2013

Southern Maine Library District Annual Report, 2012-2013

Southern Maine Library District

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The Maine Regional Library System was created in 1973 under Public Law 626. The purpose of the Regional System is to:

- Organize library resources and services for research, information and recreation
- Improve statewide library service
- Serve collectively the entire population of the state

The Southern Maine Library District, one of three Districts in the Maine Regional Library System, consists of member libraries in Cumberland and York Counties and the following towns in Oxford County: Brownfield, Denmark, Fryeburg, Hiram, and Lovell.

The population increased from 460,089 in 2000 to 487,759 in 2010 – the largest of the three districts in the Maine Regional Library System. The Southern District is the smallest in geographic size with only 2,735 square miles compared to over 10,000 in the Central District and over 22,000 square miles in the Northeastern District.

The Portland Public Library serves as the Area Reference and Resource Center for the Southern District and provides:

- Interlibrary loan of books, audio/visual materials and magazine articles not available at local libraries
- Information services for district libraries
- Free PPL borrower’s card for eligible Cumberland, York and Oxford residents
- Mobile computer lab for district libraries

### EXECUTIVE BOARD MEMBERS

Jodi Breau [Chair], School Libraries, South Portland; Janet Cowen (2), Medical Libraries, Maine Medical Center, Portland; Amy Wells Denecker, School Libraries, Windham; Elizabeth Dyer, Academic Libraries, University of New England; Andi Jackson-Darling [Vice Chair], Public Libraries, Falmouth; Heidi Grimm (3), Public Libraries, Yarmouth; Linda Lord (1), Maine State Librarian, Augusta; Janet McKenney (1) Director of Development, Maine State Library, Augusta; Amanda Kozaka, School Libraries, Cape Elizabeth; Mamie Anthoine Ney (1), Library Consultant, Maine State Library, Portland; Nicholas Noyes, Special Libraries, Maine Historical Society, Portland; Steve Podgajny (1), AARC, Portland Public Library, Portland; Cathy Potter (2), School Libraries, Falmouth; Beth Sweet (3), Public Libraries, North Berwick; Bill Wood, Trustees, Harrison

(1) ex officio, (2) term ended May 2013, (3) filling an unexpired term

### STAFF

Elaine Bissonnette, Administrative Assistant
Mamie Anthoine Ney, Consultant (through June 21, 2013)
District Goals

I. Increase Public Awareness, Use and Support of Maine Libraries
II. Facilitate Professional Development
III. Encourage Resource Sharing and Regional Cooperation
IV. Foster Literacy
V. Improve Communication among Libraries, Library Organizations, and Other Groups
VI. Foster Improved Library Service

Meetings

Clio Training
Portland Public Library (7/10); York Public Library (7/12); Limerick Public Library (7/17); Kennebunk Free Library (7/18); Freeport Memorial Library (7/24); Bridgton Public Library (7/30); Windham Public Library (8/1); Portland Public Library (12/4)
Participants learned about changes in interlibrary loan policies and practices at Portland Public Library as they affected members of the District. These sessions were conducted by Jessica Thomas, head of ILL services. New software allowed for more direct requesting of materials and an easier way to communicate with libraries.

Facebook for Librarians
Portland Public Library (7/21)
Patrick Therrien, a technology trainer with the Maine State Library, presented a basic Facebook training session aimed at acquainting librarians with the basics of this social media vehicle.

Family Place Library
Waterville Public Library (8/27)
Libraries designated as “Family Place Libraries” met with Kathy Deere, national coordinator, for training and resource sharing. Additional members will be recruited. Family Place Libraries™ is a network of children's librarians nationwide who believe that literacy begins at birth, and that libraries can help build healthy communities by nourishing healthy families. The Family Place Libraries network currently includes more than 300 sites in 23 states and continues to grow. SMLD libraries that participate in the program include McArthur (Biddeford), Rice (Kittery), Portland Public, and Walker Memorial (Westbrook).

Children’s and Young Adult Book Review Meetings
2012/2013 year were held at the Portland Public Library on the following dates: July 10, August 9; Sept. 19; Oct. 10; Nov. 14; Dec. 12; Jan. 9; Feb. 13; Mar. 13; May 8; and June 12. There is no April meeting due to the Reading Round Up conference.
Monthly meetings attended by school and public librarians who review new books received for the Maine Examination Collection. Participants keep the books they review for their library collections, which can amount to as many as 240 books per participant annually. Volunteers processed a total of 1,982 review books from approximately 92 publishers.

Council Meetings
Fall (attendance: 246)
September 27, 2012 (Augusta Civic Center) Fall Council: Black Belt Customer Service
Warren Graham, known as “The Black Belt Librarian,” talked to librarians about the basics of good customer service. Graham, from North Carolina, is a nationally known and respected independent library consultant with expertise in both customer service and security for libraries.

Spring (attendance: 61)
May 17, 2013 (Keeley the Caterer, Portland) Spring Council: Help! I’m Not a Social Worker
Carolyn Davidson Brewer, visiting from the Texas State Library, presented a two-pronged program. The morning session focused on dealing with library patrons who bring personal issues to the library. The afternoon session featured a method for libraries to do an internal audit of their image within their community.

**Maine Memory Network** *(attendance: 13)*
Gray Public Library (10/16)
This training was given by the staff of the Maine Historical Society’s Maine Memory Network. The staff informed librarians about the online historical resources interface and how libraries can participate in submitting items to be included on the website.

**Digital Literacy** *(attendance: 49)*
Portland Public Library (11/30); Limerick Public Library (12/3); South Berwick Public Library (12/5)
Janet McKenney and Jared Leadbetter of the Maine State Library talked about digital literacy and why it’s important to libraries and their communities. They explained national initiatives and how they would impact local libraries.

**School Librarian Meetings** *(attendance: 40)*
Public library staff also welcomed at these meetings:

- **Non-Fiction for School Librarians**  
  Berwick Academy  
  January 9th

- **eBooks for School Libraries**  
  Great Falls Elementary, Gorham  
  March 28th

**Connecting with Patrons with Autism** *(attendance: 24)*
Portland Public Library (3/15)
Kendra Campbell of The Autism Society of Maine presented a half-day workshop for public librarians on dealing with patrons in the library who are on the autism spectrum.

**Tri-District Regional Library Districts Board Meeting** *(attendance: 33)*
The Senator Inn, Augusta (4/6)
Convening the District Boards, which represent all types of libraries, and other major players in Maine’s libraries, brings everyone around the same table to talk about issues and solutions. This annual meeting is facilitated by the District Liaison Committee.

This meeting focused on challenges common to all types of libraries and finding solutions that will move all of Maine’s libraries forward. Many times the answers to these challenges can be found in collaborations. Maine already has a strong history of statewide collaboration; MSLN and Maine Infonet are just two examples.

**Reading Round Up of Children’s & Young Adult Literature** *(attendance: 339)*
Augusta Civic Center (4/11)
The 24th Annual Reading Round-Up of Children’s and Young Adult Literature sponsored by the Maine Regional Library System and the Maine Library Association's Youth Services Section was held in Augusta and featured author Kate Messner as the keynote speaker. A sampling of programs within the day included censorship, addressing problem behaviors, SMLD’s Cream of the Crop collection, author signings, and Common Core workshops.

**Orientation for New Library Directors** *(attendance: 14)*
Maine State Library (5/2)
This program was designed to give new and relatively new public library directors an introduction and familiarity with the resources offered to libraries through the Maine State Library.

**17th Annual Public Library Directors’ Institute** *(attendance: 53)*
Elks Lodge, Augusta (6/14)
This year’s Institute focused on the library director and the law with a number of presentation by experts on such topics as confidentiality, sexual predators, tax, and personnel issues. Julia Spencer Fleming was the guest speaker.
The 2012/2013 year was a busy one for the Southern Maine Library District. In addition to meeting with librarians and visiting libraries throughout the District, there were several initiatives at the District and State level that I participated in.

At the State level I participated in the process to develop the District Liaison Committee into a facilitator to bring state-wide and local issues to the attention of the Maine Library Commission. The group worked to develop a purpose statement and a set of policies. As both a consultant and a member of the Committee I attended the regular meetings of the Commission.

Also at the State level I participated in the Department of Education’s Literacy for ME efforts. I attended a regional meeting in Westbrook where the initiative was explained and participants were encouraged to take the program back to their communities to begin their own literacy effort. There has been some success with school districts developing their own programs, but without additional funding the overall level of activity has been small. RSU #35 (South Berwick and Eliot) has taken the project forward.

I participated with the other district consultants in a number of efforts to help raise the professional standards for librarians throughout the State. In the Fall of 2012 we began a self-directed program to help librarians of all types become more familiar with the resources offered through MARVEL, the State’s collection of online information resources. Also, in January 2013, two online courses were offered.

Public librarians were encouraged to take part in “Be a Great Boss,” a virtual classroom for a working guide to the key issues and realities that all bosses need to know. School librarians were offered “Being Indispensable: A School Librarian’s Guide to Becoming an Invaluable Leader,” a virtual classroom for discussions that will empower school librarians to demonstrate to their stakeholders the value they bring to the table.

A year-long leadership course for mid-career librarians to be offered beginning in July of 2013 was also being developed. An initial class of 8 participants was expected. Devin Burrit (Wells Public Library), Sonja Durney (Portland Public Library), and Kara Reiman (Walker Memorial, Westbrook) were selected from SMLD.

I also attended the COSLINE conference in Ocean City, MD, in late October. The gathering of state consultants from the Northeast featured resources and demonstrations on makerspaces for libraries.

With the other consultants I helped to coordinate a grant from the Brownstone Book Fund. The Fund chose Maine to be the recipient of its annual donation of children’s books to deserving public libraries. Each library received approximately 100 books to add to their collection. There were 45 libraries that benefitted from the grant including Acton Public Library, Berwick Public Library, Bonney Memorial, Casco Public Library, Harrison Village, Parsons Memorial, and Raymond Village in SMLD.

Valerie Osborne of NMLD was instrumental in establishing the Maine Readers’ Choice Award. The Maine Readers’ Choice Award, officially established in 2013 by the Maine State Library and the Maine Library Association, recognizes the best in adult fiction published in the United States the previous year. The aim of this award is to increase awareness and reading of literary fiction. The Maine Readers’ Choice Award honors books that exhibit exceptional writing and a compelling story that encourages reading and conversation among individuals and in Maine’s communities. In addition to myself other SMLD library participants included Renee DesRoberts.
www.mainereaderschoiceaward.org

In November I was selected to attend the Public Library Association’s free advocacy training program, “Turning the Page 2.0.” I had completed the initial program the previous year and was selected as a trainer to work with other libraries and librarians in Maine to develop advocacy skills. There were approximately 60 attendees at this conference in Chicago that was sponsored by the Gates Foundation and PLA. I gave advocacy presentations to the Baxter Library in Gorham (including a section on customer service) and the Freeport Memorial Library for staff and board members.

The consultants also collaborated on an article for the Maine Policy Review’s issue about libraries and librarianship. The article, “Libraries in the Community: Changing Opportunities,” discusses libraries as “third places,” spots that serve as community centers for all ages; the role of libraries in civic engagement; and libraries as education places, business incubators, and creation and performance spaces. The “new realities” of libraries in the digital age is also discussed.

Other state-focused endeavors included encouraging libraries to participate in “Snapshot Day,” a way to gauge the participation of patrons in library activities. The report generated was used to demonstrate the far-reaching influence of libraries throughout the State.

All Maine public libraries are required to file an annual report with the Maine State Library. The various statistics gathered become part of a state report to the Federal government which is used in turn to determine the funding of libraries at the national level. This requirement comes under the rule-making authority of the Maine Library Commission. The report must be submitted between January 1st and April 1st of each year. This year procedures were developed to address the problem of libraries that do not report as required or do not file completed reports by the due date. There is a series of sanctions for non-compliant libraries. This year those that did not comply were put on probation. Three SMLD libraries did not file their annual report and they have been notified, along with their boards, municipalities and legislators of the consequences. Shapleigh, Charlotte Hobbs, and the Lebanon Community libraries are on probation. Failure to comply in the future will result in the loss of services from the Maine State Library, such as grant participation, SCOOP discounts, MSLN connections, and consulting services.

At the district level there were a number of initiatives begun and programs held. In addition to consulting with a number of issues such as personnel and board of trustees, I worked with several people interested in starting a library. I assisted the Gray Public Library in its search for a new director. I consulted with a number of library directors on good library practices. I convened meeting for area library directors to discuss professional issues and reconstituted the District’s reference librarians group, which included a trip to Auburn to visit the makerspace lab at Central Maine Community College and the new media lab at the Auburn Public Library. I served as the State Library’s liaison to the Maine Association of School Librarians and Friends of Maine Libraries, attending their regular meetings as well as their annual conferences.

At the end June I tendered my resignation to become the director at the Auburn Public Library. It was a difficult decision for me but it was an opportunity to go back to being with the public in an outstanding library. I appreciate the chance to serve as consultant and I will miss working with a great staff and group of librarians from all walks of the profession.
FY 12-13 Statistical Summary

The programmatic offerings over the past year were very rich. The overall lending and visitation statistics leveled out with some slight decline in system visitation and lending. Print reading rose 1% while e-reading (books, audiobooks) rose sharply. The lending of physical media continues to decline (-7%) and the staff is engaged in strategic conversations this fall concerning the options to begin streaming more content for downloading versus borrowing. The Branches declined in lending by -2% with Riverton the significant exception growing by 12%. This is the result of adding an additional 3 hours per week (Saturday AM). Print reading at the main Library rose by 8%.

E-Books (41%) and E-Audiobooks (20%) use rose significantly over last year’s totals.

We are also in process of restarting conversations about visiting SMLD libraries annually with mobile library/computer lab.

ILL Stats

[Total ILL transactions for the ARRC - items requested and items loaned Total ILL transactions for SMLD libraries (non-Minerva) - items requested and items loaned The time frame is July 1, 2012 - June 30, 2013.]

Total ILL transactions for the ARRC:
items requested = (24,245)
items loaned = items sent OUT (23,050)

[Total ILL transactions for SMLD libraries (non-Minerva) – items requested = requests placed in OCLC on behalf of SMLD (4,973) items loaned = items checked out to SMLD libraries (13,289)]

Total Reference Questions answered: 67,599

Total number of borrower cards: 6,694
Total number of borrower cards issued to district libraries (no new SMLD libraries) and, their patrons:
Cumberland County = 1,544
Oxford County = 73
York County = 444

We added 8 new PALs libraries and 404 new PALS patron cards

Total number of meetings attended as an ARRC representative: 4.
## Southern Maine Library District

### OFFICE OPERATING BUDGET

*July 1, 2012 - June 30, 2013*

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### EXECUTIVE BOARD MEETINGS

- September 21, 2012 – Falmouth Memorial Library
- November 9, 2012 – Portland Public Library
- January 11, 2013 – University of New England
- March 15, 2013 – Windham High School
- April 6, 2013 – Senator Inn, Augusta (Tri-District Boards)
- June 21, 2013 – McKernan Center, South Portland (Annual Meeting)
Committees

SMLD
Certificate of Appreciation: Jodi Breau, Mahoney Middle School (South Portland); Andi Jackson-Darling, Falmouth Memorial Library, Steve Podgajny, Portland Public Library

Children’s Book Review Hostesses:
Ann Daigle, Sacopee Valley High School; Sheila Dube, Springvale Public Library; Brooke Faulkner, McArthur Public Library, Biddeford; Phyllis Fuchs, Brunswick; Kathy George, Gray Public Library; Kelly Goodfield, Sacopee Valley Middle School; Jan Hamilton, Scarborough; Lauren Isle, Scarborough Public Library; Shirley LaBranche, Maple Stone School, Acton; Melissa Madigan, Merrill Memorial Library, Yarmouth; Kelly McDaniel, King Middle School, Portland; Barbara Merritt, Scarborough School Department; Nicole Myers, Lincoln Middle School, Portland; Mamie Ney, Southern Maine Library District; Susan Onion, Acton Elementary School; Laurel Parker, Windham Public Library; Nina Sachs, Walker Memorial Library, Westbrook; Sybil Shiland, Standish; Karen Spiliopolos, Parsons Memorial Library, Alfred; Kayla Thompson, Wells Public Library; Martha Van Wyck, Burbank Branch, Portland Public Library; Kris Zuidema, Sebago.

Cream of the Crop: Sheila Dube, Springvale Public Library, Lauren Isele, Scarborough Public Library, Susan Onion, Acton Elementary School, Sybil Shiland, Standish, Patty Temple, Long Island Community Library, Kayla Thompson, Wells Public Library, Kris Zuidema, Sebago.

Nominating: Jodi Breau, Mahoney Middle School, South Portland; Andi Jackson-Darling, Falmouth Memorial Library, Steve Podgajny, Portland Public Library

STATEWIDE
Reading Round-Up
Jody Bachelder, Hall-Dale Middle/High School; Megan Blakemore, Berwick Academy Middle School; Debora Cleveland, Auburn Public Library; Samantha Cote, Jackson Memorial Library; Patti Francis, Freeport Middle School; Pam Goucher, Freeport; Dorothy Hall-Riddle, Cumberland; Lynn Howker, Monmouth Middle School; Liz McMahon, Messalonskee Middle School; Mamie Anthoine Ney, Southern Maine Library District; Dawn Thistle, Vassalboro Public Library

Regional District Liaison Committee
CMLD Executive Board
Pam Bonney; Bryce Cundick; Susan M. Preece; Stephanie Zurinksli, Consultant

NMLD Executive Board
Helen Fogler; Valerie Osborne, Consultant; Donna Rasche

SMLD Executive Board
Jodi Breau; Andi Jackson-Darling; Mamie Ney, Consultant; Bill Wood.

MSL
Linda Lord
Janet McKenney

DOE
Pam Goucher
Public Libraries (67)

School Libraries (49 school systems - 190 individual schools)
Acton Schools ~ Arundel Schools ~ Berwick Academy, South Berwick ~ Biddeford Schools ~ Breakwater School, Portland ~ Bridgton Academy, North Bridgton ~ Cape Elizabeth Schools ~ Cathedral Grammar School, Portland ~ Catherine McAuley High School, Portland ~ Cheverus High School, Portland ~ Falmouth Schools ~ Freeport Schools ~ Fryeburg Academy ~ Gorham Schools ~ Gov. Baxter School for the Deaf, Falmouth Foreside ~ Greater Portland Christian School, Portland ~ Kittery Schools ~ Levey Hebrew Day School, Portland ~ Merriconeag School, South Freeport ~ New Country School, West Baldwin ~ North Yarmouth Academy, Yarmouth ~ Old Orchard Beach Schools ~ Portland Schools ~ Raymond Schools ~ St. Patrick’s School, Portland ~ St. Thomas School, Sanford ~ Sanford Schools ~ Scarborough Schools ~ South Portland Schools ~ Thornton Academy, Saco ~ Waynflete School, Portland ~ Westbrook Schools ~ Windham Schools ~ Windham R.E.A.L. School ~ Yarmouth Schools ~ York Schools ~ SAD #6 (Buxton, Hollis, Limington, Standish) ~ SAD #15 (Gray, New Gloucester) ~ SAD #35 (Eliot, South Berwick) ~ SAD #51 (Cumberland, North Yarmouth) ~ SAD #55 (Baldwin, Cornish, Hiram, Parsonsfield, Porter) ~ SAD #57 (Alfred, Limerick, Lyman, Newfield, Shapleigh, Waterboro) ~ SAD #60 (Berwick, Lebanon, North Berwick) ~ SAD #61 (Bridgton, Casco, Naples, Sebago) ~ SAD #62 (Pownal) ~ SAD #71 (Kennebunk, Kennebunkport) ~ SAD #72 (Brownfield, Denmark, Fryeburg, Lovell) ~ Union #7 (Dayton, Saco) ~ CSD #18 (Wells, Ogunquit)

Academic Libraries (8)
Kaplan University, South Portland ~ Maine College of Art, Portland ~ New England Bible College, South Portland ~ St. Joseph’s College, Windham ~ Southern Maine Community College, South Portland ~ University of New England, Biddeford/Westbrook ~ University of Southern Maine, Portland/Gorham ~ York County Community College, Wells

Special Libraries (31)