

2015

# LSTA Maine State Program Report Summary, Fiscal Year 2013

Maine State Library

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## Maine State Program Report Summary Fiscal Year 2013

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

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

### Section 1 | Grant Award Summary

#### Public Library Grants

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

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

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

#### School Library Grants

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

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

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

#### Academic Library Grants

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

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

Single Libraries Receiving Grants: 0

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

### Special Library Grants

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

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

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

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

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

### Multi-Type Library Grants

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

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

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

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

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

### SLAA Library Grants

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

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

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

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

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

**Section 2 | OBE Summary**

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

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

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

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

**Section 3 | Project Reports**

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

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

**Project Activities/Methods:**

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

**Project Outputs:**

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

**Project Outcomes:**

**Other Results:**

**Anecdotal Info:**

**Exemplary Reason:**

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

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

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

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

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Adults, Children

**Primary Services:**

Outreach Services

**Start Date:**

10/1/2012

**Statewide?**

**Exemplary?**

**Project Purpose:**

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

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

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

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

#### **Project Outputs:**

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

#### **Project Outcomes:**

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



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

**Other Results:**

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

**Anecdotal Info:**

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

**Exemplary Reason:**

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

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

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

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

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

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

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

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

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

### **Project Outputs:**

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

### **Project Outcomes:**

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

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

#### **Other Results:**

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

#### **Anecdotal Info:**

**Exemplary Reason:**

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

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

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

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

#### **Project Outputs:**

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



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

**Project Outcomes:**

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

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

**Other Results:**

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

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

**Anecdotal Info:**

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

**Exemplary Reason:**

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

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

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

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

#### **Project Outputs:**

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

**Project Outcomes:**

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

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

#### **Other Results:**

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

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

**Anecdotal Info:**

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

**Exemplary Reason:**

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

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

**Project Activities/Methods:**

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

**Project Outputs:**

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

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

### **Project Outcomes:**

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

### **Other Results:**

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

### **Anecdotal Info:**

#### **Exemplary Reason:**

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

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

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

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

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

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

#### **Project Outputs:**

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

#### **Project Outcomes:**

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

**Other Results:**

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

**Anecdotal Info:**

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

**Exemplary Reason:**

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

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

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