

2007

# Library Services and Technology Act (LSTA) Plan - 2008 - 2012

Maine State Library

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

***Maine State Library  
Five -Year State Plan  
2008 - 2012***

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

**Maine Five -Year State Plan  
2008 - 2012**

## Introduction

Of the funds provided to a State Library Administrative Agency (SLAA), such agency shall expend funds for one or more of the following:

1. expanding 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;
2. developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
3. providing electronic and other linkages among and between all types of libraries;
4. developing public and private partnerships with other agencies and community-based organizations;
5. targeting 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; and
6. targeting 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 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902 (2))) applicable to a family of the size involved.

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 3.7% between 2000 and 2006. In 2005 14.6% of Maine's population was 65 years old and older. 96.6% of the population is white. And 59.6% have lived in the same house for more than five years. Only 22.9% of Maine residents have a Bachelor's degree or higher.

Approximately 100,750 Maine residents live in communities with no local library. 70 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 272 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.

Much other statistical information may be found at <http://www.maine.gov/msl/libs/statistics/fy2005/profil05.htm>.

Among Maine's 272 public libraries:

- 39 (14.3%) serve towns of less than 1,000 residents
- 87 (31.9%) serve towns between 1,000 to 2,500 residents
- 63 (23.2%) serve towns between 2,500 and 5,000 residents
- 51 (18.7%) serve towns between 5,000 to 10,000 residents
- 29 (10.6%) serve towns between 10,000-24,999
- 3 (1.1%) serve towns with populations over 25,000

The 2008-2012 plan focuses on LSTA funding for statewide programs to benefit Maine libraries, patrons and citizens. The following quote from “An Independent Evaluation of the Maine State Library’s Implementation of the Library Services and Technology Act Five-Year State Plan 2003-2007” page 53, supports Maine’s use of funds in this manner:

**“In conducting statewide LSTA Evaluations in the past, Himmel & Wilson has occasionally been critical of the practice of spending all or most of the LSTA funds internally. However, we find it difficult to disapprove of this element of the Maine State Library’s (MSL) handling of LSTA funding for several reasons. First the total amount of Federal Funding available to MSL is rather limited; dispersing any significant amount of LSTA funding through a sub grant program would leave little money for tackling important statewide concerns. Second, Maine does an excellent job of leveraging the impact of its LSTA funds. There are multiple good examples of how LSTA has been used in concert with State, local and private funds to accomplish something that would not have happened otherwise. Finally, the Maine State Library has done an excellent job of identifying needs prioritizing needs and designing strategies to meet them.”**

### **Mission**

**The Maine State Library models exemplary resource sharing and electronic information services through strong, cooperative partnerships among all types of Maine libraries; contributing to the economic prosperity and education of all Maine citizens.**

## Needs Assessment

In addition to Himmel and Wilson's "An Independent Evaluation of the Maine State Library's Implementation of the Library Services and Technology Act Five-Year State Plan 2003-2007", which included web surveys, focus group meetings and telephone interviews of Maine librarians, the Maine State Library has conducted several statewide surveys between 2003-2007 designed to measure and define recognized needs:

- 1) Survey of Books by Mail Users - Results linked below: (This survey and the Talking Books survey below were vetted by Karen Motylewski of IMLS before being sent out.)



BBMSurvey20005sum  
.htm

- 2) Survey of Talking Books, Descriptive Video and/or Large Print Book Patrons - Results linked below:



TBplSumSurvey06.ht  
m

- 3) Summer Reading Program Survey: This survey is representative of the ones sent out after each summer reading program supported by the Maine State Library Outreach program. It assesses satisfaction with the annual program and provides the opportunity to express libraries' future summer reading program needs.



SumSurvey06res110  
306.htm

- 4) The Maine State Library, the University of Maine System Libraries, Bangor Public Library, and the Maine Law and Legislative Reference Library each conducted LibQUAL+™ surveys in the spring of 2007. LibQUAL+™ is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. It is a patron expectation/satisfaction survey. These services are offered to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a Web-based survey that helps libraries assess and improve library services, change organizational culture, and market the library.

This survey was emailed to nearly 2000 MSL patrons; it was also emailed to all state employees via special permission of the Department of Financial and Administrative Services, and to all legislators via the Maine State Law and Legislative Reference Library.

- 5) In November 2005 all Minerva libraries (a subset of Maine InfoNet) were surveyed (via Survey Monkey) to assess their current needs and goals. In 2006 consultant Linda Bills extensively interviewed the 65 Minerva libraries and presented a 30 page report of her findings and recommendations entitled *Minerva Review Report, Final Report for Minerva Users Council* on Nov. 30, 2005. Following much discussion among the Minerva group and MLS staff, an InfoNet Board was established in the summer of 2006; its long range-planning meeting was facilitated by Arnold Hirshon of NELINET. The Minerva Users Executive Board and Council continued to

work with Mr. Hirshon to reorganize the Minerva governance structure and policies. The plans in this LSTA 5-Year report reflect the months of study and planning done by the Minerva Users' Council, Minerva Executive Board, MSL staff, the University of Maine System, and the InfoNet Board.

- 5) A sample of MSL-Generated Needs Assessment Surveys (Posted on MSL web site; promoted on MELIBS (listserv))
- 2004 Minimum Public Library Standards Survey, April 2004
- 2005 Past Construction and/or Renovation Funding Needs Survey, January 2005; SCOOP Needs Survey- Dec 2005
- 2006 Web Coordinator/ Webmaster Survey, Oct-Nov 2006; Gates Rural Library Sustainability Program - March 2006; Bindery Cooperative - March 2006; InfoNet -- Spring 2006;
- 2007 Construction needs; Family Place Library Interest - Feb 2007; WebJunction-Maine Course Offerings Survey -May 2007; 18th Annual Reading Round-Up of Children's and Young Adult Literature -April 2007

**Himmel and Wilson concluded their Evaluation of Maine's 2002-2008 LSTA plan with the following recommendations:**

- 1. Continue priority statewide programs that help libraries provide better service – MARVEL, consortia catalogs (Minerva, URSUS, and SOLAR) and van delivery.**
- 2. Continue the State Library's leadership of state-level partnerships that leverage the impact of LSTA funding to meet priority state needs.**
- 3. Investigate ways to extend van delivery to all libraries, in order to provide a stepping stone for small libraries to participate in resource sharing, with all its benefits and responsibilities.**
- 4. Consider restructuring regional consulting and collection systems to take advantage of changing technology**
- 5. For the next planning cycle, build outcomes evaluation strategies into every LSTA activity and clearly allocate responsibility for collecting, reporting and analyzing data. This is especially important in the library development, consulting area, since such a large portion of LSTA funds are spent in this area and activities tend to blur between state and federal priorities.**
- 6. Continue developing outcome measures for Outreach Services. Maine is well-positioned to become a national leader in this area.**
- 7. Examine ways to increase the coordination of professional development activities for library staff in the state and implement a program that is closely aligned with the goals for the 2008-2012 LSTA plan.**
- 8. For consulting and professional development services, develop a method for recording evidence of attendance, knowledge or skill learned, as well as follow-up assessment of implementation and improved customer outcomes.**
- 9. Enhance professional development in areas related to LSTA and state goals, using a variety of face-to-face and on-line solutions to reach remote participants.**
- 10. Examine ways to improve differentiation of branded programs (such as URSUS, Minerva, SOLAR, Marvel, etc.) of State Library programs so that librarians, trustees, and policy makers can more clearly identify them.**
- 11. Continue frequent formal and information communication to inform Maine librarian and their customers about services available.**

### **GOALS for Maine's Five-Year State Plan**

1. To expand library resource sharing and services for all Maine citizens by partnering with public and private entities. (LSTA Goals 1,2,3 & 4)
2. To improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas. (LSTA Goals 5 and 6)

## **Maine Goal 1. To expand library resource sharing and services for all Maine citizens by partnering with public and private entities. (LSTA Goals 1, 2, 3 & 4)**

### **Relationship to identified needs:**

An Independent Evaluation of the Maine State Library's Implementation of the Library Services and Technology Act Five-Year State Plan 2003-2007, Appendix A, B and C which report on the results of focus groups, interviews, and a web survey done in 2006-2007. This report clearly shows that Maine librarians want to continue and expand the following partnerships.

### **Partner 1 – Maine Regional Library System (Consultants and Area Reference and Resource Centers)**

#### **A. What will be done?**

Maine's Regional Library System (MRLS), established by legislation in 1973 (MRSA Title 27, Chapter 4, Section 111) for the formation of three library districts to improve library services to the citizens of Maine, will continue to:

- Provide staff and support for consultant services to librarians, trustees and Friends
- Foster cooperation and networking among libraries,
- Facilitate professional development opportunities
- Promote collaboration and resource sharing

#### **B. For Whom?**

MRLS expands resource sharing and services for all Maine citizens which:

- Includes all public, special, academic and school libraries
- Provides patrons of Maine libraries with access to statewide resource sharing
- Provides continuing education opportunities for librarians

#### **C. How it will be done: (timeline - annually)**

Resource sharing and services will be provided through the MRLS consultants, regional resource sharing, and representation from the three regional library districts which includes:

##### Consultants

- Work with libraries within region: Northeastern Maine Library District (NMLD), Central Maine (CMLD), and Southern Maine (SMLD).
- Coordinate state-wide library programs and activities
- Utilize ATM at MSL to connect and communicate with librarians across the State (two-way audio-video network with motion picture film quality)

##### Representatives

- Create district goals with executive boards in each region
- Hold two District Council meetings annually in each region

##### Regional Resource Sharing

- Continue support for Area Reference and Resource Centers (ARRC): Bangor Public Library, Portland Public Library, Maine State Library and Lewiston Public Library

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

The Maine Regional Library System Area Reference and Resource Center will:

- Support interlibrary loan service
- Provide reference and information services



- Provide office space for the district consultants
- Give free library cards to residents in the region

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

Each District Consultant will:

- Provide consultant services to librarians, trustees and Friends
- Foster cooperation and networking
- Facilitate professional development opportunities
- Promote collaboration and resource sharing

#### **E. What benefit or outcome will be achieved?**

District benefits and outcomes are identified annually by member libraries through the District Executive Boards. These include:

- Continuing education opportunities
- Focus groups
- Collaborative projects with public and private entities

#### **F. Evaluation plan**

Progress on the Executive Boards' annual plans of service is reviewed at each Executive Board Meeting.

- Evaluation forms are collected from participants at Council meetings, workshops and other continuing education events soliciting feedback and specifically asking how participation in the event is expected to change the attendees' behavior upon returning to their library.
- For each of the next four years (starting in the fall of 2007), follow-up evaluations will be done six months after key events to determine what changes actually took place in members' libraries to benefit patrons. Timeline: 2008 – follow-up evaluations on two district-sponsored events; 2009 - follow-up evaluations on three district-sponsored events; 2010, 2011, 2012 – follow-up evaluations on four district-sponsored events.

### **Partner 2 - Maine Humanities Council**

#### **A. What will be done?**

The Maine Humanities Council's "Let's Talk about It" program for libraries and their patrons will continue to be supported with staff and funding from the Maine State Library by:

- Storing, promoting and distributing 40 topical sets of books
- Providing financial support for the program

#### **B. For Whom?**

Maine citizens will have the opportunity to participate in facilitated books discussion groups at their local libraries through the “Let’s Talk About It” program which:

- Serves a general audience of users
- Makes the program free to any interested person
- Serves libraries statewide

**C. How it will be done: (timeline - annually)**

The Maine Humanities Council (MHC) and the Maine State Library (MSL) will collaborate to:

- Provide topical book sets to Maine libraries for “Let’s Talk About It” programs
- Foster community discussions of current issues through literature
- Provide a trained scholar/facilitator to interact with local citizens during the programs

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

Processes and procedures necessary for success of the “Let’s Talk About It” Program will be divided between the Maine Humanities Council and the Maine State Library in the following manner:

- Facilitate local “Let’s Talk About it Programs” by scholar-facilitators trained via the Maine Humanities Council (MHC - 2008-2012)
- Supply online application forms for interested libraries (MHC - 2008-2012)
- Store and ship sets of books to libraries (mostly in rural areas) (MSL -2008-2012)
- Advertise the program through the Maine Regional Library System consultants, at the annual meeting of the Maine Library Association, at the annual Maine Libraries Conference, on the MELIBS listserv, and through a network of personal contacts that has been developed between the MHC and libraries during the program’s 20-year existence. (MHS and MSL - 2008-2012)
- Provide participating libraries with posters and other publicity materials (MHC - 2008-2012)

**E. What benefit or outcome will be achieved?**

Maine residents, particularly those in rural areas, will be given the unique opportunity to discuss current issues through literature, and small rural libraries will have the opportunity to provide an excellent public outreach program that includes:

- Providing free, local opportunities for participants to explore vital current issues through literature and with a trained scholar/facilitator
- Cultivating and reinforcing the roles of libraries as centers for dynamic conversation within their communities
- Bringing area residents together to meet and interact over issues of common concern

**F. Evaluation plan**

In the past, participant evaluations of the programs and hosting libraries’ evaluations have been the sole source of program evaluation. In the future, program changes will be based on:

- Development of a logic model evaluation protocol for “Let’s Talk About It” by the Maine Humanities Council in order to clarify goals, and link these goals more closely with the program’s outcomes. (2008-2009)
- Continued analysis of evaluation forms from participating citizens and libraries in order to modify and improve the program. (Annually 2008-2012)

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**Partner(s) 3 – Department of Education, Maine Mathematics and Science Alliance, Public Utilities Commission**

**A. What will be done?**

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

**B. For Whom?**

The option to join MSLN is available to all Maine public libraries. 241 libraries participate in MSLN.

**C. How it will be done: (Timeline - annually)**

Maine State Library staff ensures that Maine public libraries that participate in MSLN receive needed services and support.

- Contract administration
- Supervise MSLN project manager
- Supervise MSLN Circuit Riders (technical support)
- Coordinate consortia E-rate application
- Set policy

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

- Assess and analyze library connectivity needs as a basis for RFP development
- Analyze charts of individual library bandwidth usage provided by the MSLN ISP
- Research and report on statewide projects of similar scope seeking a more efficient cost-effective model
- Prepare RFP requesting vendor bids to meet identified site needs for bandwidth (2009)

**E. What benefit or outcome will be achieved?**

- Provide adequate bandwidth to meet the needs MSLN public library patrons accessing online databases, OPACs, and other electronic resources (Web 2.0 and emerging technologies)
- Provide support and guidance for technical problems, E-rate application assistance, and general technology information

**F. Evaluation plan**

100% of Maine library sites on MSLN will have adequate bandwidth to meet their patrons' needs:

- Examine each site's bandwidth use based on data provided from MSLN's ISP provider
- Verify that each site has the required bandwidth to meet patron needs
- Study Circuit Rider annual reports of libraries served

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**Partner 4 – University of Maine System**

**A. What will be done?** The Maine State Library and the University of Maine System will continue to partner in the expansion of services and resources for Maine InfoNet, Maine's virtual library, and statewide, online source of information and educational resources for Maine citizens.

**B. For Whom?**

All Maine libraries and their patrons and, indeed, all residents can access the resources of Maine InfoNet.

**C. How it will be done: (timeline -annually)**

All residents in Maine will have access to the resources of Maine's libraries through Maine InfoNet:

- Add at least one state-wide licensed data base per year to Maine's virtual library, MARVEL.
- Select database(s) to be added to MARVEL from the MeInfoNet Committee recommendations based on survey results from MeInfoNet libraries and negotiate contract(s) for statewide use.
- Encourage the formation of other database purchases through consortia agreements set up through MeInfoNet
- Increase library participation in MaineCat through added participation in consortia such as SOLAR and MINERVA

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

The Maine State Library in conjunction with the University of Maine and other partners will:

- Seek increased funding from the Maine State Legislature and through the Governor's budget
- Collaborate with MSL, University of Maine System, community college system, Public Utilities Commission, and the Department of Education to provide funding and acquire needed databases
- Analyze and develop a process for cooperative purchasing of databases among interested libraries
- Promote library membership in SOLAR and MaineCat
- Train library staff participating in Maine InfoNET
- Implement an effective federated search engine
- Develop Board policy to increase InfoNet membership (InfoNet Board consists of representatives from Maine's private colleges, the University System, the Community College System, school, public and special libraries, as well as the State of Maine Chief Information Officer and the CEO of UMS's information technology)
- Continue the Memo of Understanding between the University of Maine System and MLS to employ an InfoNet CEO and Memo of Understanding with MINERVA libraries and agreement with URSUS libraries and with independent colleges and institutions to continue Maine CAT
- Explore with the Maine Department of Education the development of a statewide automated library system for school libraries (2012)

**E. What benefit or outcome will be achieved?**

Valid online information resources and statewide catalogs will be accessible to **ALL** Maine residents, regardless of socioeconomic background or geographic location or local funding support for libraries to:

- Easily accessed valid online resources
- Identify and borrow holdings from a larger number of Maine libraries to meet their educational, recreational, and informational needs
- Improved library services to meet user needs

**F. Evaluation plan**

The InfoNet Executive Board will review and evaluate the work of the CEO in attaining the following goals:

- A minimum of 10 libraries a year will place their holdings in SOLAR.(2008-2012)
- A minimum of 10 libraries a year will place their holding in MaineCat (2008 – 2012)
- A minimum of four libraries will be added to MINERVA each year (2008-2012)
- Interlibrary loaning and borrowing among SOLAR and MaineCat sites will increase by 5% each year (2008-2012)

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**Partner (s) 5 - Maine State Museum, Maine State Archives, Maine Historic Preservation, Maine Arts Commission, Maine Humanities Council, Maine Film Commission and the Maine Historical Society**

#### **A. What will be done?**

The Maine State Library will continue to participate in the Maine Cultural Affairs Council along with the Maine State Museum, the Maine State Archives, Maine Historic Preservation, the Maine Arts Commission, the Maine Humanities Council, the Maine Film Commission and the Maine Historical Society in order to:

- Serve as a primary forum for interagency cooperation and planning.
- Support joint legislation
- Administer the New Century Grant Program

#### **B. For Whom?**

All constituencies of Maine Cultural Agencies benefit from this collaboration through the New Century Grant Program which:

- Provides matching (1:1) funds and direct technical assistance for a variety of local library (and other agency) projects such as building restorations, library development, and family literacy programming

#### **C. How it will be done: (Annually 2008-2012 depending upon legislative funding.)**

Objectives of the Cultural Affairs Council are accomplished by:

- Regular meetings of the Cultural Affairs Council working group (agency heads and deputies)
- Meeting of the Cultural Affairs Council membership consisting of the Chairs and Vice Chairs of each cultural agency's governing board
- Legislative funding of the New Century Community Grant program

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

Each agency designs, publicizes and administers its own New Century application process that includes:

- Priorities for funding
- Proof of local match
- Proof of need
- Scoring rubric
- Scoring of applications
- Disseminating funding
- Collaboration among members regarding grant funding (e.g. working with Historic Preservation on renovation of a library; funding preservation of art in a library; providing funding support for a Maine Humanities program in a library)

**E. What benefit or outcome will be achieved?**

Funded by the Legislature since 1999, the New Century program has delivered, without reductions for administrative costs or overhead, more than \$5.7 million dollars in matching money for a wide range of cultural projects.

**F. Evaluation plan**

The New Century Community Grant program is evaluated by:

- Solid evidence of sustainability from applicants
- The number and quality of New Century Grant applications
- Project/grant outcomes submitted to the Maine State Library by successful applicants as a condition of accepting grant funds

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**Partner 6 - WebJunction**

**A. What will be done?**

The Maine State Library became a Community Partnership in WebJunction (effective June 11, 2007) in order to:

- Provide continuing education opportunities
- Provide communication tools
- Provide a technology planning tool

**B. For Whom?**

Maine’s partnership with WebJunction can benefit all Maine library patrons by making tools, courses, and online technology planning available to:

- Librarians
- Library staff
- Library trustees
- Library volunteers

**C. How it will be done: (timeline: annually 2008-2009) (20010-2012 depending on continuation of partnership)**

Extensive online and in-person training will be carried out across the state by:

- Maine State Library staff
- Maine Regional Library District consultants
- Trained local librarians

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

Maximizing use of WebJunction services will require a major focus on training which will be carried out as follows:

- Provided state-wide by the Coordinator of Learning and Technology Services with the assistance of Maine’s three regional district consultants, and other Maine State Library staff
- Will be held at the annual Maine Libraries Conference, other state and regional library meeting and upon request
- Using WebJunction’s LiveSpace (web-conferencing)

**E. What benefit or outcome will be achieved?**

A new world of communication and continuing education opportunities to help improve services to patrons will be opened to Maine libraries. These include:

- Free, self-paced online courses to meet specific professional development needs plus webinars
- Communication tools such as blogs, discussion groups, and Live Space
- Online calendar of local, regional, state and national events

**F. Evaluation plan**

A successful WebJunction partnership will include the following:

- 85% of Maine’s public libraries will be registered on WebJunction by June 1, 2009
- 210 (75%-80%) of Maine public libraries will use TechAtlas for technology planning by Jan. 2010
- A 5% increase in hits on the Maine WebJunction web site from Maine libraries every six months during between Jan 1, 2008 and June 30, 2008; July 1, 2008 and Dec. 30, 2008
- 175 of Maine’s 272 public libraries will have had a person registered for a WebJunction course by 2010
- 10 training sessions will be held in 2008

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**Partner 7 – Velocity Van Delivery System**

**A. What will be done?**

The Maine State Library will increase coverage and support of the current fee-based Van Delivery System for interlibrary loan in order to:

- Facilitate resource sharing among all Maine libraries
- Provide a cost effective, efficient method to move library materials across the state

**B. For Whom?**

The goal for the van delivery system is to share library resources among all Maine residents by providing service to:

- Public libraries,
- Academic libraries
- School libraries
- Special libraries

**C. How it will be done: (Timeline – Annually - RFP in 2009)**

The Maine State Library will continue to contract with a state-wide delivery service and collect fees from participating libraries based on:

- Assessing needs of Maine libraries and their ability to purchase from a state-wide contract
- Exploring existing statewide delivery systems.

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

State procurement rules will be followed to:

- Issue RFP in 2009 describing needed delivery service

- Negotiate a contract with most cost-effective vendor who can meet service requirements

**E. What benefit or outcome will be achieved?**

Benefits of the van delivery system include:

- Expanded resource sharing; cost benefit to local library
- Improved and faster access to statewide materials for all citizens

**F. Evaluation plan**

The success of the van delivery system will be demonstrated by collecting information on cost savings for local libraries, efficiently moving materials from one library to another, and ease and reliability of contracted delivery service vendor by:

- Tracking interlibrary loan statistics as reported by libraries (annually)
- Determining delivery service versus postal service costs (annually)
- Surveying libraries on effectiveness of delivery service (biannually)

**Maine Goal 2. To improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas. (LSTA Goals 5 and 6)**

**Relationship to identified needs:**

User surveys administered and evaluated by Outreach Services staff and informal feedback have identified improvements needed to access Talking Books, Large Print Books and Books by Mail services as well as the need for training, information and communication regarding accessibility and assistive technologies.

Library participation in the summer reading program promoted and supported by Outreach Services of the Maine State Library fills a need at the local level. Only 97 of Maine’s 272 public libraries report having a children’s librarian on staff.

Children who use Books By Mail, Large Print and Talking Books services are often isolated from the rest of the state in many ways. These children need to be part of an integrated reading community.

**A. What will be done?**

More eligible Maine residents will benefit from Maine State Library Outreach Services (Books by Mail, Talking Books, and Large Print Books) because of:

- New use of technology tools
- Increased input from and interaction with Outreach Services staff

**B. For Whom?**

All Maine citizens meeting criteria for Outreach Services including:

- The disabled
- Those living in unserved or underserved areas

**C. How it will be done:** (timeline 2008-2012)

Eligible citizens will find it easier to benefit from Outreach Programs from:

- Enhanced OPACS and cataloging, circulation, and interlibrary loan functions



- Enhanced web access including Social software and other technologies such as book blogs, wikis, pod casting
- Increased interaction with patrons via representatives for two advisory groups statewide (one for Books By Mail, the other for Talking Books Plus)

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

The activities will include:

- Development of aids for patrons to learn about and use current online features
- Implementation of improvements to software that will offer better customer support and staff efficiency including a software delivery module
- Presentations in various parts of the state on Talking Books, Large Print and Books-By-Mail programs
- Recruiting representatives for two advisory groups statewide (one for Books By Mail, the other for Talking Books Plus)

**E. What benefit or outcome will be achieved?**

More eligible users will benefit from outreach services as they:

- Have easier and more efficient access to resources, research and information
- Explore different hobbies
- Engage in more recreational reading
- Use various media for cultural stimulation
- Become more aware of current issues
- Have the opportunity to participate in advisory groups

**F. Evaluation Plan**

Evaluation surveys will be sent biannually to users of each Outreach Program which will reveal that:

- 30% believe their lives are enriched by the improved ease of access to materials and services.

**A. What will be done?**

Accessibility issues will be addressed by:

- Expanded access to Maine-related materials in accessible formats

**B. For Whom?**

Maine librarians for the benefit of:

- Local patrons:
- People with disabilities
- Citizens with family members, friends or neighbors with disabilities

**C. How it will be done (timeline - annually)**

Maine-related materials will be provided in alternative formats:

- Production of quality recordings of Maine and local interest books that are not available in the national Talking Books program
- Development of a Maine newspaper-by-phone service with an emphasis on local newspaper content

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

Outreach Services Staff will:

- Develop a local Talking Books digital recording studio; purchase supplies, equipment, and books for recording; recruit, train & supervise volunteers to provide staffing to record state and regional publications for Talking Book distribution. *Timeframe: 2008-2012*
- Develop a local Telephone Reader operation with hardware, software, and local newspaper data loaded on a daily basis. *Timeframe: 2008-2012*
- Configure hardware and software, gather data, and set up a routine for updating newspaper content regularly via web hunts and FTP
- Form citizen advisory groups to get feedback and ensure effectiveness of these efforts; engage in strategic long-range planning. *Timeframe: 2009-2012*

#### **E. What benefit or outcome will be achieved?**

Libraries will be better empowered to improve accessibility, to support universal design in their communities, and direct residents to Outreach Services' programs, thereby:

- Contributing to the cultural and literary enrichment of Maine's elderly and disabled populations
- Improving access to reading materials through accessible technologies

#### **F. Evaluation plan**

Improved access to Outreach Services by eligible users statewide and improved knowledge of, and access to, assistive technology devices and accessibility issues will be evaluated by:

- Surveying Talking Books users to reveal that they are better able to access local interest publications and that their quality of life is enhanced because of the products of the Outreach Services recording studio
- Recording and distributing a minimum of six local interest titles per year
- Maintaining statistics on the number of eligible users with disabilities who access the daily news via telephone reader program. The number of users and their reactions to the program will be monitored by Outreach services staff annually.

#### **A. What will be done?**

Improved awareness and use of assistive technology devices in Maine libraries by:

- Improving public awareness of Outreach Services and assistive technology devices for the blind, visually impaired, physically disabled, and geographically isolated

#### **B. For Whom?**

Maine librarians for the benefit of local patrons:

- People with disabilities
- Citizens with family members, friends or neighbors with disabilities

#### **C. How it will be done (Timeline – 2008-2009; 2009 to 2012 depending on funding)**

Trainings on assistive technology will be offered statewide in-person and via virtual venues such as WebJunction

- Install, display, and promote assistive technologies at the Maine State Library to encourage Maine libraries to invest in accessible computer workstations
- Produce and distribute public service announcements, informational bookmarks, press releases, and other materials

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

Outreach services staff will work with partners and Maine libraries to:

- Provide Outreach Services users with access to screen reading software, and a lending library of assistive devices
- Seek innovative programming collaborators in order to improve knowledge of the services available to blind, via assistive technology. *Timeframe: 2008-2009*
- Identify components for a model library assistive workstation
- Identify a recipient library in each of Maine's three regional library districts and install workstations, and organize public information events around the technology. *Timeframe: 2008-2009*

#### **E. Evaluation**

**Evaluation of promotion and provision of assistive technology devices in libraries will be evaluated as follows:**

- A sampling survey of library users throughout the state that will report improved access to information in their communities as a result of the libraries' efforts to acquire and promote assistive technology devices
- The availability of screen reader technology in public libraries with service populations of 6,000
- A Survey of users of assistive technology devices for the blind, visually impaired, physically disabled, and geographically isolated will verify improved quality of life

#### **Summer Reading Program**

##### **A. What will be done?**

A summer reading program will be maintained and enhanced to:

- Integrate all Maine children into one summer reading community

##### **B. For Whom?**

All Maine children from birth to age 17 may participate in the Outreach Services sponsored summer reading program including:

- Blind
- Visually and physically impaired
- Geographically isolated
- Rural

##### **C. How it will be done:** (Timeline: Annually - 2008-2012)

The Coordinator of Outreach Services will assume responsibility for this program in collaboration with:

- Participating libraries
- Organizations
- Agencies
- Families

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

**The Coordinator of Outreach Services will supervise or carry out the following tasks:**

- Encourage statewide participation in the Collaborative Summer Library Program (CSLP) (multi-state consortium) by purchasing the manual and core sets of program materials for all Maine public libraries

- Encourage library participation in the planning process *Timeframe: 2008-2012.*
- Network with library associations, educators and children's librarians throughout Maine to develop shared incentives, kickoff events, and ideas for local initiatives
- Offer summer reading training sessions to help local libraries prepare for summer reading
- Develop engaging activities in conjunction with summer reading and make them available to all children statewide
- Publicize the summer reading program through e-lists, publications and presentations at library events
- Keep records of participating libraries and materials
- Organize events and seek supporters for the program
- Fund two children's librarians from Maine to attend the annual Collaborative Summer Library Program conference in order to participate in the development of new program themes and materials
- Form a summer reading committee comprised of librarians and educators.
- Offer summer reading workshops at the annual Reading Roundup of Children's and YA Literature Conference and statewide via on-site and virtual venues

**E. What benefit or outcome will be achieved?**

Increased participation in summer reading programs via a team approach offers numerous benefits including:

- Encouraging children to read and maintain important reading skills over the summer
- Improving enthusiasm, planning of local events, and local development of awareness initiatives and activities
- Improving children's access to the program by better buy-in and participation by professionals working with children

**F. Evaluation plan**

Libraries offering summer reading programs to children will:

- Actively participate as members of the Summer Reading committee to help plan statewide initiatives and activities
- Complete follow-up surveys to reveal whether or not they are better able to administer summer reading programs as the result of active participation in the planning process
- Increase their participation to 90% of public libraries by 2012

Outreach services staff will monitor and evaluate the program by:

- Rating the level of excitement about reading by non-special needs children participating in the program
- Analyzing a survey of children who use other Outreach Services to indicate their awareness of their inclusion in a statewide program
- Increasing participation by children receiving other Outreach Program Services by 10% from 2008 to 2012

**Stakeholder Involvement in the Development of the LSTA Five-Year Plan 2008-2012**

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

1. Surveys of children's summer reading program participants
2. Surveys of Books by Mail users

3. Surveys of Talking Book users
4. Written feedback from regional library District Council meetings (NMLD, CMLD, SMLD), executive board meetings, workshops, and cluster group meetings
5. Responses to drafts from the Maine Library Commission/LSTA State Advisory Council on Libraries which comprised of librarians from special, public, school, and academic libraries, as well as a representative for the disabled and citizens of Maine and state association, e.g. Maine Association of School Libraries, Maine Library Association
6. Comments made electronically about draft segments of the plan as posted on the Maine State Library web site
7. Vetting by Maine State Library staff responsible for carrying out the plan.

### **Communication and Public Availability**

The LSTA 2008-2012 Plan as 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. An email to the Maine libraries list serve will notify members of the posting. The goals and action steps of the plan will be highlighted at the three regional fall council meetings and at the Maine Libraries Association meeting in July 2007.

Designated stakeholders will receive status reports and have opportunities to review LSTA program activities related to their specific needs and/or areas of interest. Significant changes to the State Plan will be submitted to the IMLS and appropriate stakeholders.

### **Monitoring**

The Maine State Library staff (including the three regional district consultants and the InfoNet CEO) will monitor the LSTA State Plan for 2008-2012. The Director of Reader and Information Services and the Coordinator of Outreach Services will have major monitoring responsibilities on an ongoing basis. The LSTA Coordinator is ultimately responsible for assuring that annual monitoring and evaluation takes place as MSL strives to complete the activities we have identified to meet the goals stated herein.

### **Summary**

The goals in this five-year plan focus on state-wide programs that provide the most widespread benefit (the biggest bang for the buck) to the people of Maine based on surveys of specific program users and surveys of librarians regarding their patrons' needs. MSL-administered surveys have been analyzed by the staff as have evaluations of workshops, programs, Council Meetings, and other continuing education opportunities. Much of that feedback has been incorporated into this Plan. Each MSL staff member involved in carrying out the activities in this Plan has had an opportunity for input as has the Maine Library Commission/LSTA Advisory Committee via email and web postings. Monitoring of the activities in this plan will take place formally via recording of statistics (number of people receiving services or participating in programs, the number of libraries participating in services and programs) and analysis of attendee evaluation forms following professional development offerings.

The evaluation of Maine's last five-year plan which included focus groups, web surveys and telephone interviews provided ample evidence of the need for support from the Maine State Library. Maine is large geographically but small in networking. Librarians coming to Maine from other states marvel at the closeness

and cooperation among all types of libraries and the overall supportive and collaborative atmosphere. Spreading LSTA resources over a number of programs and partnerships, the Maine State Library is able to provide programs and services to the residents of Maine that would not exist without this support.