<i>14</i>
Goal 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens. (LSTA Priorities 3, 4, 6, 8) .....	17
<i>Program – Maine Regional Library System: District Consultants .....</i>	<i>17</i>
Goal 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas. (LSTA Priorities 5, 6, 7, 8).....	20
<i>Program 1: Outreach Services – Talking Books, Large Print and Descriptive Video .....</i>	<i>20</i>
<i>Program 2: Outreach Services – Books by Mail .....</i>	<i>22</i>
Coordination Efforts.....	24
Evaluation Plan for Partnerships and Programs .....	25
Goal 1: Partnership Evaluations:.....	25
1. <i>Evaluation for the Partnership with Maine Regional Library System -- Area Reference and Resource Centers.....</i>	<i>25</i>
2. <i>Evaluation for the Partnership between the University of Maine and the Maine State Library for Maine InfoNet .....</i>	<i>25</i>
Goal 2: Program Evaluation .....	26
1. <i>Evaluation for the Program – Maine Regional Library System: District Consultants .....</i>	<i>26</i>
Goal 3: Program Evaluations.....	26
1. <i>Evaluation for Outreach Services – Talking Books, Large Print and Descriptive Video .....</i>	<i>26</i>
2. <i>Evaluation for Outreach Services – Books by Mail Program .....</i>	<i>27</i>
Stakeholder Involvement.....	29
Communication and Public Availability: .....	29
Monitoring .....	29
Assurances .....	29

## Introduction

The Maine State Library, a State Library Administrative Agency (SLAA), shall expend funds for one or more of the following eight LSTA Priorities:

1. expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
2. establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services;
3. provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services;
4. develop public and private partnerships with other agencies and community-based organizations;
5. target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
6. target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved;
7. develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks;
8. and carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the SLAA's plan. 20 U.S.C. § 9141(a)(1-8).

Maine is a rural state with 17,000,000 acres of forest land and a population density of approximately 41.3 residents per square mile. Maine's 1.3 million residents live in an area that is nearly as large as the five other New England states combined. The population has increased 4.2 % between 2000 and 2010. In 2010, 15.9% of Maine's population was 65 years old and older. 96.6% of the population is white and 12.6 % are below the poverty level. Only 26.5% of Maine residents have a Bachelor's degree or higher.

Approximately 98,444 Maine residents live in communities with no local library. 55 of Maine's public libraries are open less than 15 hours a week and thus their 112,633 residents qualify for Books by Mail and other Outreach Services. Of the 263 public libraries in Maine, 99% are single direct service outlets. We believe this is the highest percent of single governance, stand-alone libraries of any state in the country. The traditional model of library governance in Maine is that 57% of all public libraries are Association Libraries and 43% are Municipal Libraries with no county, district or multi-jurisdictional libraries. This has been, and continues to be, the traditional model of library governance in Maine.

Other statistical information may be found at <http://www.maine.gov/msl/libs/statistics/paststats/fy2010/index.shtml>

Among Maine's 263 public libraries:

<u># Libraries</u>	<u>Percentage</u>	<u>Description</u>
37	14%	serve towns of fewer than 1,000 residents
79	30%	serve towns between 1,000 to 2,500 residents
61	23%	serve towns between 2,500 and 5,000 residents
56	21%	serve towns between 5,000 to 10,000 residents
24	9%	serve towns between 10,000-24,999
6	2%	serve towns with populations over 25,000

In the 2013-2017 plan, the Maine State Library will continue to direct LSTA funding to statewide programs and partnerships to benefit Maine libraries, patrons and Maine citizens. This strategy works well to serve Maine's rural libraries and populations equitably. All programs provide a foundation upon which other goals and activities can be built – both statewide and locally. In the evaluation of the Maine State Library's 2008-2012 five year plan, independent evaluators, Himmel & Wilson, Library Consultants, determined that:

***"... Maine's implementation of their goals have been highly successful both in achieving the results anticipated in the Plan and in meeting both the spirit and the letter of the Library Services and Technology Act. Furthermore, as is detailed later in the report, the Maine State Library has done an exceptional job of demonstrating their success through both high-level output measures and, frequently, with outcomes that speak to the impact that their activities under LSTA have had in the lives of library staff and, most importantly, in the lives of the residents of the State of Maine."***

## Maine State Library – Vision and Mission

### Vision Statement

The Maine State Library contributes to the prosperity of the state and the quality of life of its people through access to knowledge, ideas and inspiration.

### Mission Statement

The Maine State Library will advance and promote library services and collection resources for all of Maine.

### Goals

- Align State Library resources to maximize output to core service areas.
- Strengthen the relationship between the Maine State Library and the Maine Department of Education in order to better serve the K-12 population of Maine through its school libraries.
- Advocate for libraries within the state of Maine.
- Establish continuing education plan/programs for Maine State Library staff development.
- Improve library services throughout the state by identifying and defining minimum standards.

The Maine State Library is committed to:

- **Federal Interaction/Government Conduit:** serving in a capacity to be a government ‘conduit’ by interacting with Federal agencies and the Maine State Legislature (i.e. LSTA Funds, BTOP Grant, etc.)
- **Services to Other Libraries:** serving libraries of all types—and therefore Maine’s citizens via libraries
- **Services to State Agencies:** serving state agencies to help disseminate valuable information via the library system and to provide resources to state agencies
- **Services to the Public:** serving citizens directly through specific offerings—such as Talking Books (books for the visually impaired)

This focus on serving our constituents will ensure that the State Library directs its resources and efforts for the benefit of Maine and its people. The goals rise from a process that identified strategic areas of focus, i.e., access to library services, delivery of library services, support of collection resources, and development of libraries.

## Needs Assessment

### Introduction

The Maine State Library used the following data and input for the needs assessment for the 2013-2017 Five Year Plan. Himmel and Wilson's "An Independent Evaluation of Maine's Implementation of the Library Services and Technology Act Grants to States Program 2008 – 2012", survey and evaluation tools collected from 2008-2012 from librarians and other Maine State Library constituents, advisory input from staff and partners working with LSTA supported programs

The needs assessment presented by the Maine State Library includes Himmel and Wilson's ["An Independent Evaluation of Maine's Implementation of the Library Services and Technology Act Grants to States Program 2008 – 2012"](#). This evaluation included interviews with library community leaders, focus groups with library directors, the District Liaison Committee, the Maine Library Commission members, and a web-based survey targeting the broader Maine library community.

### Excerpted from the LSTA 2008-2012 evaluation

Himmel and Wilson responded in their evaluation of Maine's 2008-2012 LSTA Plan with the following observations and recommendations based upon the IMLS Prospective Questions:

**1. How does the State Library Agency plan to share performance metrics and other evaluation-related information within and outside the Agency to inform policy and administrative decisions over the next five years?**

While the Maine State Library will utilize many traditional approaches to disseminating performance metrics and other related information, some less traditional regional and national approaches may also be in order. Traditional avenues include scheduling meetings with partners to describe the expectations around performance metrics and evaluations and establishing regular meetings for reporting and discussion of same. Some data will be also be shared by posting on MSL website and via listservs and e-mail. Less traditional mechanisms may involve interaction with other SLAAs around the work that IMLS has been doing in regard to logic maps and evaluation frameworks. Although some of the MSL's LSTA initiatives/programs are rather unique, others such as the MARVEL! Databases and the Talking Books Plus share many similarities with programs in other states. Sharing approaches to evaluation as well as effective metrics across state boundaries should prove to be productive for all involved in the efforts.

**2. How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming five-year plan?**

The existing program evaluations plus the input gathered by the evaluators through focus groups, interviews and the web-based survey will be used in going forward with the new LSTA five-year plan. Analysis of these tools has already pointed to some new benchmarks that we need to include in the upcoming plan.

**3. What key lessons has the Agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.**

MSL has had success in increasing the number of evaluations submitted by staff development program attendees by tying "Continuing Education Certificates" to having submitted an evaluation form. Utilizing

online evaluations allows MSL staff to email program participants a link to the online form and follow-up reminders rather than counting on them to submit pieces of paper. This also saves the staff a tremendous amount of time in that they don't have to manually enter responses from paper surveys into a database or spreadsheet. Participation in the evaluations is much higher and already in a digital format which makes it much easier to analyze. MSL has learned that outcomes need to be built into the planning process for all professional development programs and that consistently exploring what participants do with the information they gain in staff development sessions enables MSL to develop better, more targeted events in the future.

**4. What are the major challenges and opportunities that the State Library Agency and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?**

- Design evaluation protocols, perhaps with assistance from trained evaluator, and make sure evaluation instruments are put in place during the next round of planning, so that comparable data can be collected at each site and event every year.
- Develop a “dashboard” for reporting data on a regular basis (daily/weekly/monthly), so that data is consistent and complete for each year and is immediately available to policy makers, program planners, and participants in Maine. The goal is to make data readily available for state-level and local decision making, rather than to merely report it at the end of each year.
- Review the format for collecting annual reports at IMLS to allow for quantitative data to be shared – charts, graphs, etc. – to encourage comparative and trend analysis.
- Share all of these – protocols, instruments, dashboard, and annual reports – nationally, so that individual states can take advantage of practical solutions to data gathering for evaluating outcomes, for studying and comparing processes, and for improving results.

**5. Based on the findings from the evaluation, include recommendations for justifying the continuation, expansion, and adoption of promising programs in the next five-year plan.**

- Partnerships have been very successful at leveraging LSTA funds and limited personnel and technical resources of State Library to accomplish impressive results and should be continued and expanded. A number of initiatives reported suggest that the State Library is planning to do that.
- Statewide programs such as MARVEL!, MaineCat and MSLN and have also been successful and seem well-suited for the state's particular circumstances.

**6. Based on the findings from the evaluation, include recommendations for justifying potential cuts and/or elimination of programs in the next five-year plan.**

- Comments from focus group participants and individual interviews suggest that the proliferation of union catalogs is somewhat inefficient. Activities are underway to create federated searching or open-source solutions to make these interfaces more seamless and somewhat more user friendly.
- As was previously noted, Talking Books Plus and Books by Mail services are quite expensive when measured by cost per circulation. While neither of these programs should be discontinued, the advent of downloadable resources suggests that new more cost-effective service delivery mechanisms may be available to serve a growing percentage of individuals that are targeted with the TBS and BBM programs. The State Library should investigate ways to leverage these new technologies to serve rural users and those who are blind or visually impaired and to otherwise streamline and focus services to reduce costs.



- The Maine State Library has been active in promoting the use of technology (particularly video conferencing) to provide remote access to services. The evaluators experienced these efforts first hand in that one of the focus group sessions included remote participants who joined the session via video teleconference). MSL should continue to explore ways to mitigate the challenges posed by expansive geography and sparse population.

All of the needs assessments point to the Maine State Library continuing efforts in statewide partnerships and projects. The Himmel & Wilson evaluation pointed to the success of our partnerships. We have determined that in Maine, partnerships are a key to successful statewide initiatives. This is not only evidenced by LSTA but in new partnerships developed with the Maine State Library's recent BTOP grant. The \$1.36 million dollar BTOP grant funded the Maine Public Library Information Commons Project. This project increased the number of computers and workstations available in public libraries to improve public access to broadband connectivity. The project funds were also used to establish 11 regional hubs in 11 Maine counties with IP-based video conferencing capability. This project also provides training to Maine citizens who are unemployed, low income or seniors. The Maine State Library found new partners and strengthened relationships with existing partners for this project. The Maine State Library plans to build on existing LSTA and BTOP partnerships and seek new partnerships during the span of this plan.

Additional complementary data was mined from several Maine State Library statewide surveys. Access to the survey results and survey questions may be found at: [Needs Assessment 2008-2011: Library Services and Technology Act \(LSTA\)](#). Documents on this page are provided in PDF or Microsoft Word formats.

The following surveys, collected between 2008 and 2011, were designed to measure and define recognized needs:

**Leadership Training Interest Survey (2011):** The purpose of this survey was to gauge the interest in some type of leadership training to be offered by the Maine State Library. Future library leaders at all levels of the profession and in all types of institutions are needed with the graying of the Maine library profession.

**Social Media Survey (2011):** This survey collected information on libraries using social media.

**Maine State Library Services Survey (2010):** This survey gathered information about how libraries are currently using Maine State Library services to help with the Maine State Library's Commission work on the strategic plan.

**Talking Books Plus Survey (2010):** This survey evaluated Talking Books Plus services, received from Maine State Library Outreach Talking Books Plus program (Talking Books, Large Print, and Descriptive Video).

**Books By Mail Survey (2009):** This survey gathered feedback on how MSL Outreach staff are serving Books By Mail patrons and ways for improvement.

**MSL Patron Survey (2009):** The goal of this survey is to identify why individuals choose to use the Maine State Library.

**Library Budget Survey (2009):** This survey gathers information about budget reductions from ALL Maine libraries.

**SCOOP Purchasing Survey (2008):** This survey gathers information on the use of the purchasing cooperative known as SCOOP which helps member libraries purchase specified materials at the best possible price and in a timely manner.

## Goals for Maine's Five-Year State Plan

All goals apply to Maine citizens and are prioritized and take into account the number of Maine citizens potentially served by each goal.

Goals 1 and 3 are retained from previous years as they are based upon feedback from focus groups and survey results detailed in Himmel and Wilson's "An Independent Evaluation of Maine's Implementation of the Library Services and Technology Act Grants to States Program 2008 – 2012"

Goal 2 is a new goal this year to address new LSTA priorities plus a demonstrated need brought forth by the evaluation, our own statewide surveys and the successes and challenges with the Maine Information Commons Project, a PCC BTOP project awarded in July 2010. This award brought desktops, laptops and video-conferencing to Maine libraries as well as provided learning resources and training to Maine librarians and citizens. Demand for training, types of training and the current needs of the unemployed, elderly and low income citizens of Maine, as well as the librarians serving all Maine citizens, further reinforces the need for current life-long learning efforts to be enhanced and indicates the need to expand these efforts through Maine libraries. Focus will be in all areas of learning literacies: digital, science, early, citizen, information, electracy, library, etc.

### **MSL Five Year Plan Goals for 2013-2017**

1. Expand library resource sharing and services for all Maine citizens. (LSTA Priorities 1, 2, 3, 4, 7, 8)
2. Expand and enhance life-long learning opportunities for librarians and Maine citizens. (LSTA Priorities 3, 4, 6, 8)
3. Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas. (LSTA Priorities 5, 6, 7, 8)

## **Goal 1: Expand library resource sharing and services for all Maine citizens. (LSTA Priorities 1, 2, 3, 4, 7, 8)**

Programs and partnerships supporting this goal are:

1. Partnership with Maine Regional Library System -- Area Reference and Resource Centers (ARRCs)
2. Partnership between the University of Maine and the Maine State Library for Maine InfoNet.
3. Partnership with Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology -- Maine School and Library Network and other technology initiatives

### **Partnership 1 – Maine Regional Library System: Area Reference and Resource Centers**

#### **Description of the partnership/program:**

Maine's Regional Library System (MRLS) was established by legislation in 1973 (M RSA Title 27, Chapter 4) and three library districts were created to improve library services to the citizens of Maine. Each district was affiliated with an Area Reference and Resource Center (ARRC). Portland Public Library (PPL) delivers services for the Southern Maine Library District (SMLD), Bangor Public Library (BPL) delivers services for the Northeastern Maine Library District (NMLD) and the Maine State Library (MSL) delivers services for the Central Maine Library District (CMLD). Lewiston Public Library (LPL) delivers ILL services for fiction for CMLD.

<http://www.mainelegislature.org/legis/statutes/27/title27ch4sec0.html>

#### **What will the partnership do?**

The Area Reference and Resource Centers (ARRCs) will work with the three library districts to improve library services for the citizens of Maine. The ARRCs will:

- Provide ILL services to libraries in their respective districts
- Provide reference and information services to district libraries and patrons
- Provide free borrower's cards to Maine citizens residing in their districts
- Be represented by membership on the respective district executive board
- Provide office space for district consultants (as per contracts)
- Manage van delivery program for libraries (Maine State Library)

#### **Who benefits from this partnership?**

MRLS ARRCs expand resource sharing and services and includes:

- All public, special, academic and school libraries
- All Maine citizens

#### **What procedures will partners follow to deliver services?**

Resource sharing and services will be provided through the MRLS ARRC libraries.

Each ARRC library will:

- Provide ILL services for libraries in their respective districts. Lewiston Public Library will serve as the fiction ARRC for CMLD to supplement the MSL non-fiction collection. (Ongoing)
- Schedule an ARRC ILL staff meeting yearly to review and collaborate on the ILL delivery model and standardize practices statewide. (Yearly)
- Provide a free library borrower's card to Maine citizens. Applicants may apply in person, online or through a district library. (Ongoing)
- Participate in district executive board meetings: assist in assigning priorities to implement the district plan, actively participate in creating the plan. (ARRC director or representative – when scheduled)
- Attend district council meetings (ARRC director and/or staff – twice a year)
- Work with district consultants and their executive boards in planning and conducting workshops (Ongoing)
- Provide the district consultant with suitable office space, internet access and any other support services listed in the contract agreement. (Ongoing)
- Participate in other cooperative activities and services as member libraries may need or require (e.g. providing meeting spaces). (Ongoing)
- Provide outreach/information to district libraries and patrons regarding reference and information services available to them through the ARRC. (Ongoing)
- Provides database access to district libraries and residents; these databases are in addition to state-wide licensed MARVEL databases.

**Each ARRC library will submit reports (Quarterly)**

ARRC's will submit the following data to the Maine State Librarian to track regional usage of services for contract evaluation purposes:

- MSL, PPL, BPL, LPL  
Total ILL transactions for the ARRC – items requested and items loaned  
Total ILL transactions for regional district libraries (non-Minerva) – items requested and items loaned
- MSL, PPL, BPL  
Total Reference Questions answered
- MSL, PPL, BPL  
Total number of borrower cards  
Total number of borrower cards issued to (1) district libraries and, (2) their patrons
- MSL, PPL, BPL  
Total number of meetings attended as an ARRC representative
- Any other data the ARRC determines significant to their role.

Each District Library will:

- Use procedures set up at each ARRC for requesting and delivery of ILL items and reference services. (Ongoing)

The Maine State Library will:

- Manage the van delivery program as part of its ARRC service to the state for district council libraries. (Triennial contract-once every three years)
- Contract with other ARRC libraries for services; receive ARRC reports. (Annually)

### **Benefits or outcomes expected**

#### **ILL benefits and outcomes:**

Interlibrary loan provides cost savings benefits to small district libraries whose materials budgets are small. Over 70% of Maine public libraries have a collection smaller than 25,000 volumes. ILL is an alternative to purchasing a book.

The outcome is that ILL significantly increases access to library materials for Maine citizens.

#### **Reference and information benefit and outcomes:**

Small rural libraries without a reference librarian are able to provide professional reference service to patrons through the ARRCs.

Only 25 of Maine's 269 libraries have a position called Reference Librarian (less than 10%).

These services provide great benefit to the district libraries and their patrons who can utilize these ARRC reference and information sources.

Outcome is that libraries and library patrons with no reference staff have access to professionally trained reference librarians.

#### **Free Borrowers cards benefit and outcomes:**

Free cards provide access to onsite collections and web-based services both from home and in the library. Borrowing privileges at the three ARRCs expand access for all Maine citizens to statewide resources.

#### **District Council and Board participation benefits and outcomes:**

ARRC expertise with more sophisticated services and equipment provide district council libraries, consultants and their boards with ideas for professional development and services to consider.

### **How MSL will use federal funds to assist in meeting these goals:**

- The Maine State Library uses both federal and state funds for contracts with the ARRCs.
- Federal funds are directed towards ILL costs incurred by the ARRCs and may be used for OCLC services, staff and/or postage depending on the ARRC.
- Pay partial salaries for the Director of Library Development and the Web Coordinator for work done for and support of the ARRC partnership.

## Partnership 2 - University of Maine for Maine InfoNet

### **Description of the partnership/program:**

The Maine State Library and the University of Maine System will continue to partner in the expansion of services and resources provided by Maine InfoNet.

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.

Supported by the Maine State Library and the University of Maine System, Maine InfoNet connects the people of Maine to information and ideas through library cooperation.

A Board of Directors oversees the overall operation of Maine InfoNet and takes the lead in planning and establishment of policies.

Maine InfoNet currently provides Maine libraries leadership, management and access to:

- **MARVEL, Maine's Virtual Library** -- <http://libraries.maine.edu/mainedatabases/> MARVEL is comprised of 57 research indexes and databases each with its own search interface and also with a common OneSearch interface. MARVEL provides every resident of Maine with access to a collection of full text articles and abstracts from magazines, newspapers, journals and reference books that are credible, reputable resources. MARVEL also provides students, business people, public library patrons, and higher education students and educators the ability to search a number of resources at one time for information.
- **MaineCat** – MaineCat is a Statewide Catalog that combines and links more than 7 million items in nearly 100 library collections contained in 10 large online library systems. These systems include the University of Maine System libraries, Bowdoin, Bates and Colby, Maine State Library, Bangor Public Library, Portland Public Library, as well as the Minerva and Solar consortia (many Maine public, school, academic and special libraries).
- **Maine Download Library** - Maine InfoNet provides online access to downloadable e- books and audio books through OverDrive. Over 200 libraries in Maine participate in this consortial statewide system. The collection includes almost 9,000 downloadable audio-books and e-books and grows with demand.
- **Gateway to Digital Collections** – This function provides online access to thousands of selected, digitized materials in all formats - full text, image, sound, video, and finding aids. The materials are among the special collections made available by the UMS Libraries, in collaboration with other campus units, and in partnership with other cultural institutions in Maine, including the Maine State Library.

### **Procedures and timeline for carrying out the activities**

Maine InfoNet will continue the expansion, refinement and evolution of all its services and resources for Maine libraries, library patrons and all Maine residents.

- Investigate other learning and information resource purchases through consortia agreements (Annually or bi-annually)
- Increase library participation in MaineCat by actively pursuing cost effective and more technologically advanced ILS solutions to serve a larger percentage of Maine libraries (2015-2017)
- Support authentication from institutional and home users (Annually)

- Monitor use of Overdrive and other solutions to e-book demand by Maine libraries and patrons (Annually)
- Seek increased funding via grants and state funding (Annually)
- Train Maine library staff in all processes and procedures for services and products provided by Maine InfoNet (Annually)
- Monitor and evaluate effectiveness of the discovery system (Annually)
- Continue the Memo of Understanding between the University of Maine System and MLS to employ an InfoNet Director and staff members
- Continue a Memo of Understanding with MINERVA libraries, URSUS libraries and independent colleges to continue MaineCat or another unified catalog solution. (Annually)

**Maine InfoNet Quarterly Reports** (for July 1 – June 30 of reporting year)

<b>MaineCat</b>		<b>Minerva</b>
# volumes		# libraries;
# unique titles		# items
# libraries;		# Items checked out/renewed
# items borrowed (via MaineCat ILL requesting		
<b>URSUS</b>		<b>Solar</b>
# libraries;		# libraries;
# items		# items
# Items checked out/renewed		# Items borrowed
<b>MARVEL:</b>		<b>Downloadable Books:</b>
# of indexes and databases		# libraries participating
# logins		# e-books
		# audio books
<b>Events</b>		# checkouts
# of Training/Meeting/Summits		
(topics and attendance)		

**What benefit or outcome will be achieved**

- Databases will serve a larger number of Maine citizens
- Usage analysis of all activities will allow for services to evolve
- Downloadable audio and e-books will continue to expand access beyond printed materials
- MaineCat’s new iteration will serve a larger number of libraries and Maine citizens improving access to all library materials
- Continued Memo of Understanding between the Maine State Library and the University of Maine System ensures a balance for all libraries in Maine.

- Maine citizens, library patrons and students can easily access valid online resources and borrow from a larger number of Maine libraries
- Improved library services to meet user needs regardless of socioeconomic background or geographic location or local funding

**How MSL will use federal funds to assist in meeting these goals**

Federal funds are used to:

- Pay partial salary for Maine InfoNet Director
- Pay salary for a part-time employee for database management, catalog maintenance/cleanup, and some training
- Pay partial salaries for the Director of Library Development and the Web Coordinator for work done for and support of the Maine InfoNet partnership
- Additional database and/or e-book purchases as funding allows

**Partnership 3 - Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology -  
Maine School and Library Network and other technology initiatives**

**Description of the partnership/program:**

The Maine State Library partners with Networkmaine, the Public Utilities Commission, and the Maine Department of Education to administer the Maine School and Library Network (MSLN) which provides Internet connectivity and technical support at no cost to Maine public libraries and K-12 schools.

**Explain what the partnership does:**

The Maine State Library (MSL) is a member of the Networkmaine Council that has oversight over planning and budgeting for the Networkmaine infrastructure, including management of the Maine School and Library Network, video conferencing and other programs that are sponsored by the Networkmaine Council members. The MSL and the Council work closely with the Maine PUC who administers the Maine Telecommunications Education Access Fund (MTEAF). Both the federal E-rate program and the state MTEAF fund the connections for public libraries.

Networkmaine maintains a help desk, provides web hosting, a domain name hosting service and email services for MSLN public libraries. Currently 228 (87%) of Maine public libraries participate in the MSLN Consortium. Networkmaine manages the RFP, E-rate application process and vendor payments for the MSLN.

The Maine State Library provides E-rate consultant support to Networkmaine as well as to individual libraries. The current level of connectivity for Maine public libraries ranges from 10 mbps – 100 mbps. The Federal E-rate program funds approximately 70% and the state MTEAF funds the remaining 30% for these connections.



The ConnectME Authority works closely with the Networkmaine Council members and with all broadband initiatives in the state (including all BTOP projects). All these partners will be working on statewide digital literacy initiatives in the future as opportunities and funding become available.

**Partner information:**

**Networkmaine** is a unit within the University of Maine System created by the restructuring of its communications and network services group. Networkmaine manages a statewide telecommunications delivery system and services to support education, research public service, government and economic development. Created by a memorandum of understanding, Networkmaine operates through a coordinating council which is comprised of the University of Maine System, the Maine State Department of Education, the Maine State Library, and the Maine State Government Office of Information Technology. In addition to servicing higher-education and research, Networkmaine provides schools and libraries in the state with Internet connectivity at little or no cost through the MSLN project.

**The Maine Public Utilities Commission (PUC)** provides oversight for the Maine Telecommunications Education Access Fund (MTEAF). 35-A M.R.S.A. §7104-B authorizes the Commission to implement the MTEAF in order to provide discounts to qualified schools and libraries for obtaining and using advanced telecommunications technologies, such as Internet access, internal connections, computers, training and content. The Commission adopted Chapter 285 to implement the Fund.

**The ConnectME Authority:** As part of this partnership the MSL works closely with the ConnectME Authority. In 2006, the Legislature created the ConnectME Authority to develop and carry out its broadband strategy by identifying unserved areas of the state; developing proposals for broadband expansion projects, demonstration projects and other initiatives; administering the process for selecting specific broadband projects; and providing funding, resources and incentives (PL 2005, c. 665.). In 2007, the Legislature also approved the Authority’s major substantive rule that defines the state’s broadband strategy and describes how that strategy is to be implemented

**Procedures used to carry out activities – with timeline**

**Quarterly:**

- The Networkmaine Council meets quarterly to plan and provide oversight.
- Networkmaine pays invoices and tracks vendor performance
- The Maine State Library E-rate/Technology consultant provides ongoing E-rate support to libraries and to Networkmaine through all phases of the application process.

**Yearly:**

- Library usage graphs are reviewed to ensure bandwidth is adequate. Adjustments are made in the E-rate application and with the vendor to increase bandwidth if needed.
- The Networkmaine Council prepares an annual budget and plan to submit to the Maine PUC.
- The PUC adjusts the MTEAF assessment to align with budgetary needs for MSLN. Maine law (35-A M.R.S.A. § 7104-B) limits the amount collected to no more than 0.7% of retail charges for telecommunications services.
- The E-rate/technology consultant attends workshops and participates in monthly phone calls to learn, stay up-to-date and then communicate knowledge to libraries about new federal and statewide E-rate and technology initiatives.

**Every 3-5 years:**

- RFP for telecommunications and Internet access is issued for the MSLN. Networkmaine develops the RFP based upon input from the Networkmaine Council.

- Contracts are negotiated and vendor delivery of services is coordinated through Networkmaine.

**Benefits or outcomes expected:**

Networkmaine

- Provide necessary bandwidth to meet the needs of Maine public libraries and the citizens using these services (internet, video-conferencing, wireless, etc,)
- Provide support and guidance for technical problems via the Help Desk.
- Provide E-rate application assistance; simplify and streamline this process for participating libraries.

E-rate/Technology Consultant

- Provide support and guidance for technical issues related to statewide initiatives.
- Provide E-rate application assistance; simplify and streamline this process for participating libraries.

**How MSL will use federal funds to assist in meeting these goals**

Federal funds are used for:

- Salary for a State E-rate Coordinator and technology consultant;
- Pay partial salaries for the Director of Library Development and the Web Coordinator for work done for and support of the Networkmaine and E-rate efforts.
- Software and accessories to develop training for libraries (E-rate, CIPA, Internet Safety policies, etc.)
- Travel to yearly USAC E-rate training and other technology training as needed.

## **Goal 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens. (LSTA Priorities 3, 4, 6, 8)**

### Program – Maine Regional Library System: District Consultants

#### **Description of the program:**

Maine's Regional Library System (MRLS) was established by legislation in 1973 (MRSA Title 27, Chapter 4) and three library districts were created to improve library services to the citizens of Maine. The Maine Regional Library System's District Consultants support a network of public, school, academic, and special libraries in Maine counties. Maine has three districts serving the entire state:

1. Central Maine Library District (CMLD)  
Office Location: Maine State Library  
Counties Served: Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc, Somerset
2. Northeastern Maine Library District (NMLD)  
Office Location: Bangor Public Library  
Counties Served: Aroostook, Hancock, Knox, Penobscot, Piscataquis, Waldo, and Washington
3. Southern Maine Library District (SMLD)  
Office Location: Portland Public Library  
Counties served: Cumberland, York and selected Oxford county towns (Brownfield, Denmark, Fryeburg, Hiram, Lovell, and Naples).

The three districts each have an executive advisory body representing a constituency of participating libraries within their geographical district. District Councils (the participating libraries) consist of a representative from each member library or school system. The councils meet at least twice each year. Council members serve on district committees and boards.

Membership is open to public, school, academic or special libraries. Each member library appoints a representative to the district council. There is no charge for membership.

#### **District consultants:**

- Develop, select and conduct training programs which support resource sharing, professional development and other cooperative library activities.
- Coordinate statewide activities in a variety of areas, such as continuing education, federal grants, and resource sharing.
- Serve on statewide and regional committees.
- Make presentations to professional groups regarding library development.
- Coordinate the evaluation of library programs, including the development of evaluative criteria and the implementation of evaluation programs.
- Serve as a professional consultant to libraries within the district or districts.
- Study the needs of the district and make recommendations to the district council, the District Liaison Committee and the Maine Library Commission.
- Work with Area Reference and Research Center staff members in planning area reference and interlibrary loan services.
- Participate in long-range planning and program development, with emphasis on multi-type resource sharing.

## **What will the program do?**

The three district consultants will work collaboratively to:

- Facilitate, plan and deliver professional development opportunities to foster life-long learning among librarians in Maine. This includes work in the areas of 21<sup>st</sup> century skills, digital literacy, and core competencies for library staff without professional degrees.
- Provide consulting services to librarians and trustees and friends as requested.
- Foster cooperation and networking among libraries and librarians to increase collaboration among libraries to better serve Maine citizens.
- Continue as a WebJunction Community Partner to deliver online course opportunities for Maine library staff.
- Explore, promote and educate Maine librarians regarding the future of libraries as a “community place” and/or “destination”.

## **Who benefits from this program?**

- Public, special, academic and school libraries
- Library partners
- Maine citizens
- Trustees, town government, friends groups

## **What procedures and timetable will be followed to carry out activities?**

### **Annually Consultants will**

- Provide continuing education and professional development activities and services.
- Provide consulting services for individual libraries within their respective regions: Northeastern Maine Library District (NMLD), Central Maine (CMLD), and Southern Maine (SMLD).
- Coordinate state-wide library programs and activities.
- Utilize a variety of methods to connect and communicate with librarians across the state, (face to face meetings, IP-based video-conferencing (desktop and units).
- Work with library partners to develop relationships between public libraries, partners and patrons.

### **Annually Consultants and Executive Boards will**

- Create district goals with executive council boards in each region.
- Hold two District Council meetings annually in each region.
- Work with the District Liaison Committee whose mission is to be a conduit of information and ideas that facilitate collaboration, cooperation and communication through the regional library districts and to support the goal of delivering excellent library service for all Maine citizens.
- Serve as a communication conduit between the Area Reference and Resource Centers (ARRC): Bangor Public Library, Portland Public Library, Maine State Library and Lewiston Public Library facilitating communication between ARRC directors, staff, district libraries and the Maine State Library.

### **Monthly/Weekly Consultants will:**

- Meet monthly with Maine State Library Key staff.
- Meet monthly with Library Development staff.
- Meet weekly via MOVI with Library development key staff.

#### **D. Procedures for carrying out the activities:**

The District Consultants will:

- Meet monthly to plan and coordinate statewide and regional training events.
- Meetings will include other MSL staff such as Director of Library Development, Web Coordinator and technology consultant as needed.

The District Councils will meet semiannually to:

- Elect an executive board.
- Receive reports from the Maine State Library, the Maine Library Commission, Area Reference and Resource Center and District Consultant.
- Develop individual skills and knowledge.

Each District Executive Board will meet annually to:

- Develop and execute a plan of service for libraries.
- Evaluate the current district plan of service.

District Consultants will:

- Plan, communicate and deliver events in their regions.
- Work with MSL partner Maine InfoNet on Automation, statewide catalog and database training, awareness and evaluation.
- Explore concept of regional hubs to assist small rural libraries.
- Work with libraries and partners on initiatives of early childhood literacy, digital literacy, workforce development, STEM literacy, e-government services and programming.
- Identify Core competencies; plan and deliver instruction in one competency area via face to face, online via video conferencing or webinars.
- Support events that foster school and public library collaboration such as Reading Roundup and Summer Reading.
- Organize and sponsor a Library Leadership event for emerging library leaders.
- Work with MSL Web Coordinator to ensure information about this program and activities is on the MSL website and in social media.
- Work with MSL Technology consultant for expertise in digital literacy resources, training and delivery.

#### **What benefit or outcome will be achieved by this program?**

- Libraries and library staff will be aware of new and changing trends in the delivery of library services.
- Library staff will have varied ways of participating in training and events.
- District consultant's work with partners will model behavior for all libraries.
- Library staff will increase their skills, including digital literacy and be able to incorporate digital literacy resources into their services.

#### **How MSL will use federal funds to assist in meeting these goals**

- MSL will use federal funds for salaries of one consultant and one support person.
- Federal funds will also be used for continuing education presenters and programs and also includes travel, office supplies.
- Pay partial salaries for the Director of Library Development and the Web Coordinator for work done for and support of this program.

## **Goal 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas. (LSTA Priorities 5, 6, 7, 8)**

Programs supporting this goal are:

1. Outreach Services – Talking Books, Large Print and Descriptive Video
2. Outreach Services – Books by Mail

### Program 1: Outreach Services – Talking Books, Large Print and Descriptive Video

#### **Description of the Program**

**Outreach Services – Talking Books, Large Print and Descriptive Video** are federally-funded programs which provide recorded books and special players free to persons who are blind, visually impaired, physically handicapped (cannot hold a book) or who have a doctor-certified reading disability. The program has three services:

##### **1. Online Talking Books Plus Catalog**

This online Talking Books Plus catalog provides complete access to information about every book in the Talking Books Plus' collection. It displays the complete bibliographic record, so you can find out what books are available, what each book is about, who the author and narrator are, how long the book is, and whether a copy is available to borrow. Anyone can browse the catalog but only registered/eligible borrowers can order books.

##### **2. BARD - Braille and Audio Reading Download**

BARD stands for the National Library Service's Braille and Audio Reading Download. By registering for BARD, patrons using a digital machine can download digital books from the Internet to their computer. Digital copies are always available.

##### **3. Descriptive Video**

Descriptive videos are regular, commercial films which have been augmented with special narration which describes the action for people who have visual impairments. They are available to people who are registered for Talking Books or Large Print service. An online catalog is now available. Choose "Descriptive Video" under the "Formats" drop-down menu to search the collection.

#### **Outreach Services - Large Print Books**

Maine State Library Large Print Service offers free large print books mailed directly to individuals who are visually impaired, and rotating collections of Large Print books to libraries who serve the visually impaired.

#### **Explain what will be done**

Eligible Maine residents and libraries will have access to large print books, books on tape, digital books and descriptive videos from Maine State Library Outreach Services (Talking Books, BARD, Descriptive Videos and Large Print Books) via:

- Talking Books Plus online catalog
- BARD Download website

## **Eligibility**

- Maine residents must be blind, visually impaired, physically handicapped - cannot hold a book or have a doctor-certified reading disability. These programs require certification by a qualified professional.
- Libraries who service eligible Maine residents

## **Procedures used to carry out activities**

Maine State Library Outreach Services for Talking Books, Large Print and Descriptive Video include these activities:

- Provide support and service via phone and email to eligible residents.
- Provide Reader's Advisory via phone and email to eligible residents.
- Provide Large Print Books via Mail.
- Provide aids for patrons to learn about and use current online features including a video on how to use BARD. <http://www.maine.gov/msl/outreach/lbph/bardinfo.htm>
- Provide an accessible web site for patrons who access these services.
- Schedule presentations in various parts of the state on Talking Books, Large Print and BARD Program.
- Partner with The Iris Network to make Maine Airmaterial available to Talking Book patrons on digital cartridge. <http://www.theiris.org/maine-air/programming>
- Utilize volunteers to maintain players.
- Serve on advisory boards, including Division for the Blind and Visually Impaired (DBVI) and Maine AIM (Accessible Instructional Materials).
- Local Talking Books digital recording studio will produce quality recordings of Maine and local interest books that are not available in the national Talking Books program.
- Collect statistics and analyze usage and costs to evaluate value and use of services.
- Stay up to date on technology and assistive devices used by libraries statewide and nationally.

## **Benefits or outcomes expected**

- Through our statewide library services, eligible blind and physically disabled Maine citizens have access to books, materials and information in accessible formats.
- Access to these outreach services helps develop independent and informed citizens participate in society and become more aware of current issues and news.
- Empower libraries to improve accessibility and direct residents to Maine State Library Outreach Services' programs.
- Improving access to reading materials through accessible technologies.
- Enrich lives and help eligible Maine citizens achieve personal independence.
- Improve public awareness of Outreach Services and assistive technology devices for the blind, visually impaired, and physically disabled in Maine.

## **How MSL will use federal funds to assist in meeting these goals**

Federal funds are used to:

- Pay salaries for employees who provide these services
- Purchase tapes and cartridges
- Purchase supplies for mailing, packaging

- Maine catalog software, web hosting and support
- Travel to presentations about these services, training and meetings with partners
- Pay partial salaries for the Director of Library Development and the Web Coordinator for work done for and support of the Talking Books program.

**Timeline: 2013-2017**

- All activities are ongoing and will continue with this plan.
- Users will be surveyed about services at least twice during the plan period.

Program 2: Outreach Services – Books by Mail

**Describe supporting program**

Books By Mail provides library materials via U.S. Postal Service to residents of Maine communities where there is no full-service library, and to people who are homebound for medical reasons. There are approximately 187 towns or townships without public libraries and 26 towns with a library open 12 or fewer hours per week.

**Books by Mail for Maine citizens living in unserved or underserved areas**

- Provides delivery of library materials to Maine citizens living in towns with no public library or a library open less than 12 hours per week.
- Patrons can order books through the online catalog, mail or via phone.
- Patrons are required to pay for return postage

**Books By Mail for the homebound**

- Provides delivery of library materials to individuals who are homebound due to disability and meet eligibility requirements.
- Patrons can order books through the online catalog, mail or via phone.
- Delivery of library materials is free; homebound citizens do not have to pay for return postage

**Procedures for carrying out the activities**

- Process requests through the online catalog (fulfilling from the MSL collection or interlibrary loan).
- Patrons use the online catalog if they have a computer and online access. Patrons without access may use mail or phone to request library materials.
- Presentations in various parts of the state on the Books-By-Mail programs
- Maintain usage statistics and track costs.
- Keep Books by Mail users informed about any changes in eligibility, based on Public Library Annual data statistics.

**What benefit or outcome will be achieved**

Eligible users will benefit from the Books by Mail program:

- Residents of towns with no public library have access to library materials.



- Residents of towns with libraries with limited hours have greater access to library materials.
- Homebound Maine citizens have free access to library materials at no cost.
- All Books by Mail patrons with computers have access to an online catalog, ILL, and downloadable audio and e-books.

#### **How MSL will use federal funds to assist in meeting these goals**

Federal funds are used to:

- Pay salaries for employees who provide these services
- Purchase books
- Purchase supplies for mailing and packaging of materials
- Pay for postage
- Travel to presentations about these services, training and meetings with partners.
- Pay partial salaries for the Director of Library Development and the Web Coordinator for work done for, and support of, the Books by Mail program

#### **Timeline: 2013-2017**

- All activities are ongoing and will continue with this plan.
- Users will be surveyed about services at least twice during the plan period.
- A yearly analysis of costs benefits of programs and number of people served will be performed.
- Work with Director of Library Development, district consultants and ARRCs to determine the impact of BBM program on local libraries to determine the most cost-effective delivery.

## Coordination Efforts

All work and partnerships with other state agencies and offices are a coordination of efforts and resources and do not replace any federal or state investment. These efforts are described in the program and partnership activities in the body of the plan. Below is a restatement for each particular partnership and/or program.

1. **Partnership with Maine Regional Library System -- Area Reference and Resource Centers**

The ARRCs in this partnership, Bangor Public Library, Lewiston Public Library and Portland Public Library, coordinate efforts with the Maine State Library. The work done leverages but does not replace, the Federal and State investment in elementary and secondary education; early childhood education; workforce development; and other federal programs and activities that relate to library services.

2. **Partnership between the University of Maine and the Maine State Library for Maine InfoNet.**

This partnership with the University of Maine only leverages federal or state investment and does not replace other federal programs and activities that relate to library services.

3. **Partnership with Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology -- Maine School and Library Network and other technology initiatives.**

This partnership only leverages federal or state investment and does not replace other federal programs and activities that relate to library services.

4. **Program – Maine Regional Library System: District Consultants**

The work done in this program coordinate efforts and leverages but does not replace, any Federal and State investment in elementary and secondary education; early childhood education; workforce development; and other federal programs and activities that relate to library services.

5. **Outreach Services – Talking Books, Large Print and Descriptive Video**

The work done in this program coordinate efforts and leverages but does not replace, any Federal and State investment in elementary and secondary education; early childhood education; workforce development; and other federal programs and activities that relate to library services.

6. **Outreach Services – Books by Mail**

The work done in this program coordinates efforts and leverages but does not replace, any Federal and State investment in elementary and secondary education; early childhood education; workforce development; and other federal programs and activities that relate to library services

## Evaluation Plan for Partnerships and Programs

### Goal 1: Partnership Evaluations:

Each partnership the Maine State Library has detailed in this plan is unique and involves a variety of agreements: Memorandums of Understanding, contracts or both. These documents outline the work to be performed or the goals to be met.

#### ***1. Evaluation for the Partnership with Maine Regional Library System -- Area Reference and Resource Centers***

This partnership will be evaluated using data submitted in quarterly reports to ensure that work is ongoing and will be used to make any midcourse adjustments to service.

The data collection is detailed in the ARRC's procedures to deliver services and includes measurable data that includes:

- ILL transactions
- Reference Questions answered
- Number of borrower cards issued
- Number of meetings attended as an ARRC representative
- Other data significant to the ARRC's role

#### ***2. Evaluation for the Partnership between the University of Maine and the Maine State Library for Maine InfoNet***

This partnership will be evaluated using data submitted in quarterly reports to ensure that work is ongoing and will be used to make any midcourse adjustments to service. The data collection is detailed in Maine InfoNet's procedures to deliver services and includes the following measurable data:

- MaineCat
- URSUS
- Minerva
- Solar
- Downloadable Books (e-books and audio)
- MARVEL
- Events

#### ***3. Evaluation for the Partnership with Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology -Maine School and Library Network (MSLN) and other technology initiatives***

This partnership will be evaluated annually and will be based on data submitted by Networkmaine, discussions within the Networkmaine Council and the production and submission of the annual report for funding to the Maine Public Utilities Commission.

- Data submitted to the Networkmaine Council includes budget, technology initiatives, bandwidth expansion, etc.
- Information submitted by the Maine State Library and Maine Department of Education in the annual report for funding includes information about how bandwidth is used in library and school initiatives throughout the state. Budget needs and bandwidth expansion needs are submitted by Networkmaine based on bandwidth analysis and new initiatives that may require additional bandwidth.
- Evaluation of partnership will include a new strategic plan during this 5 year plan period.
- The E-rate /technology consultant will be evaluated by the Director of Library Development based upon survey results from workshops, listserv and telephone outreach, webinars and other methods determined to be effective.

## Goal 2: Program Evaluation

### ***1. Evaluation for the Program – Maine Regional Library System: District Consultants***

This program will be evaluated annually by each of the district executive boards for specific regional goals, as well as the Director of Library Development’s annual review of data collected through surveys on continuing education events by all three districts’ collaborative work.

- Progress on the executive boards’ annual goals and plans of service are reviewed at each executive board meeting, late spring/early summer each year.
- Pre-workshop surveys will be collected from selected continuing education events to indicate participants’ level of understanding and knowledge about the topic.
- Post-workshop surveys will be collected from participants at all continuing education events, soliciting feedback and asking how participation in the event improved knowledge and is expected to change the attendees’ behavior upon returning to their libraries.
- Survey results will be jointly evaluated yearly by the Director of Library Development, the three regional consultants, and the other Library Development key staff (including the E-rate/ Technology consultant and the Web Coordinator) so adjustments and changes can be made to workshop topics, method of delivery, length, location, etc.
- District consultants’ work in their respective regions will be evaluated by quarterly reports submitted to the Director of Library Development that details outreach efforts.

## Goal 3: Program Evaluations

### ***1. Evaluation for Outreach Services – Talking Books, Large Print and Descriptive Video***

Evaluation surveys will be sent biannually to users to determine if this program:

1. Improves the quality of their lives
2. Keeps them informed
3. Allows them to obtain needed health information

4. Supports their need for continuing education
5. Supports recreational reading

Surveys will also determine user's satisfaction with the level of service provided by Outreach staff, evolving needs and uses, and evolution of use of technology.

In addition to survey results and analysis, the Outreach Coordinator will provide quarterly statistics to the director of Library Development which will include:

1. Number of talking books, descriptive videos, digital books and large print books distributed annually
2. Outreach efforts to promote the service
3. Meetings attended
4. Number of eligible and active users
5. Increase or decrease in users
6. Increase or decrease in services used
7. Other relevant information that will improve the department's management of these services

The Outreach Coordinator will also keep the Director of Library Development informed about any developments and changes made by the National Library Service for the Blind and Physically Handicapped (NLS).

The Outreach Coordinator will monitor progress made in producing local talking books with the digital recording studio.

## ***2. Evaluation for Outreach Services – Books by Mail Program***

Evaluation surveys will be sent biannually to users to determine if this program:

1. Improves the quality of their lives
2. Keeps them informed.
3. Allows them to obtain needed health information
4. Supports their need for continuing education
5. Supports recreational reading

Surveys will also determine user's satisfaction with the level of service provided by Outreach staff, evolving needs and uses, and evolution of use of technology.

In addition to survey results and analysis, the Outreach Coordinator will provide quarterly statistics to the director of Library Development which will include:

1. Number of Maine citizens using the BBM program; homebound and underserved user groups
2. Increase or decrease in users
3. Unit Cost for each user of each eligible user group
4. Outreach efforts to promote the Books by Mail service
5. Monitoring of feedback on eligibility requirements for underserved areas

6. Increase or decrease in services used
7. Other relevant information that will improve the department's management of these services
8. Books by Mail users with computers using downloadable audio and e-books services

## Stakeholder Involvement

This Five –Year State plan for Maine was developed with feedback from stakeholders gathered in the following ways:

**1. Maine State Library statewide surveys.**

- Leadership Training Interest Survey (2011).
- Social Media Survey (2011)
- Maine State Library Services Survey ( 2010)
- Talking Books Plus Survey (2010)
- Books By Mail Survey (2009)
- MSL Patron Survey (2009)
- Library Budget Survey (2009)
- SCOOP Purchasing Survey (2008)

**2. Responses to drafts from the Maine State Library staff responsible for carrying out the plan**

**3. Review of draft by the Maine Library Commission /LSTA State Advisory Council.**

The Maine Library Commission is a 17-member board appointed by the Governor, with a broad representation of the state's library community. The Commission establishes the policies and operations of the State Library, gives advice and makes recommendations on the expenditure of state and federal funds, and establishes guidelines and policies for statewide library programs.

## Communication and Public Availability:

The LSTA 2013-2017 Plan, once approved by the Institute of Museum and Library Services, will be made available in print to the Maine Library Commission/LSTA State Advisory Council on Libraries and will be posted on the MSL web site at <http://www.maine.gov/msl/libs/lsta/index.shtml>. An email to the Maine libraries list serve will notify libraries of its availability on the website. The goals and action steps of the plan will be highlighted at the three regional spring council meetings and shared with the three district advisory board meetings.

The Maine Library Commission will receive status reports and have opportunities to review LSTA program activities. Significant changes to the State Plan will be submitted to the IMLS and appropriate stakeholders.

## Monitoring

The Director of Library Development /LSTA Coordinator will monitor the LSTA State Plan for 2013-2017. Each funded program/partnership will provide quarterly reports for review. Discussions regarding performance will occur upon yearly renewal of contracts for services.

The Director of Library Development /LSTA Coordinator is ultimately responsible for assuring that monitoring and evaluation takes place as MSL strives to complete the activities detailed in this plan.

## Assurances

The following are the required certifications and assurances and are attached in the following appendix.

1. Program Assurances for 2013 Grant Award (includes Internet Safety Assurance and compliance with the Trafficking in Persons requirement)

2. Certifications Regarding: Nondiscrimination; Debarment and Suspension; Drug-Free Workplace; Federal Debt Status; and Lobbying
3. Assurances of Non-Construction Programs
4. State Legal Officer's Certification of Authorized Certifying Official
5. Reporting Sub-awards and Executive Compensation
6. Internet Safety Certification for Applicant Public Libraries, Public Elementary and Secondary School Libraries, and Consortia with Public and/or Public School Libraries



2015

# LSTA Maine State Program Report Summary, Fiscal Year 2013

Maine State Library

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## Maine State Program Report Summary Fiscal Year 2013

**Version: 2** **Allotment: \$1,160,282**  
**Total Projects: 7** **Total LSTA Funds Expended: \$1,160,282**

	<b>Project # / %</b>	<b>LSTA Funds \$ / %</b>
<b>Statewide</b>	7 / 100%	\$1,160,282 / 100%
<b>Partnership</b>	3 / 43%	\$551,717 / 48%
<b>Exemplary</b>	3 / 43%	\$416,207 / 36%
<b>OBE-Related</b>	1 / 14%	\$351,081 / 30%

### Section 1| Grant Award Summary

#### Public Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

#### School Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

#### Academic Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0

Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

### Special Library Grants

Number of Libraries Submitting: 0  
 Number of Applications: 0  
 Total Requested: \$0

Total Libraries Receiving Grants: 0  
 Total Number of Grants Funded: 0  
 Total Awarded: \$0

Parent Libraries Receiving Grants: 0  
 Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
 Child Number of Grants Funded: 0  
 Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

### Multi-Type Library Grants

Number of Libraries Submitting: 0  
 Number of Applications: 0  
 Total Requested: \$0

Total Libraries Receiving Grants: 0  
 Total Number of Grants Funded: 0  
 Total Awarded: \$0

Parent Libraries Receiving Grants: 0  
 Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
 Child Number of Grants Funded: 0  
 Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

### SLAA Library Grants

Number of Libraries Submitting: 1  
 Number of Applications: 1  
 Total Requested: \$1,160,282

Total Libraries Receiving Grants: 1  
 Total Number of Grants Funded: 7  
 Total Awarded: \$1,160,282

Parent Libraries Receiving Grants: 0  
 Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
 Child Number of Grants Funded: 0  
 Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 1  
 Single Number of Grants Funded: 7  
 Single Total Awarded: \$1,160,282

**Section 2 | OBE Summary**

**Q1:** What progress did you make in implementing OBE during this reporting period?

For all face to face CE programs and courses, the Maine Regional Library System District Consultants require that workshop/meeting/continuing education (CE) attendees complete evaluation forms following each event. These evaluation forms ask attendees to list the changes they anticipate making in their library programs to best meet the needs of their patrons as a result of attending the session(s). In the partnership with Maine Department of Education and Maine Public Utilities Commission, Networkmaine has established a number of ways to review bandwidth use for libraries and to streamline the application process. The results are a shorter and more successful completion of the Letter of Agency and the Form 479 which has lowered the number of questions asked in the USAC reviews. For LearningExpress Library we have used reports and feedback to move towards another authentication model to remove barriers. This has been a particular problem with high school users, adult Ed and career center users. We are hoping to compare number of users and page hits pre- and post the new design work and authentication to increase usage and new registrations.

**Q2:** Briefly describe your state's results in meeting its identified OBE goal(s) this reporting period.

As the MSL developed the Voluntary Public Library Certification program we utilized the established national competencies. We plan to do an evaluative piece with participants in this program so they can measure the benefits of the program. It is a challenge to develop a pre-test for these courses but those choosing to participate have already identified their need for increased skills and knowledge. The MSL creates a web page with PowerPoint, papers and links to websites following most training event to allow participants (as well as those unable to attend) to revisit the information provided. One benefit of this practice that continues is that it has engaged library staff in the state to ask us to add resources – specifically ones that they discover through their own work and want to share with others. This makes the MSL's web site a collaborative project between MSL staff and our libraries and more responsive to constituent needs. In the partnership with the Maine Department of Education and Maine Public Utilities Commission, Networkmaine practices and procedures ensured that all libraries have the bandwidth needed to serve patrons and students. Continued progress has been made to streamline the e-rate application process for libraries and success can be measured in increased participation and increased e-rate funds to libraries. During this period, Maine InfoNet held regional meetings to determine needs at the local level before engaging in a new strategic plan process and beginning the new MILS program.

**Section 3 | Project Reports**

<b>Project Code:</b>	2013-ME-48332
<b>Project Title:</b>	<b>Project Number:</b>
Administration	1
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Janet McKenney
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	janet.mckenney@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$46,090	\$40,530
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$86,620
<b>Number of Persons Served:</b>	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	Goal 1. Expand library resource sharing and services for all Maine citizens
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
SLAA LSTA Administration	
<b>Start Date:</b>	<b>End Date:</b>
10/1/2012	9/30/2014
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>
<b>Project Purpose:</b>	
Financial Administration of the LSTA funds is done by the Department of Administrative & Financial Services (DAFS), the organization that coordinates a number of central services for departments within Maine State Government. The DAFS' service bureaus seek to work in partnership with other state agencies, including the Maine State Library, to provide quality services and to establish processes that ensure accountability in the state's financial performance. The following information is from the State of Maine Administrative and Accounting Manual, Section 50.20.60.: "The Statewide Central Services Cost Allocation Plan (STACAP) is used to identify and assign central services costs. Most government units provide certain services such as accounting, computing, payroll, service, motor transport, etc. to operating agencies on a centralized basis. Since federally supported awards are performed within the individual operating agencies, a process is necessary to	

identify these central service costs and assign them to benefiting activities on reasonable and consistent bases. The federally reviewed and approved, statewide, central service cost allocation plan (STACAP) provides that process. Administrative coordination with this department is done by the Director of Library Development and LSTA Coordinator.

**Project Activities/Methods:**

The following information is also from the State of Maine Administrative and Accounting Manual, Section 50.20.60: "The Financial Reporting and Analysis Division of the Office of the State Controller prepares, administers, and submits to the federal government an annual central services cost allocation plan (STACAP) for the State. One part of the plan justifies and reconciles the activities of the billed State central services (internal service and self-insurance). A second part allocated the allowable costs of other State central services benefiting agencies expending federal awards." It is this second part that pertains to the Maine State Library's acceptance of LSTA funds. LSTA funds used for STACAP and Office of Information technology (OIT) Network access, telephone, misc. are \$46,090.

**Project Outputs:**

The purpose of the STACAP is to defray the cost of State of Maine central services. The Maine Department of Administrative and Financial Services is responsible for services that also provide heating and electricity, as well as protecting, cleaning and maintaining the Maine State Library facility. The department provides the following: financial reports and maintains a staff to handle accounts payable and receivables as well as a financial analyst.

**Project Outcomes:**

**Other Results:**

**Anecdotal Info:**

**Exemplary Reason:**

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**Project Code:** 2013-ME-48331  
**Project Title:** Books By Mail  
**Library Name:** Maine State Library  
**Phone Number:** 207-287-5650  
**Library Building:** Maine State Library  
**LSTA Funds Expended:** \$140,177  
**In Kind Contributions:** \$  
**Number of Persons Served:** 4,710  
**LSTA Purpose:** Services to persons having difficulty using libraries

**Project Number:** 2  
**Project Director:** Christopher Boynton  
**Email:** chris.boynton@maine.gov  
**Cash Match:** \$58,042  
**Total Cost:** \$198,219

**IMLS Primary Performance Category:** Provide access to information, resources and ideas  
**Primary Users:** Adults, Children  
**Primary Services:** Outreach Services  
**Start Date:** 10/1/2012  
**Statewide?**   
**Exemplary?**

**State Goal:** Goal 3. Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas  
**IMLS Secondary Performance Category:** Enhance a lifetime of learning opportunities  
**Secondary Users:**  
**Secondary Services:** Books-by-mail  
**End Date:** 9/30/2014  
**Partnership?**   
**OBE-Related?**

**Project Purpose:**  
The Books by Mail (BBM) program is part of the Outreach Services of the Maine State Library. This service helps to meet the library needs of citizens in our large rural state (33,125 square miles with a population of 1,328,302) who live in towns without local libraries or in towns with public libraries open less than 12 hours a week or are homebound. More details about the program may be found at: <http://www.maine.gov/msl/outreach/booksbymail/>. Program Eligibility—Patrons requiring homebound services are eligible to have return postage paid: Homebound status is defined as a need to receive library materials by mail due to a physical inability to use local library services. To be eligible applicants must have a doctor, nurse, social worker, counselor, teacher, librarian, or other qualified person sign a Certification of Eligibility on the application for services form. Unserved or under-served communities

**Secondary Services:** Books-by-mail  
**End Date:** 9/30/2014  
**Partnership?**   
**OBE-Related?**

(residents pay return postage): Maine residents that have no town library, don't pay for library services at a nearby town, or who reside in towns where the library is open less than 12 hours a week are eligible to apply. Before budget cuts the Maine State Library paid for return postage. Number of users dropped significantly when return postage became the responsibility of the user. Rising postage costs made budget cuts a necessity. Every effort is made to encourage local libraries to work with neighboring communities to provide library service to keep Books by Mail for the truly unserved and under served.

#### **Project Activities/Methods:**

Rural and disabled/homebound Maine residents utilize the Books by Mail service from their homes. Patrons who do not have Internet access may make selections from paper catalogs. These are mailed to patrons upon request. Those who have the capacity to go online can request and renew materials via e-mail or an online public access catalog (OPAC) that is part of a state-wide consortium known as MINERVA. Users are able to request anything available from the shared database through the OPAC. A formal reader advisory service also allows users to request a specialized, recommended, reading list; the method for requesting is a form which is mailed to users and which may also be completed online. Since Books by Mail patrons have a Maine State Library card, they are eligible for electronic resources such as the MARVEL databases and the Downloadable e-books and audio-books offered through Maine InfoNet. A summer reading program is conducted for the benefit of children enrolled in the Books by Mail program. The Maine State Library pays postage to and from for the homebound patrons. All others pay return postage. A Maine State Library toll free phone number is provided to users. Materials selection and information about the program are available online. LSTA funds for the Books by Mail program totals \$140,177. Staff salaries total \$128,245 for 3.5 FTEs and project costs totaling \$11,932 are for books, postage, and supplies.

#### **Project Outputs:**

During this reporting period, 310 residents (235 adults and 75 juveniles, K-12) who cannot access library services due to limited local library service, geographic isolation and/or disability, requested materials and resources from the Maine State Library's Books by Mail program. The Books by Mail program has its own collection of 20,491 titles and 44,731 copies. Additional materials are also available to users from over 60 other libraries through the state's Minerva interlibrary loan system. This year 13,108 items were loaned to the BBM patrons. Users of this program are voracious readers and borrow on average over a book per week. The Maine State Library's Books by Mail program used interlibrary loan to borrow 11,723 items from Minerva member libraries for the BBM patrons. Minerva libraries borrowed 6,999 items via interlibrary loan from the Books by Mail collection. The Books by Mail program has a total of 4710 registered users (3232 adults and 1478 K-12 juveniles). The highest number of Book by Mail registered users are residents of Aroostook and Penobscot counties but there are registered users in all of Maine's sixteen counties. There are 156 registered homebound users in the program. This is a 10% increase from last year.

#### **Project Outcomes:**

This program provides library services and meets the recreational and informational needs of Maine's rural and homebound residents. Many homeschooled, K-12 students also rely on materials from this program to obtain needed resources for their studies. Rural citizens in Maine are challenged by local access and distance to obtain quality library services. Although Maine has many small local libraries, many communities do not have



a public library. Approximately 38% of Maine's small towns do not have a public library and the Books by Mail program is a statewide service that serves an important purpose in Maine for those citizens. The Books by Mail patrons depend heavily on this service. Many people using this service are temporarily homebound and return to use their local library when they have recovered. A survey is conducted every other year of the Books by Mail patrons to provide feedback to the Maine State Library on the service.

**Other Results:**

MSL Outreach Services frequently receives feedback from users who find that access to interlibrary loan vastly increases the usefulness of the program. The van delivery service helps to make this program more efficient and to minimize delays in delivery since the Maine State Library receives ILL books for these patrons in a timely manner and on a daily basis.

**Anecdotal Info:**

Feedback from surveys, notes, cards and other correspondence to the Books by Mail program: "Your program is the greatest and we appreciate your services very much." "I appreciate your service so much – I couldn't imagine life without the books you send me." "Really enjoyed and was enlightened by this book." "I was able to set up my first audiobook on my Kindle and it's amazing!!!" "Just wanted to make sure that I could order Books by Mail as it's an amazing service." "You have no idea how much your services have meant to me."

**Exemplary Reason:**

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<b>Project Code:</b>	2013-ME-48328
<b>Project Title:</b>	<b>Project Number:</b>
Maine Regional Library System-Area Reference and Resource Centers	3
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Janet McKenney, Director of Library Development
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	janet.mckenney@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$351,081	\$437,130
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$788,211
<b>Number of Persons Served:</b>	
1,328,302	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	Goal 1. Expand library resource sharing and services for all Maine citizens
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Interlibrary Loan, Library Development	
<b>Start Date:</b>	<b>End Date:</b>
10/1/2012	9/30/2014
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input checked="" type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input checked="" type="checkbox"/>
<b>Project Purpose:</b>	
The purpose of the Maine Regional Library System is to promote improved service for the constituents of member libraries. It was created by Public Law 626, enacted in 1973, which established three library districts based on population to improve library service for the citizens of Maine. The current population of Maine served by the ARRC system is estimated to be 1,328,302. Each district has a corresponding ARRC Library. ARRC services are tied to the specific geographic areas. Portland Public Library, the largest public library in the state, is the ARRC for the Southern Maine Library District (SMLD). The Maine State Library serves as the ARRC for the Central Maine Library District (CMLD) and Bangor Public Library is the ARRC for the Northeastern Maine Library District (NMLD). The Portland Public Library serves Cumberland and	

York counties plus selected Oxford county towns (Brownfield, Denmark, Fryeburg, Hiram, and Lovell) with a total population of 484,887. The Maine State Library serves Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc, and Somerset counties with a total population of 437,347. The Bangor Public Library serves Aroostook, Hancock, Knox, Penobscot, Piscataquis, Waldo, and Washington counties with a total population of 406,068. In accordance with P.L. 626, An Act Creating Regional Library System, three Area Reference and Resource Centers (ARRCs) were created, one for each of the three districts. Bangor Public Library and Portland Public Library receive state and federal aid from the Maine State Library for the purpose of making "their resources and services available without charge to all residents in their Districts...." The Maine State Library serves as the ARRC for the Central Maine Library District and uses a combination of state and federal funds to deliver their ARRCs services.

### **Project Activities/Methods:**

The ARRCs are the Regional District hubs for the following: Interlibrary Loan (ILL), Reference Service, borrower cards, database and online services, van delivery, training, partnerships and other regional and/or statewide services. Each ARRC also hosts an office for the Maine Regional Library System's District consultant.

**PORTLAND PUBLIC LIBRARY—Services for SMLD member libraries:**  
 Interlibrary Loan: SMLD member libraries may request books, audiovisual material, and photocopies of periodical articles through the Portland Public Library website at: <http://www.portlandlibrary.com/using-the-library/services-for-librarians/> or via OCLC. Reference: SMLD member libraries may call, write, fax, or visit the PPL Reference Department for assistance in answering patron queries after local resources have been exhausted. Free Borrower Cards: Free library cards are available on a walk-in basis at all PPL branches to individuals who can provide photo identification and proof of current address and are residents of Cumberland, York, and selected Oxford County towns.

**BANGOR PUBLIC LIBRARY— Services for NMLD member libraries:**  
 Interlibrary Loan: NMLD member libraries may request books, audiovisual material, and photocopies of periodical articles through the Bangor Public Library using the following methods: Email, Snail Mail, Fax or via phone (800# available)  
 Reference: NMLD libraries and their patrons can use the Bangor Public Library's Ask a Librarian service by phone during regular library hours or email a reference question. Free Borrower Cards: Membership with the Bangor Public Library is free to NMLD libraries and patrons and to all residents of Maine.

**MAINE STATE LIBRARY** The Maine State Library (MSL), in partnership with the Lewiston Public Library, serves as the ARRC providing Interlibrary Loan (ILL) and backup reference services for CMLD libraries and patrons. The Lewiston Public Library supplements the Maine State Library's ILL services to provide fiction to Central Maine Library District (CMLD) libraries via interlibrary loan. Interlibrary Loan: CMLD member libraries may place Interlibrary Loan (ILL) requests via OCLC, mail, fax (207-287-5638), or through the online form. Reference: CMLD member libraries and patrons can use the MSL's Ask a Librarian service for reference assistance. Assistance is available via Email using an online form, telephone for immediate service during business hours, or in person at the library. MSL Reference librarian can also provide individual services through the online "Book a Librarian" form or by calling the library.

LSTA funds for this project total \$351,082. State contracts with the ARRC libraries for services include both federal and state funds. The contract with Bangor Public library utilizes \$8,000 of federal funds to offset OCLC costs for ILL service. LSTA funds go to Portland Public Library in the amount of \$32,000 to offset OCLC costs and SMLD office space and overhead. Lewiston Public Library receives \$3,600 for ARRC fiction ILL services. Funds in the amount of

\$69,660.92 were for Interlibrary Loan staff at the Maine State Library equaling 1.75 FTE. Funds in the amount of \$199,036 paid for OCLC for MSL, statewide access to Learning Express Library and Computer tutorials, plus statewide access to Novelist. Travel, mileage and hotel costs are \$8,988. Federal funds of \$6,562 are used to supplement van delivery surcharge costs for rural libraries with limited budgets. Federal funds were also used by the MSL ARRC for digitization training efforts with small rural libraries in the amount of \$5519. Funds of \$3415 were used for ILL postage and shipping, \$4656 for a 3D printer for the MSL ARRC library and \$3,000 for dues/subscriptions.

### **Project Outputs:**

**BANGOR PUBLIC LIBRARY (BPL):** The total number of ILL transactions for the BPL (requested and loaned) is 57,517. BPL's collection size is 529,447. The BPL reference staff responded to 22,768 questions. 9,903 items were loaned directly to NMLD libraries. Bangor Public Library issues borrower cards to anyone in the state. The total number of borrower cards is 33,582. Cards issued to District libraries (public, school, special, academic) is 308. Patrons of NMLD libraries have non-resident cards totaling 14,962. **MAINE STATE LIBRARY (MSL):** The total number of ILL transactions for MSL (requested and loaned) is 20,784. MSL's collection size is 276,850 volumes. The MSL reference staff responded to 14,034 questions. 6,052 items were loaned directly to CMLD libraries. The Maine State Library issues borrower cards to all Maine citizens. The total number of borrower cards is 16,150. Electronic resources provided for Maine State Library Card Holders can be found at: <http://www.maine.gov/msl/services/index.shtml> The Maine State Library also offers research classes for your organizations or state agencies. Members of the Reference staff are available to work with your group on research topics, use of MARVEL or resources such as MedLine Plus or ERIC. The Lewiston Public Library (LPL) borrowed 29,469 items from other libraries and loaned 37,518 items to libraries. LPL's collection size is 156,300 volumes. **PORTLAND PUBLIC LIBRARY (PPL):** The total number of ILL transactions for the BPL (requested and loaned) is 47,295. PPL's collection size is 302,609. The PPL reference staff responded to 70,835 questions. 4,819 items were loaned directly to SMLD libraries. Portland Public Library issues borrower cards to residents of Cumberland, York and selected towns in Oxford County. The total number of borrower cards is 80,000. Cards issued to District libraries (public, school, special, academic) is 170. Patrons of SMLD libraries have non-resident cards totaling 24,283. Cardholders can access online tools and resources with a library card at: <http://www.portlandlibrary.com/research/> PALS or Partner Agency Libraries in the SMLD can issue Portland Public Library cards to their local patrons, enabling community members to use PPL's online services like OverDrive eBook downloads, Mango Languages and Heritage Quest Online. To qualify as a PALS participant, libraries must be members of the SMLD and be willing to send a staff member to PPL's Main Branch for a one-hour orientation. In 2014, the PPL bookmobile and the SMLD consultant visited 31 public libraries and spoke with 483 local library patrons and staff. PPL and the consultant are planning to visit at least 12 more libraries in spring 2015. **Van delivery:** The MSL manages the van delivery system for 171 libraries in the state (153 libraries and 8 correctional institutions that only do ILL between their institutions). During the reporting period the yearly rate increased to \$780 for one stop per week, \$1560 for two stops, \$2340 for three stops, \$3120 for four stops and \$3900 for 5 stops. Libraries were billed at the end of each quarter for actual van delivery service received.

### **Project Outcomes:**

ARRCs: Maine's interlibrary loan counts are always high and the ARRC ILL service allows even the smallest of libraries to provide ILL service to patrons. With a state population of just over 1.3 million plus a large geographic area – resource sharing is a way of life for Maine libraries. Only 40 public libraries are part of the Minerva system so the ARRC ILL service continues to play a vital role for libraries using different automation systems. The borrower's cards expand Maine citizens' access to both print and online resources (like the Downloadable e-books and audio books) as well as to online resources purchased by the ARRCs. Resource sharing, a direct responsibility of the ARRC's and the District Consultants, is truly a success in Maine because the Regional Library System provides those libraries with the education and tools to provide these services to Maine citizens. PPL: A cross-section of PPL staff and the SMLD consultant participated in some concentrated training in leading/facilitating community conversations as part of our Choose Civility initiative. PPL hopes to continue to build on that skill base and share it with more events that would welcome the district. PPL led a study with local doctor Sam Zager, HELPURS, that shows a correlation between public library use and community health. This type of effort that promotes the value of public libraries is beneficial to the district and beyond.

<http://www.portlandlibrary.com/highlight/helpurs/> PPL has begun collecting cumulative statistics significant to the ARRC role: Total number of items borrowed over time (as of today) Number of Cumberland, York, Oxford County patron checkouts: 1,485,095 Number of SMLD libraries checkouts: 118,690 The Bangor Public Library provides access for district libraries to on-line databases over and above those provided by the state. This includes Heritage Quest, Gale Reference Center Gold, the Biography Center, JSTOR, Transparent Language On-Line and Morningstar Research Center. The Library also allows patrons from NMLD libraries that are not members of the Download Library Consortium to get Bangor Public Library cards so they may have access to the Download Library. BPL has an Advantage account with Overdrive, adding more copies of popular titles and more diverse titles than the statewide consortium purchases. The Library will be adding more on-line services in the near future including access to periodicals on-line and automobile and small engine repair databases. For Van delivery, approximately 1.6 million items moved between libraries during the reporting period. There are approximately 349 stops weekly to participating libraries. The breakdown of delivery days is as follows: 1 Stop—68 libraries; 2 Stops – 43 libraries; 3 Stops –9 libraries; 4 Stops – 12 libraries; and 5 Stops – 24 libraries. Small school and public libraries are beginning to partner, paying for one stop at the public library and distributing to the schools through local transportation.

#### **Other Results:**

All the ARRC libraries participate in the Maine Shared Collections Cooperative (MSCC). This cooperative was founded by eight of Maine's largest libraries, plus the state's consortium, Maine InfoNet and together they have implemented a shared approach to the management of print collections in the state. MSCC builds upon the work of the Maine Shared Collections Strategy which was a four-year project, funded in part by the Institute of Museum and Library Services (IMLS). The partner libraries collaborated to make decisions about the storage, retention, and preservation of print materials (both books and journals), as well as implementing on-demand delivery services in the state-wide catalog MaineCat. This helped alleviate space concerns while ensuring that users continue to have equal or greater access to the information.

#### **Anecdotal Info:**

**Exemplary Reason:**

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<b>Project Code:</b>	2013-ME-48333
<b>Project Title:</b>	<b>Project Number:</b>
Maine Regional Library System- Consultant Services	4
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Janet McKenney
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	janet.mckenney@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$206,727	\$220,965
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$427,692
<b>Number of Persons Served:</b>	
1,340,024	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	Goal 2. Expand and enhance life-long learning opportunities for librarians and Maine citizens
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Enhance a lifetime of learning opportunities	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Library staff and volunteers	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Library Development	
<b>Start Date:</b>	<b>End Date:</b>
10/1/2012	9/30/2014
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>
<b>Project Purpose:</b>	
The purpose of the Maine Regional Library System is to promote improved service for the constituents of member libraries. It was created by Public Law 626, enacted in 1973, which established three library districts based on population to improve library service for the citizens of Maine. The Maine Regional Library System's District Consultants support a network of public, school, academic, and special libraries in Maine's 16 counties. Maine has three districts serving the entire state: 1. The Central Maine Library District (CMLD) with an office located in Augusta at the Maine State Library and serving Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc, and Somerset counties. 2. Northeastern Maine Library District (NMLD) with an office located at the Bangor Public Library and serving Aroostook, Hancock, Knox, Penobscot, Piscataquis, Waldo, and Washington counties. 3. Southern	

Maine Library District (SMLD) with an office at the Portland Public Library and serving Cumberland, York and selected Oxford county towns (Brownfield, Denmark, Fryeburg, Hiram, Lovell, and Naples). The three districts each have an executive advisory body representing a constituency of participating libraries within their geographical district. District Councils (the participating libraries) consist of a representative from each member library or school system. The councils meet at least twice each year. Council members serve on district committees and boards. Membership is open to public, school, academic or special libraries. Each member library appoints a representative to the district council. There is no charge for membership.

#### **Project Activities/Methods:**

Major Activities this year Reading Round Up of Children's Literature Joyce Sariks -Reader's Advisory Webinars Voluntary Public Librarian Certification Program The Maine Library Leadership Institute Novelist statewide database Public Library Annual report data collection Methods: The three district consultants work collaboratively to: 1.Facilitate, plan and deliver professional development opportunities to foster life-long learning among librarians in Maine. This includes work in the areas of 21st century skills, digital literacy, and core competencies for library staff without professional degrees. 2.Provide consulting services to librarians and trustees and friends as requested. 3.Foster cooperation and networking among libraries and librarians to increase collaboration among libraries to better serve Maine citizens. 4. Continue as a WebJunction Community Partner and collaboration with the CE Coordinator Cohort and other national CE initiatives to deliver online course opportunities for Maine library staff. 5. Explore, promote and educate Maine librarians regarding the future of libraries as a "community place" and/or "destination". 6.Coordinate the evaluation of library programs, including the development of evaluative criteria and the implementation of evaluation programs; 7.Assist in the collection, dissemination and analysis of library data for use by public libraries statewide. 8.Work with partners statewide on library initiatives LSTA funds for this project totals \$206,727. This total includes a contract with the Bangor Public Library that funds the NMLD consultant, the state data coordinator (2 FTEs) and office expenses for \$115,935. Also included is partial salary and benefits for the Library Development Director in the amount of \$43,822. Project funds were also used for in-state and out of state travel costs to meetings and conferences in the amount of \$10,667, Webjunction partnership costs of \$8,000, Bibliostat software subscription of \$3850, Adobe Connect licenses and misc. software amounted to \$6,049. Payment for new subscription for Counting Opinions LibPas was \$7672. MSL also installed 2 Smartboards in both training labs to update technology for \$10,175. Postage, supplies and miscellaneous amounted to \$557.

#### **Project Outputs:**

The district consultants organized 61 continuing education programs and events attended by 1452 Maine library staff. These C.E. programs were delivered either face to face or online using Adobe Connect. There were CE opportunities for specific audiences (school librarians, public librarians, trustees, etc.) plus programs useful for all types of library staff. Highlights for this reporting period were: The 25th Annual Reading Round Up of Children's & YA Literature. This is the biggest CE event each year and 359 school and public librarians participated in this one day conference. Breakout sessions addressed topics such as engaging reluctant readers, involving parents in improving child literacy, creating graphic novels, challenging readers with the Common Core, a Maine author panel, apps and interactive e-books, and presentation of book awards. A series of five webinars featuring reader's



advisory expert, Joyce Saricks was also a highlight this year. Each session provided an overview of genre characteristics, popular authors, trends, and web resources. MSL's Adobe Connect technology was the platform for the webinars. The five genre studies sessions included: Adrenaline Genres, Genres that Appeal to Emotions, Genres that Appeal to the Intellect, Landscape Genres and Nonfiction. All these webinars were archived and became part of the Voluntary Public Librarian Certification Program. The Voluntary Public Librarian Certification Program was another major project during this reporting year. Maine launched its Voluntary Public Librarian Certification Program on October 1, 2013. The program was developed by mapping online content, courses and archived webinars, to the ALA core competencies and the 21st Skills for Librarians. Requirements for a basic certification give untrained librarians broad knowledge of library administration including professional ethics, collection development and organization, budgeting, technology skills and public services. The basic certification level requires 28 courses. Librarians can also work towards intermediate and advanced certification. As of June 30, 2014, there were 102 students enrolled and a total of 34 certificates awarded (12 advanced, 13 basic, 9 intermediate). Participants could choose among 780 different. Content includes WebJunction webinars and courses plus content from other state libraries. The Maine Library Leadership Institute was established to assist in preparing library leaders to provide the highest quality library services to the citizens of Maine in an effective and innovative way that meet today's needs and tomorrow's challenges. Our objectives were to: develop diverse leaders who can serve in library leadership roles at local, regional, state, and national levels; develop leaders who will have the skills to replace those who will soon retire from the profession; and build collaborative networks within the Maine library community. Eight participants attended a five-day leadership NELLs camp in Massachusetts with participants from the other New England states. The leadership group worked with the state library consultants for the next 11 months doing self-assessments, exercises from Learning to Lead by Warren Bennis, and monthly facilitated discussions. Each participant was required to do a project that solved a problem and connected the library to their community in a meaningful way. Other consultants work involved the Cornerstones of Science partnership, promoting STEM literacy and programs in Maine public libraries; the Maine Reader's Choice Awards; and the annual Public Libraries Survey (PLS) data collection and dissemination. WebJunction courses and webinars are a vital part of library staff training. 321 Maine library staff participated in webinars, 658 courses were taken by 276 sponsored learners. 152 (out of 285) courses/webinars available in the certification matrix are supplied by WebJunction and WebJunction/Skillsoft.

### **Project Outcomes:**

The overall outcomes for the CE, professional development and consulting done in the Maine regional Library System is significant in Maine. The number of libraries participating face to face, online and number of visits made by each consultant provides significant outreach and results in a high level of satisfaction from library directors, staff and trustees. Each CE Event is followed by a survey, and upon completion of the survey, participants receive a certificate for contact hours. State-wide continuing education opportunities are provided through the coordination and collaboration district consultants and their seven-member Executive Boards. The district consultants work with the Director of Library Development for planning statewide events. Each executive board meets four times per year which includes an annual planning meeting. The consultants strive to combine their financial resources (both federal and state funds) to bring national speakers to Maine for joint statewide

meetings since very few Maine librarians have the opportunity to attend national conferences. By combining local workshops geared to regional needs plus statewide events satisfaction among Maine libraries has increased dramatically. The addition of WebJunction webinars expands the number of topics available to Maine library staff. Webinars are placed on the Maine Library Community CE calendar. The availability of online courses through our WebJunction (WJ) partnership is used and both courses and archived webinars are integrated into the Voluntary Public Library Certification program. The outcome of our participation as a WebJunction partner is a way to broaden the scope of topics offered in our Voluntary Public Library Certification program as well as meet the just in time training needed at our libraries. Archived webinars via Webjunction allow librarians to learn when they have the time. Consulting services are highly valued resources for all libraries in Maine because they provide rural libraries needed expertise since the majority (72%) of Maine's public libraries have directors without a Master's degree in Library Science. Since 182 of the 266 libraries in Maine serve populations under 5,000 we have many small and under-funded libraries. The outcome of emails, visits and phone calls by consultants provide a high level of satisfaction by libraries using these services. The outcomes around the Voluntary Public Library certification program have been increased the confidence of the non-degreed librarians, provided the most up to date training around library services and have had an empowering effect on those small rural librarians who can point to their increased expertise and their certification status. Since all courses fit into the American Library Association (ALA) Core Competencies and the 21st Century Skills matrices. An additional outcome is a number of School Library Media Specialists and Ed Techs can use these courses toward their recertification. Outcomes for the annual Reading Round Up center around increase knowledge of children's literature, collaboration between school and public librarians around reading. We had great outcomes and response to the Maine Library Leadership Institute project. One participant became a director, three people got promotions and all participants have become more involved in leadership positions statewide. The Joyce Saricks webinars that explored the genres provided solid Reader's Advisory training to librarians. Librarians appreciated techniques and knowledge that increased RA beyond the genres they personally read. The "go to" authors in specific genres was highly valued. Librarians, particularly in smaller libraries without professionally trained staff, learned that relationships made via Reader's Advisory can build community support, expand the community of readers, and increase the circulation of material.

**Other Results:**

The District consultants collaborate with Maine libraries to work on SCOOP, a purchasing consortium that negotiates vendor contracts for discounts on library materials and supplies for all Maine libraries. Maine has partnered with NH and a VT regional system to expand the scope and increase discounts in via the SCOOP program. The District consultants also work on an important statewide program for new public library directors. Each year, new library directors are invited to the Maine State Library to participate in a day of training and orientation. The Orientation for New Public Library Directors is for new directors who have been in their positions fewer than three years. Other results also include the collaborative work on the Maine Reader's Choice Award. The Maine Readers' Choice Award, officially established in 2013 by the Maine State Library and the Maine Library Association, recognizes the best in adult fiction published in the United States the previous year. The aim of this award is to increase awareness and reading of literary fiction. The Maine Readers' Choice Award honors books that exhibit exceptional writing and a

compelling story that encourages reading and conversation among individuals and in Maine's communities. Maine readers can vote online at the award's website and at public libraries and bookstores throughout the state. The winner is announced in October. This is a great collaboration among the State Library, the Maine Library Association and Maine writers, publishers and bookstores. Participation by citizens and libraries has been significant. The first year over 500 people voted libraries did reading clubs around the books. All finalists were added to the Maine Download Library. The SMLD consultant worked with Portland Public Library on a bookmobile outreach program to SMLD libraries. For this initiative, the SMLD Consultant, a Key Bank personal finance expert, and the Portland Public Library (PPL) bookmobile has been traveling to public libraries in Cumberland, York and southern Oxford Counties to educate the public on various money management topics as well as publicize library services from the SMLD Area Reference and Resource Center library (PPL) which can extend their access to additional information and recreational resources not available at their local libraries. The CE Coordinator and CMLD consultant utilized the Adobe Connect webinar software to create and deliver online courses (some with narration) to Maine library staff. In addition, the CE Coordinator hosted the national CONTED Forum in August 2013 in Portland ME as well as began the process of creating a hub library system to strengthen small, rural public libraries with bigger and better staffed libraries to provide services like children's story time and technology drop in programs.

**Anecdotal Info:**

Some observations from new public library directors after training: "I really enjoyed this conference, (as a retired school teacher after 35 years) this was the best informational conference I ever attended." "The best part is the ability to meet folks face to face. It allows them to be more than a name when asking for help. Also meeting peers in the same new boat is a great opportunity." "Don't change Orientation. Best presentation I have been too!" "It was a great orientation... I walked away with lots to think about and some very useful information." "Thank you for putting this on. I appreciate the time and effort that was taken to do this."

**Exemplary Reason:**

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<b>Project Code:</b>	2013-ME-48329
<b>Project Title:</b>	<b>Project Number:</b>
Partnership with Networkmaine, Maine Department of Education, Maine Public Utilities	5
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Janet McKenney, Director of Library Development
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	janet.mckenney@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$78,561	\$22,020
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$100,581
<b>Number of Persons Served:</b>	
1,107,509	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	Goal 1. Expand library resource sharing and services for all Maine citizens
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services, Technology Infrastructure, Virtual Library Services	Database access, Telecommunications and networking hardware and software, Portals and related Web projects
<b>Start Date:</b>	<b>End Date:</b>
10/1/2012	9/30/2014
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input checked="" type="checkbox"/>
<b>Exemplary?</b> <input checked="" type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>
<b>Project Purpose:</b>	
This partnership manages the Maine School and Library Network (MSLN), the statewide telecommunications and Internet delivery system for public libraries and K-12 schools in Maine and provides E-rate coordinator services to both libraries and schools so they can benefit from Universal Service Fund. The following language is from the Networkmaine Council Memorandum of Understanding signed by the Maine Commissioner of Education, the Maine State Librarian, the State of Maine Chief Information Officer and the Chief	

Information Officer of the University of Maine System: "Networkmaine is a unit of the University of Maine System (UMS)...Networkmaine shall operate and manage a statewide telecommunications delivery system services developed to support education, research, public service, government and economic development...Networkmaine shall act as the Maine School and Library (MSLN) consortium authority and will be responsible for making necessary certifications and for responding to Universal Service Administrative Company (USAC) inquires on behalf of the eligible consortium members during both pre and post-commitment processes." In addition, this project provides emerging technology instruction, demonstration and support which includes the videoconferencing units. the technology petting zoo and a Maine technology blog called Techsplorers.

#### **Project Activities/Methods:**

Networkmaine (a unit within the University of Maine System) was formed to enhance telecommunication services and increase opportunities for high speed connections for libraries and schools in the state of Maine. The Maine State Librarian serves as a voting member of the Networkmaine Council which oversees planning and budgeting for the Networkmaine infrastructure (including the Maine School and Library Network – MSLN) This Council plans for future growth and success of connectivity for Maine's public libraries and K-12 schools. As demand for bandwidth grows, the University brings expertise that has been a real benefit to the statewide MSLN and specifically to public libraries in Maine. Contracts are in place with broadband providers for telecommunications and Internet Access until July 2015. Approximately 70% of the transport and Internet costs for MSLN is supported by the federal E-rate program and the remaining 30% is financed by the Maine Telecommunications Education Access Fund (managed by the Maine Public Utilities Commission). For 2013-14, the Maine State Library assisted Networkmaine staff during the e-rate application process for the 230 participating Maine public libraries. This involved assisting libraries with the online process of downloading necessary forms and providing needed data for the Networkmaine consortial MSLN application. The Maine State Library also provided guidance, advice and oversight during the USAC audit of Networkmaine. The Maine State Library's State E-rate Coordinator attended the 2013 USAC E-rate training. Networkmaine also sent representatives to the training in Washington DC. In March 2014, Linda Lord, Maine State Librarian was a panelist at the Rural Broadband Workshop speaking about Broadband Needs, Challenges and Opportunities in Rural America which highlighted information about the Maine School and Library Network. On May 6, 2014, Jeff Letourneau, the Executive Director of Networkmaine participated in the Education and Library Technology Experts Roundtable at the E-rate Modernization Workshop in Washington, DC and spoke of successes and challenges with the MSLN. LSTA funds for this project total \$78561. This includes the salary and benefits for the E-rate Coordinator/Technology Consultant of \$65,119 plus \$13,442 for program costs. Program costs include travel (airfare and hotel) to E-rate training and a technology conference, in-state mileage/travel reimbursement for training and technology demonstrations at local libraries (public, academic and school) statewide plus costs for travel cases, locks and security devices for the e-readers, tablets in the technology petting zoo. Program funds also purchased various software for training (Adobe Connect license, presenter software, screen capture, etc.). Match funds of \$13,200 are from libraries covering the cost of their Internet Access fund that is placed in the MTEAF at the PUC plus state salary match of 8,820 from the Media Services department at MSL.

#### **Project Outputs:**

Eighty-seven percent (232) of Maine's 266 public libraries are on the Maine School and Library Network and participate in the statewide consortia. Seven of these libraries receive connectivity via the University's fiber network all others are on the MSLN e-rate application. In 2014, all MSLN public libraries in Maine received a minimum of 10 mbps connection. The breakdown of bandwidth connection speeds follows: 166 libraries are at the minimum 10 mbps, 44 libraries are at 20 mbps, 2 libraries are at 25 mbps, 7 libraries are at 50 mbps, 1 library is at 200 mbps and 5 libraries are at 1000 mbps. The seven libraries on the University's fiber have 100 mbps minimums. Needed upgrades to all routers and infrastructure are made by Networkmaine when necessary for upgraded bandwidth or replacement due to age or performance. The value of these connections to MSLN libraries and schools was over \$9 million in 2014. E-rate reimbursements are at \$5.2 million with another \$3.8 million from the MTEAF to cover the balance for telecommunications and Internet not funded by E-rate. This includes an enterprise content filter, money for databases, technical and operational services provided by the university plus fund administrator costs. The MSLN provides incredible savings for Maine libraries in the current economy. In addition, all MSLN public libraries offer free public access through both their wired and wireless networks over these connections. Approximately 115 of the libraries utilize the free shared webserver to host their websites. All libraries use the MSLN email service for staff and other functions. Networkmaine also maintains and manages the infrastructure for the video conferencing services that are utilized by libraries and schools in Maine. There are currently 22 libraries in Maine with Tandberg video conferencing units and over 175 librarians are using desktop video conferencing software. In addition, we have set up guest accounts at public libraries to provide options for partners to have patrons use this software to receive services in rural locations via these partners. Beginning in November 2013, at the urging of librarians across the state, the Maine State Library purchased several types of mobile devices for a "Technology Petting Zoo", a traveling instructional and demonstration collection of e-readers, tablets and emerging technologies. Since that time, over 60 training events have taken place throughout the state for both librarians and the public. Librarians learned how to support mobile device questions from the public, and the public learned about the different types of mobile devices and their applications. This has been a very popular program receiving great news coverage in small towns in Maine.

**Project Outcomes:**

Networkmaine is committed to providing adequate bandwidth to meet the needs of Maine public library patrons who access online learning, on-line databases, on-line Public Access Catalogs, and other electronic resources (Web 2.0, video streaming, downloadable e-books and audiobooks and other emerging technologies) at their libraries. The Maine State Library and Networkmaine, through the Help Desk, Circuit Rider and MSL Staff, provide support and guidance for technical problems, assistance with library E-rate applications and provide a variety of technology training and information. The availability of reliable broadband bandwidth for Maine libraries provides more opportunities for online meetings and learning via video conferencing units and desktop video-conferencing. The outcome of this well managed network in Maine results in a reliable, dependable network that is managed by experts at the University. Libraries appreciate the Help Desk and guidance provided. The libraries maintain their internal networks and MSLN provides a hassle free no cost connection to the Internet and other services. The expansion of video conferencing to more public libraries and the introduction of desktop video conferencing have led to improved communications and meetings, just in time

trainings, and has also developed and strengthened work with partners including the Department of Labor the Maine Equal Justice partners, small businesses and non-profits and state agencies in Maine. Networkmaine maintains the content servers, address books, desktop video conferencing logins and also establishes bridges for multipoint connections when needed. Leveraging the established infrastructure has helped keep these services affordable for public libraries and the Maine State Library. The video conferencing is a good tool to foster connections and conversations between school and public libraries. The State Library E-Rate Coordinator works with over 100 public libraries in the state to successfully apply for telephone discounts via the Schools and Libraries Program at USAC. Libraries in Maine have very tight budgets – so even the smallest amounts help our libraries. Reimbursements range from \$50 to \$7,200 and discounts range from 40% to 80%. The total amount of funds distributed to libraries in Maine was just over \$66,000 for the 2013 E-rate year. For the period of July 2013 – June 2014, the Maine State Library created instructional materials, including printable forms and videos, for public libraries applying for telephone reimbursement. Materials were created for the four primary forms: 470, 471, 486 and 472. <http://www.maine.gov/msl/erate/training/index.shtml>. This training consists of step by step instructions accompanied by corresponding YouTube videos. See a sample at: [https://www.youtube.com/watch?v=n\\_8QjMkzJJU](https://www.youtube.com/watch?v=n_8QjMkzJJU). The training and videos have been very well received by Maine libraries. The State E-rate coordinator also manages an E-rate listserv that is used to send out reminders about deadlines, changes and information from USAC. Additionally, telephone and email support was provided for deadline reminders, best practice and form submission and certification. Many libraries reach out during a USAC review for guidance and assistance with responses to USAC reviewers. The success and demand for the technology petting zoo not only demonstrates its usefulness but brings forth new technologies and topics to explore. The next round of training will be around “apps” training as well as exploring 3D printers and technology for digitizing.

**Other Results:**

All public libraries in Maine have equal access to electronic communication and information - from the smallest offshore island to the largest city - thanks to the Maine School and Library Network and Networkmaine. In addition to MSLN broadband and Internet access, libraries and schools receive no cost web hosting and email services. The access to broadband connections in public libraries in our rural communities is a vital resource to Maine residents who either have no access at home, who are struggling financially and can't afford access even if it is available. Internet access at public libraries continues to be important to Maine's unemployed who are challenged financially to maintain home high speed internet access and computers and who also need digital literacy instruction with online applications, uploading resumes, etc. For many of Maine's unemployed, the public library is the only place locally where they can use computers to apply for jobs, unemployment and other online services. Networkmaine is the infrastructure through which all Maine State Library and Maine Department of Education electronic services flow. Library management systems, online public access catalogs, electronic ILL and renewal services, “Ask a Librarian” on the maine.gov web site, reference assistance via e-mail, Twitter, Facebook, Linked-In, plus access to library web sites and online databases would not be financially or technologically possible for many Maine libraries without MSLN. Networkmaine is very responsive to increasing bandwidth as libraries add video conferencing, and other web-based services that require additional bandwidth. The trend to off-site hosting has increased the need for better and stable bandwidth in many libraries. Cloud services for

backups, video-based learning – all these new services require additional bandwidth to work smoothly. The Technology Petting Zoo attracts new users into the library as curiosity around new and emerging technologies pulls non-readers into the building and introduces some community members to new library services.

**Anecdotal Info:**

Public access wireless access is invaluable to Maine patrons. Close to 100% of Maine libraries offer free and open wireless access to the Internet and that wireless connectivity is made possible by their Networkmaine connections. This service is not only appreciated by Maine residents but is used extensively by the state's large summer population and visiting tourists. Wireless access allows vacationers to extend stays in the state and contributes to economic development in small Maine towns. Public libraries are adding on porches, and setting up chairs and tables on their lawns creating outside hotspots on their property to create comfortable environments for Internet access.

**Exemplary Reason:**

The Maine Telecommunications Education Access Fund (MTEAF) was established by 35-A M.R.S.A. §7104-B which authorizes the Maine Public Utilities Commission to implement the MTEAF in order to provide discounts to qualified schools and libraries for obtaining and using advanced telecommunications technologies. Maine public libraries (and schools) are now connecting to the Internet at higher speeds than ever before. Charges for the Maine Telecommunications Education Access Fund (the state E-rate funding source) are assessed on individual phone bills in Maine. Networkmaine, the Maine State Library and the Department of Education submit an annual proposal to the Maine Public Utilities Commission with a proposed budget for funding. The PUC reviews and then sets the assessment rate depending on funds present in the account and budget needed to fulfill the needs of libraries and schools on the Maine School and Library Network. E-rate reimbursements are also deposited in the fund on behalf of participating public libraries and K-12 schools. This system of funding in Maine for telecommunication services for both schools and libraries for a statewide network has worked well since 2001 and continues to be a huge cost savings for schools and libraries, reduces costs for individual municipalities and is a model of cooperation between state agencies and institutions for the good of the state. The new technology Petting Zoo initiative was in direct response to a post-BTOP request from libraries to continue training and digital literacy initiatives in the state. Support from other Maine state agencies and local rural companies around these initiatives make this one of Maine exemplary federally supported projects!

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<b>Project Code:</b>	2013-ME-48330
<b>Project Title:</b>	<b>Project Number:</b>
Partnership with the University of Maine for Maine InfoNet	6
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	James Jackson Sanborn
<b>Phone Number:</b>	<b>Email:</b>
207-581-3083	james.jacksonsanborn@maineinfonet.org
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$122,075	\$55,495
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$177,570
<b>Number of Persons Served:</b>	
900,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	Goal 1. Expand library resource sharing and services for all Maine citizens
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Provide tools for the future
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services	Database access, E-books
<b>Start Date:</b>	<b>End Date:</b>
10/1/2012	9/30/2014
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input checked="" type="checkbox"/>
<b>Exemplary?</b> <input checked="" type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>
<b>Project Purpose:</b>	
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. Supported by the Maine State Library and the University of Maine System, Maine InfoNet connects the people of Maine to information and ideas through library cooperation. A Board of Directors oversees the overall operation of Maine InfoNet and takes the lead in planning and establishment of policies. The Maine State Librarian is a member of this Board along with 12 other members from the Maine library community. Maine InfoNet is dedicated to improving information and library service to all Maine citizens through online systems and technology. It develops and manages services that unite electronic and physical resources to form a digital library for all of Maine.	

**Project Activities/Methods:**

Six major components comprise Maine InfoNet. 1. MaineCat: The MaineCat Statewide Catalog links 10 large online catalogs, including three directly managed by Maine InfoNet (Ursus, Minerva, and SOLAR described below) into a single, powerful, dynamically updated statewide library database and resource sharing system for Maine. 2. Marvel: Every Maine citizen has access to MARVEL, Maine's Virtual Library. This access to full text and abstracts from magazines, newspapers and reference books is provided free of charge. MARVEL is funded by the Maine Legislature, the University of Maine, the Public Utilities Commission-supervised Maine Telecommunications Education Access Fund, as well as Colby, Bates, and Bowdoin colleges. During the reporting period a new service, Ancestry Library Edition, was added to the statewide MARVEL database offerings. This is a very popular database through public libraries. 3. URSUS: This consortial automated library system serves the University of Maine System libraries, plus the Maine State Library, Bangor Public Library, Maine Law and Legislative Reference Library and Maine State Archives. 4. Minerva: Minerva is a statewide, integrated library system started by the Maine InfoNet Project and is maintained cooperatively by 57 participating libraries in association with the Maine State Library. Libraries apply for membership and pay \$4250 annually. 5. SOLAR: Libraries not using other compatible library automation system can participate in the MaineCat Statewide Catalog by contributing library holding records to the SOLAR database. 6. Download Library: An initial grant of \$40,000 funded the Maine InfoNet Downloadable Project for audio books. The grant paid for the configuration and support for three years and for one year of maintenance fees. In October of 2010, the Download Library received a grant from Davis Family Foundation and funding from member libraries to expand selection to include eBooks. The eBooks and audiobooks are both available to all members. Libraries that join this project are asked to pay an annual membership fee which is used to purchase content and pay for licensing fees. Membership fees are based on library population served and range from a low of \$150 for libraries serving populations under 1,000 to a high of \$1,700 for libraries serving populations above 25,000. The initial set up fee upon joining is \$300. LSTA funds total \$122,075 and include 1 FTE from federal funds (partial year) of \$44,684, 2 contracts which include half the salary of the Maine InfoNet Director and a part-time cataloging instructor for \$77,391. The Maine State Library funds 1 FTE state funded position which is used towards match (\$55,458).

**Project Outputs:**

MAINECAT: The more than 9 million items in MaineCat represent the holdings of 88 libraries. Over 9.5 million unique titles are listed in the MaineCat online catalog. During the reporting period, 79,206 items were borrowed via the MaineCat interlibrary loan requesting system. MARVEL: MARVEL is comprised of 63 research indexes and databases each with their own search interface and with the common OneSearch interface. Statistics for the reporting period years: Total Logins equaled 1,011,769 user sessions with a total of 8.3 million searches performed. This represents a 17% increase in both logins and searches from last year. URSUS: 10 individual libraries belong to the URSUS network. Over 4 million items are listed in the URSUS online catalog. During the reporting period, 531,508 items were checked out or renewed using the URSUS system. MINERVA: 57 libraries belong to the Minerva library management system (LMS). Over 2.3 million items are listed in the MINERVA online catalog. During the reporting period more than 4.2 million items were checked out or renewed using the MINERVA system. SOLAR: 18 libraries contributed 428,288 records to MaineCat using the SOLAR system.

Downloadable Books: 215 libraries statewide representing academic, public, and school libraries are members of this partnership. This is a result of the growing desire for e-book downloads for public libraries in the state. The downloadable collection now includes 8,028 eBooks and 4,674 audiobooks. The total circulation for the reporting period consists of 333,769 checkouts. This is an increase of 59% from last year.

**Project Outcomes:**

MaineCat: MaineCat provides the most comprehensive, searchable database of library materials available statewide throughout Maine. Library members search across all of the holdings and can request materials that will be delivered to their local library, often within just a few days. Depending on their library affiliations, many patrons can request items directly using their service, while all others are able to make requests mediated by their local libraries. MARVEL: MARVEL provides a wealth of research information to every citizen of the State of Maine through the online collection of databases, research indexes and online learning tools. Users connect to the MARVEL databases from their libraries, workplaces and homes. URSUS: URSUS provides online searching, borrowing, and requesting for all of the University of Maine System Libraries, plus Bangor Public Library and the Maine State Library. Patrons are able to search and directly request materials from other URSUS and MaineCat libraries and receive those items delivered to their local library in a matter of days. MINERVA: MINERVA provides online searching, borrowing, and requesting for 57 libraries across the state. Patrons are able to search and directly request materials from other MINERVA and MaineCat libraries and receive those items delivered to their local library in a matter of days. SOLAR: SOLAR provides mediated borrowing and requesting to the materials located in MaineCat to the patrons of member libraries. Items can be requested with the help of librarians and are delivered to the patrons at their local library within a matter of days. Download Library: The Maine InfoNet Download Library program provides any public library in Maine the opportunity to give its patrons access to a large collection of both e-books and audio books. This service would not be fiscally possible for many small libraries but using the consortial approach, costs for the service are on a sliding scale based on town population allows greater participation. The consortial approach is also a benefit to larger libraries, since each library does not have to contract for basic set up and pay the annual maintenance fees.

**Other Results:**

The growth of Maine InfoNet's Download Library is significant and grows each year. The demand for e-books has continued growing and this is an affordable service for even very small libraries. This service has also allowed libraries to explore other online services on smaller scales and in regional cooperatives. Maine InfoNet also offers training opportunities to all types of libraries in Maine related to its many programs. During this reporting period there was a total of 18 sessions, 14 face to face and 4 webinars. These included regular training sessions on cataloging, circulation, serials, billing, and inventory for libraries using Millennium. Additional training events included Summits and Forums with national speakers and breakout sessions. The Maine InfoNet director provides reports to the Maine Library Commission at each meeting.

**Anecdotal Info:****Exemplary Reason:**

This is an exemplary example of collaboration among various types of libraries and two large state organizations. The University of Maine and the Maine State Library have a memo of understanding that allows joint hiring, supervision,

and salary responsibility for the Administrative Director of Maine InfoNet. A 12-member Executive Board representing the types of libraries in Maine meets monthly with the Administrative Director. Board representatives include private colleges, community colleges, school libraries, special libraries and public libraries plus the University of Maine IT CEO and the Maine State Librarian. It is a remarkable bringing together of various types of libraries for the common good of meeting the needs of Maine library patrons. This collaboration enables all Maine libraries, public, academic, school, and special, access to statewide services. This saves money and staff time for the Maine State Library, public libraries and all Maine citizens. The future holds the opportunity for growth and inclusion of smaller libraries in this statewide system. In July 2014, new contracts were signed with the ILS vendor that will provide a lower cost for small libraries in Maine. The new Maine InfoNet Library System (MILS) will beta test with a few small libraries in late 2014 with hopes of increasing participation in the future by more than 50 libraries.

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<b>Project Code:</b>	2013-ME-48334
<b>Project Title:</b>	<b>Project Number:</b>
Talking Books Plus (Large Print, Talking Books, and Descriptive Videos)	7
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Christopher Boynton
<b>Phone Number:</b>	<b>Email:</b>
207-287-5650	chris.boynton@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$215,571	\$259,434
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$362,607	\$837,612
<b>Number of Persons Served:</b>	
3,103	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services to persons having difficulty using libraries	Goal 3. Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Adults, Children, People with special needs	Disadvantaged children, Blind and visually-impaired persons
<b>Primary Services:</b>	<b>Secondary Services:</b>
Outreach Services	Special needs services
<b>Start Date:</b>	<b>End Date:</b>
10/1/2012	9/30/2014
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input checked="" type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>
<b>Project Purpose:</b>	
The purpose of the Maine State Library's Talking Books Plus program is to provide free services to Maine residents of any age who are unable to read traditional print materials. The Maine State Library's Talking Books Plus program has 3 components: 1. Large Print Books: The program purpose is to directly or through public libraries meet the informational and recreational needs of residents of Maine who are certified as being blind, visually impaired, or physically handicapped. 2. Talking Books and Descriptive Video. The program purpose is to act as Maine's regional library for the National Library Services for the Blind and Physically Handicapped (NLS) providing talking books statewide and provides descriptive videos to individually enrolled	

patrons. 3. Recording of Maine materials not recorded by the Library of Congress. This program equalizes library services statewide to the blind and physically handicapped.

#### **Project Activities/Methods:**

Each new registrant is contacted by phone and helped through the NLS registration process. New patrons are asked about the number of books they would like to receive at one time; if they would like books automatically selected or not; and if they would like to be able to request books online. A patron handbook explaining the Talking Books Plus program is automatically distributed to all newly enrolled patrons. A summer reading program is offered to all juvenile patrons. The Director of Outreach Services provides liaison functions with the National Library Service. Publicity and promotional activities are ongoing to reach more readers. NLS has a national radio ad that provides an 800 number with contact information for the nearest NLS regional library. Outreach Services distributes NLS and locally produced brochures and bookmarks, and displays in collaboration with other Maine State Library activities. Outreach Services has partnered with the National Federation for the Blind to promote Newsline, an audio newspaper service. The Director of Outreach Services is also the representative for AIM/NIMAS - Accessible Instructional Materials (Maine-based) and National Instructional Materials Accessibility Standard (NIMAS). This is a program designed to obtain textbooks and classroom materials for K-12 students with disabilities. The Director continues to serve on the Vocational Rehabilitation Council for the State of Maine Division for the Blind. He is also the Chair of the Consortium of User Libraries (CUL). CUL is a cooperative nonprofit organization made up of network libraries for the blind and physically handicapped (LBPHs) to develop and share an ongoing automation system for delivery of NLS services in their respective service areas. The system software is a patron-centric, highly personalized automation system used by eight regional LBPHs in seven states - one with sub-regional libraries - for registration, circulation, equipment inventory, and related operations. Outreach Services continues to maintain a functional, Online Public Access Catalog (OPAC) through its participation in the CUL. LSTA funds for this program total \$215,571. Staff salaries amount to \$170,756 for 4.5 positions and program costs of \$44,815 consist of the CUL software and web hosting costs, cartridges, mailing envelopes, custom labels, printers, large print books, supplies and postage. We estimate the value of the in kind donation of books provided by NLS at approximately \$362,607 for the in-kind donation.

#### **Project Outputs:**

4,787 cassette talking books were distributed to individuals this year, 31 descriptive videos sent to individuals and 104,603 digital books were distributed to individuals. 4931 Large Print books were distributed to individuals during the report period. Public libraries, schools plus retirement homes received 797 cassette talking books, 1229 digital books and 12,724 large print books. Materials sent to institutions sometime circulate to more than one patron. Outreach services had 460 new patrons enroll in Talking Books Plus services during the reporting period for a total of 3,103 active patrons. Note: If a patron is not active for a 12 month period, his or her record is deleted from enrolled status. There were 604 active institutions who received materials via the Talking Books Plus program. There are 408 patrons who are active on BARD, 50 new patrons have been added to BARD during the reporting period. Talking Book patrons downloaded 15,314 books and magazines from the BARD site.

#### **Project Outcomes:**

The informational and recreational reading needs of blind and visually impaired Maine residents are being met through this program. Access to this service is provided by postage free mail and direct online download. Readers' advisory services are also provided by phone and email. The BARD site offers flexibility for patrons to use their own devices as well as the NLS digital recorders. The new smaller digital machines as well as the BARD download site have increased the usage of this program in Maine.

**Other Results:**

Maine is a geographically large state with areas that are remote and sparsely settled. Not all towns have libraries. We have no regional systems or county library system. Small towns that do have libraries often struggle to support basic library services. The Talking Books Plus program offers materials statewide that local libraries can't afford to acquire or distribute. During our training for new library directors we introduce the Talking Books Program to build awareness about the service. The comments and stories provided in the anecdotal information are an illustration of the value and importance of this service in people's lives. Maine is the most rural state in the country. It has the oldest population, the lowest influx of young people from other states, and the second-lowest population aged 0-18. It is expected that soon Mainers over age 60 will outnumber those in their 20s to mid-30s. Given those statistics combined with the demographics of current Talking Books Plus users we should continue to see growth in digital use of Talking Books.

**Anecdotal Info:**

Comments from Talking Books Plus users: "Appreciate all you do for me and look forward to receiving the books." "Yes! You are dear to me - I could never have weathered the hours and days in bed without Talking Books." "My mother enjoyed many of the books you sent her. Thank you for your kindness." "What a pleasure this has been for me to be able to read with large print." "Thank you for this wonderful service." "Thanks for all you do for us legally blind folk. Your selection of books and subjects are just wonderful." "Thank you for the use of this machine and the books. It was a great help and very much enjoyed." "Thank you for this service as it has been hard for mom not to be able to read." "I really enjoy the books that have been sent. Most of my evenings are taken up by the books I get." "I really appreciate the work you and your associates do at the State Library to make our lives so much brighter and more comfortable." "My mom is crazy about digital books... so very pleased with the program." "The program is a life changer." "I am now 'reading' more than ever. I tell my grandchildren that I read with my ears." "For many years talking books have been my source of amusement, taking attention away from hospital settings and carrying me far beyond pain/discomfort into other worlds - of books." "I started using the audiobooks service you all provide when I was very young... Today I am a successful student at the University of Southern Maine studying Computer Science." "Words cannot begin to tell how much your services enhanced our mother's life after losing her sight."

**Exemplary Reason:**

Although this program serves a small and targeted population in Maine it is exemplary in many ways. The program has undergone the transition from the old tape recorders to the new digital recorders with much success. The adoption of digital recorders in Maine has been very high. The director of this program takes a visible leadership role in the state and nationally. He serves on a wide variety of state committees, performs significant outreach to new potential partners every year, and has taken on a leadership role in the Consortium of User Libraries (CUL). In addition, the director actively engages

with other staff in library development to build awareness around accessibility issue and the needs of the disabled in Maine and nationally. The staff of the Talking Books Program is a dedicated group who patiently serve their patrons with in-depth reader's advisory and troubleshooting assistance. Also, the program's recording project coordination takes extra effort, volunteers and technical expertise. All in all, the Maine State Library's Talking Books Plus (Large Print, Talking Books, and Descriptive Videos) goes above and beyond and deserves recognition as an exemplary program.

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WELCOME TO THE MAINE STATE LIBRARY MAKERSPACE

FAST FACTS

## Why Maine Makerspaces?

We have always been Makers. From the pulp and paper mills of Millinocket and Rumford to the textile mills of Saco and Biddeford Mainers have always been manufactures, builders, and creators of small businesses.

### Why Libraries?

Libraries have always been a resource for individuals seeking information. Now, thanks to the internet never in human history has so much information been so readily available to so many. From sports scores at our fingertips look up a recipe while you're in the store or settle an argument over the world's largest insect.

Libraries are no longer the gatekeepers of knowledge they are community spaces for creation, collaboration, and construction of new knowledge.

### Why Maine?

Maine's manufacturing history is a proud one; however in an ever shrinking world large businesses are taking a back seat to crowd sourced startups. Individuals with access to new skills, high tech equipment, and collaborative space to "think outside the box" are creating, designing, and selling their own products.

Through the creation and implementation of makerspaces Mainers will gain 21<sup>st</sup> century skills, network with others interested in learning or collaborating on projects to make Maine better, and create a highly skilled labor force to entice companies to relocate their businesses to Maine.

### Why Now?

As a culture we have moved away from the information age, information is everywhere and available at the push of a button. Humanist are now telling us we are moving into the imagination age where we have begun to shift away from information sector employment and job growth towards More creative jobs.

The workforce of tomorrow needs to possess skills such as global networking and creative problem-solving; they must be able to extract not just the content of information but the context as well. What do all of these skills have in common? Each of them is developed and nurtured in a maker setting. These traits along with access to education and high tech manufacturing and prototyping equipment will help ensure the future of Maine's economy.



Over 57 different organizations volunteered money and time to help create the Portland Public Library Maker Fair. Over 2000 people attended.

\$2.5M

Is what the Small Business Administration is offering, through its Accelerator competition, to encourage communities to include startup accelerators and Maker spaces for entrepreneurs in their regional entrepreneurship strategies.



8 Million New Jobs were created by small business since 1990. In the same time big business eliminated 4 million jobs.

### Local makerspaces in ME

#### Open Bench Project, Portland ME

The Open Bench Project is a shared learn/work facility in Portland, Maine. We cultivate a community of makers by providing access to studio/work space, tools and resources around skill and capacity building.

#### Port City Makerspace, Portsmouth NH

A community based shop that provides tools and workspace to members for a low monthly fee, and are organized and operated as a New Hampshire 501(C)(3) Non-profit Organization. We currently have a strong focus in four disciplines: metal, wood, electronics and bicycles.

#### A Gathering of Stitches, Portland ME

A maker space for fiber and textile artists. It's a place for those of you who like to work with your hands, with fabric and yarn, to use shared equipment and resources, learn new skills, or hone old ones, and join in a community of folks who love fiber.

#### Maine FabLab's at Engine, Biddeford, ME

Fab lab was created in June 2013 by Engine, a non-profit arts organization located in Biddeford, Maine. Engine had been working on the idea of a FabLab for several months when the organization was introduced to Sarah Boisvert of Greenwood Technologies, who was looking for a bricks-and-mortar location for Maine FabLab. Engine took over the direction and administration of the program in the fall of 2013 and is currently developing Expanded Learning Opportunities (ELOs) for after-school, Saturday, and summer camp experiences.

#### Hack Portland (Big Room Studios, Portland ME)

Hack Portland holds weekly meetups to hack on pet projects. "We're looking to create a collaborative environment with like-minded people." This is not limited to software, all form of hackery and makery are welcome.

#### Maine Makerspace, Waterville, ME

The goal of this Makerspace is bring in makers, builders, tinkers, artists, dreamers, and doers; together under one roof to form a Makerspace. By bringing together these people a common place can be established to meet and discuss ideas, explore various technical endeavors, and communicate these thoughts with individuals from various backgrounds.

#### Harswell Coastal Academy MakerSpace, Harswell, ME

We provide the resources and infrastructure for the local community to realize its creative potential. Working in a small, rural community in Maine, we build on local traditions of direct democracy, independent ingenuity and common-pool resource management as a foundation for modern practices of open source technological innovation.

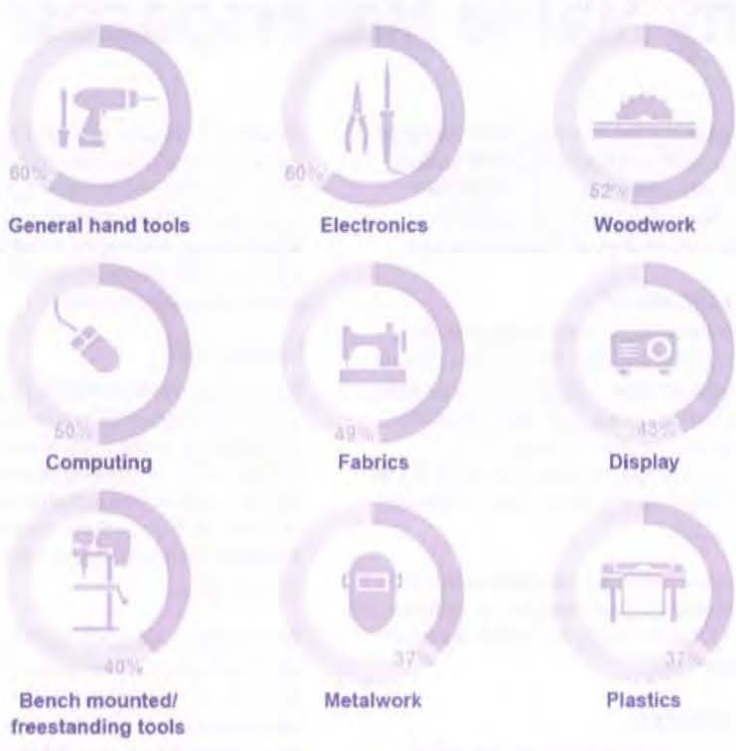


### Making

#### Top ten types of tools found in makerspaces

% of makerspaces with these types of tools

Sample: 87



Other services offered by makerspaces include school programmes 63%, commercial consultancy 42%, affiliated programmes 26% and qualification opportunities 16% Sample: 38

### By the Numbers

- STEM workers in all demographic groups, including those who are foreign-born, **earn more than non-STEM workers.**
- Women hold **only 25% of STEM jobs.**
- For 65% of scientists with advanced degrees, their interest in science **started before middle school.**



MAKESHOP at the Children's Museum of Pittsburgh.

### What Are Makerspaces?

Makerspaces are part of a growing movement of hands-on, mentor-led learning environments to make and remake the physical and digital worlds. They foster experimentation, invention, creation, and exploration through design thinking and project-based learning. The movement aligns with President Obama's Educate to Innovate initiative and his call to "think about new and creative ways to engage young people in science and engineering [and]...encourage young people to create and build and invent—to be makers of things, not just consumers of things." (Obama, 2009)

### Museums and Libraries as Makerspaces

Museums and libraries are leaders in participatory learning. They are leveraging their resources, collections, and public trust to strengthen community-based learning, particularly for critical thinking, problem solving, collaboration, and engagement in STEM. Makerspaces enable visitors to pursue their own interests in building things and to collaborate and share with one another. Private funders, including the Cognizant, MacArthur, Mozilla, Pearson, and J.D. Bechtel, Jr. foundations, have supported museum and library-based maker programs.

### Makerspace Support

IMLS investment in making includes support for a variety of learning spaces in libraries and museums that promote STEM, creative, and 21st century learning for

people of all ages. Five IMLS-MacArthur Learning Labs grants have supported makerspaces.

In addition, IMLS funds work to advance best practices for makerspaces and maker programming nationwide:

- In 2012, IMLS awarded a National Leadership Grant of \$444,296 to the **Children's Museum of Pittsburgh** for a research study of family learning in museum-based makerspaces. In partnership with the New York Hall of Science, the museums are working with academic researchers to design tools and principles of practice that support productive patterns of family participation and their associated learning outcomes in these spaces.
- In 2014, IMLS announced an effort with the **Children's Museum of Pittsburgh** and its university, museum, and library partners on a national program to build a field-wide understanding of making in museums and libraries. With \$425,192 in IMLS support, the museum will develop a framework and suite of resources including hands-on professional development experiences and a community of practice. The project's website and online publication will share the framework, makerspace studies, research and evaluation reports, as well as resources for field-wide replication.

## Examples of IMLS-Funded Maker Projects

**The New York Hall of Science** received grants in 2011 and 2012 for a makers project and for planning a learning lab within its Cognizant Maker Space. The Queens Makes program, developed in partnership with the Queens Museum of Art, fostered invention, experimental problem solving, design, and building for young tinkerers and their families. It included ongoing weekend programming targeting local Latino, Asian, and Caribbean communities and encouraging them to engage with the museum as a place to showcase their talents and passions. The learning lab grant enabled the museum to prototype a youth-centered, community-engaged Digital Making program, where middle and high school youth could investigate and communicate STEM topics through digital media including sound, video, and games.

With IMLS Grants to States funding, the **Idaho Commission for Libraries** established the Make It at the Library project. The project supports the implementation of makerspaces in eleven public libraries across the state and is in its second year. The focus is on delivering creative, STEAM-based learning opportunities for tweens and teens to help prepare them for the future. The project includes hands-on training on tools and technology, leveraging partnerships, and evaluating outcomes. The results include formal and stealth programming incorporating engineering, robotics, 3D printing, and other STEAM topics to draw community members into these innovative programs and spaces.

With a 2013 IMLS grant the **Center for Science & Industry (COSI)**, in partnership with the Columbus Idea Foundry and the Columbus Museum of Art, will increase staffing to focus on maker program development. The three partners will collaboratively develop and implement “maker” educational programs at STEM (Science, Technology, Engineering, and Math) high schools and within their own organizations that focus on 21st century and innovation skill building. The partners will develop programs that embody the maker values of collaboration, risk-taking, creativity, and personalized learning.

With a 2013 National Leadership Grant of \$246,545, the **Westport Library** and its partners will introduce a new model of makerspace in libraries and a way to sys-

tematically integrate the culture of interactive “making” into the library profession. There will be self-directed, hands-on maker experiences; maker workshops; tinkercamps for teens; and monthly makers-in-residence workshops focused on topics such as building all sky cameras, Arduino quilt creations, and creating musical instruments with Makey Makeys and Scratch. The library will also create Interactive Innovation Stations to introduce people to the concepts and techniques of design-thinking.

The **Oregon Museum of Science and Industry** received a 2012 Learning Labs grant of \$100,000 to help plan its Tech Lab/makerspace, which provides visitors the chance to explore new and emerging technologies, as well as existing and established technology. Ranging from 3D printers to typewriters and iPads to telegraph machines, the tools presented provide entry points to creative problem solving. Staff members arrange three to five facilitated and self-directed activities and design challenges daily. Through resolving these design challenges, visitors highlight specific scientific principles, use the design process, and create results that can be tested. For example, this winter visitors challenged themselves to fold paper airplanes to then fly them through a series of “holes” requiring adjustment to compensate for height, distance, and accuracy.

With \$249,999 funding from IMLS, **Chicago Public Library** and in partnership with the Museum of Science and Industry, designed and launched a public digital design and fabrication lab at the Library’s central location. The Chicago Public Library has introduced thousands of adults and teens to “making” and the technologies enabling new forms of manufacturing, art and design in the Maker Lab, which has become a model participatory learning space.

## About the Institute of Museum and Library Services

The Institute of Museum and Library Services is the primary source of federal support for the nation’s 123,000 libraries and 35,000 museums. Through grant making, policy development, and research, we help communities and individuals thrive through broad public access to knowledge, cultural heritage, and lifelong learning. To learn more about IMLS, please visit [www.imls.gov](http://www.imls.gov).

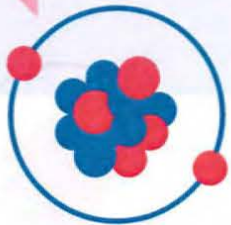
# EMPOWERING PUBLIC LIBRARIES TO BE Science Resource Centers

*For Their Communities: A Guide for State Library Agencies*

## PROJECT IMPLEMENTATION STRATEGY



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Aldrich Astronomical Society; American Science and Engineering, Bigelow Laboratory for Ocean Sciences; Brandeis University; Chief Officers of State Library Agencies; Concord Consortium; Discovery Museum; Harvard University; Institute for Museum and Library Services; Jackson Laboratory; Maine Space Grant Consortium; Massachusetts Board of Library Commissioner; Space Science Institute; Rhode Island State Library; Southern Maine Astronomers; University of New England; Vermont Department of Libraries; WebJunction • **Libraries:** Auburn Public Library, Bellingham Public Library, Jesup Memorial Library, M.N. Spear Memorial Library, Nevins Memorial Library, Portland Public Library



# EMPOWERING PUBLIC LIBRARIES TO BE Science Resource Centers

*For Their Communities: A Guide for State Library Agencies*

## **Institute for Museum and Library Services (IMLS) increases public library capacity to become science resource centers for their communities**

The overarching goal for this initiative is for the nation's State Library Agencies (SLA) to have a field-tested model that can advance library practice and empower public libraries to effectively connect their patrons and communities to engaging and meaningful informal science and technology experiences, equipment, books, media and the scientific community. This initiative will test and refine the decade long experience in Maine of public libraries partnering with a SLA and Cornerstones of Science.

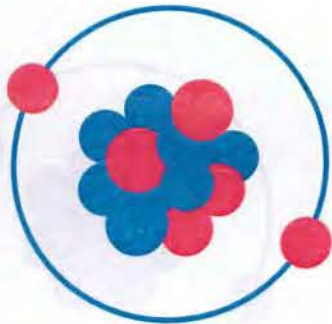
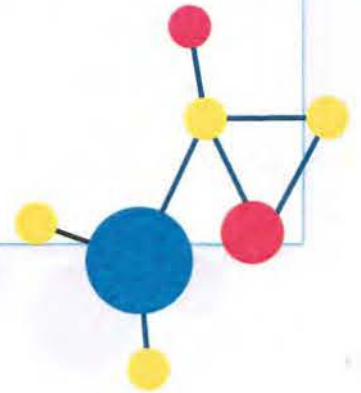
Key results of this initiative include:

1. the creation of the online STEM Resources Clearinghouse (how-to guides, database of science programming suitable for public libraries, librarian training programs, evaluation tools, etc.);
2. expanded SLA STEM capacity and advocacy;
3. the expansion of public library capacity that enables them to successfully support ongoing STEM programming within their daily operations; and
4. a Guide that SLA's can use to nurture STEM in public libraries.

## **Cornerstones Model emerges from a program within a public library to enable many libraries to become STEM champions and facilitators**

The Cornerstones of Science model for building the science literacy capacity of public libraries has evolved over the past decade. It demonstrates that it requires the convergence of four elements:

- a. External community support – formalizing nascent collaborations with external formal and informal science providers into durable community partnerships
- b. An innovative library director - increasing the library's ability to operationalize science literacy efforts in daily activities and decisions
- c. Passionate STEM Librarians – enhancing librarian skills including a STEM Librarian that is the "local champion of science"
- d. Public Demand for STEM programming and resources – providing ongoing access and opportunity for people of all ages to connect with science experiences that spark curiosity and foster a deeper understanding of the world around us.



## GOALS AND PRODUCTS

### GOAL

**State Library Agencies have the science literacy capacity and infrastructure they need to (1) empower and incentivize public libraries to be community science resource centers and (2) integrate science literacy into public libraries.**

### PRODUCT

State Library Agency Guide to Building Science Literacy Capacity In Public Libraries - A step-by-step guide for State Library Agencies to enhance their abilities to work successfully with public libraries to build their science literacy capacity. Modules of the Guide include:

1. A framework, process and benchmarks to help public libraries transform into a Community Science Resources Center
2. How to use and conduct a Public Library Science Literacy Capacity Assessment;
3. Methods to prepare a Public Library Science Capacity Development Plan
4. Transforming State Library staff into a STEM Liaison that provides ongoing support to libraries to build their science literacy capacities

### GOAL

**Create an online repository where State Library Agencies and public libraries nationwide have access to the science tools and resources needed to effectively build their capacity and increase the science literacy of their patrons.**

### PRODUCT

A STEM Resources Clearinghouse that contains:

1. The State Library Agency Building Science Literacy Capacity In Libraries Manual, Process and Model
2. Public Library Building Science Literacy Capacity Guide
3. Online Directory of informal science programs and resources
4. Librarian Community of Practice
5. 2-Year Clearinghouse Maintenance Plan

Implement Project Communications Plan

Broadly disseminate materials from this initiative in a manner that has a demonstrable impact on the field of librarianship. Target audiences in the Plan are: 1) the nation's State Library Agencies; 2) public library directors and staff; and 3) library cardholders and members of the six-pilot communities.





# EMPOWERING PUBLIC LIBRARIES TO BE Science Resource Centers

*For Their Communities: A Guide for State Library Agencies*

## Why is this important and what are the results

Science, technology, engineering and math are woven into the fabric of our day-to-day activities. They give life context, meaning and hold the key to meeting many of humanity's current issues and future challenges. In short, they affect the quality of our lives in deep and profound ways. However few Americans have strong backgrounds in these fields and many lack an even fundamental knowledge of them. As a result, many are unable to thoughtfully engage in the issues of our time.

Our experience demonstrates that public libraries can serve as informal science education venues that excite and motivate people to learn about the natural and physical world. Together we build a sustainable informalSTEM infrastructure and capacity within public libraries (e.g., flexible, adaptive programs and science networks that library staff and community partners can offer to patrons of all ages). In addition, we build more effective community partnerships between libraries, academia, community-based organizations and S&T companies. The results of our combined efforts are that people bring their STEM experiences and knowledge to bear in their daily economic and civic decision-making. They are more aware of and engaged in the world around them.

The nation's 9,000 public libraries are free, nonpartisan, and highly regarded institutions that are helping to create and disseminate knowledge, innovations and new technologies. In a Pew Research Report (2013) the public considered their libraries as trusted community institutions; 91% of Americans ages 16 and older say public libraries are important to their communities; and 90% say that the closing of their local public library would have an impact on their community.

## Our science literacy experiences in public libraries

For more than a decade Cornerstones of Science has worked with public libraries to build their capacity to offer science literacy programming. Today there are nearly 140 participating libraries in 10 states. CoS brings expertise, resources and partnerships with over 20 non-profit science-based organizations, science and technology businesses, the 4H program, and state library agencies. Collectively some of our experiences include:

- Library Directors are willing to take risks and are receptive to transforming their libraries into a community science resource center
- Staff is initially anxious about offering science programs to their patrons. After science literacy staff training they are excellent STEM facilitators and "local champions of science."
- Integrating science literacy within the daily operations is a positive economic driver that brings attention, increases local support, contributes new resources and draws more people to the library.
- State Library Agencies have strong relationships and credibility with their public libraries. They assist public libraries increase the presence of science literacy in libraries by providing funds, access to science programming, training and distribution of materials via the library van service.
- Public demand for science programming, resources and science instruments (e.g., loanable telescopes and microscopes) is robust. Some libraries see a 20% increase in library card holders that want access to these tools and some average 26-week waiting lists to check-out a telescope.
- The science community does not see public libraries as a venue to disseminate scientific information. There is strong evidence that when scientist-library relationships are established the local community benefits in many ways.

## Background

In 2013, the Maine State Library embarked on a new initiative to build the StateDocs repository, a digital collection of state documents that would be permanently accessible to the public online.

## 2015 Year to Date

- Significant growth in the number of items in the repository and download activity from public users.
- Outreach to state agencies about Maine public document law and demonstration on using StateDocs archive.
- Launch of new community collections through partnerships with Maine libraries, historical societies and museums.
- Selected to serve as the Digital Public Library of America service hub for Maine.

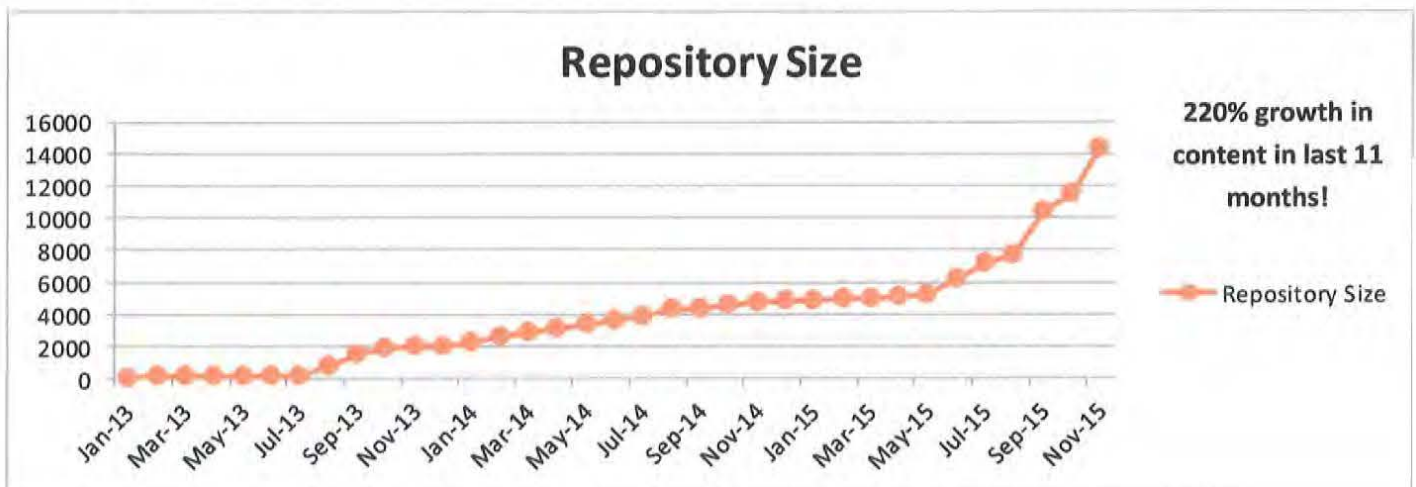
### Download growth in 2015

- The StateDocs repository launched in January 2013.
- During the first 35 months, 85,408 items were accessed by download.
- Over 53% of the file downloads occurred in last 12 months.

## Notable collections

Although new content has been posted for virtually every agency within state government, several collections are worth noting for the fact that they contain historical documents not available anywhere else.

- State Planning Office archive of historical reports
- Department of Economic and Community Development
- Governor’s weekly radio addresses for both LePage and Baldacci administrations
- Maine Center for Workforce Research and Information
- Maine State Auditor
- Maine Public Advocate
- Maine CDC





*... and put your organization on the digital map.*



*Want to be a part of history?  
Join us ...*

- ◆ MSL/Digital Maine brings together information about digital objects from all over *Maine*.
- ◆ DPLA brings together information about digital objects from all over the *United States*.
- ◆ Together, MSL and DPLA allow Maine cultural institutions to open their digital collections to the *world*.

Want to know more?  
Contact us!

#### DIGITAL MAINE

##### CONTACTS

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Augusta, ME 04333  
(207) 287-5600  
[www.maine.gov/msl/](http://www.maine.gov/msl/)





# Digital Partners

## DIGITAL MAINE – MAINE'S DIGITAL REPOSITORY

- ◆ **GETTING STARTED**  
Assess the suitability of your collection
  - Original manuscripts
  - Photographs
  - Oral histories, diaries, ledgersMeet with MSL – your place or ours  
Recruit staff and volunteers  
Training provided by MSL
- ◆ **SCANNING EQUIPMENT**  
Several flatbed scanners of differing sizes
- ◆ **HIGH RESOLUTION CAMERA**  
Large format scanning of maps and large media
- ◆ **IMAGE ACCESS BOOKEYE 4**  
Book scanner
- ◆ **MINIMUM METADATA REQUIRED**  
Title, object date, creator, original source, collection
- ◆ **DESIRED METADATA FIELDS**  
Geographic fields, personal names and subjects, description notes, object dimensions

## EXISTING REPOSITORIES

- ◆ **BANGOR PUBLIC LIBRARY**  
[digicom.bpl.lib.me.us/](http://digicom.bpl.lib.me.us/)
- ◆ **PORTLAND PUBLIC LIBRARY**  
[digitalcommons.portlandlibrary.com/](http://digitalcommons.portlandlibrary.com/)
- ◆ **UNIVERSITY OF MAINE**  
[digitalcommons.library.umaine.edu/](http://digitalcommons.library.umaine.edu/)
- ◆ **UNIVERSITY OF SOUTHERN MAINE**  
[digitalcommons.usm.maine.edu/](http://digitalcommons.usm.maine.edu/)
- ◆ **COLBY COLLEGE**  
[digitalcommons.colby.edu/](http://digitalcommons.colby.edu/)
- ◆ **BATES COLLEGE**  
[SCARAB.bates.edu/](http://SCARAB.bates.edu/)
- ◆ **BOWDOIN COLLEGE**  
[digitalcommons.bowdoin.edu](http://digitalcommons.bowdoin.edu/)
- ◆ **MAINE HISTORICAL SOCIETY**  
[www.mainehistory.org/](http://www.mainehistory.org/)
- ◆ **UNIVERSITY OF NEW ENGLAND**  
DUNE – [dune.une.edu](http://dune.une.edu)
- ◆ **THE JACKSON LABORATORY**  
The Mouseion – [mouseion.jax.org](http://mouseion.jax.org)

## MSL REPOSITORY MEMBERS

- ◆ **ORRINGTON HISTORICAL SOCIETY**  
[orringtonhistoricalsociety.com](http://orringtonhistoricalsociety.com)
- ◆ **MAINE STATE ARCHIVES**  
[www.maine.gov/sos/arc/](http://www.maine.gov/sos/arc/)
- ◆ **FREEPORT COMMUNITY LIBRARY**  
[www.freeportlibrary.com](http://www.freeportlibrary.com)
- ◆ **ELLSWORTH PUBLIC LIBRARY**  
[www.ellsworth.lib.me.us](http://www.ellsworth.lib.me.us)
- ◆ **MAINE DEPARTMENT OF INLAND FISHERIES & WILDLIFE**  
[www.maine.gov/ifw/](http://www.maine.gov/ifw/)



# Maine Policy Review

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## Digital Public Library of America

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Follow this and additional works at: <http://digitalcommons.library.umaine.edu/mpr>



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<http://digitalcommons.library.umaine.edu/mpr/vol22/iss1/32>.

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# Digital Public Library of America

By Clem Guthro

Visionaries, pundits, cynics, and ordinary citizens have, over the years, waxed eloquent over the idea of a digital library that would make all knowledge accessible. H.G. Wells in his collection of essays *World Brain* envisioned a universal comprehensive and accessible “encyclopedia” that encompasses “all that is thought and known” (Wells 1938: 78). Likewise, Vannevar Bush (1945) envisioned his Memex machine as a personal library that certainly approximates much of what the Internet has provided. Major players such as the Library of Congress, Internet Archive, members of the Association of Research Libraries, and various state libraries and cultural organizations have digitized books, photographs, sound records, and films from their collections and have built “digital libraries” on a small scale.

Private enterprise entered the digital library picture when Google announced in December 2004 that it had signed agreements with major universities and libraries (Stanford University, the University of Michigan, Harvard University, the New York Public Library, and Oxford University’s Bodleian Library) to scan all or part of their collections. Although this agreement was greeted with skepticism by many (Anthony 2005), it provided the first glimmer of hope that a large-scale digital library might indeed be possible.

Because Google intended to scan in-copyright publications, publishers and authors sued Google over copyright infringement. The Google Lawsuit, as it was commonly known, and its proposed settlement raised another round of discussions over the digital future. Many thought that the settlement provided promise for libraries and the public (Trachtenberg and Vascellaro 2008), while others worried about the

negative consequences of relinquishing stewardship to a monopoly such as Google (Darnton 2009). Judge Denny Chin disavowed the settlement Google had struck with authors and publishers due to copyright violations and unfairness. The decision opened the door for the emergence of the Digital Public Library of America or DPLA as it is commonly called (Darnton 2011).

In October 2010, Robert Darnton, University Librarian at Harvard, convened a meeting at the Radcliffe Institute for Advanced Study, which brought together key leaders from libraries, research institutions, cultural heritage organizations, government, and foundations to consider the possibility of building a national digital library. Using a grassroots approach, funding from the Alfred P. Sloan Foundation, and a hosting commitment from Harvard’s Berkman Center for Internet and Society, the DPLA kicked off a two-year planning process with the goal of having a formal organizational structure, content, and a working prototype by early 2013.

A steering committee and secretariat were established to move the work forward in a rapid but thoughtful and coordinated manner. Chaired by John Palfrey, then at Harvard Law Library, the steering committee included luminaries from the academic and public library sphere, think tanks, and foundations. (A complete list of the steering committee can be found at <http://cyber.law.harvard.edu/research/dpla/steering/>). The secretariat, a small group from the Berkman Center, under the leadership of Maura Marx, was charged with the day to day operations and coordination of overall activities and workstreams.

“Workstreams” are broadly defined as an area of business or project activity that needs to be explored and managed. DPLA chose six workstreams: audience & participation, content & scope, financial/business models, governance, legal issues, and technical aspects. Co-chairs and appointed participants defined the work, which was supplemented by a public wiki and virtual participation from the wider public. DPLA also used three plenary sessions that brought together hundreds of librarians, scholars, industry experts, copyright lawyers, technologists, and students to talk, plan, and provide input. These sessions also served as a venue to announce major funding from the Institute for

Museum and Library Services, National Endowment for the Humanities, and the Knight Foundation.

Though it is tempting to see digital libraries predominantly as technology projects, the DPLA is that and much more. The DPLA sees itself as consisting of five major areas: code, metadata, content, tools and services, and community.

The code and the requisite technology are the underpinning of the DPLA. The code is being built on the principle of openness and interoperability. As much as possible free and open source code is used, and any code developed by DPLA will be released as open source and contributed back to the larger developer community. Metadata is the descriptive data about a person, place, thing, or event, which comes from library catalogs. DPLA will aggregate existing metadata from libraries, archives, and museums to enable users to search and find collections and individual items.

As with any library collection, content is king. DPLA will include all media types: print, images, audio, video. DPLA is beginning to gather content by working with a number of service hubs, mainly state and regional library groups, to aggregate content and to show the public a taste of what is possible. Other service hubs along with large content creators such as Harvard and the Hathi Trust will be added. In beginning most materials will be in the public domain, but DPLA will investigate options for orphan works (works still in copyright, but where copyright owners cannot be found), materials that are in copyright, and e-lending models. It is the intention to make DPLA widely and feely accessible “with no restrictions... with use and reuse governed only by public law” (<http://dp.la/about/elements-of-the-dpla/>).

Tools and services are critical to the life, nurture, and future of the DPLA. DPLA intends to provide more than content and an interface, but also a robust set of tools and services that will allow users, programmers, and other members of the community to use the content in new and interesting ways and to build additional tools and services that will further its work, reach, and influence. DPLA will make its own tools available in an open manner for reuse and extension and for commercial purposes. It encourages others who develop tools and services built on the DPLA platform and using DPLA content to make these available for others to use.

DPLA is being built by and for the community writ large: library and cultural heritage community, general public, and private and commercial developers. The platform will be participatory to allow the community of users to exploit the rich content and functionality for their needs. DPLA intends that the ongoing development and support of the platform and the DPLA initiative will be community driven.

The creation of the DPLA calls to mind that the United States is late to the game in terms of a national digital library. Major digital libraries exist in France, the Netherlands, Norway, South Korea, and Australia (Singer 2011). In 2008, the European Union created Europeana ([www.europeana.eu/portal/](http://www.europeana.eu/portal/)), an overarching digital library of European cultural heritage. While others may decry our slow start out of the gate, we have much to learn from the experience of others. Europeana, which is approximately five years ahead of DPLA in terms of development of technology and policy, has been a major help in DPLA's development. DPLA is using lessons learned by Europeana to move forward quickly in terms of local development. It is also building on the openness of Europeana and building in interoperability between the two systems. More importantly DPLA and Europeana have already been building collaborative exhibits that will span the collections of both libraries. The first such exhibit “Leaving Europe: A new life in America” (<http://exhibitions.europeana.eu/exhibits/show/europe-american>) was launched in December 2012. On April



**[Digital Public Library of America]  
will include all media types: print,  
images, audio, video.**

18–19, 2013, DPLA will hold its official launch at the Boston Public Library. At this point it will move from dream to the first phase of reality. Getting to this phase is a monumental achievement and one to be lauded and celebrated, but it is certainly just the beginning. The challenges will be predominantly funding and policy issues, neither of which are insignificant in

today's economic and rancorous political climate. Fortunately the library community, which is solidly behind this project, is tenacious, hardworking, collaborative, and pragmatic, all desirable qualities for building DPLA's future.

### POLICY IMPLICATIONS

Moving from concept to reality for the DPLA is not primarily a technological issue, but one of copyright and intellectual property (Carr 2012). The public policy implications of copyright and intellectual property in the digital age are not merely legal concerns but important social and economic ones. Legislators wrestle with competing claims of content producers (e.g., authors and publishers), scholars, educators, and the general public on the use and remix of content.

The vision of the DPLA is broader than a collection of public domain works or works with a Creative Commons license that provides for access and use. Because the "right to digitize" resides with the content creator, the challenge of building a robust digital library is not insignificant. Orphan works is an area that is gray at best, and one that needs some serious work by the U.S. Copyright Office and Congress. DPLA is interested in helping make serious progress on the orphan works issue. If this could be addressed in a manner that favored libraries, a significant corpus of works published in the 20th century in the U.S. could be made available. Much of born digital content is governed by license agreements which usually trump copyright law, especially in terms of "fair use" exceptions. (The term "born digital" refers to content created originally in digital format.) DPLA will need to be creative in approaching how "licensed" materials might be included.

#### *Whither Maine?*

Although the policy implications outlined above are no different for Maine, the issues facing Maine are matters of public policy around universal access of its citizens to the digital future. There are, perhaps, three major areas where current policy will affect whether Maine will be able to participate in DPLA on equal footing with other states.

A robust, high-speed, broadband digital infrastructure is necessary for the state's economic well-being, which has not been a strategic priority of state government. Most broadband access is provided by commercial companies, which disenfranchises many poorer people in Maine. As digital content is increasingly high bandwidth-dependent, a robust infrastructure must become a strategic priority for the state.

Second and more specific to the DPLA, there is a lack of digital and administrative structure and funding. The DPLA plans to work with state or regional hubs to harvest aggregated metadata and/or content. Maine is one of 10 states that have no state-wide "digital library." Elements of it exist in the work of the Maine Historical Society, Maine InfoNet, and a variety of individual small digital library initiatives at the University of Maine, University of Southern Maine, Colby, Bates, Bowdoin, Bangor and Portland public libraries, and the Maine State Library. There is, however, no overarching technical and administrative infrastructure to draw these projects together in a coherent whole that could provide the genesis of the "Digital Library of Maine" or serve as a hub to provide content to the DPLA. Without such infrastructure, Maine content will be noticeably absent, and the citizenry of Maine underserved.

Third, there is a lack of awareness of "digital government" and "digital education," which will be part of the future for most of the U.S. Digital government refers to the digital infrastructure and services that meet the needs of government and help government meet the needs of citizens for both information and services. This is a major initiative of President Obama ([www.whitehouse.gov/sites/default/files/omb/egov/digital-government/digital-government.html](http://www.whitehouse.gov/sites/default/files/omb/egov/digital-government/digital-government.html)), but a similar initiative seems to be lacking in Maine. Digital education is the recognition that digital technology and digital content provide new opportunities to rethink and enhance education at all levels. The Maine Learning Technology Initiative is only a first step in this direction. Serious money and policy development around education for all Maine citizens is needed to make the next generation ready for the world they will inherit. DPLA is certainly positioning itself to make a difference in education across the spectrum from kindergarten through university. Its impact

on Maine could be great if we embrace the need for digital government and digital education in a serious and thoughtful way. 🐟

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# Maine Policy Review

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## Institutional Repositories

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Follow this and additional works at: <http://digitalcommons.library.umaine.edu/mpr>



Part of the [Library and Information Science Commons](#)

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# Institutional Repositories

By Joyce Rumery

**I**nstitutional repositories are online services that allow a library staff to help promote the intellectual work of their institution or community. The services also allow for the management and preservation of materials, including items from special collections. Repositories have been available for more than a decade at universities and colleges and have often been the collaboration of partnerships on a campus to create and populate the repository.

Fogler Library staff had long been interested in acquiring a repository for the university. The options for a repository when it was first considered were largely open-source solutions. One example is DSpace created by MIT. Open-source solutions can be resource heavy in the staffing needed to set up and manage the repository. We were looking for a service that we could implement, but one for which we would not need to devote hours of staff time. We found the Digital Commons by bepress to be the answer. As we explored

the acquisition of this service, we hoped to bring it to all University of Maine System libraries. This was unsuccessful, but we moved forward in setting up our own repository at the University of Maine. We were able to purchase the Digital Commons services through funding from the Office of the Senior Vice President and Provost, the College of Education and Human Development, the Honors College, the College of Liberal Arts and Sciences, and the Division of Lifelong Learning as well as our own budget.

We believed that the Digital Commons would contribute to the university's tripartite mission of teaching, research, and public service. It would improve collection of, and access to, the intellectual work of the university and would showcase scholarly, educational, and creative works to prospective students, collaborators, donors, and alumni. Materials would be searchable and downloaded worldwide from the Digital Commons site, or through Google and other web-based discovery tools. It would also maintain a secure space for the material. In addition we expected that Digital Commons would provide a venue for discovering new collaborations and would foster exploration in multiple disciplines.

We wanted to focus on faculty research and to get us started we used a service from the Digital Commons called Kickstart. This service, just as it sounds, gives a new repository a way to quickly add faculty research. The library staff identified departments, and the bepress staff added faculty articles to the repository. Although each college at the university has its own home page on the university's web site and each department has faculty pages, adding material to the repository provides for more access. The Digital Commons uses an algorithm that makes the material within the repository appear high in Google searches. The decentralized approach of departmental web pages does not offer a prospective student, employee, donor, or alumni the ability to see the entirety of the intellectual output. It is even difficult for individuals in colleges to be aware of the work of colleagues.

The main purpose of the repository at the university is to highlight the work of the faculty, but we have also pursued other collections. Some of these collections are from Special Collections at the library and other areas. Adding these has helped the staff learn

## How Do Users Access Content in Digital Commons?

Many users will come upon articles or other materials on Digital Commons sites through searches on Google or other search engines. Authors and others may provide direct links to works on their own web sites or in course syllabi or other materials. Each Digital Commons site has a front page that allows users to browse by various categories (e.g., journals, theses, research unit, department, or center). On the front page and all other pages, there is a search box where the user can put keywords or author names, with a choice to search in that repository or to search in all repositories. Searching all repositories opens the search to finding material at all institutions that have Digital Commons.

about the process for including material in Digital Commons. Early on, we also made the decision to have a decentralized approach to adding materials. We knew the library staff could not handle all the work that might come from faculty and our own collections without being a bottleneck to building the repository. We, therefore, worked on training university staff so they could add their own content. We worked with the bepress staff so they knew we were decentralizing, and we allowed university staff outside the library to work directly with bepress on their own content. We believe this has made for a more responsive repository and a feeling of ownership for the campus. It has also given us an interesting mix of collections at this early stage.

Digital Commons at the University of Maine, at almost two years old, is still young. Although fewer than 5,500 materials have been added to date (April 2013), they have been downloaded more than 128,000 times. It now has four journals (including *Maine Policy Review*), one of which will be published only within the Digital Commons; a song and story sampler from the Maine Folklife Center; Honors College theses; a poster gallery from Fogler Library; collections of photos from Special Collections; Maine town reports; graduate dissertations and theses; diaries; and publications of the Maine Agricultural and Experiment Station. These collections, along with the faculty materials, create a distinctive collection for the University of Maine. Our goal and the future of the repository at the university is to continue to promote the repository, train and help users to upload their materials, and to make it a part of the campus that benefits all departments and units.

The University of Maine was not the first institution to work with Digital Commons in Maine. Bowdoin, Bates, and Colby colleges have been using Digital Commons for their collections. After the University of Maine acquired Digital Commons, the University of New England and the University of Southern Maine purchased it. One exciting development was the acquisition of Digital Commons by the Bangor Public Library, the Maine State Library, and Portland Public Library.<sup>1</sup> These three libraries were the first public and state libraries in the country to acquire Digital Commons. Libraries are using it to promote their communities and collections, with the hope that

materials will get more use and visibility. In the case of the Maine State Library, it will be used to help disseminate material from state agencies. This is an exciting time for Maine. These repositories will make more material available to the public and to their institutions than was possible in the past. We expect that the value will grow and evolve as content is added. 🐞

## ENDNOTES

1. Below are links to the Digital Commons sites currently available in Maine. The University of Southern Maine and University of New England are in the early stages of development and do not yet have live web links.

**University of Maine** — <http://digitalcommons.library.umaine.edu/>

**Bates College** <http://scarab.bates.edu/>

**Bowdoin College** — <http://digitalcommons.bowdoin.edu/>

**Colby College** — <http://digitalcommons.colby.edu/>

**Bangor Public Library** — <http://digicom.bpl.lib.me.us/>

**Portland Public Library** — <http://digitalcommons.portlandlibrary.com/>

**Maine State Library** — <http://statedocs.maine.gov/>



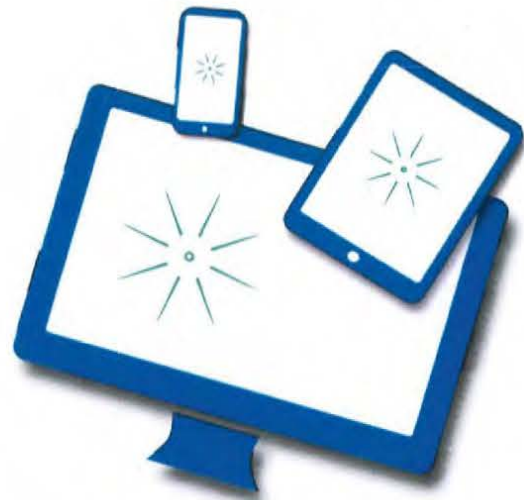
**Joyce Rumery** is dean of university libraries at the University of Maine. She has been with the university for 26 years and dean since 2005. She is the vice chair of the Maine Library Commission, serves on the Maine InfoNet Board,

is a member of the Maine Library Association Executive Council, and chairs the URSUS library directors meetings.

# MOBILE PRINTING

at the

# Maine State Library



- ◆ **LAPTOP** — go to:

[printer.net/msl/mainestate](http://printer.net/msl/mainestate)

- ◆ **SMARTPHONE** or **TABLET**

download free app called **Printer** from your app store. Search for Maine State Library in the app.

- ◆ **EMAIL** — to email your print job,

use either [msl-mainestate-bw@printspots](mailto:msl-mainestate-bw@printspots.com) (b&w copies) **OR** [msl-mainestate-clr@printspots.com](mailto:msl-mainestate-clr@printspots.com) (color copies)

**Maine State Library**  
**Various Promotional Brochures**

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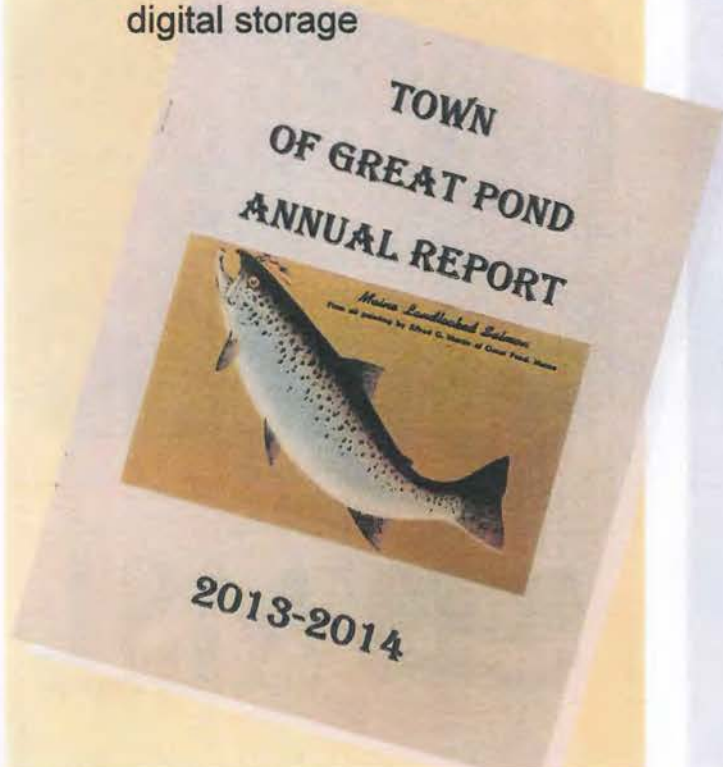
# **MSL Services to Maine Municipalities**

**Digital & Print Document  
Storage**  
**Reference**  
**Library Support**



## Town Reports

- Required by legislation to be sent to MSL
- Complete runs for most towns
- Multi-year project with University of Maine to digitize pre-1950 reports.
- Creating links to born digital reports provided by towns
- Potential to provide back-up digital storage



## Digital Maine

An Internet based repository available to all government and non-profits in Maine.

Services include:

- Unlimited storage
- Google Optimized
- Regular usage reports

## Comprehensive Plans

- Acquired when State Planning Office closed
- Can be borrowed from local libraries
- All listed in the catalog [ursus.maine.edu](http://ursus.maine.edu)
- Potential to store born digital reports

## Helping Local Libraries

Digital skills are the new literacy for our connected era. Every aspect of our lives is going online: School, Jobs, Government services, eHealth, connecting with family and friends.



- LearningExpress Library includes education and career building online tutorials
- Online subscriptions to millions of collection items through MARVEL! helps supplement local library collections
- Web-based continuing education certification programs for your town's local librarians
- Traveling Tech-Petting-Zoo to allow local libraries access to hands-on technology such as the latest eReaders and tablets

# State Government Documents



The Maine State Documents digital repository is provided as a service of the Maine State Library to access electronic versions of Maine government publications.

The Library has, since its inception and in accordance with state law, also collected and stored state documents in paper format.

For printed agency publications please search the Maine State Library Catalog (URSUS) or call the State Library reference desk at (207) 287-5608.

Maine citizens, state agencies, and researchers of all disciplines are encouraged to utilize these electronic and paper resources to the fullest extent possible.

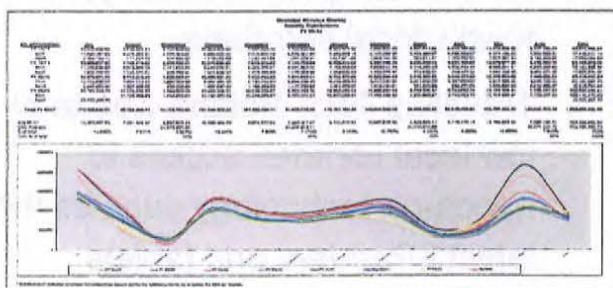
Maine State Library  
**Maine State Documents**

Treasurer's Documents

11-2011

History of Annual Municipal Revenue Sharing:  
 Municipal Revenue Sharing, Monthly  
 Distributions, FY 95-12

Timothy Rodriguez  
 Office of the Maine State Treasurer



# Contact Us

## Reference Services:

Call 287-5608

Email [reference.desk@maine.gov](mailto:reference.desk@maine.gov)

## Digital Content & Storage:

Call 287-5605

Email [peggy.o'kane@maine.gov](mailto:peggy.o'kane@maine.gov)

*The Maine State Library is located in the Cultural building in the State House Complex.*

## Hours:

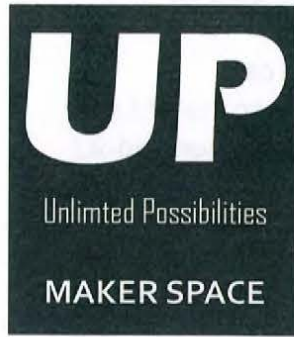
- **Monday:** 9 am - 6 pm
- **Tuesday:** 9 am - 7 pm
- **Wednesday:** 9 am - 6 pm
- **Thursday:** 9 am - 6 pm
- **Friday:** 9 am - 5 pm
- **Saturday:** 9 am - 2 pm

Closed on **all holidays** observed by the State of Maine.

## Address:

- **Physical Address:** 230 State Street, Augusta, ME 04333-0064 (Deliveries)
- **Mailing Address:** 64 SHS, Augusta, ME 04333

MAINE STATE LIBRARY



**create,  
make,  
design,  
imagine...**





## Re-make

In the re-make space you can:

- Update your music collection and take it with you by transferring your LP/Vinyl collection to a digital file
- Transform your old VHS tapes to DVD
- Edit your home videos
- Scan old photographs and books

## Create

In the create area you can:

- Make videos
- Record your voice and music
- Use photo shop
- Print large format posters
- Use CAD design programs to create 3D images
- Print 3D objects
- Scrapbook projects

### Media production:

- Use the green screen and Final Cut to produce videos
- Use the Yeti microphone to do professional voice overs
- Produce your own music with Garage Band and other software



### Craft support and classes:

- Host a craft club
- Teach a craft class or share your art

### Fiber Works:

- Knitting, crocheting, felting, quilting, etc.



### Scrapbooking:

- Add Cricut creations, color printing, and 3D objects to your projects



### Sculpting:

Build a trash to treasure project



### Painting:

Bring your own supplies — teach a class or have a paint party



### Robotics & Engineering:

Work with robotics kits and experiment with coding



# UP Maker Space

## Create at your State Library!

The Maker space at the Maine State Library is open to all who want to create and learn.



Blending technology and traditional arts and crafts, the room serves as a resource to help foster new ideas and innovation.



Here you will find books, art supplies, computers, apps, teachers, mentors, computer programs, classes, and space to create.

**Opening October 15, 2015**

**Hours:**

Open by appointment Monday - Friday  
9:00 AM to 5:00 PM

**Contact :**

Emily Stowers 207-287-5663  
or  
Becky Labonte 207-287-5639

**Maine State Library  
230 State Street  
Augusta, Maine 04330**

[www.maine.gov/msl](http://www.maine.gov/msl)

**MAINE STATE LIBRARY**



**Welcome**

# Circulation 101

## Can I access the Maine State Library online?

Yes, at [www.maine.gov/msl/](http://www.maine.gov/msl/). You can also access the library catalog by clicking on the URSUS link on the library's home page, or by going directly to URSUS at <http://ursus.maine.edu/>. Through URSUS you can search for items, request items from other libraries, and manage your patron record.

## How long may I keep an item?

Items are checked out for three weeks. A second renewal for three weeks is allowed.

**If another patron has a hold on one of your items, or if your account has been billed for delinquency, renewals are not allowed.**

## How many items can I check out?

You may check out up to 25 items.

## How do I renew an item?

You can renew an item in person, by calling the Library at (207) 287-5600, or online. To renew online, go to [ursus.maine.edu/patroninfo/](http://ursus.maine.edu/patroninfo/), sign in using your name and library card barcode, and click on the link to renew.

## How can I return books after hours?

Unless stated otherwise on the cover, items may be placed in the book drop located in the front of the building.

## Who can use my library account?

You are the only person who can use your library card. Children 13 and over may get their own cards. If they do not have proper ID with their current address, then a parent or guardian must be present to verify the child's address. A parent/guardian, with a valid card, may also choose to authorize their children as additional users of their account.

## Does the Library charge late fees?

The library does not charge a daily late fee. However, **overdue and billing notices are sent if items are not returned.**

If these notices are ignored, a processing fee may be charged, and borrowing privileges suspended until issues are resolved. If an item is not returned, and must be replaced, a minimum of \$40.00 will be charged. **Any book returned damaged will result in a minimum fee of \$40.00 (per damaged item).** Borrowing privileges are suspended until the fee is paid. **The library does not accept replacement copies for lost or damaged books.**

## Can items be returned to the Library through the mail?

Yes. You may mail the items back to us at **your own cost**. Our address is located on the other side of this brochure.

## Want to Know More?

### We Have ...

Reference services—in person,  
phone, or email

Computers, Internet and WiFi  
access

URSUS—Online catalog

MARVEL! Maine's Virtual Library

OVERDRIVE Download Library -  
(eBooks)

Extensive information about Maine

    Maine histories

    Maine author collection

    Special collections (maps,  
    Baxter, Avery, and others)

    Maine State government  
    documents

Genealogical resources and classes

Vital records on microfilm

Local newspapers *and* newspapers  
on microfilm

Nonfiction and reference collection

Audiobooks

Interlibrary Loan services

Books-by-Mail/Talking Books

## Maine State Library

64 State House Station  
Augusta, ME 04333-0064

Tel: (207) 287-5600

Fax: (207) 287-5615

TTY: (888) 577-6690

[www.maine.gov/msl/](http://www.maine.gov/msl/)

### Reference Desk

[reference.desk@maine.gov](mailto:reference.desk@maine.gov)

(207) 287-5608

### Hours

Monday	9:00 - 6:00
Tuesday	9:00 - 7:00
Wednesday	9:00 - 6:00
Thursday	9:00 - 6:00
Friday	9:00 - 5:00
Saturday	9:00 - 2:00
Sunday	Closed

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**MAINE STATE LIBRARY  
OUTREACH SERVICES**

- **Books By Mail**
- **Large Print**
- **Talking Books**
- **Descriptive Video**
- **Summer Reading**
- **Programming  
Packets**



*You CAN*

*get there from here . . .*

*@ your library™*

**1-800-762-7106**

[www.maine.gov/msl/outreach](http://www.maine.gov/msl/outreach)

---

## Books By Mail

### What is it?

Books By Mail provides books to residents of Maine communities where there is no full-service library, and to people who are homebound for medical reasons.

*Note: Some local libraries provide in-person delivery services to people who are homebound.*

### How does a person sign up?

Call us at 1-800-762-7106 or find us on the web:

[www.maine.gov/msl/outreach](http://www.maine.gov/msl/outreach)

### How does it work?

- Select the titles you want from the online catalog, Minerva, or from print catalogs supplied by Outreach.
- Call us toll-free at 1-800-762-7106 if you have any questions or visit us at:

[www.maine.gov/msl/outreach](http://www.maine.gov/msl/outreach)

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## Large Print Books

### Who can use this service?

- Residents of Maine who are certified as visually impaired.
- Public libraries who serve the visually impaired.

### How does it work?

- Call or visit the web site for an application.
- You may choose specific titles or ask our staff to select for you.
- Libraries can receive boxes of books periodically which include the types of books preferred by their readers.
- Books do not require postage, as they are mailed under a special "free matter for the blind" category.
- Call us toll-free at 1-800-762-7106 if you have any questions or visit us at:

[www.maine.gov/msl/outreach](http://www.maine.gov/msl/outreach)

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## Talking Books

### What is it?

Talking Books is a Federally-funded program which provides recorded books and special players free to persons who are blind, visually or physically impaired, or who have been certified by a doctor as reading impaired.

### How does a person sign up?

Call Outreach Services at 1-800-762-7106 for an application or go to:

[www.maine.gov/msl/outreach](http://www.maine.gov/msl/outreach)

***(note: applications must be signed by the appropriate certifying authority—please read all instructions carefully!)***

**Updated Sept. 2008**

## How does Talking Books work?

1. Individuals or institutions may ask for specific titles or authors, or they may have them pre-selected based on categories.
2. Once a patron or institution is registered, s/he will receive a special cassette player with controls for varying the sound, along with instructions on how to use it.
3. Books and equipment are mailed "free matter for the blind" (no postage required).

**Maine State Library  
Outreach Services  
64 State House Station  
Augusta, ME 04333  
Toll-free: 1.800.762.7106  
[www.maine.gov/msl/outreach](http://www.maine.gov/msl/outreach)**

## Also at MSL Outreach:

- **Descriptive Video:** Films which include special narration describing the scenes for people who are blind or visually impaired.
- **Summer Reading:** Support for summer reading in Maine communities.
- **Programming Packets:** A collection of book sets and packages intended for use in library programming.

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