# Maine State Program Report Summary
# Fiscal Year 2011

**Version:** 1                                    **Allotment:** $1,208,487
**Total Projects:** 7          **Total LSTA Funds Expended:** $1,208,487

|  | Project # / % | LSTA Funds $ / % |
|---|---|---|
| **Statewide** | 7 / 100% | $1,208,487 / 100% |
| **Partnership** | 3 / 43% | $670,749 / 56% |
| **Exemplary** | 3 / 43% | $670,749 / 56% |
| **OBE-Related** | 2 / 29% | $544,551 / 45% |

**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                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

## Multi-Type 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

## SLAA Library Grants

Number of Libraries Submitting: 1            Total Libraries Receiving Grants: 1
Number of Applications: 7                    Total Number of Grants Funded: 7
Total Requested: $1,208,487                          Total Awarded: $1,208,487

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: 1
Single Number of Grants Funded: 7
Single Total Awarded: $1,208,487

**Section 2 | OBE Summary**

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

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). The consultants then follow up with emails and/or postings to listservs to reinforce and encourage libraries to implement those changes. It is evident from follow-up conversations on our listserv that these events have impact. The MELIBS listserv has 1483 subscribers and the PublicLibDirectors listserv has over 100 subscribers. Those who don't attend events can benefit from conversations taking place after an event. Pre-planning for new continuing education events focus on outcome-based results and address real needs in the field. The post-event surveys have been done to learn what changes actually took place following a C.E. event by asking librarians direct questions about implementing new policies, procedures and impact on future planning. The district consultants have implemented successful follow-up support for libraries. Consultants have re-visited topics and sponsored additional events on the same topics when further education is requested and needed. 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. This has streamlined the process for libraries to obtain more bandwidth and resulted in increased bandwidth for libraries receiving video conferencing units. Using technology (a variety of bandwidth measurement tools) and Help Desk outreach to libraries has increased communication beyond what the MSL was capable of doing in previous years.

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

Current work toward outcome based evaluations is as follows. Orientation for New Public Library Directors: The district consultants continue to re-tool this very important yearly event based on survey feedback from previous years. Follow-up meetings with new directors are set up after the training. Using the resources on the Maine State Library's website is key for new directors -- so learning to effectively navigate the information-rich website has been emphasized. Introductions to MSL staff have resulted in new directors feeling comfortable to contact anyone at the State Library for assistance. The hands on and interactive training with laptops and a live tour of the website is most effective. New directors can now subscribe to listservs and learn the value of this communication tool we use so heavily. The MSL now creates a web page with PowerPoint, papers and links to websites following each training event to allow participants (as well as those unable to attend) to revisit the information provided and ask us to add resources they discover and want to share with others. The new experiment this year is a wiki for public library directors to share documents they discuss on their listserv. This was established at the request of the directors during the Public Library Directors' Institute--What Really Matters? training event. In the partnership with the Maine Department of Education and Maine Public Utilities Commission, Networkmaine practices and procedures ensured that all libraries have needed bandwidth. Libraries with video conferencing units have between 20-200 mbps.

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|---|---|
| **Project Code:** | 2011-ME-44759 |
| **Project Title:** | **Project Number:** |
| Administration | 1 |
| **Library Name:** | **Project Director:** |
| Maine State Library | Janet McKenney |
| **Phone Number:** | **Email:** |
| 207-287-5620 | janet.mckenney@maine.gov |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $47,890 | $40,692 |
| **In Kind Contributions:** | **Total Cost:** |
| $ | $88,582 |
| **Number of Persons Served:** | |
| **LSTA Purpose:** | **State Goal:** |
| Library technology, connectivity, and services | 1. Partnering for expansion of library resources & services |
| **IMLS Primary Performance Category:** | **IMLS Secondary Performance Category:** |
| Provide access to information, resources and ideas | |
| **Primary Users:** | **Secondary Users:** |
| Statewide public | |
| **Primary Services:** | **Secondary Services:** |
| SLAA LSTA Administration | |
| **Start Date:** | **End Date:** |
| 10/1/2010 | 9/30/2012 |
| **Statewide?** ✅ | **Partnership?** ☐ |
| **Exemplary?** ☐ | **OBE-Related?** ☐ |

**Project Purpose:**

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 are used for STACAP and Office of Information technology (OIT) Network access ($33,987) and 10% of LSTA Coordinator Salary ($13,903)

**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:** | 2011-ME-44757 |
| **Project Title:** | **Project Number:** |
| Books By Mail | 2 |
| **Library Name:** | **Project Director:** |
| Maine State Library | Christopher Boynton |
| **Phone Number:** | **Email:** |
| 207-287-5650 | chris.boynton@maine.gov |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $161,652 | $59,962 |
| **In Kind Contributions:** | **Total Cost:** |
| $ | $221,614 |
| **Number of Persons Served:** | |
| 5,025 | |
| **LSTA Purpose:** | **State Goal:** |
| Services to persons having difficulty using libraries | 2. Improving library services to citizens with special needs |
| **IMLS Primary Performance Category:** | **IMLS Secondary Performance Category:** |
| Provide access to information, resources and ideas | Enhance a lifetime of learning opportunities |
| **Primary Users:** | **Secondary Users:** |
| People with special needs | Homebound persons |
| **Primary Services:** | **Secondary Services:** |
| Outreach Services | Books-by-mail |
| **Start Date:** | **End Date:** |
| 10/1/2010 | 9/30/2012 |
| **Statewide?** ☑ | **Partnership?** ☐ |

**Exemplary?** ☐                              **OBE-Related?** ☐

### Project Purpose:

The Books by Mail (BBM) program is one of the Outreach Services of the Maine State Library. This service helps to meet the library needs of over 200,000 citizens in our large rural state (33,125 square miles with a population of 1,328,361) who live in towns without local libraries or in towns with public libraries open less than 12 hours a week. More details about the program may be found at http://www.maine.gov/msl/outreach/booksbymail/. Eligibility for the program is as follows-- Homebound services (all 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. Eligibility for the un-served or under-served communities (residents pay return postage): Maine residents that have no town library or residents in towns where the library is open 12 hours or less weekly are eligible to apply. Before budget cuts the Maine State Library paid for return postage. Number of users dropped significantly when requirements were changed.

### 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 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 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 toll free phone number is provided to users. Materials selection and information about the program are available online. All state-wide licensed online databases are available to Books by Mail Patrons as well. Promotion of this program has taken place yearly at the Common Ground Fair, a very popular activity attended by rural Maine citizens. Over half of the people visiting the information booth asked questions about the Books by Mail program. Over 50,000 people attended the fair this year. LSTA funds for this project totals $ 161,652. Staff salaries total $ 126,955 for 2.6 FTE and project costs of $34,697 are predominately for postage.

### Project Outputs:

During this reporting period, 330 residents (232 adults and 98 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 34,441 titles and 44,772 copies. Additional materials are also available to users from over 60 other libraries through the state's Minerva interlibrary loan system. The Books by Mail program loaned 17,182 items to the Maine State Library's BBM patrons during the reporting period. The Maine State Library's Books by Mail program used interlibrary loan to borrow 14,453 items from Minerva member libraries for the BBM patrons. Minerva libraries borrowed 5,095 items via interlibrary loan from the Books by Mail collection. The Books by Mail program has a total of 5029 registered users (3405 adults and 1624 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 137 registered homebound users in the program.

### Project Outcomes:

This program provides library services and meets the recreational and informational needs of Maine's rural and homebound residents. Many home-schooled, 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. Over 180 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 use this service who are homebound temporarily 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 get feedback 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 .

**Anecdotal Info:**

Feedback from surveys, notes, cards and other correspondence to the Books by Mail program: "I have been receiving Books by Mail for a few years now and I have greatly enjoyed it." "I signed on to Maine Info Net and downloaded my first library e-books to my Kindle. It was quick and easy."

**Exemplary Reason:**

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|---|---|
| **Project Code:** | 2011-ME-44754 |
| **Project Title:** | **Project Number:** |
| Maine Regional Library System | 3 |
| **Library Name:** | **Project Director:** |
| Maine State Library | Janet McKenney, Director of Library Development |
| **Phone Number:** | **Email:** |
| 207-287-5620 | janet.mckenney@maine.gov |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $478,119 | $433,222 |
| **In Kind Contributions:** | **Total Cost:** |
| $ | $911,341 |
| **Number of Persons Served:** | |
| 800,000 | |
| **LSTA Purpose:** | **State Goal:** |
| Services for lifelong learning | 1. Partnering for expansion of library resources & services |
| **IMLS Primary Performance Category:** | **IMLS Secondary Performance Category:** |
| Provide access to information, resources and ideas | Enhance a lifetime of learning opportunities |
| **Primary Users:** | **Secondary Users:** |
| Library staff and volunteers, Statewide public | |
| **Primary Services:** | **Secondary Services:** |
| Interlibrary Loan, Library Development | |
| **Start Date:** | **End Date:** |
| 10/1/2010 | 9/30/2012 |
| **Statewide?** ✔ | **Partnership?** ✔ |

**Exemplary?** ☑                              **OBE-Related?** ☑

### Project Purpose:

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 service districts based on population to improve library service for the citizens of Maine. Membership consists of public, school, academic, and special libraries. The Maine Regional Library System is administered by the Maine State Library in Augusta; however, each district has its own executive board that sets goals and develops plans for regional and statewide professional development plus other activities each year. There is one library consultant for each district. The Southern Maine Library District (SMLD) district consultant position was vacant for over two years due to a retirement and mandated hiring freeze. The new SMLD consultant came on board in January 2012. The overarching goals of the three regional district consultants are to: Goal 1: Increase public awareness, use and support of Maine libraries; Goal 2: Facilitate professional development for library staff (and trustees); Goal 3: Encourage resource sharing and regional cooperation; Goal 4: Foster increased opportunities for literacy programs; Goal 5: Expand communication with libraries, library organizations and the public.

### Project Activities/Methods:

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 service districts. Bangor Public Library and Portland Public Library receive state 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. ARRCs are also Regional District hubs for the following services: Interlibrary Loan (ILL), Reference Service, and District Consultants. ILL Service: The interlibrary loan service supports libraries of every size and type. ARRCs provide ILL service to member libraries. Reference Service: Reference and information service provided by the ARRCs is another important service of the Maine Regional Library System. Contact with ARRCs can be made via the fax, telephone, email, online via the Ask a Librarian link, or via a toll-free telephone line. District Consultants: Each ARRC contains an office for the District's consultant. The District Consultant provides professional library guidance to libraries in that district but also collaborates with the other consultants on many issues that may arise. Each District, in cooperation with the Maine State Library and the District Executive Board/Council, provides technical assistance to cooperative interlibrary projects designed to promote equal access to library materials to all Maine people regardless of geographical location. Each Consultant maintains ongoing communication with member libraries and performs the following duties: • Serves as a professional consultant to libraries within the district or districts • Studies the needs of the district and makes recommendations to the district council • Coordinates services among libraries of all types • Acts as a liaison between the district, other districts and the Maine State Library • Fosters opportunities for continuing education and encourages librarians, library staff, library trustees and Friends groups to participate and to attend state and regional workshops, webinars, video conferencing events and other educational opportunities • Encourages local initiatives and commitment to regional cooperative library service (such as cluster groups and local consortia) • Helps evolve a district plan of service • Continues to promote and support cooperative purchases among member libraries including books, databases and library supplies. • Helps the District Executive Board/Council develop and refine its five year district plan of library service in order to meet the intent of the law establishing the regional system. • Maintains communication with district librarians--something essential to promoting interlibrary cooperation and meeting the individual needs of libraries of all types--thus bringing better service to the state's library patrons. • Serves as a liaison between the Executive Board/Council and the Maine State Library and ensures smooth and effective cooperation and coordination of the regional library system programs. The three District Exexclusive Boards collaborate through the District Liaison Committee (DLC) to discuss library issues on a statewide basis and make recommendations to the Maine State Librarian. The committee is composed of all three District Consultants, 2 members of each district's Executive Board and the State Librarian. The focus of the DLC's work is to

explore how library service is delivered in the State of Maine and on how the three districts can work together to improve cooperation and resources. LSTA funds for this project totals $478,119. Staff salaries total $158,637 for 2.8 FTEs. The $319,482 includes contracts with ARRCs that include 2 FTEs (one district consultant and an assistant) plus costs for ILL services to the district, reference services, library cards for regional district patrons as well as supplies and network access.

### Project Outputs:

The three District ARRCs (Area Reference and Resource Centers) are Bangor Public Library in the Northeastern Maine Library District (NMLD); Portland Public Library in the Southern Maine Library District (SMLD) and the Maine State Library in the Central Maine Library District (CMLD); Lewiston Public Library provides fiction ILL for the CMLD. The ARRCs are responsible for serving all Maine libraries and residents in their districts and for interlibrary loan and reference services. ARRC statistics: Bangor Public Library (BPL) – Total ILL transactions for the ARRC (requested and loaned) is 58,906. BPL's collection size is 524,845. The BPL reference staff responded to 24,043 questions. 20,210 items were loaned directly to Northeastern Maine Library District libraries. Bangor Public Library issues borrower cards to anyone in the state. Total number of borrower cards is 32,224. Cards issued to District libraries (public, school, special, academic) is 1,784. Patrons of NMLD libraries have non-resident cards totaling 13,373. Maine State Library (MSL): Borrowed 5,098 items from other libraries and loaned 10,102 items to other libraries. MSL's collection size is 266,797 items and it circulated 49,118 items during this reporting period. The reference staff responded to 7,669 questions. 8,992 items were loaned directly to the CMLD libraries. The Maine State Library has issued 13,463 borrower's cards for Maine residents statewide. The Lewiston Public Library (LPL) borrowed 26,520 items from other libraries and loaned 35,957 to libraries. LPL's collection size is 161,163; the reference staff responded to 9,500 questions. Portland Public Library (PPL): Borrowed 20,096 items from other libraries and loaned 20,581 items to other libraries. Portland's collection size is 355,317 catalogued items (which includes government documents). Total ILL transactions for SMLD libraries (non-Minerva: –items requested from OCLC on behalf of SMLD libraries equaled 6,625. Items loaned to SMLD libraries equaled 7,723 from PPL and 535 from MaineCat (Bridge program). In July 2012, PPL implemented Clio, a software program that greatly enhances services to SMLD libraries by improving the efficiency and transparency of the requesting process. Clio has directly increased productivity, allowing PPL to offer same-day processing of district ILL requests received before 1pm. Most importantly, Clio has enabled SMLD libraries to monitor and update their ILL requests online from initiation to completion, saving our member libraries significant time and effort by putting detailed information at their fingertips. In February 2012, PPL implemented the MaineCat Bridge program, which allows SMLD libraries who cannot participate directly in MaineCat (but do participate in the van delivery system) to access the holdings of the MaineCat catalog, saving significant time and postage. Consultants organized 54 continuing education programs and events attended by 1510 Maine library staff. These C.E. programs were delivered either face to face or online using the webinar format. 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 Annual Reading Round Up of Children's & YA Literature, attended by 354 school and public librarians. This conference combines expert keynote speakers plus workshops that cover a wide variety of topics. Another highlight this year was the eBooks and Libraries: Tri-District Fall Council Meeting. Attended by 258 librarians the keynote by Jason Griffey explored e-books and e-readers, emerging technologies, DRM, and more. Breakout sessions included a popular "Petting Zoo" of e-readers plus sessions focused on e-books in public, school and academic libraries.

### Project Outcomes:

Consultants: State-wide continuing education opportunities are provided through the coordination and collaboration of the three district consultants and their seven-member Executive Boards. The district consultants work with the Director of Library Development for planning statewide events. The consultants strive to combine their financial resources 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 these statewide events satisfaction among Maine libraries has increased dramatically. District Consultants are a success story in

Maine because they provide those smaller libraries with the education and tools to provide these services to Maine citizens. The majority (70%) of Maine's public libraries have directors without a Master's degree in Library Science. Since 179 of the 258 libraries in Maine serve populations under 5,000 we have many small and under-funded libraries. Maine's district consultants are highly respected by the libraries they serve. Their counsel, advice, training, and experience enable libraries to improve services to their patrons and to reach additional un-served and underserved patrons. Online opportunities through webinars have increased the number of events offered as well as participation in continuing education this year. The availability of online courses through our WebJunction (WJ) partnership is used and appreciated. Maine has 1059 registered WebJunction users . Over 200 WJ courses were taken during this reporting period. WebJunction webinars offer Maine librarians great opportunities and there were 567 librarians who attended those webinars this year. The consultants and our web coordinator produce an e-newsletter called "Off the Shelf" as an educational tool for librarians. This e-newsletter has over 585 subscribers and is distributed 5-6 times per year. The consultants promote webinars and face to face events via this newsletter, the MELIBS-L listserv (1483 subscribers) and the online Maine Library Community calendar found at: http://evanced.info/maine/evanced/eventcalendar.asp?libnum=0 ARRCs: Maine's interlibrary loan counts are always high –and continue to increase each year. Small local libraries make good use of the ARRC's ILL services. With a state population of just over 1.3 million and a large geographic area – resource sharing is a way of life for Maine libraries. 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 databases. 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 smaller libraries with the education and tools to provide these services to Maine citizens.

### 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 the SCOOP program. The District consultants also work on other statewide programs such the annual Public Library Directors' Institute; and a training session for new Maine public library directors. The Maine Regional Library System along with the District Liaison Committee, continues to work diligently on cross-district collaboration, consolidating resources and regional CE events with great success. Work in the future will be a voluntary certification for core competencies for librarians without an MLS degree.

### Anecdotal Info:

Comments from surveys after events: The 16th Annual Public Directors' Institute: One thing I thought of immediately: add outside people to our strategic planning committee. Right now only library people serve on the committee. After the meeting, I see the value of adding non-library people to the committee. 2012 New Director's Orientation: This session was comprehensive and very useful; I have consistently been impressed by how responsive and proactive my state organization (and local district consultant) has been in anticipating/meeting small libraries' needs. Annual Reading Round Up of Children's & YA Literature: Last year was my first year attending the MSL's Reading Round-Up Conference and I really enjoyed myself…so much so that I came back for another year and ended up taking back so much notable information to share with my students and staff. I appreciate the opportunity to be able to do so. Being a librarian who is new to Maine I really appreciated the networking opportunities provided at the RRU! Thank you for putting together a fabulous conference! Fall District Council: This was wonderful! Informative, exciting, inspirational! I loved it and can't wait to attend something else! Please continue to connect school and public libraries (and any other libraries in this state!) We need to work together! This was an excellent conference, much to think about and a good spectrum of representatives in the panel at the closing session. Thank you! I wish the petting zoo had been open all day for visiting prior to the start and during breaks. I wanted to go to the sessions I attended, but it would have been fun to get to see the petting zoo too.

### Exemplary Reason:

The Maine Regional Library System is exemplary in that it serves all Maine by a very

collaborative process. The dedicated work of the district consultants in meeting needs of all types (public, school, special and academic) and sizes of libraries needs to be lauded. The geography in this state poses quite a challenge as well the lack of state aid to libraries. Tiny municipalities are challenged to fund public libraries so these small libraries rely heavily on statewide services provided by the Maine State Library and LSTA funded programs. The consultants deal with these challenges along with their libraries and have been innovative and supportive in finding ways for libraries to prepare for the future with the reality of small and diminishing budgets. Conversely, a good number of our libraries are very successful and have had increased or flat funding. In working with these libraries, the consultants wear different hats and are able to offer other ideas and strategies to maximize these opportunities. It is quite a balancing act. The SMLD consultant came on board about half way through this current reporting year. Now that all three districts have their consultant in place, the Maine State Library is gearing up for the new 5 year plan with ARRCs and consultants. The Maine State Library acquired access to a desktop video conference service through our BTOP grant. The consultants have learned how to use this new technology and have implemented it for meetings with MSL staff, each other and the DLC. Accounts have been set up with over 50 libraries with the goal to reach 100 for this upcoming year. In addition, the Maine State Library obtained licenses through the state contract to utilize Adobe Connect for webinars. The consultants have been in the planning stages to use this technology for the next year. The ARRCs are working together to improve interlibrary loan practices and procedures for libraries that are dependent on them for services since they can't afford to be part of the Minerva system. In addition, reciprocal borrowing using the 3 ARRCs borrower's cards should be in place in the next year. The interconnectedness of the work of the consultants and the ARRCs through the district executive boards provides a unique opportunity in Maine to serve libraries locally, regionally and statewide.

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|---|---|
| **Project Code:** | 2011-ME-44755 |
| **Project Title:** | **Project Number:** |
| Partnership with Maine Department of Education and Maine Public Utilities Commission | 4 |
| **Library Name:** | **Project Director:** |
| Maine State Library | Janet McKenney, Director of Library Development |
| **Phone Number:** | **Email:** |
| 207-287-5620 | janet.mckenney@maine.gov |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $66,432 | $11,430 |
| **In Kind Contributions:** | **Total Cost:** |
| $ | $77,862 |
| **Number of Persons Served:** | |
| 700,000 | |
| **LSTA Purpose:** | **State Goal:** |
| Library technology, connectivity, and services | 1. Partnering for expansion of library resources & services |
| **IMLS Primary Performance Category:** | **IMLS Secondary Performance Category:** |
| Provide access to information, resources and ideas | |
| **Primary Users:** | **Secondary Users:** |
| Statewide public | |

| Primary Services: | Secondary Services: |
|---|---|
| Information Access and Services, Technology Infrastructure, Virtual Library Services | Database access, Telecommunications and networking hardware and software, Portals and related Web projects |

| **Start Date:** | **End Date:** |
|---|---|
| 10/1/2010 | 9/30/2012 |

| **Statewide?** ✔ | **Partnership?** ✔ |
|---|---|
| **Exemplary?** ✔ | **OBE-Related?** ✔ |

**Project Purpose:**

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."

**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 has brought 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 2015. Approximately 70% of 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 2011, the Maine State Library coordinated the E-rate process for the 228 participating Maine public libraries with Networkmaine staff. 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 extensive USAC consortial reviews Networkmaine underwent during the 2011 application. The Maine State Library's State E-rate Coordinator attended the 2012 USAC E-rate training. Networkmaine also sent representatives to both 2011 and 2012 training. LSTA funds total $66,431. Salary costs are $65,063.18 for 1.15 FTEs and $1368 is for travel costs for the MSL's E-rate Coordinator for training.

**Project Outputs:**

Eighty-five percent (228) of Maine's 268 public library buildings are on the Maine School and Library Network and take part in this statewide consortia. In 2011 all MSLN public libraries in Maine received a minimum of 10 mbps connection. The breakdown of bandwidth connection speeds are as follows: 177 libraries are at 10 mbps, 34 libraries are at 20 mbps, 2 libraries are at 25 mbps, 6 libraries are at 50 mbps, 8 libraries are at 100 mbps and 1 library is at 200 mbps. Needed upgrades to all routers are made by Networkmaine when necessary. The value of these connections to MSLN libraries and schools was over 4.1 million dollars in 2011. This is a vital 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 the Maine School and Library Network. 118 of the libraries utilize the free shared webserver to host their websites. All libraries use the MSLN email server for as many email addresses needed for staff and other functions.

**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 provides general technology information. The availability of greater bandwidth for Maine libraries provides more opportunities for online meetings and learning via video conferencing units and desktop video-conferencing. The video-conferencing infrastructure in place at Networkmaine was leveraged for the MSL BTOP grant and it provides additional video conferencing services (content server, archiving, bridges) and Help Desk support to Maine public libraries.

## 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 vital resource to Maine residents who either have no access at home, who are struggling financially and can't afford access 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 guidance 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. MSL E-rate Coordinator staff provides libraries with assistance for individual e-rate applications for telephone service. MSL staff helped 88 libraries obtain over $59,000 in telephone service discounts.

## Anecdotal Info:

Public access wireless access is invaluable to Maine patrons. Some of our smallest libraries with limited hours are able to expand access to library services for patrons with wireless connectivity 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 towns.

## Exemplary Reason:

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 and average around 14 cents per month. 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. 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 and also reduces costs for individual municipalities.

**Project Code:**                                    2011-ME-44756

| **Project Title:** | **Project Number:** |
|---|---|
| Partnerships with the University of Maine | 5 |
| **Library Name:** | **Project Director:** |
| Maine State Library | James Jackson Sanborn |
| **Phone Number:** | **Email:** |
| 207-581-3083 | james.jacksonsanborn@maine.edu |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $126,198 | $3,993 |
| **In Kind Contributions:** | **Total Cost:** |
| $ | $130,191 |
| **Number of Persons Served:** | |
| 900,000 | |

**LSTA Purpose:**

Library technology, connectivity, and services

**State Goal:**

1. Partnering for expansion of library resources & services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**IMLS Secondary Performance Category:**

Provide tools for the future

**Primary Users:**

Library staff and volunteers, Statewide public

**Secondary Users:**

**Primary Services:**

Digitization and Digital Library Projects, Technology Infrastructure, Virtual Library Services

**Secondary Services:**

Digitization, Integrated library systems, Virtual union catalogue

**Start Date:**

10/1/2010

**End Date:**

9/30/2012

**Statewide?** ☑

**Partnership?** ☑

**Exemplary?** ☑

**OBE-Related?** ☐

**Project Purpose:**

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 56 participating libraries in association with the Maine State Library. Libraries apply for membership and pay $3,750 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: Maine InfoNet received a $40,000 grant in 2008 to offer libraries in the state the opportunity to provide their patrons access to downloadable 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. LSTA funds total $126,198. Staff salaries are $72,440.58 for 1.25 FTE. Program costs of $53,758 cover contracts for partial salary of the director and a part-time cataloging instructor.

### Project Outputs:

MAINECAT: The more than 7.3 million items in MaineCat represent the holdings of 98 libraries. Over 4.7 million unique titles are listed in the MaineCat online catalog. During the reporting period, 71,131 items were borrowed via the MaineCat interlibrary loan requesting system. This is a 5% increase from last year. MARVEL: MARVEL is comprised of 67 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 932,333 user sessions with a total of 6.1 million searches performed. This is a slight decrease from last year that can probably be attributed to the use of the One Search interface. URSUS: 10 individual libraries belong to the URSUS network. Over 3 million items are listed in the URSUS online catalog. During the reporting period, 628,118 items were checked out or renewed using the URSUS system. MINERVA: 56 libraries belong to the Minerva library management system (LMS). Over 2.77 million items are listed in the MINERVA online catalog. During the reporting period more than 4.5 million items were checked out or renewed using the MINERVA system. SOLAR: 13 libraries contributed 614,729 records to MaineCat using the SOLAR system. During the reporting period 8523 items were borrowed using the SOLAR interlibrary loan requesting system. Downloadable Books: 201 libraries statewide representing academic, public, and school libraries are members of this partnership – a 20% increase from the previous year. This is a result of the increased need for e-book downloads for public libraries in the state. The downloadable collection now includes 5806 eBooks and audiobooks. This is a 102% increase from last year. The total circulation for the reporting period consists of 197,304 checkouts. This is an increase of 113% 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 and research indexes. 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 as well as 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 56 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. The consortial approach is also a benefit to larger libraries, since each library doesn't 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 is growing and this is an affordable service for even very small libraries. This service has also allowed other 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 30 sessions. These included regular training sessions on cataloging, circulation, serials, billing, and inventory for libraries using Millennium. Maine InfoNet staff presented online webinar sessions via Adobe Connect for library staff on using the Download Library and Overdrive. Maine InfoNet staff also provided some face to face training for patrons at public libraries on e-books and e-readers. Additional training events included 2 mini-conferences with national speakers and breakout sessions covering the future of libraries, e-books, etc. 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. 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 InfoNet meets monthly with the Administrative Director. Private colleges, community colleges, school libraries, special libraries and public libraries representatives plus the University of Maine IT CEO and the State of Maine OIT (Office of Information Technology) Director serves on this Board. 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. Maine InfoNet also provides Maine public libraries and Maine citizens easy authentication to the LearningExpress Library obtained with BTOP funds. This saves money and staff time for the Maine State Library, public libraries and all Maine citizens.

| | |
|---|---|
| **Project Code:** | 2011-ME-44761 |
| **Project Title:** | **Project Number:** |
| Talking Books Plus (Large Print, Talking Books, and Descriptive Videos) | 7 |
| **Library Name:** | **Project Director:** |
| Maine State Library | Christopher Boynton |
| **Phone Number:** | **Email:** |
| 207-287-5650 | chris.boynton@maine.gov |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $298,229 | $49,364 |
| **In Kind Contributions:** | **Total Cost:** |

$362,607                                              $710,200

**Number of Persons Served:**

2,599

| **LSTA Purpose:** | **State Goal:** |
|---|---|
| Services to persons having difficulty using libraries | 2. Improving library services to citizens with special needs |

| **IMLS Primary Performance Category:** | **IMLS Secondary Performance Category:** |
|---|---|
| Provide access to information, resources and ideas | Enhance a lifetime of learning opportunities |

| **Primary Users:** | **Secondary Users:** |
|---|---|
| Adults, Children, People with special needs | Disadvantaged children, Blind and visually-impaired persons |

| **Primary Services:** | **Secondary Services:** |
|---|---|
| Outreach Services | Special needs services |

| **Start Date:** | **End Date:** |
|---|---|
| 10/1/2010 | 9/30/2012 |

| **Statewide?** ✅ | **Partnership?** ☐ |
|---|---|
| **Exemplary?** ☐ | **OBE-Related?** ☐ |

**Project Purpose:**

The Talking Books Plus program includes these 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 system for the National Library Services for the Blind and Physically Handicapped (NLS) providing talking books statewide. This program equalizes services statewide to the blind and physically handicapped. Outreach Services of MSL also provides descriptive videos to individually enrolled patrons. 3. Recording of Maine materials not recorded by the Library of Congress.

**Project Activities/Methods:**

A patron handbook explaining the Talking Books Plus program is automatically distributed to all newly enrolled patrons. Each new registrant is contacted by phone and helped through the 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 summer reading program is offered to all juvenile patrons. The Coordinator 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 also attends the Common Ground Fair (a huge three day country fair that draws over 50,000 people and has a special area reserved for community action agencies). The Outreach Services director provided displays and spoke at ten Elder Fairs. Business and community groups are invited to display at these fairs aimed at providing knowledge of services for senior citizens. He 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 Secretary of the Consortium of User Libraries (CUL) - a national organization. Outreach Services continues to maintain a functional, Online Public Access Catalog (OPAC) through its participation in the CUL. LSTA funds total $298,229. Staff salaries amount to $246,712 for 3.85 FTE and program costs of $51,517 consists of Catalog software and web hosting (CUL), cartridges, mailing envelopes, large print books, other supplies and postage. In kind donation of $362,607 is

an estimate of the value of the books provided by NLS.

## Project Outputs:

39,546 talking books, 45 descriptive videos, 67,548 digital books and 7,529 large print books were distributed to individuals during the report period. Public libraries, schools plus retirement homes received 1,591 talking books, 1,393 digital books and 14,018 large print books. Materials sent to institutions sometimes circulate to more than one patron. 508 new patrons enrolled in Talking Books Plus services during the report period for a total of 2,599 active patrons. If a patron is not active for a 12 month period, his or her record is deleted from enrolled status. 1038 active institutions receive materials via the Talking Books Plus program. Talking Book patrons downloaded 11,904 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.

## 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 state-wide that local libraries can't afford to acquire or distribute. The comments and stories provided in the anecdotal information are an illustration of the value and importance of this service in people's lives.

## Anecdotal Info:

Comments received from Talking Books patrons via surveys: "Without talking books, time would pass so slowly. I live alone and I am legally blind. Talking books offer me company and entertainment. They are most of what keeps me going. I can't thank you enough for this service." "Having gone blind very late in life, talking book services has enriched my life immensely. As a lover of life-long learning, I appreciate this service and use it often. I recommend it to any I can and feel it is an invaluable service to the people of this country." "How wonderful these audio books are! My mother… is nearly blind and recently in assisted residential living. She has enjoyed this service for several years and continues to listen to stories every night before retiring. She would be truly lost without this service being offered to her." "Without you, the staff, and the books you have sent for years, I would not have HAD a life for many past years. I have had the world of literature at my side, classics, cozies, biographies, spiritual and religious works, mystery, philosophy, humor, an entire range of works to amuse, teach, expand my mind and keep my mind engaged through multiple surgeries and other health issues. Endless hours post-eye surgery when my sight reading (normally five books a week) was halted for two years was especially precious time for me when another delivery of talking books arrived. The staff, you dear people, have provided me with a way to avoid atrophy of the brain and mind - I have been challenged to learn and think and laugh (a mood we must not discount when one is in recovery) and sometimes weep. I have called when approaching panic because I have almost run out of books and some dear soul is always there to assure me that a shipment is or soon will be on its way. I think of you all engaging in a kind of special ministry in the work you do. People who are bed bound or house bound can leave the inactive place they are in and roam the world if they choose - or help some wonderful old English woman solve a mystery, or learn the life of a world renown philosophers to some busty movie star known mostly for her physical endowments. You would know just what I mean if you could hear my riotous laughter echoing through the house at 2am when sleep eludes me. I scare my cats - do you mean you can't hear me in Augusta? It is not THAT FAR. So, so, so many thanks - figurative hugs to you all, blessings on all of you for your patience with an old lady (87) who fells you are all very special people." "It has made my life bearable, with all my disabilities I have very little physical and social function. I need these TB to keep myself from going crazy during the long house bound winter months. It's as if there is a real person sharing conversation with me, even if I only do the listening. It's bad enough that people can't understand

what I say when I do go out, so these TB and magazines are "my window to the world". I have always learned something new and worthwhile from all the books I've received and the new digital books are wonderful… I am so grateful someone told me to apply for the talking books program, life would be miserable without it, all those wonderful voices and knowledge. Thank you!" "The TB are invaluable. It is the last quality of life to enjoy as a nearly totally blind 93 year old. The people at the MSL services for the blind are the best. Thank you!"

**Exemplary Reason:**

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| | |
|---|---|
| **Project Code:** | 2011-ME-44760 |
| **Project Title:** | **Project Number:** |
| Van Delivery System | 8 |
| **Library Name:** | **Project Director:** |
| Maine State Library | Jamie Ritter |
| **Phone Number:** | **Email:** |
| 207-287-5600 | james.ritter@maine.gov |
| **Library Building:** | |
| Maine State Library | |
| **LSTA Funds Expended:** | **Cash Match:** |
| $29,967 | $193,440 |
| **In Kind Contributions:** | **Total Cost:** |
| $ | $223,407 |
| **Number of Persons Served:** | |
| 855,750 | |
| **LSTA Purpose:** | **State Goal:** |
| Services for lifelong learning | 1. Partnering for expansion of library resources & services |
| **IMLS Primary Performance Category:** | **IMLS Secondary Performance Category:** |
| Provide access to information, resources and ideas | Enhance a lifetime of learning opportunities |
| **Primary Users:** | **Secondary Users:** |
| Adults, Children, Statewide public | |
| **Primary Services:** | **Secondary Services:** |
| Information Access and Services, Interlibrary Loan | Reference services, Document and materials delivery, Resource sharing |
| **Start Date:** | **End Date:** |
| 10/1/2010 | 9/30/2012 |
| **Statewide?** ✔ | **Partnership?** ☐ |
| **Exemplary?** ☐ | **OBE-Related?** ☐ |

**Project Purpose:**

The Statewide Interlibrary Loan Van Delivery Service is a voluntary service where participating libraries use a courier to deliver library books and materials to facilitate interlibrary loan and resource sharing throughout the State of Maine.

**Project Activities/Methods:**

The Maine State Library issues an RFP every 3 years and contracts with a courier to provide delivery of interlibrary loan materials for Maine libraries. All types of libraries - public, school, academic, special, and medical - are eligible to participate in this voluntary service. Each participating library pays a fee based upon the number of stops per week. All material must be contained in special totes. There are currently 160 libraries

participating in this statewide service. The Maine State Library issued an RFP in April 2012 for a new 3 year contract for services. Freedom Xpress USA, Brewer, Maine, the current courier submitted the winning proposal and a new contract was signed in June for services beginning on July 1, 2012. Freedom Xpress USA also provides service for the URSUS consortium (University of Maine campuses, Bangor and Portland Public libraries, the Maine Law and Legislative Reference Library and the Maine State Library) as well as Bates, Bowdoin and Colby Colleges. The Maine State Library manages the RFP process, contract negotiations, library applications, vendor oversight, vendor payments and library invoicing. Open enrollment periods to join the van delivery system are in May and November. Libraries submit an online form to request joining the ILL van delivery service. Information about the service, as well as mailing labels and forms can be found on the van delivery web page: http://www.maine.gov/msl/libs/interlib/join.htm. Libraries choose the days of the week they want pick up (Mon, Tues, Wed, Thurs, and/or Fri) and provide their library hours. Filling in and submitting this form constitutes a six month commitment to the delivery service. There is also an online form for questions related to billing as well as an "edit van delivery information form". Yearly Rate by Number of Stops per Week: One Stop--$780; Two Stops--$1560; Three Stops--$2340; Four Stops--$3120; Five Stops--$3900. Libraries receive a bill from the Maine State Library at the beginning of each quarter (Jul-Sept; Oct-Dec; Jan-Mar; Apr-June). The bill credits libraries for official State of Maine holidays. If a library's delivery is skipped or a library is not able to receive a delivery due to weather, etc., those credits appear on the following quarter's bill. LSTA funds for this project totals $29,967. Project costs of $ 4,635 were for van delivery surcharges for libraries who were required to pay more due to geography and difficulties for courier service to deliver items. Balance of $25,332 was for staff time devoted to financial management of the billing for this project as well as oversight of the vendor, RFP and contract.

### Project Outputs:

152 Maine libraries currently participate in the van delivery system. Libraries at Maine correctional institutions (8) use the service on a limited monthly basis. Approximately 1,223,637 items moved between libraries during the reporting period. There are approximately 436 stops weekly made by the van delivery service to participating libraries in Maine. This number may vary due to holidays, Saturday deliveries, snow closings, etc. The breakdown of delivery days is as follows: 1 Stop—38 libraries; 2 Stops – 46 libraries; 3 Stops –10 libraries; 4 Stops – 14 libraries; and 5 Stops –44 libraries.

### Project Outcomes:

Interlibrary loans are processed more quickly (as the material is placed in totes rather than being packaged for U.S. mail). The materials reach the requesting library in as few as one or two days rather than up to a week or more, which was often the case when the U.S. postal system was used. Libraries are saving significant money in postage as using the van delivery service not only requires less staff time and provides faster delivery, but is also less expensive than U.S. postage for most libraries (i.e. those that do any amount of ILL). The van delivery service was the most cost effective means for libraries to send and receive ILL items. Using the 2011 Annual Report statistics and an average cost of $2.47 (1 lb) for shipping through USPS, the cost to provide van service is under $200,000 but the savings in postal costs are over $2 million. Cost savings for these public libraries ranged from $10 to just over $167,000 dependent on the volume of ILL.

### Other Results:

Libraries and their patrons love the speed and convenience of this service. Patrons are always thrilled to have their materials arrive so quickly. ILL's can be requested on-line directly by most patrons. They do not need to go through their home libraries thus saving time and money, and materials are received more quickly. As stated in the 2010 LSTA report, the Maine State Library was developing legislation to fund van delivery. In January 2012, LD 1033, "An Act to Support Resource Sharing among Maine Libraries" passed without the Governor's signature. The result of this legislation is $100,000 was appropriated to go toward paying for one day of van delivery service to 96 public libraries (eligibility was contingent upon being in the van delivery program prior to 2011). The result of this breaks-down further: 75 libraries were able to reduce costs associated with their Van Deliver Service because the State of Maine is able to pay for a day. Additionally, 21 libraries that were in the Van Delivery program in 2010, but discontinued the service

in 2011 and beyond due to costs, were able to re-join the Van Delivery Service now that the cost of one delivery day per week is being supported. The importance of resource sharing between libraries large and small and between urban, suburban, and rural areas is a crucial piece of the interconnectedness of libraries of all types in Maine.

**Anecdotal Info:**

**Exemplary Reason:**