Maine State Program Report Summary
Fiscal Year 2012

Version: 2   **Allotment:** $1,185,547

Total Projects: 7 **Total LSTA Funds Expended:** $1,185,547

	Project # / %	LSTA Funds $ / %
Statewide	7 / 100%	$1,185,547 / 100%
Partnership	3 / 43%	$775,427 / 65%
Exemplary	3 / 43%	$775,427 / 65%
OBE-Related	1 / 14%	$631,254 / 53%

Section 1 | Grant Award Summary

Public Library Grants

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

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

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

School Library Grants

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

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

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

Academic Library Grants

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

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

Single Libraries Receiving Grants: 0

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

Special Library Grants

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

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

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

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

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

Multi-Type Library Grants

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

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

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

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

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

SLAA Library Grants

Number of Libraries Submitting: 1
Number of Applications: 1
Total Requested: $1,185,547

Total Libraries Receiving Grants: 1
Total Number of Grants Funded: 7
Total Awarded: $1,185,547

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

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

Single Libraries Receiving Grants: 1
Single Number of Grants Funded: 7
Single Total Awarded: $1,185,547

Section 2 | OBE Summary

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

This year, for the MARVELous Maine Invitational, the district consultants created a pre-test and post-test for the 12 week class. 158 people signed up for the online course, 133 took the pre-test and 74 completed the post-test. Those that completed the post-test rated their knowledge level before and after the course. Library staff indicated that their knowledge was significantly increased after the course. Examples: In the pre-test only 3.9% indicated their knowledge about LearningExpress Library was high. In the post-test, that number rose to 57.5%. In the pre-test only 10.8% indicated their knowledge about Ebsco Host was high. In the post-test, that number rose to 48.6%. In the pre-test only 3% indicated their knowledge about Health Source was high. In the post-test, that number rose to 64.9%%. For other CE programs and courses, the Maine Regional Library System District Consultants require that workshop/meeting/continuing education (CE) attendees complete evaluation forms following each event. These evaluation forms ask attendees to list the changes they anticipate making in their library programs to best meet the needs of their patrons as a result of attending the session(s). In the partnership with Maine Department of Education and Maine Public Utilities Commission, Networkmaine has established a number of ways to review bandwidth use for libraries and to streamline the application process. The results are a shorter and more successful completion of the Letter of Agency and the Form 479 which has lowered the number of questions asked in the USAC reviews. A streamlined process for libraries to obtain more bandwidth resulted in increased bandwidth for libraries that have video conferencing units as well as web-based tools. Using technology (a variety of bandwidth measurement tools) plus a more sophisticated database to track applications, current bandwidth and NSLP data has resulted in more accurate and useable data.

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

Current work toward outcome based evaluations using pre and post-tests is underway. As the MSL develops more online courses we will utilize the same pre and post-test models. It is difficult to get attendees to fill out a pre- test for half day or day long events. The district consultants are attempting to build a pre and post question into the evaluations for those events. The MSL now creates a web page with PowerPoint, papers and links to websites following each training event to allow participants (as well as those unable to attend) to revisit the information provided. One benefit of tis practice is that it has engaged library staff to ask us to add resources – specifically ones that they discover through their own work and want to share with others. This makes the MSL's web site a collaborative project between MSL staff and our libraries and more responsive to needs In the partnership with the Maine Department of Education and Maine Public Utilities Commission, Networkmaine practices and procedures ensured that all libraries have needed bandwidth and has streamlined the application process for both the libraries and Networkmaine.

Section 3 | Project Reports

Project Code:	2012-ME-46476
Project Title:	**Project Number:**
Administration	1
Library Name:	**Project Director:**
Maine State Library	Janet McKenney
Phone Number:	**Email:**
207-287-5620	janet.mckenney@maine.gov
Library Building:	
Maine State Library	
LSTA Funds Expended:	**Cash Match:**
$38,151	$11,584
In Kind Contributions:	**Total Cost:**
$	$49,735
Number of Persons Served:	
LSTA Purpose:	**State Goal:**
Library technology, connectivity, and services	1. Partnering for expansion of library resources & services
IMLS Primary Performance Category:	**IMLS Secondary Performance Category:**
Provide access to information, resources and ideas	
Primary Users:	**Secondary Users:**
Statewide public	
Primary Services:	**Secondary Services:**
SLAA LSTA Administration	
Start Date:	**End Date:**
10/1/2011	9/30/2013
Statewide? ☑	**Partnership?** ☐
Exemplary? ☐	**OBE-Related?** ☐

Project Purpose:

Financial Administration of the LSTA funds is done by the Department of Administrative & Financial Services (DAFS), the organization that coordinates a number of central services for departments within Maine State Government. The DAFS' service bureaus seek to work in partnership with other state agencies, including the Maine State Library, to provide quality services and to establish processes that ensure accountability in the state's financial performance. The following information is from the State of Maine Administrative and Accounting Manual, Section 50.20.60.: "The Statewide Central Services Cost Allocation Plan (STACAP) is used to identify and assign central services costs. Most government units provide certain services such as accounting, computing, payroll, service, motor transport, etc. to operating agencies on a centralized basis. Since federally supported awards are performed within the individual operating agencies, a process is necessary to

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

Project Activities/Methods:

The following information is also from the State of Maine Administrative and Accounting Manual, Section 50.20.60: "The Financial Reporting and Analysis Division of the Office of the State Controller prepares, administers, and submits to the federal government an annual central services cost allocation plan (STACAP) for the State. One part of the plan justifies and reconciles the activities of the billed State central services (internal service and self-insurance). A second part allocated the allowable costs of other State central services benefiting agencies expending federal awards." It is this second part that pertains to the Maine State Library's acceptance of LSTA funds. LSTA funds used for STACAP are $33,425 and Office of Information technology (OIT) Network access,telephone, misc. amount to $4,726.

Project Outputs:

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

Project Outcomes:

Other Results:

Anecdotal Info:

Exemplary Reason:

Project Code:	2012-ME-46475
Project Title:	**Project Number:**
Books By Mail	2
Library Name:	**Project Director:**
Maine State Library	Christopher Boynton
Phone Number:	**Email:**
207-287-5650	chris.boynton@maine.gov
Library Building:	
Maine State Library	
LSTA Funds Expended:	**Cash Match:**
$157,319	$65,387
In Kind Contributions:	**Total Cost:**
$	$222,706
Number of Persons Served:	
4,962	
LSTA Purpose:	**State Goal:**
Services to persons having difficulty	2. Improving library services to

using libraries   citizens with special needs

IMLS Primary Performance Category: **IMLS Secondary Performance Category:**

Provide access to information, resources and ideas   Enhance a lifetime of learning opportunities

Primary Users: **Secondary Users:**

People with special needs   Homebound persons

Primary Services: **Secondary Services:**

Outreach Services   Books-by-mail

Start Date: **End Date:**

10/1/2011   9/30/2013

Statewide? ☑   **Partnership?** ☐

Exemplary? ☐   **OBE-Related?** ☐

Project Purpose:

The Books by Mail (BBM) program is part of the Outreach Services of the Maine State Library. This service helps to meet the library needs of citizens in our large rural state (33,125 square miles with a population of 1,329,192)who live in towns without local libraries or in towns with public libraries open less than 12 hours a week or are homebound. More details about the program may be found at http://www.maine.gov/msl/outreach/booksbymail/. Program Eligibility—Patrons requiring homebound services are eligible to have return postage paid: Homebound status is defined as a need to receive library materials by mail due to a physical inability to use local library services. To be eligible applicants must have a doctor, nurse, social worker, counselor, teacher, librarian, or other qualified person sign a Certification of Eligibility on the application for services form. Unserved or under-served communities (residents pay return postage): Maine residents that have no town library or who reside in towns where the library is open less than 12 hours a week are eligible to apply. Before budget cuts the Maine State Library paid for return postage. Number of users dropped significantly when return postage became the responsibility of the user. Rising postage costs made budget cuts a necessity.

Project Activities/Methods:

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

this program has taken place yearly at the Common Ground Fair, a very popular activity attended by rural Maine citizens. Over half of the people visiting the information booth asked questions about the Books by Mail program. Approximately 60,000 people attended the fair each year. LSTA funds for this project totals $ 157,319. Staff salaries total $ 118,631 for 2.5 FTEs and project costs of $38,688 are predominately for postage, books and supplies.

Project Outputs:

During this reporting period, 320 residents (210 adults and 110 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. This represents a decrease in the number of adults but an increase in the number of children from our last report. The Books by Mail program has its own collection of 20,450 titles and 44,767 copies. Additional materials are also available to users from over 60 other libraries through the state's Minerva interlibrary loan system. This year 17,182 items were loaned to the BBM patrons. Users of this program are voracious readers and borrow on average over a book per week. The Maine State Library's Books by Mail program used interlibrary loan to borrow 13,392 items from Minerva member libraries for the BBM patrons. Minerva libraries borrowed 6113 items via interlibrary loan from the Books by Mail collection. The Books by Mail program has a total of 4962 registered users (3363 adults and 1599 K-12 juveniles). The highest number of Book by Mail registered users are residents of Aroostook and Penobscot counties but there are registered users in all of Maine's sixteen counties. There are 142 registered homebound users in the program. This is a 4% increase from last year.

Project Outcomes:

This program provides library services and meets the recreational and informational needs of Maine's rural and homebound residents. Many home-schooled, K-12 students also rely on materials from this program to obtain needed resources for their studies. Rural citizens in Maine are challenged by local access and distance to obtain quality library services. Although Maine has many small local libraries, many communities do not have a public library. Approximately 38% of Maine's small towns do not have a public library and the Books by Mail program is a statewide service that serves an important purpose in Maine for those citizens. The Books by Mail patrons depend heavily on this service. Many people use this service who are homebound temporarily and return to use their local library when they have recovered. A survey is conducted every other year of the Books by Mail patrons to get feedback on the service.

Other Results:

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

Anecdotal Info:

Feedback from surveys, notes, cards and other correspondence to the Books by Mail program: "Your service is something I think I could not do without." "Thanks for all the wonderful books!"; "I am so pleased that I now have this option to access books through Maine State Library by mail books. I found other books that grabbed my attention on the Minerva search and I have

placed them on my queue, as well... How exciting!"; "It is great to encourage reading over the summer when we have access to a variety of books delivered to our children."; "I want you to know that I value the Books-By-Mail program. Our town library is open just 6 hours per week, so the convenience of the Books-By-Mail program is wonderful... My daughter, a junior in high school, has also benefitted from the program. Thank you!"; "I appreciate the postage and all the good services of the Books by Mail program."

Exemplary Reason:

Project Code:	2012-ME-46472
Project Title:	**Project Number:**
Maine Regional Library System	3
Library Name:	**Project Director:**
Maine State Library	Janet McKenney, Director of Library Development
Phone Number:	**Email:**
207-287-5620	janet.mckenney@maine.gov
Library Building:	
Maine State Library	
LSTA Funds Expended:	**Cash Match:**
$631,254	$239,296
In Kind Contributions:	**Total Cost:**
$	$870,550
Number of Persons Served:	
800,000	
LSTA Purpose:	**State Goal:**
Services for lifelong learning	1. Partnering for expansion of library resources & services
IMLS Primary Performance Category:	**IMLS Secondary Performance Category:**
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
Primary Users:	**Secondary Users:**
Statewide public	
Primary Services:	**Secondary Services:**
Interlibrary Loan, Library Development	
Start Date:	**End Date:**
10/1/2011	9/30/2013
Statewide? ☑	**Partnership?** ☑
Exemplary? ☑	**OBE-Related?** ☑

Project Purpose:

The purpose of the Maine Regional Library System is to promote improved service for the constituents of member libraries. It was created by Public Law 626, enacted in 1973, which established three library districts based on

population to improve library service for the citizens of Maine. Membership consists of public, school, academic, and special libraries. The Maine Regional Library System is administered by the Maine State Library in Augusta; however, each district has its own executive board that sets goals and develops plans for regional and statewide professional development plus other activities each year. There is one library consultant for each district. The overarching goals of the three regional district consultants are: 1. To increase public awareness, use, and support of Maine libraries; 2. To facilitate professional development; 3. To encourage resource sharing and regional cooperation; 4. To foster literacy; 5. To improve communication among libraries, library organizations, and other groups; 6. To foster improved library service. Each district has a corresponding ARRC Library where offices are located. Both consultant services and ARRC services are tied to the specific geographic area designated and are composed of the Southern Maine Library District (SMLD), the Central Maine Library District (CMLD) and the Northeastern Maine Library District (NMLD). The SMLD serves Cumberland and York counties plus selected Oxford county towns (Brownfield, Denmark, Fryeburg, Hiram, and Lovell) with a total population of 482,926. The CMLD serves Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc, and Somerset counties with a total population of 407,412. The NMLD serves Aroostook, Hancock, Knox, Penobscot, Piscataquis, Waldo, and Washington counties with a total population of 438,854.

Project Activities/Methods:

In accordance with P.L. 626, An Act Creating Regional Library System, three Area Reference and Resource Centers (ARRCs) were created, one for each of the three districts. Bangor Public Library and Portland Public Library receive state and federal aid from the Maine State Library for the purpose of making "their resources and services available without charge to all residents in their Districts…." The Maine State Library serves as the ARRC for the Central Maine Library District. ARRCs are the Regional District hubs for the following services: Interlibrary Loan (ILL), Reference Service, and District Consultants. ILL Service: The interlibrary loan service supports libraries of every size and type. ARRCs provide ILL service to member libraries that are not part of the Minerva system. Minerva is a shared library system that brings together nearly 60 libraries of all types from across the state. Minerva is self-governed by a User's Council and an Executive Board with technical management and support provided by Maine InfoNet. Reference Service: Reference and information service provided by the ARRCs is another important service of the Maine Regional Library System. Libraries and patrons requiring reference assistance can contact their ARRC via fax, telephone, email, or online via the Ask a Librarian link, or via a toll-free telephone line. This ARRC resource helps expand services that small rural libraries can offer to patrons. District Consultants: Each ARRC hosts an office for the District's consultant. The District Consultant provides professional library guidance to libraries in that district but also collaborates with the other consultants to provide guidance, training and other professional development opportunities. Each District, in cooperation with the Maine State Library provides technical assistance to cooperative interlibrary projects designed to promote equal access to library materials to all Maine people regardless of geographical location. Each District Consultant maintains ongoing communication with member libraries and performs the following duties: • Serves as a professional consultant to libraries within the district or districts • Studies the needs of the district and makes recommendations to the district council • Acts as a liaison between the district, other districts and the Maine State Library • Fosters opportunities for continuing education and encourages librarians, library staff, library trustees

and Friends groups to participate and to attend state and regional workshops, webinars, video conferencing events and other educational opportunities • Maintains ongoing communication with district libraries to promote interlibrary cooperation plus meet the individual needs of libraries of all types with the ultimate goal of providing better service to the state's library patrons. LSTA funds for this project totals $631,254. This total includes 2 contracts with the ARRC libraries. The contract with Bangor Public library is for $170,673. Funds for the NMLD office total $162,673 for 2 FTEs (one district consultant and a data coordinator) plus operating costs plus $8,000 for Bangor Public Library to offset OCLC costs for ILL service. LSTA funds go to Portland Public Library in the amount of $18,000 for ILL services to the district and library cards for regional district patrons. Funds in the amount of $256,658 for 4 FTE staff at the Maine State library include the web coordinator, library development director, and ILL staff. Remaining funds of $185,923 include ILL postage and supplies, OCLC costs for ILL, plus software subscriptions, books for professional development collection for librarians, Adobe Connect subscription, WebJunction subscription, Lynda.com licenses, network access travel and supplies.

Project Outputs:

The three District ARRCs (Area Reference and Resource Centers) are Bangor Public Library in the Northeastern Maine Library District (NMLD); Portland Public Library in the Southern Maine Library District (SMLD) and the Maine State Library (MSL) in the Central Maine Library District (CMLD); Lewiston Public Library provides fiction ILL for the CMLD since the fiction collection at the MSL is limited. The ARRCs are responsible for serving all Maine libraries and residents in their districts and for interlibrary loan and reference services to libraries in their geographic districts. ARRC statistics: Bangor Public Library (BPL) – Total ILL transactions for the ARRC (requested and loaned) is 53,442. BPL's collection size is 528,370. The BPL reference staff responded to 24,647 questions. 9,903 items were loaned directly to Northeastern Maine Library District libraries. Bangor Public Library issues borrower cards to anyone in the state. Total number of borrower cards is 32,224. Cards issued to District libraries (public, school, special, academic) is 303. Patrons of NMLD libraries have non-resident cards totaling 14,773. Maine State Library (MSL): Borrowed 5,074 items from other libraries and loaned 10,350 items to other libraries. MSL's collection size is 272,350 items and it circulated 49,352 items during this reporting period. The reference staff responded to 5918 questions. 13,702 items were loaned directly to the CMLD libraries. The Maine State Library has issued 15,942 borrower's cards for Maine residents statewide. The Lewiston Public Library (LPL) borrowed 29,099 items from other libraries and loaned 37,492 to libraries. LPL's collection size is 155,127; the reference staff responded to 9,455 questions. Portland Public Library (PPL): Borrowed 24,245 items from other libraries and loaned 23,050 items to other libraries. Portland's collection size is 369,638 catalogued items (which includes government documents). The PPL reference staff responded to 67,599 questions. Total ILL transactions for SMLD libraries equaled 4,973. Items loaned to SMLD libraries equaled 13,289. Portland Public Library has 76,918 registered users and has issued free library cards to 6,694 SMLD libraries and patrons who live outside Portland. District Consultants The district consultants organized 39 continuing education programs and events attended by 1588 Maine library staff. These C.E. programs were delivered either face to face or online using Adobe Connect. There were CE opportunities for specific audiences (school librarians, public librarians, trustees, etc.) plus programs useful for all types of library staff. Highlights for this reporting period were: The Annual Reading Round Up of Children's & YA Literature was attended by

339 school and public librarians. This conference combines expert keynote speakers plus workshops that cover a wide variety of topics. This year's 24th Annual Reading Round-Up 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. Other highlights this year was Fall Tri-District Council Meeting with Warren Graham leading a session on Black Belt Customer Service attended by 246 library staff and three regional workshops entitled: Help! I'm Not a Social Worker! led by Carolyn Davidson Brewer attended by 177 library staff. Digital Literacy efforts included 11 regional meetings with libraries to provide knowledge and background about national efforts, state initiatives and share local practices. The meetings led to a successful list of needs from libraries as well as shared content and ideas. Total attendance statewide was 165 library staff and trustees.

Project Outcomes:

Consultants: State-wide continuing education opportunities are provided through the coordination and collaboration of the three district consultants and their seven-member Executive Boards. The district consultants work with the Director of Library Development for planning statewide events. The consultants strive to combine their financial resources to bring national speakers to Maine for joint statewide meetings since very few Maine librarians have the opportunity to attend national conferences. By combining local workshops geared to regional needs plus these statewide events satisfaction among Maine libraries has increased dramatically. The addition of WebJunction webinars have further expanded the number of topics available to Maine library staff. Webjunction webinars are placed on the Maine Library Community Schedule of Events and Workshops calendar. The availability of online courses through our WebJunction (WJ) partnership is used and appreciated. Maine has 161 WebJunction sponsored learners. There were 92 WJ courses enrollments during this reporting period and 185 WebJunction webinar registrations with 75 attended. Many librarians tell us they use the archived webinars when unable to attend live. Consultants are highly valued resources for all libraries in Maine because they provide those libraries with the education and tools to provide vital services to Maine citizens. The majority (71%) of Maine's public libraries have directors without a Master's degree in Library Science. Since 179 of the 258 libraries in Maine serve populations under 5,000 we have many small and under-funded libraries. In response, the Maine State Library staff has developed a three level voluntary certification program comprised of online courses, archived webinars, workshops and special institutes during 2012-2013. This program is intended to provide library directors and personnel who do not have formal training in library science with Basic Certification training which includes introductory coursework in core areas: Fundamentals of Librarianship, Collection Development, Organization of Materials, Management, Programming/Services and Technology. All the courses will fit into the American Library Association (ALA) Core Competencies and the 21st Century Skills matrices. Intermediate and Advanced Certification will build on the work done at the basic level and allow the librarian to explore these topic areas in more depth by choosing electives in each subject area. Once a certification level is achieved, the librarian will be required to attend or complete 5 classes, webinars or workshops each year to maintain that level of certification. School Library Media Specialists and Ed Techs can use these courses toward recertification. The program will have close to 200 online courses available. The consultants promote webinars and face to face events via the MELIBS-L listserv (1520 subscribers) and the online Maine Library Community calendar found at:

http://evanced.info/maine/evanced/eventcalendar.asp?libnum=0 ARRCs: Maine's interlibrary loan counts are always high –and continue to increase each year. Small local libraries make good use of the ARRC's ILL services. With a state population of just over 1.3 million plus a large geographic area – resource sharing is a way of life for Maine libraries. Only 40 public libraries are part of the Minerva system so the ARRC ILL service continues to play a vital role for libraries using different automation systems. The borrower's cards expand Maine citizens' access to both print and online resources (like the Downloadable e-books and audio books) as well as to databases purchased by the ARRCs. Resource sharing, a direct responsibility of the ARRC's and the District Consultants, is truly a success in Maine because the Regional Library System provides those libraries with the education and tools to provide these services to Maine citizens.

Other Results:

The District consultants collaborate with Maine libraries to work on SCOOP, a purchasing consortium that negotiates vendor contracts for discounts on library materials and supplies for all Maine libraries. Maine has partnered with NH and a VT regional system to expand the scope and increase discounts in the SCOOP program. The District consultants also work on an important statewide program for new library Director's. Each year, new library directors are invited to the Maine State Library to participate in a day of training and orientation. The Orientation for New Public Library Directors is for new directors who have been in their positions fewer than three years. The Maine Regional Library System along with the District Liaison Committee, continues to work diligently on cross-district collaboration, consolidating resources and regional CE events with great success.

Anecdotal Info:

Comments from survey about what librarians will do differently after The 17th Annual Public Directors' Institute: Looking at the Law: "Pay more attention to sales tax, legalities of minors and guardians, wish for more time to learn about all of this topics"; "Speak with the City, supporting groups about the tax issues"; "Won't let paid employees volunteer any longer and I will discuss this with the board"; "Much greater awareness in staffing issues, volunteers, and breaks. Terrified of implications of tax law"; "I will be better at keeping employee records and at being more firm about following mandated practices for working with staff regarding hours worked and record keeping clearly defining who can work and/or volunteer and in what capacity"; "We're certainly going to have to take a closer look at sales tax issues! I think our library committee will also need to address the confidentiality problem."

Exemplary Reason:

The Maine Regional Library System is exemplary in that it serves all Maine by a very collaborative process. The dedicated work of the district consultants in meeting needs of all types (public, school, special and academic) and sizes of libraries needs to be lauded. The geography in this state poses quite a challenge as well the lack of state aid to libraries. Tiny municipalities are challenged to fund public libraries so these small libraries rely heavily on statewide services provided by the Maine State Library and LSTA funded programs. The consultants deal with these challenges along with their libraries and have been innovative and supportive in finding ways for libraries to prepare for the future with the reality of small and diminishing budgets. The consultants and the ARRCs are committed to using the video conferencing technology in place at all ARRCs as well as at 16 other libraries in the state. The Maine State Library's access the corresponding desktop video conference

service is now being used to save travel money and time as we move to "virtual" library visits. Face to face desktop discussions work better than the phone and can oftentimes accomplish the same goals. This technology was used for two of the online course offerings this year. Desktop video conferencing accounts have been set up for 294 librarians and library guests. Funds spent on Adobe Connect licenses for webinars were used for online classrooms with plans to increase that use next year. The consultants have been in the planning stages to use this technology for the next year for more webinars. Reciprocal borrowing at the 3 ARRCs is now in place. There were 3 superior online offering as well this year. The "MARVELous Maine Invitational" had 158 participants sign up and 68 librarians and teachers who completed 12 weeks exploring the Maine "MARVEL" databases and blogging about what they discovered. The "Be a Great Boss" was a 12 week virtual classroom experiment. Each week, participants prepared the assigned readings and exercises and then met for one hour in the virtual classroom for a discussion. Topics included: attitude, success with stakeholders, staffing, communication, customer service, planning, friends and allies, training, funding, people, leadership and your future in the profession. The third online offering was for school librarians called "Being Indispensable: A School Librarian's Guide to Becoming an Invaluable Leader." This 10 week course concentrated on developing a proactive approach about the vital role school libraries play in learning. School librarians used the virtual classroom for discussions that empowered them to demonstrate to their stakeholders the value they bring to the table. Participants came away with an understanding what other stakeholders in a school need and want; an ability to demonstrate their importance to administrators, teachers, and parents; and became more adept using essential tools like advocacy and marketing. One happy result of this course was a participant not only saving a school librarian position in her district but winning the argument that a librarian was needed at all schools: elementary, middle and the high school. A brand new service is starting up in the SMLD through a grant received by Portland Public Library is a bookmobile launched in April 2013 with a grant from the Key Bank Foundation. The bookmobile serves Portland neighborhoods without a nearby Library branch, individuals and families (particularly those with young children) who may lack transportation or the time to travel, or have health problems. We visit over 20 locations throughout the city including schools, residential areas, and special events. The bookmobile holds 1,700 items for all ages — fiction, nonfiction, audiobooks, DVDs, graphic novels, picture books and chapter books for kids. The bookmobile has wheelchair access, wireless Internet capabilities, and solar panels. To expand outreach to libraries there are plans in progress to bring the bookmobile to SMLD libraries to transport laptops and offer digital literacy and financial literacy training. In 2013, Portland Public Library established the PALS or Partner Agency LibrarieS program. Participating SMLD libraries can issue Portland Public Library (PPL) cards to their local patrons, enabling community members to use PPL's online services like eBook downloads, Mango Languages and Heritage Quest Online. To qualify as a PALS participant, libraries must be members in good standing of the Southern Maine Library District and be willing to send a staff member to PPL's Main Branch for a one-hour orientation. A total of 404 PALS cards were issued for this reporting period.

Project Code: 2012-ME-46473

Project Title: **Project Number:**

Partnership with Maine Department of   4

Education and Maine Public Utilities
Commission

Library Name:　　　　　　　　　**Project Director:**

Maine State Library　　　　　　　　Janet McKenney, Director of Library
　　　　　　　　　　　　　　　　　Development

Phone Number:　　　　　　　　　**Email:**

207-287-5620　　　　　　　　　　　janet.mckenney@maine.gov

Library Building:

Maine State Library

LSTA Funds Expended:　　　　　**Cash Match:**

$61,821　　　　　　　　　　　　　$12,000

In Kind Contributions:　　　　　**Total Cost:**

$　　　　　　　　　　　　　　　　$73,821

Number of Persons Served:

700,000

LSTA Purpose:　　　　　　　　　**State Goal:**

Library technology, connectivity, and　1. Partnering for expansion of library
services　　　　　　　　　　　　　resources & services

IMLS Primary Performance　　　**IMLS Secondary Performance**
Category:　　　　　　　　　　　**Category:**

Provide access to information,
resources and ideas

Primary Users:　　　　　　　　　**Secondary Users:**

Statewide public

Primary Services:　　　　　　　　**Secondary Services:**

Information Access and Services,　　　Database access, Telecommunications
Technology Infrastructure, Virtual　　and networking hardware and
Library Services　　　　　　　　　software, Portals and related Web
　　　　　　　　　　　　　　　　　projects

Start Date:　　　　　　　　　　**End Date:**

10/1/2011　　　　　　　　　　　　9/30/2013

Statewide? ☑　　　　　　　　　**Partnership?** ☑

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

Project Purpose:

This partnership manages the Maine School and Library Network (MSLN), the
statewide telecommunications and Internet delivery system for public libraries
and K-12 schools in Maine and provides E-rate coordinator services to both
libraries and schools so they can benefit from Universal Service Fund. The
following language is from the Networkmaine Council Memorandum of
Understanding signed by the Maine Commissioner of Education, the Maine
State Librarian, the State of Maine Chief Information Officer and the Chief
Information Officer of the University of Maine System: "Networkmaine is a unit
of the University of Maine System (UMS)…Networkmaine shall operate and
manage a statewide telecommunications delivery system services developed
to support education, research, public service, government and economic

development…Networkmaine shall act as the Maine School and Library (MSLN) consortium authority and will be responsible for making necessary certifications and for responding to Universal Service Administrative Company (USAC) inquires on behalf of the eligible consortium members during both pre- and post-commitment processes."

Project Activities/Methods:

Networkmaine (a unit within the University of Maine System) was formed to enhance telecommunication services and increase opportunities for high speed connections for libraries and schools in the state of Maine. The Maine State Librarian serves as a voting member of the Networkmaine Council which oversees planning and budgeting for the Networkmaine infrastructure (including the Maine School and Library Network – MSLN) This Council plans for future growth and success of connectivity for Maine's public libraries and K-12 schools. As demand for bandwidth grows, the University has brought expertise that has been a real benefit to the statewide MSLN and specifically to public libraries in Maine. Contracts are in place with broadband providers for telecommunications and Internet Access until 2015. Approximately 70% of MSLN is supported by the federal E-rate program and the remaining 30% is financed by the Maine Telecommunications Education Access Fund (managed by the Maine Public Utilities Commission). For 2012-13, the Maine State Library assisted Networkmaine staff during the e-rate application process for the 230 participating Maine public libraries. This involved assisting libraries with the online process of downloading necessary forms and providing needed data for the Networkmaine consortial MSLN application. The Maine State Library also provided guidance, advice and oversight during the USAC application review process. The Maine State Library's State E-rate Coordinator attended the 2013 USAC E-rate training. Networkmaine also sent representatives to the training in Washington DC. LSTA funds total $61,821. Salary costs are $55,038 for 1 FTE and $6782 is for software, travel costs for conferences and meetings, mileage reimbursement, supplies and technology. The match funds are contributed by libraries that choose not to filter connection to cover their costs for Internet Access.

Project Outputs:

Eighty-six percent (230) of Maine's 267 public libraries are on the Maine School and Library Network and participate in the statewide consortia. In 2012-13, all MSLN public libraries in Maine received a minimum of 10 mbps connection. The breakdown of bandwidth connection speeds are as follows: 177 libraries are at 10 mbps, 34 libraries are at 20 mbps, 2 libraries are at 25 mbps, 6 libraries are at 50 mbps, 8 libraries are at 100 mbps and 1 library is at 200 mbps. Needed upgrades to all routers are made by Networkmaine when necessary. The value of these connections to MSLN libraries and schools was over $8 million in 2012-13. E-rate reimbursements are at $4.7 million with another $4 million from the MTEAF to cover the balance for telecommunications and Internet not funded by e-rate. This includes an enterprise content filter, money for databases, technical and operational services provided by the university and fund administrator costs. The MSLN provides incredible savings for Maine libraries in the current economy. In addition, all MSLN public libraries offer free public access through both their wired and wireless networks over these connections. Approximately 115 of the libraries utilize the free shared webserver to host their websites. All libraries use the MSLN email service for staff and other functions. Networkmaine also maintains and manages the infrastructure for the video conferencing services that are utilized by libraries and schools. There are currently 21 libraries in Maine with Tandberg video conferencing units and over 150 librarians are

using desktop video conferencing software. We have also set up guest accounts for options with partners to have patrons use this software to receive services in rural locations from our partners.

Project Outcomes:

Networkmaine is committed to providing adequate bandwidth to meet the needs of Maine public library patrons who access online learning, on-line databases, on-line Public Access Catalogs, and other electronic resources (Web 2.0, video streaming, downloadable e-books and audiobooks and other emerging technologies) at their libraries. The Maine State Library and Networkmaine, through the Help Desk, Circuit Rider and MSL Staff, provide support and guidance for technical problems, assistance with library E-rate applications and provide general technology information. The availability of reliable broadband bandwidth for Maine libraries provides more opportunities for online meetings and learning via video conferencing units and desktop video-conferencing. The outcome of this well managed network in Maine results in a reliable, dependable network that is managed by experts. Libraries appreciate the Help Desk and guidance provided. The libraries maintain their internal networks and MSLN provides a hassle free no cost connection to the Internet and other services. The expansion of video conferencing to more public libraries and the introduction of desktop video conferencing has led to improved communications and meetings and trainings, developed and strengthened work with partners which include the Maine Equal Justice partners, small businesses and non-profits and state agencies in Maine. Networkmaine maintains the content servers, address books, desktop video conferencing logins and also establishes bridges for multipoint connections when needed. Leveraging the established infrastructure has helped keep these services affordable for public libraries. The video conferencing is also a good tool to use to foster connections between school and public libraries and we continue to move forward on that front. The State E-Rate Coordinator works with over 90 public libraries in the state to successfully apply for telephone discounts. Libraries in Maine have very tight budgets – so even the smallest amounts help our libraries. Reimbursements range from $50 to $7,000 and discounts range from 40% to 90%. The E-rate coordinator has dedicated time and resources to online training tools available via the Maine State Library's E-rate website at: http://www.maine.gov/msl/erate/training/index.shtml. This training consists of step by step instructions accompanied by a corresponding YouTube video. See a sample at: https://www.youtube.com/watch?v=n_8QjMkzJJU. The training and videos have been very well received by libraries. The State E-rate coordinator also manages an E-rate listserv that is used to send out reminders about deadlines, changes and information from USAC. Support is also available via telephone and email. Many libraries reach out during a USAC review for guidance and assistance with responses to USAC reviewers.

Other Results:

All public libraries in Maine have equal access to electronic communication and information - from the smallest offshore island to the largest city - thanks to the Maine School and Library Network and Networkmaine. In addition to MSLN broadband and Internet access, libraries and schools receive no cost web hosting and email services. The access to broadband connections in public libraries in our rural communities is a vital resource to Maine residents who either have no access at home, who are struggling financially and can't afford access even if it is available. Internet access at public libraries continues to be important to Maine's unemployed who are challenged financially to maintain home high speed internet access and computers and who also need guidance

with online applications, uploading resumes, etc. For many of Maine's unemployed, the public library is the only place locally where they can use computers to apply for jobs, unemployment and other online services. Networkmaine is the infrastructure through which all Maine State Library and Maine Department of Education electronic services flow. Library management systems, online public access catalogs, electronic ILL and renewal services, "Ask a Librarian" on the maine.gov web site, reference assistance via e-mail, Twitter, Facebook, Linked-In, plus access to library web sites and online databases would not be financially or technologically possible for many Maine libraries without MSLN. Networkmaine has been very responsive to increasing bandwidth as libraries add video conferencing, and other web-based services that require additional bandwidth. The trend to off-site hosting has increased the need for better and stable bandwidth in many libraries. Cloud services for backups, video-based learning – all these new services require additional bandwidth to work smoothly.

Anecdotal Info:

Public access wireless access is invaluable to Maine patrons. Some of our smallest libraries with limited hours are able to expand access to library services for patrons with wireless connectivity made possible by their Networkmaine connections. This service is not only appreciated by Maine residents but is used extensively by the state's large summer population and visiting tourists. Wireless access allows vacationers to extend stays in the state and contributes to economic development in small towns. Libraries are adding on porches, and setting up chairs and tables on their lawns creating outside hotspots on their property to create comfortable environments for Internet access.

Exemplary Reason:

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

Project Code:	2012-ME-46474
Project Title:	**Project Number:**
Partnerships with the University of Maine	5
Library Name:	**Project Director:**

Maine State Library   James Jackson Sanborn

Phone Number: **Email:**

207-581-3083   james.jacksonsanborn@maine.edu

Library Building:

Maine State Library

LSTA Funds Expended: **Cash Match:**

$82,352 $158,392

In Kind Contributions: **Total Cost:**

$ $240,744

Number of Persons Served:

900,000

LSTA Purpose: **State Goal:**

Library technology, connectivity, and   1. Partnering for expansion of library
services   resources & services

IMLS Primary Performance   **IMLS Secondary Performance**
Category: **Category:**

Provide access to information,   Provide tools for the future
resources and ideas

Primary Users: **Secondary Users:**

Library staff and volunteers, Statewide
public

Primary Services: **Secondary Services:**

Digitization and Digital Library   Digitization, Integrated library
Projects, Technology Infrastructure,   systems, Virtual union catalogue
Virtual Library Services

Start Date: **End Date:**

10/1/2011   9/30/2013

Statewide? ☑   **Partnership?** ☑

Exemplary? ☑   **OBE-Related?** ☐

Project Purpose:

Maine InfoNet is a collaborative of academic, public, school, and special
libraries that provides leadership in resource sharing, promotes cost effective
solutions for quality library information services, and supports the cultural,
educational, and economic development of Maine. Supported by the Maine
State Library and the University of Maine System, Maine InfoNet connects the
people of Maine to information and ideas through library cooperation. A Board
of Directors oversees the overall operation of Maine InfoNet and takes the lead
in planning and establishment of policies. The Maine State Librarian is a
member of this Board along with 12 other members from the Maine library
community. Maine InfoNet is dedicated to improving information and library
service to all Maine citizens through online systems and technology. It
develops and manages services that unite electronic and physical resources to
form a digital library for all of Maine.

Project Activities/Methods:

Six major components comprise Maine InfoNet. 1. MaineCat: The MaineCat

Statewide Catalog links 10 large online catalogs, including three directly managed by Maine InfoNet (Ursus, Minerva, and SOLAR described below) into a single, powerful, dynamically updated statewide library database and resource sharing system for Maine. 2. Marvel: Every Maine citizen has access to MARVEL, Maine's Virtual Library. This access to full text and abstracts from magazines, newspapers and reference books is provided free of charge. MARVEL is funded by the Maine Legislature, the University of Maine, the Public Utilities Commission-supervised Maine Telecommunications Education Access Fund, as well as Colby, Bates, and Bowdoin colleges. During the reporting period a new service, Ancestry Library Edition, was added to the statewide MARVEL database offerings. This is a very popular database through public libraries. 3. URSUS: This consortial automated library system serves the University of Maine System libraries, plus the Maine State Library, Bangor Public Library, Maine Law and Legislative Reference Library and Maine State Archives. 4. Minerva: Minerva is a statewide, integrated library system started by the Maine InfoNet Project and is maintained cooperatively by 56 participating libraries in association with the Maine State Library. Libraries apply for membership and pay $4000 annually. 5. SOLAR: Libraries not using other compatible library automation system can participate in the MaineCat Statewide Catalog by contributing library holding records to the SOLAR database. 6. Download Library: An initial grant of $40,000 funded the Maine InfoNet Downloadable Project for audio books. The grant paid for the configuration and support for three years and for one year of maintenance fees. In October of 2010, the Download Library received a grant from Davis Family Foundation and funding from member libraries to expand selection to include eBooks. The eBooks and audiobooks are both available to all members. Libraries that join this project are asked to pay an annual membership fee which is used to purchase content and pay for licensing fees. Membership fees are based on library population served and range from a low of $150 for libraries serving populations under 1,000 to a high of $1,700 for libraries serving populations above 25,000. The initial set up fee upon joining is $300. LSTA funds total $82,352 on 2 contracts: $68,125.43 is for half the salary of the director; $12,180 pays for a part-time cataloging instructor (.25 FTE). This Maine State Library pays for 2 FTE staff salaries amounting to $158,392 which are used for match.

Project Outputs:

MAINECAT: The more than 9 million items in MaineCat represent the holdings of 85 libraries. Over 5.7 million unique titles are listed in the MaineCat online catalog. During the reporting period, 80,256 items were borrowed via the MaineCat interlibrary loan requesting system. This is a 13% increase from last year. MARVEL: MARVEL is comprised of 63 research indexes and databases each with their own search interface and with the common OneSearch interface. Statistics for the reporting period years: Total Logins equaled 707,735 user sessions with a total of 5.9 million searches performed. This is a decrease in both logins and searches from last year. URSUS: 10 individual libraries belong to the URSUS network. Over 4 million items are listed in the URSUS online catalog. During the reporting period, 581,519 items were checked out or renewed using the URSUS system. MINERVA: 56 libraries belong to the Minerva library management system (LMS). Over 2.7 million items are listed in the MINERVA online catalog. During the reporting period more than 4.5 million items were checked out or renewed using the MINERVA system. SOLAR: 18 libraries contributed 582,215 records to MaineCat using the SOLAR system. Downloadable Books: 214 libraries statewide representing academic, public, and school libraries are members of this partnership – a 6.5% increase from the previous year. This is a result of the growing desire

for e-book downloads for public libraries in the state. The downloadable collection now includes 6998 eBooks and 4,206 audiobooks. The total circulation for the reporting period consists of 197,304 checkouts. This is an increase of 34% from last year.

Project Outcomes:

MaineCat: MaineCat provides the most comprehensive, searchable database of library materials available statewide throughout Maine. Library members search across all of the holdings and can request materials that will be delivered to their local library, often within just a few days. Depending on their library affiliations, many patrons can request items directly using their service, while all others are able to make requests mediated by their local libraries. MARVEL: MARVEL provides a wealth of research information to every citizen of the State of Maine through the online collection of databases, research indexes and online learning tools. Users connect to the MARVEL databases from their libraries, workplaces and homes. URSUS: URSUS provides online searching, borrowing, and requesting for all of the University of Maine System Libraries, plus Bangor Public Library and the Maine State Library. Patrons are able to search and directly request materials from other URSUS and MaineCat libraries and receive those items delivered to their local library in a matter of days. MINERVA: MINERVA provides online searching, borrowing, and requesting for 56 libraries across the state. Patrons are able to search and directly request materials from other MINERVA and MaineCat libraries and receive those items delivered to their local library in a matter of days. SOLAR: SOLAR provides mediated borrowing and requesting to the materials located in MaineCat to the patrons of member libraries. Items can be requested with the help of librarians and are delivered to the patrons at their local library within a matter of days. Download Library: The Maine InfoNet Download Library program provides any public library in Maine the opportunity to give its patrons access to a large collection of both e-books and audio books. This service would not be fiscally possible for many small libraries but using the consortial approach, costs for the service are on a sliding scale based on town population. The consortial approach is also a benefit to larger libraries, since each library doesn't have to contract for basic set up and pay the annual maintenance fees.

Other Results:

The growth of Maine InfoNet's Download Library is significant and grows each year. The demand for e-books has continued growing and this is an affordable service for even very small libraries. This service has also allowed libraries to explore other online services on smaller scales and in regional cooperatives. Maine InfoNet also offers training opportunities to all types of libraries in Maine related to its many programs. During this reporting period there was a total of 15 sessions, 8 face to face and 7 webinars. These included regular training sessions on cataloging, circulation, serials, billing, and inventory for libraries using Millennium. Additional training events included Summits and Forums with national speakers and breakout sessions The Maine InfoNet director provides reports to the Maine Library Commission at each meeting.

Anecdotal Info:

Exemplary Reason:

This is an exemplary example of collaboration among various types of libraries and two large state organizations. The University of Maine and the Maine State Library have a memo of understanding that allows joint hiring, supervision, and salary responsibility for the Administrative Director of Maine InfoNet. A 12-member Executive Board representing the types of libraries in Maine

InfoNet meets monthly with the Administrative Director. Private colleges, community colleges, school libraries, special libraries and public libraries representatives plus the University of Maine IT CEO and the Maine State Librarian serve on this board. It is a remarkable bringing together of various types of libraries for the common good of meeting the needs of Maine library patrons. This collaboration enables all Maine libraries, public, academic, school, and special, access to statewide services. This saves money and staff time for the Maine State Library, public libraries and all Maine citizens.

Project Code:	2012-ME-46478
Project Title:	**Project Number:**
Talking Books Plus (Large Print, Talking Books, and Descriptive Videos)	6
Library Name:	**Project Director:**
Maine State Library	Christopher Boynton
Phone Number:	**Email:**
207-287-5650	chris.boynton@maine.gov
Library Building:	
Maine State Library	
LSTA Funds Expended:	**Cash Match:**
$208,600	$54,293
In Kind Contributions:	**Total Cost:**
$362,607	$
Number of Persons Served:	
2,534	
LSTA Purpose:	**State Goal:**
Services to persons having difficulty using libraries	2. Improving library services to citizens with special needs
IMLS Primary Performance Category:	**IMLS Secondary Performance Category:**
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
Primary Users:	**Secondary Users:**
Adults, Children, People with special needs	Disadvantaged children, Blind and visually-impaired persons
Primary Services:	**Secondary Services:**
Outreach Services	Special needs services
Start Date:	**End Date:**
10/1/2011	9/30/2013
Statewide? ☑	**Partnership?** ☐
Exemplary? ☐	**OBE-Related?** ☐

Project Purpose:

The purpose of the Maine State Library's Talking Books Plus program is to provide free services to Maine residents of any age who are unable to read

traditional print materials. The Maine State Library's Talking Books Plus program has 3 components: 1. Large Print Books: The program purpose is to directly or through public libraries meet the informational and recreational needs of residents of Maine who are certified as being blind, visually impaired, or physically handicapped. 2. Talking Books and Descriptive Video. The program purpose is to act as Maine's regional library for the National Library Services for the Blind and Physically Handicapped (NLS) providing talking books statewide and provides descriptive videos to individually enrolled patrons. 3. Recording of Maine materials not recorded by the Library of Congress. This program equalizes library services statewide to the blind and physically handicapped.

Project Activities/Methods:

Each new registrant is contacted by phone and helped through the NLS registration process. New patrons are asked about the number of books they would like to receive at one time; if they would like books automatically selected or not; and if they would like to be able to request books online. A patron handbook explaining the Talking Books Plus program is automatically distributed to all newly enrolled patrons. A summer reading program is offered to all juvenile patrons. The Coordinator of Outreach Services provides liaison functions with the National Library Service. Publicity and promotional activities are ongoing to reach more readers. NLS has a national radio ad that provides an 800 number with contact information for the nearest NLS regional library. Outreach Services distributes NLS and locally produced brochures and bookmarks, and displays in collaboration with other Maine State Library activities. Outreach Services has partnered with the National Federation for the Blind to promote Newsline, an audio newspaper service. The Outreach Services director provided displays and spoke at 5 Maine Libraries, partnering with the Iris Network to promote services for patrons with visual handicaps. He is also the representative for AIM/NIMAS - Accessible Instructional Materials (Maine-based) and National Instructional Materials Accessibility Standard (NIMAS). This is a program designed to obtain textbooks and classroom materials for K-12 students with disabilities. The Director continues to serve on the Vocational Rehabilitation Council for the State of Maine Division for the Blind. He is also the Vice Chair of the Consortium of User Libraries (CUL). CUL is a cooperative nonprofit organization made up of network libraries for the blind and physically handicapped (LBPHs) to develop and share an ongoing automation system for delivery of NLS services in their respective service areas. The system software is a patron-centric, highly personalized automation system used by eight regional LBPHs in seven states - one with sub-regional libraries - for registration, circulation, equipment inventory, and related operations. Outreach Services continues to maintain a functional, Online Public Access Catalog (OPAC) through its participation in the CUL. LSTA funds total $208,600. Staff salaries amount to $167,629 for 2.5 FTE and program costs of $40,971 consists of Catalog software and web hosting (CUL), cartridges, mailing envelopes, large print books, other supplies and postage. In kind donation of $362,607 is an estimate of the value of the books provided by NLS.

Project Outputs:

41,423 cassette talking books were distributed this year, which is a 4.7% increase from last year's report. The 53 descriptive videos distribution also saw an increase of 18%. There was a huge increase in the distribution of books on the digital machines. 165,590 digital books were distributed to individuals a whopping 145% increase from last year. Talking Books users in Maine have embraced the new digital machines. There was also a 86%

increase in the number of large print books circulated -- 13,986 were distributed to individuals during the report period. Public libraries, schools plus retirement homes received 2,042 cassette talking books, 2,552 digital books and 25,877 large print books. Materials sent to institutions sometimes circulate to more than one patron. Outreach services had 497 new patrons enroll in Talking Books Plus services during the report period for a total of 2,534 active patrons. Note: If a patron is not active for a 12 month period, his or her record is deleted from enrolled status. There were 612 active institutions who received materials via the Talking Books Plus program. Utilization of BARD also increased. Talking Book patrons downloaded 14,757 books and magazines from the BARD site. This is a 24% increase from last year. Maine users are embracing the digital downloads!

Project Outcomes:

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

Other Results:

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

Anecdotal Info:

Comments from Talking Books Plus users: "Your site sparked some great conversation for different causes of blindness."; "All your people must know what pleasure and satisfaction comes to us who would find life difficult to live without this luxury."; "I cannot begin to thank you enough for the wonderful resources on your web page."; "I want to thank you for the great work you do. You gave my Dad many pleasurable hours while reading his beloved western novels. You truly made a positive difference in his life."; "I appreciate your hard work and excellent service! It is a real treat for me to receive a new Talking Book in the mail."; "I find myself coping much better than I ever thought I would thanks in large part to audio books. It's no walk in the park but at least I am preserving my sanity thanks to your books."; "My Mother truly enjoys these books. They greatly improve the quality of her life."; "This is an invaluable service for my mother, who has Parkinson's disease. Listening to her book is a favorite time of her day."; "Most days I spend at least 4 or 5 hours sewing and set my book player beside the sewing machine and have a very happy day, thanks to you." "The Outreach staff afforded me not only professional and prompt guidance and help, but what was obviously genuine, heartfelt desire to help me enrich my life with books."; "My mother always

looks forward to her Talking Books. They make her otherwise long days pass with interest." "My dad has already listened to over 100 audiobooks and I can't keep them coming fast enough. It has been a life saver for us all. It helps keep his mind challenged and always gives him something to talk about." "I would like to thank you nice people who help us get the books to read." "She totally loves your program and listens to your books faithfully on a daily basis. This program has been very good for her. I cannot thank you enough for making these books available to her." "The large print helps although I still need to use a magnifying glass. It is slow going but, at least, I still have that pleasure." "The person that read the book did a really good job reading it and did a really good job doing different voices for each character in the story." "Thank you for mailing me large print books and audio books." "After she lost her sight, listening to books and People magazine kept her entertained for many hours each day. I can't tell you how much my family appreciates this program."; "An invaluable service, thank you!" "I would like to thank you for giving my husband, John, the door to a wonderful world. These talking books have been a blessing to him." "I just wanted you to know how happy she is with this service, she keeps saying she should be paying for all of this." "My son with Down syndrome listens almost every night for several hours." "My mother was grateful every day for the service you provided with the talking books. Your service kept her connected and provided endless hours of enjoyment." "I would never have emotionally survived loss of vision and other handicaps. These little blue and grey boxes are magic!"

Exemplary Reason:

Project Code: 2012-ME-46477

Project Title: | **Project Number:**
Van Delivery System | 7

Library Name: | **Project Director:**
Maine State Library | Jamie Ritter

Phone Number: | **Email:**
207-287-5600 | james.ritter@maine.gov

Library Building:
Maine State Library

LSTA Funds Expended: | **Cash Match:**
$6,050 | $192,364

In Kind Contributions: | **Total Cost:**
$ | $198,414

Number of Persons Served:
986,366

LSTA Purpose: | **State Goal:**
Services for lifelong learning | 1. Partnering for expansion of library resources & services

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

Primary Users: | **Secondary Users:**

Adults, Children, Statewide public

Primary Services:	**Secondary Services:**
Information Access and Services, Interlibrary Loan	Reference services, Document and materials delivery, Resource sharing

Start Date:	**End Date:**
10/1/2011	9/30/2013

Statewide? ☑   **Partnership?** ☐

Exemplary? ☐   **OBE-Related?** ☐

Project Purpose:

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

Project Activities/Methods:

The Maine State Library issues an RFP every 3 years and contracts with a courier to provide delivery of interlibrary loan materials for Maine libraries. All types of libraries - public, school, academic, special, correctional and medical - are eligible to participate in this voluntary service. Each participating library pays a fee based upon the number of stops per week. The URSUS consortium (University of Maine campuses, Bangor and Portland Public libraries, the Maine Law and Legislative Reference Library and the Maine State Library) as well as Bates, Bowdoin and Colby Colleges have a separate contract with the same courier service. The Maine State Library issues an RFP every 3 years for a new contract for services. Freedom Xpress USA, from Brewer, Maine is the current contract holder. All material must be contained in special totes. There are currently 161 libraries participating in this statewide service (153 libraries and 8 correctional institutions that only do ILL between their institutions). The Maine State Library manages the RFP process, contract negotiations, library applications, vendor oversight, vendor payments and library invoicing. Open enrollment periods to join the van delivery system are in May and November. Libraries submit an online form to request joining the ILL van delivery service. Information about the service, as well as mailing labels and forms can be found on the van delivery web page: http://www.maine.gov/msl/libs/interlib/join.htm. Libraries choose the week they want pick up (Mon, Tues, Wed, Thurs, and/or Fri) and provide their library hours. Filling in and submitting this form constitutes a six month commitment to the delivery service. There is also an online form for questions related to billing as well as an "edit van delivery information form". Yearly Rate by Number of Stops per Week: One Stop: $780; Two Stops: $1560; Three Stops: $2340; Four Stops: $3120; Five Stops: $3900. Libraries are billed at the end of each quarter (Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec) for actual van delivery services received. Payments are used to pay the vendor for services rendered. Libraries are not billed for official State of Maine holidays, or missed deliveries by the vendor. LSTA funds for this project totals $1078 were for van delivery surcharges for libraries who were required to pay more due to geography and difficulties for courier service to deliver items. Federal funds in the amount of $4972 were used to purchase 250 totes to increase the number of totes used by the system. Match of $7,887 includes MSL staff program administration time devoted to financial management of the billing for this project as well as oversight of the vendor, RFP and contract. The contributions of the participating libraries equals $184,477.

Project Outputs:

161 Maine libraries currently participate in the van delivery system. Libraries at Maine correctional institutions (8) use the service on a limited monthly basis. Libraries using the service include public, school, hospital, college and special libraries. Approximately 1.5 million books/items moved between libraries during the reporting period. There are approximately 457 stops weekly made by the van delivery service to participating libraries in Maine. This number may vary due to holidays, Saturday deliveries, snow closings, etc. The breakdown of delivery days is as follows: 1 Stop—39 libraries; 2 Stops – 46 libraries; 3 Stops –10 libraries; 4 Stops – 14 libraries; and 5 Stops – 44 libraries. Small school and public libraries are beginning to partner, paying for one stop at the public library and distributing to the schools through local transportation.

Project Outcomes:

Interlibrary loans are processed more quickly (as the material is placed in totes rather than being packaged for U.S. mail). The materials reach the requesting library in as few as one or two days rather than up to a week or more, which was often the case when the U.S. postal system was used. Libraries are saving significant money in postage as using the van delivery service not only requires less staff time and provides faster delivery, but is also less expensive than U.S. postage for most libraries (i.e. those that do any amount of ILL). The van delivery service was the most cost effective means for libraries to send and receive ILL items. Using the 2012 Annual Report statistics and an average cost of $2.50 (1 lb) for shipping through USPS, the cost to provide van service is approximately $200,000 but the savings in postal costs are well over $1 million. Cost savings for these public libraries is dependent on the volume of ILL.

Other Results:

Libraries and their patrons love the speed and convenience that van delivery brings to ILL services. Patrons are always thrilled to have their materials arrive so quickly. ILL's can be requested on-line directly by most patrons and they can do it from home thus saving money and time. In January 2012, LD 1033, "An Act to Support Resource Sharing among Maine Libraries" passed without the Governor's signature. The result of this legislation was a $100,000 appropriation to expand the number of days of van delivery service to 96 public libraries. This year, the Maine State Library was appropriated an additional $25,000 to its budget for Van Delivery for one day of service for small libraries that have been unable to afford one day of delivery service. Eligibility was determined using Annual Report data and funding went to those libraries who could most benefit financially and whose ILL volume indicated that their participation would be beneficial to their patrons and other libraries using the system. In Maine, where a majority of the population lives in rural areas and with many in small, isolated communities access to interlibrary loan delivered via Van Delivery is a crucial piece in providing library services equitably across the state.

Anecdotal Info:

Van delivery is used for more than books. In the summer of 2013 a pilot project of delivering "science trunks" from the Maine State Library's partner, Cornerstones of Science, began using the service. The traveling "Science Trunks" offer a wealth of hands-on learning activities for the younger library patrons and their families to enjoy on their own, or in guided programs led by librarians.

Exemplary Reason: