

12-2015

# 2015 Program Evaluation Report : Pursuant to the Maine Government Accountability Act

Maine State Library

Follow this and additional works at: [http://digitalmaine.com/msl\\_docs](http://digitalmaine.com/msl_docs)

---

## Recommended Citation

Maine State Library, "2015 Program Evaluation Report : Pursuant to the Maine Government Accountability Act" (2015). *Library Documents*. Paper 74.  
[http://digitalmaine.com/msl\\_docs/74](http://digitalmaine.com/msl_docs/74)

This Text is brought to you for free and open access by the Maine State Library at Maine State Documents. It has been accepted for inclusion in Library Documents by an authorized administrator of Maine State Documents. For more information, please contact [statedocs@maine.gov](mailto:statedocs@maine.gov).



2015



# Program Evaluation Report

*Pursuant to the Maine Government Evaluation Act*



**MSL**  
MAINE STATE LIBRARY

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

# Contents

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

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

# Section 1: Organizational Units and Programs

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

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

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

## Maine State Library Commission

*Represented as a single unit and program*

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

## Maine State Library

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

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

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

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

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

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

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

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

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

## Section 2: Program Descriptions

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

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

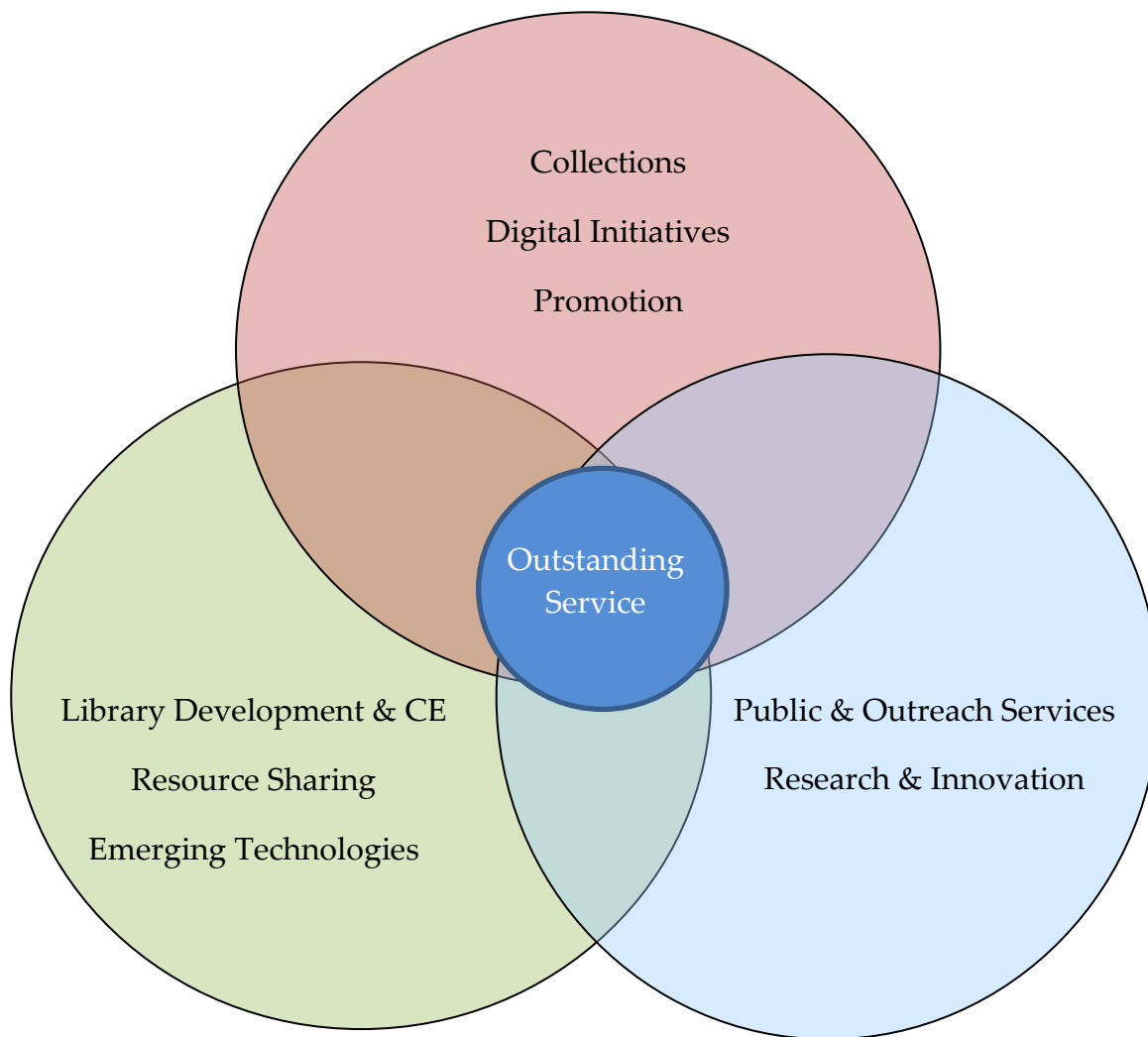
In offering this report, it's important to put the discussion around the following program descriptions in the proper context. The past ten years has brought significant transition, and with that, significant opportunity to the Maine State Library. Maine's longest-serving State Librarian, Gary Nichols,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

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

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

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

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



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

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

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





**MSL**  
MAINE STATE LIBRARY

# Data Dashboard

**Nov. 2015**

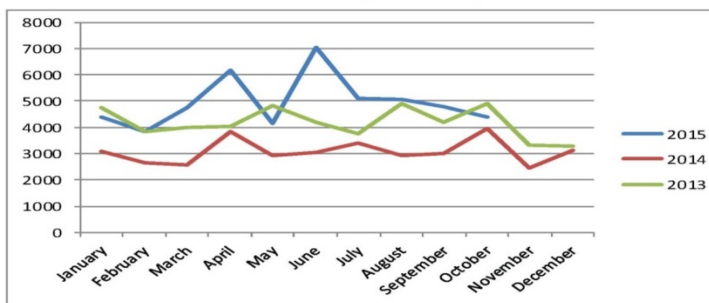
## Patron Visits YTD

**53,641**  
Year to Date

Up 59% from same period in 2014



## Patron Visits by Month/Year



## Circulation

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

Down 1% from same period in 2014

Does not include books by mail

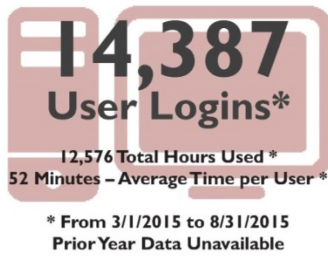


## Computer Use

**14,387**  
User Logins\*

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

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

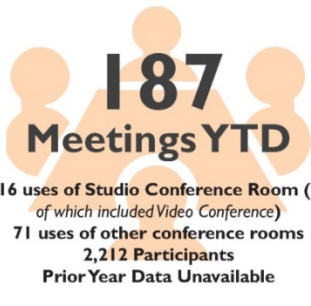


## Conference Room Use

**187**  
Meetings YTD

116 uses of Studio Conference Room (70  
of which included Video Conference)

71 uses of other conference rooms  
2,212 Participants  
Prior Year Data Unavailable



## Digital Repository Items

**15,379**  
Items in Collection

Up 222% from beginning of year



## Repository Circulation

**46,823**  
Last 12 Months

83,547 since repository launch in Jan '13



## New ILL Libraries

**14**  
Year to Date

### Libraries Added

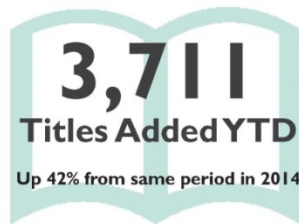
Caribou Public Library  
Cherryfield Public Library  
Dorcas Library  
Ivan O. Davis-Liberty Library  
Julia Adams Morse Memorial Library  
Katahdin Public Library  
Kezar Falls Circulating Library  
Mechanic Falls Public Library  
Rangeley Public Library  
Spaulding Memorial Library  
Stonington Public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



## New Collection Items

**3,711**  
Titles Added YTD

Up 42% from same period in 2014



## Librarian Certification

160 Students

1,901 Completed  
Courses

107 Certificates Issued



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

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

## Maine State Library Commission

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

### **Established Priorities:**

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

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

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

### **Performance Measures:**

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

## Maine State Library – Administration

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

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

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

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

## Collection Development, Digital Initiatives, and Promotion

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

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

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

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

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

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

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

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

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

## **Collections Development**

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

### **Activities of Collections Development**

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

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

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

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

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

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

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

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

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

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

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

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



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

## Digital Initiatives and Promotion

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

### Activities of Digital Initiatives and Promotion

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

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

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

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

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

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

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



# Library Development

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

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

## Consulting Services, Professional Development & Continuing Education

The Maine State Library consultants work collaboratively to:

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

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

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

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

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

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

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

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

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

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

## **Infrastructure: Shared Statewide Resources**

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

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

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

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

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

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

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

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

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

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

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

## Public and Outreach Services, Research & Innovation

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

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

### Public Services

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

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

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

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

#### Priority: Integrate public and outreach services

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

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

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

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

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

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

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

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

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

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

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



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

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

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

### **Research & Innovation**

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



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

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

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

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

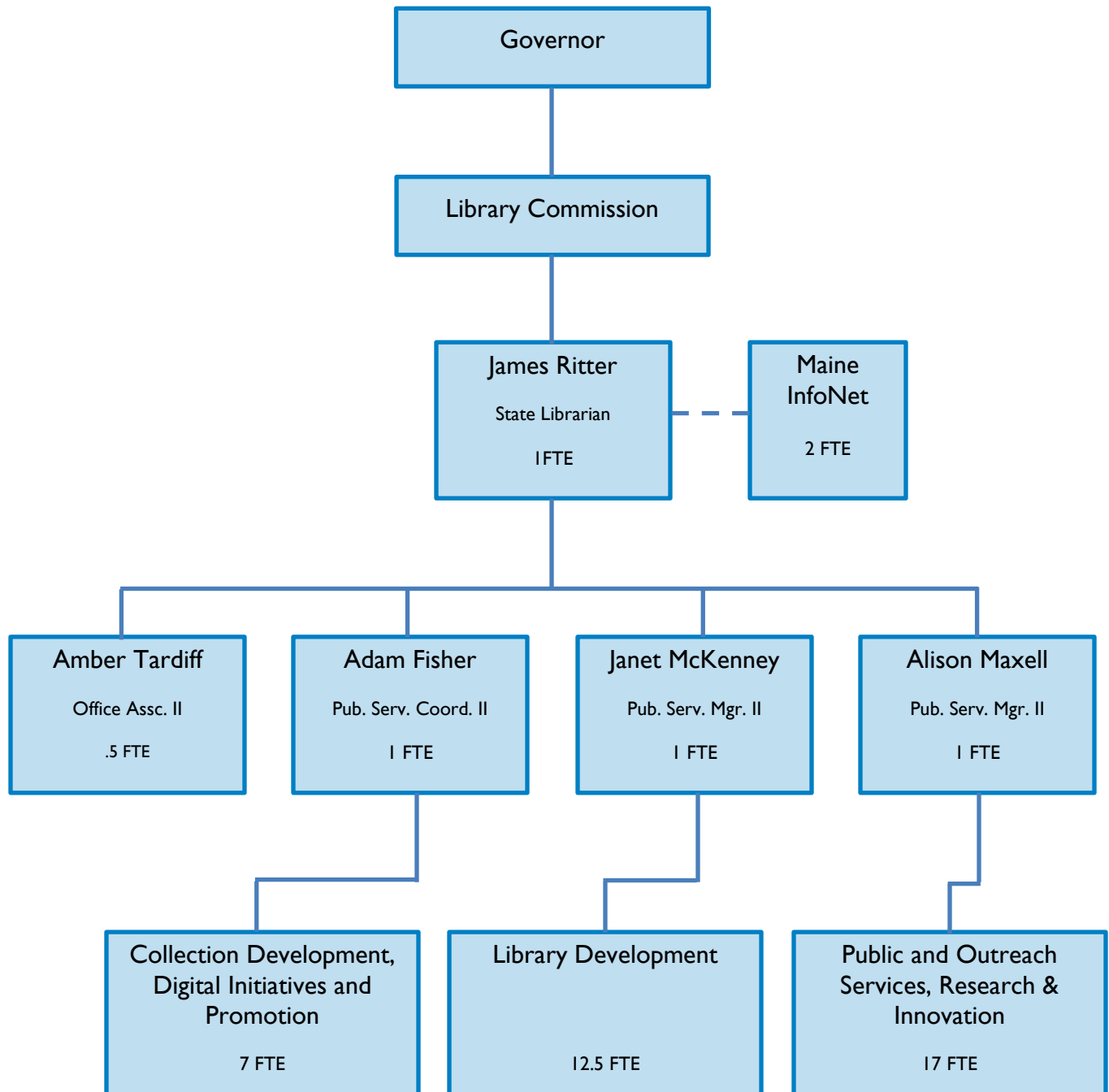
Priority: Serve as a beta testing lab for new technologies and service delivery trends

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

## Section 3: Organizational Structure

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

### Organizational Chart



## Positions by Program

### Maine State Library Commission (volunteers)

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

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

## Maine State Library – Administration and Maine InfoNet

### Administration

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

### Maine InfoNet

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

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

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

## Maine State Library – Library Development

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

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

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

## Section 4: Financial Summary

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

### Maine State Library 10-Year Budget

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

### Maine State Library 10-Year FTE Count

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

## Section 5: Inter-Agency Coordination

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

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

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

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

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

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



## Section 6: Constituencies Served

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

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

### Maine Citizens

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

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

### Maine Libraries and Schools

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

### Maine Government

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

## Maine's Other Cultural Institutions

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

## Section 7: Consideration of Alternate Delivery Systems

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

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

### **Privatization of Van Delivery Service**

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

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

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

### **Statewide Database Subscriptions**

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

### **Launch of a Digital Repository**

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

## **Use of Video Conferencing Equipment**

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

## **Website**

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

## Section 8: Emerging Issues

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

### **Aging and Inadequate Infrastructure**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Section 9: Other Information Requested by Committee

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

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



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

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

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

### State Law

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

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

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

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

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

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

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

## Federal Law

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

## Section 13: List of Reports Required by Legislature

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

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

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

## Section 14: Authorizing Statutes Requiring Review

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

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

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

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

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

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

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

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