



*Sharing a World  
of Knowledge*

*Southern Maine  
Library District*

*Annual Report  
July 1, 2009 - June 30, 2010*

# Southern Maine Library District

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 407,722 in 1990 to 460,089 in 2000 – 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 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

## **EXECUTIVE BOARD MEMBERS**

Jan Bennett (3), Jodi Breau (1), Janet Cowen [Chair], Casandra Fitzherbert,  
Inese Gruber (2), Suzanne Hamilton (3), Shirley Helfrich (2),  
Linda Lord (2), Barbara Merritt, Mamie Anthoine Ney [Vice Chair],  
Marian Peterson, Steve Podgajny (2), Cathy Potter (1), Steve Russo, Susan Trent

(1) appointed 5/14/10 (2) ex officio (3) term expired 5/14/10

## **STAFF**

**Shirley Helfrich**, District Consultant (retired 7/31/09\*)  
**Elaine Bissonnette**, Administrative Assistant

\* We commend Shirley for her exceptional service and years of dedication to the members of the Southern Maine Library District and wish her well in her retirement years.



# 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

## Children's and Young Adult Book Review Meetings (*attendance: 250*)

These monthly meetings are attended by school and public librarians who review new books received for the **Maine Examination Collection**. Participants kept the books they reviewed for their library collections, which can amount to as many as 240 books annually. Volunteers processed a total of 2,171 review books and audiovisuals from approximately 50 publishers.

Meetings were held at the Portland Public Library on the following dates: July 14, 2009; August 13, 2009; September 16, 2009; October 14, 2009; November 18, 2009; December 16, 2009; January 13, 2010; February 10, 2010; March 10, 2010; May 12, 2010; June 9, 2010

## District Council Meetings

Fall (*attendance: 134*)

“How to Build a Neighborhood/Community One Hello at a Time”

The three library districts (SMLD, CMLD & NMLD) of the Maine Regional Library System along with the Maine Library Association (MLA) met together for their fall meetings at the Augusta Civic Center.

Librarians have always been about networking and never more so than in times of economic trouble. Nationally recognized speaker **Pat Wagner** shared strategies for networking and community building:

- How to build coalitions among institutions, agencies and community groups
- Reaching out to underserved populations, new immigrants, etc.
- What community means
- How any library of any type can participate in reinforcing community values for the people they serve

The fun part is the interaction – participants played a networking game and solved real problems for their libraries. The meeting applied to public, academic and school library environments and folks at all levels in these organizations.

**Pat Wagner** has worked with Pattern Research, Inc. and its predecessor the Office for Open Network since 1977. She is an educator, trainer, writer and consultant, focusing on personnel, management, leadership, marketing, career and strategic planning issues. She has special interests in conflict management, project management, community outreach and future studies.

Spring (*attendance: 95*)

“*At the Heart of Libraries: Innovation ~ Encouraging Innovation in Library Land*”

Inveterate library watcher and strategic technology for libraries futurist **Stephen Abram** (*pictured at right*), shared the top technologies that we should consider for innovation and what value the library offers in these changing times. He spoke about the technologies that we should be trying and piloting to see if they improve the library's service quality and impact, which ones were worth investigating, what's happening in the economy, and whether there are different ways to build community or to attract new community segments. It was a fun and enlightening day.



**Stephen Abram** is a librarian having received his MLS in 1980. He is currently international President of SLA but he has served as president of his local, provincial, and national associations. He is Vice President, Strategic Partnerships and Markets for Gale Cengage Learning. He was listed by Library Journal as one of the top 50 people influencing the future of libraries and has received numerous honors. He writes all or parts of 6 books a year, posts thousands of blog postings and writes about 36 articles a year. His columns appear in Information Outlook and Multimedia and Internet @ Schools, and SirsiDynix OneSource and he is the author of ALA Editions 2007 bestseller, *Out Front with Stephen Abram*.



SMLD Board Member Jan Bennett presented the SMLD Certificate of Appreciation award to Elaine Bissonnette, SMLD Administrative Assistant, in recognition of her outstanding dedication and many years of service to SMLD.

*From left to right Jan Bennett, Elaine Bissonnette, Janet Cowen (Board Chair)*

**Meeting for Children’s Librarians** (attendance: 4)

- *Leap Into Science – Enhancing Storytimes* Prince Memorial Library, Cumberland September 23, 2009

**Public Library Director Meetings** (attendance: 35)

Local library directors share information and confer with colleagues in four meeting areas.

- Yapping Yorkies Limerick Public Library September 24, 2009
- Daring Directors Freeport Community Library October 1, 2009
- Loose Librarians Raymond Village Library October 16, 2009
- Daring Directors Windham Public Library November 5, 2009
- Talking Heads McArthur Public Library, Biddeford November 18, 2009
- Talking Heads Kennebunk Free Library February 24, 2010

**Reference Librarians** (attendance: 22)

Meetings for reference librarians from public and academic libraries.

- University of New England, Biddeford July 17, 2009
- University of Southern Maine, Cohen Center March 19, 2010

**School Librarian Meetings** (attendance: 47)

Public library staff were also welcomed at these meetings:

- *Teen Programming* Gray/New Gloucester HS October 6, 2009
- *Advocacy for School Libraries* Westbrook High School January 13, 2010
- *Social Bookmarking and RSS Feeds* Sacopee Valley MS, Hiram March 3, 2010

**Traveling Cream of the Crop**

Compiled by a volunteer committee of SMLD librarians for the annual “**Reading Round-Up of Children’s and Young Adult Literature Conference**,” a collection of outstanding new books was loaned to the following schools and libraries: Rockport Elementary School (July); Stewart Free Library, Corinna (August); Laura E. Richard Library, Georgetown (September); Lisbon Library Department (October); Vacancy (November); Vacancy (December); Vacancy (January); Prince Memorial Library, Cumberland (February); Walker Memorial Library, Westbrook (March); Bangor Public Library (April/May); and Lincolnville Central School (June).



# Area Reference and Resource Center



*Photo courtesy of Scott Simons Architect*

The major news of the year was the completion of Phase I of the \$7.3 million renovation of the Main Library and the reopening on April 15. The new and expanded spaces enabled the Library to host the spring SMLD meeting and to begin new service relationships with the entire range of users most notably children, teens, technology users and the business community. Funding for staff and infrastructure was again “flat” from the City of Portland which provides over 80% of the Library budget.

The Library continued to nurture and expand the PALS library program which facilitates borrowing and electronic access to any resident in Cumberland,

York and parts of Oxford Counties through the issuance of PPL cards at 37 partner libraries (18 in Cumberland, 17 in York and 2 in Oxford). Borrowers connected through this partnership form close to 5.0% of the 27,084 non-Portland SMLD-range patrons.

In a time of pervasive consortial environment the ARRC role has continued to acquire a profile of adding value to SMLD users through interlibrary loan requests that tend to be more difficult to fill as well as database access that supplement MARVEL options. PPL also lends its audio visual collection which is extensive and it is now a significant source of ILL activity.

Overall, our numbers were slightly lower in the last fiscal year attributable to some degree to significant disruptions caused by the renovation project and the movement of materials; some SMLD clients tried to make fewer requests during the closure, and not all of our materials were accessible during that period. Our total ILL traffic was down 6.48% in FY10; we received a combined total 25,238 requests compared to FY09's 26,986.

In FY10 we received 14,916 requests from SMLD libraries, a decrease of about 9% from FY09. We were able to fill 86.73% of those requests as follows:

- 45% from PPL collections
- 20% from Maine libraries via OCLC (for SMLD libraries without access to MaineCat)
- 35% from out of state libraries via OCLC

In addition,

- We made 8,515 OCLC requests on behalf of SMLD libraries.
- Non-resident patrons made 863 ILL requests in FY10.
- AV lending held fairly steady at about 15.5% of our total ILL lending.
- Our postage spending increased \$705 or 4.32%, in part because we were without a statewide courier service in July and August 2009.
- OCLC loans to both patrons and SMLD libraries were fulfilled by 286 libraries in 40 states and the District of Columbia.

Finally, we note the retirement of our long time interlibrary loan supervisor and dear colleague Rita Gorham after 35 years at PPL. She was a marvel in her devotion to serving district libraries. Jessica Thomas has ably taken over the reins and we are, in this time of transition, looking hard at ways to be more efficient so that SMLD libraries receive things even quicker and we have more direct time to serve you.



# Southern Maine Library District

## OFFICE OPERATING BUDGET

*July 1, 2009 - June 30, 2010*

The retirement of the District Consultant impacted our annual expenditures for this year. A District Consultant is expected to be hired by July 2011.

TOTAL \$12,800.00

<u>EXPENSES</u>	<u>BUDGET</u>	<u>ACTUAL</u>
Books/AV/Subscriptions	\$ 400.00	\$ 0 *
Cont. Educ./Staff Development	3,500.00	809.46 *
Equipment/Software	200.00	0 *
Parking	540.00	585.00
Phone	300.00	50.00 *
Postage (1 <sup>st</sup> class & library rate)	1,100.00	333.05 *
Printing/Photocopying	1,000.00	83.72 *
Photocopier Rental	1,185.00	1,085.70
Promotion & Publicity (exhibits)	75.00	0 *
Supplies	1,500.00	428.04 *
Travel	<u>3,000.00</u>	<u>404.40 *</u>
 Sub-total	 \$12,800.00	 \$3,779.37
 BALANCE		 \$ 9,020.63*

\* Due to not having a District Consultant, SMLD incurred fewer expenses

### EXECUTIVE BOARD MEETINGS

- September 25, 2009 – Scarborough Public Library
- November 20, 2009 – Walker Memorial Library, Westbrook
- January 22, 2010 – Maine Medical Center, Portland
- March 19, 2010 – Portland Public Library
- June 18, 2010 – Black Point Inn, Scarborough (Annual Meeting)

# Committees

## SMLD COMMITTEES

**Certificate of Appreciation: Jan Bennett**, Falmouth

**Children's Book Review Hostesses: Annika Black**, Bridgton Public Library; **Mary Lou Boucouvalas**, Graves Memorial Library, Kennebunkport; **Ann Daigle**, Saco Valley High School; **Sheila Dube**, Springvale Public Library; **Brooke Faulkner**, McArthur Public Library, Biddeford; **Sharleen Fields**, West Buxton Public Library; **Kathy George**, Gray Public Library; **Kelley Goodfield**, Saco Valley Middle School; **Jan Hamilton**, Prince Memorial Library, Cumberland; **Corinne Henning-Sachs**, Walker Memorial Library, Westbrook; **Melissa Madigan**, Merrill Memorial Library, Yarmouth; **Barbara Merritt**, Scarborough School Department; **Reta Nappi**, Portland; **Laurel Parker**, Windham Public Library; **Susan Onion**, Acton Elementary School; **Leslie Rounds**, Dyer Library, Saco; **Sybil Shiland**, Hollis Elementary School; **Patty Temple**, Long Island Community Library; **Martha Van Wyck**, Burbank Branch/Portland Public Library; **Margaret Wentworth**, Brunswick

**Cream of the Crop: Bernie Alie**, Kennebunk Free Library; **Mary Lou Boucouvals**, Graves Memorial Library, Kennebunkport; **Brooke Faulkner**, McArthur Public Library, Biddeford; **Leslie Rounds**, Dyer Library, Saco; **Sybil Shiland**, Hollis Elementary School

**Nominating: Suzanne Hamilton**, Yarmouth High School; **Barbara Merritt** (Chair), Scarborough School Department; **Mamie Ney**, South Berwick Public Library

## STATEWIDE COMMITTEES

### Reading Round-Up

**Jody Bachelder**, Hall-Dale Middle/High School, Farmingdale; **Rita Bouchard**, Preti Flaherty, Portland; **Dorothy Hall-Riddle**, Freeport Middle School; **Kate McGowen**, Topsham Public Library; **Wende Sairio**, Longfellow School, Brunswick (Chair); **Sarah Schultz-Nielsen**, Lithgow Public Library, Augusta

### Regional District Liaison Committee

**Pam Bonney**, Treasurer CMLD Executive Board; **Anna Carr**, Vice-chair NMLD Executive Board; **Janet Cowen**, Chair SMLD Executive Board; **Shirley Helfrich**, SMLD Consultant; **Linda Lord**, Maine State Library; **Mamie Anthoine Ney**, Vice Chair SMLD Executive Board; **Valerie Osborne**, NMLD Consultant; **Susan M. Preece**, Chair CMLD Executive Board; **Stephanie Zurinski**, CMLD Consultant; **Marianne Thibodeau**, Chair NMLD Executive Board; **Susan Trent**, SMLD Executive Board

### SCOOP Statewide Purchasing Committee

**Donna Chale**, Warsaw Middle School, Pittsfield; **Shirley Helfrich**, Southern Maine Library District, Portland (retired July 31, 2009); **Debbie Lozito**, Edythe Dyer Community Library, Hampden; **Mary Moore**, Freeport High School; **Valerie Osborne**, Northeastern Maine Library District, Bangor; **Betsy Pohl**, Lithgow Public Library, Augusta; **Ann Rea**, Beal College, Bangor; **Joy Russo**, Kennebunk High School; **Melanie Taylor Coombs**, Farmington Public Library; **Julie Wilcox**, Portland Public Library; and **Stephanie Zurinski**, Central Maine Library District



# Maine Regional Library System

*The three Districts -- Central, Northeastern and Southern -- worked together on the following projects and programs.*

## **ANNUAL REPORTS**

The Maine State Library is required to submit an annual statistical report on Maine public libraries to the federal government. Public libraries are therefore required to submit statistics via an online form, due to MSL by April 1. Each of the three district offices along with the help of Board members and State Library staff, spent many hours emailing and phoning libraries to provide assistance.

## **LIBRARY MAKEOVERS**

The following libraries were selected for the Maine Library Makeover program: Bingham Union Library (July 10, 2009); Emerson School Library, Sanford (May 21, 2010); Ricker Memorial Library, Poland (June 4, 2010); Edythe L. Dyer Library, Hampden (June 25, 2010)

Led by Tucker Library Interiors' Cori McGrath (an interior designer) and partner Richard Tucker, the Makeover teams included the regional district consultants, local library staff, and regional library system staff and trustees. Team members removed and/or re-arranged furniture, weeded collections, and discarded equipment to make the libraries more inviting and functional. Each library received \$500.00 to assist them with their makeover. Funding for the 2010 Library Makeover Project made possible from a Maine Community Foundation grant.

## **ORIENTATION FOR NEW PUBLIC LIBRARY DIRECTORS** *(attendance: 14)*

New library directors were invited to a full day of presentations by state library staff at an orientation held at the Maine State Library on May 27, 2010. The orientation included opportunities to network with other new directors and a tour of the State Library.

## **PUBLIC LIBRARY DIRECTORS' INSTITUTE** *(attendance: 31)*

This program was held June 17, 2010 at the Grandeur Sun in Waterville.

What is *Access to Justice* and what might it mean for your library? This portion of the program featured the Hon. Andrew M. Mead, Maine Supreme Judicial Court, Barbara McDade, Director of the Bangor Public Library; Juliet Holmes-Smith, Director of the Maine Volunteer Lawyers Project, and Kathleen Caldwell, Statewide Website Coordinator for Pine Tree Legal Assistance. The speakers have been involved in a project designed to explore the use of public libraries for access to legal information, including discussions of current projects; tools to grow partnerships between public libraries and legal aid, law libraries and the courts; and opportunities to build partnerships and breakdown barriers so public libraries can expand access to legal information for all residents in our state.

### ***Maximizing Your Management Potential***

Laurie Bouchard, an independent HR Consultant with over 25 years of experience, facilitated a Management Development Program for the Public Library Directors Institute. The program focused on the following topics: Managing Employees for Optimum Performance, Coaching, The Importance of Performance Appraisals and Documentation, Motivating Employees, Dealing with Poor Performance, and Rewarding Employees. Participants had the opportunity to anonymously submit management challenges ahead of time, and several "real life" examples were used during the day.

### ***Project Compass: Libraries Providing Direction in Tough Times***

Janet McKenney, Acting Director of Library Development, Maine State Library

Through a grant from the Institute of Museum and Library Services (IMLS), WebJunction and the State Library of North Carolina (SLNC) have teamed up to launched Project Compass, a one-year initiative to work with state libraries in support of public libraries' efforts to meet the urgent and growing demands of our communities as they struggle with the loss of jobs and the needs of the unemployed.

## **READING ROUND-UP OF CHILDREN'S & YOUNG ADULT LITERATURE**

Maine Illustrator **Kevin Hawkes** was the keynote speaker at the 21<sup>st</sup> Annual RRU held April 15, 2010 at the Augusta Civic Center. There were 310 librarians and speakers who participated in the eleven workshops. The "Cream of the Crop" collection of outstanding new children's and young adult books was on display. Another highlight of the conference was the presentation of annual book awards by the Youth Services Section of the MLA. Gail Gibbons was awarded the **Katahdin lifetime achievement award** and presentations were also made for the five Lupine award winners.



# SMLD Membership

[156: 69 public, 49 school systems (190 individual schools), 8 academic, 30 special libraries]

## Public Libraries

Acton Public Library ~ Baxter Memorial Library, Gorham ~ Berry Memorial Library, Bar Mills ~ Berwick Public Library ~ Bolsters Mills Village Library, Harrison ~ Bonney Memorial Library, Cornish ~ Bridgton Public Library ~ Brownfield Public Library ~ Brown Memorial Library, East Baldwin ~ Cape Porpoise Library ~ Casco Public Library ~ Caswell Public Library, Harrison ~ Charlotte E. Hobbs Memorial Library, Lovell ~ Chebeague Island Library ~ Cliff Island Stone Library ~ Community Library, Lyman ~ Cundy's Harbor Library, Harpswell ~ Curtis Memorial Library, Brunswick ~ D. A. Hurd Library, North Berwick ~ Davis Memorial Library, Limington ~ Denmark Public Library ~ Dyer Library, Saco ~ Falmouth Memorial Library ~ Freeport Community Library ~ Fryeburg Public Library ~ Goodall Memorial Library, Sanford ~ Graves Memorial Library, Kennebunkport ~ Gray Public Library ~ Hollis Center Public Library ~ Kennebunk Free Library ~ Kezar Falls Circulating Library ~ Lebanon Area Library, East Lebanon ~ Libby Memorial Library, Old Orchard Beach ~ Limerick Public Library ~ Long Island Community Library ~ McArthur Public Library, Biddeford ~ Merrill Memorial Library, Yarmouth ~ Naples Public Library ~ New Gloucester Public Library ~ North Bridgton Public Library ~ North Gorham Public Library ~ Ocean Park Library, Old Orchard Beach ~ Ogunquit Memorial Library ~ Orr's Island Library, Harpswell ~ Parsons Memorial Library, Alfred ~ Portland Public Library\* ~ Prince Memorial Library, Cumberland Center ~ Raymond Village Library ~ Rice Public Library, Kittery ~ Richville Library, Sebago Lake ~ Salmon Falls Village Library, Hollis Center ~ Scarborough Public Library ~ Shapleigh Community Library ~ Soldiers Memorial Library, Hiram ~ South Berwick Public Library ~ South Portland Public Library ~ Spaulding Memorial Library, Sebago ~ Springvale Public Library ~ Steep Falls Library ~ Thomas Memorial Library, Cape Elizabeth ~ Village Library and Reading Room, Newfield ~ Walker Memorial Library, Westbrook ~ Waterboro Public Library, East Waterboro ~ Wells Public Library ~ West Buxton Public Library ~ William Fogg Library, Eliot ~ Windham Public Library ~ York Public Library

## School Libraries

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

Andover College, 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

Bernstein, Shur, Sawyer & Nelson, Portland ~ Bridgton Hospital ~ Cleaves Law Library, Portland ~ Cumberland County Jail, Portland ~ Drummond, Woodsum, Plimpton & MacMahon, Portland ~ First Baptist Church of Yarmouth ~ Foundation for Blood Research, Scarborough ~ Donald J. Garbrecht Law Library, Portland ~ General Theological Center of Maine, Portland ~ Greater Portland Landmarks, Inc. ~ Harding ESE, Portland (formerly ABB Environmental Services, Inc.) ~ Historical Society of Wells/Ogunquit Genealogical Library ~ Lakes Center Library, Bridgton ~ Long Creek Development Center, South Portland (formerly Maine Youth Center) ~ Maine Correctional Center, South Windham ~ Maine Historical Society, Portland ~ Maine Medical Center, Portland ~ Mercy Hospital, Portland ~ Mid Coast Hospital, Brunswick ~ Old York Historical Society, York ~ Perkins, Thompson, Hinckley, Keddy, Portland ~ Portland Museum of Art ~ Portsmouth Naval Shipyard, Kittery ~ Preti Flaherty Beliveau & Pachios, Portland ~ Sappi Fine Paper, Westbrook ~ Shaker Library, Poland Spring ~ Southern Maine Medical Center, Biddeford ~ Wells Reserve Coastal Resource Library ~ Woodard & Curran, Portland ~ York Hospital

\* Area Reference and Resource Center for the Southern Maine Library District