Southern Maine Library District

Technology Plan

July 1, 2010-June 30, 2013

Created on August 10, 2009

INTRODUCTION

The Southern Maine Library District (SMLD) is one of three library districts in the Maine Regional Library System, a program of the Maine State Library. The purpose of the Maine Regional Library System is to:

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

SMLD serves Cumberland and York Counties and the following towns in Oxford County (Brownfield, Denmark, Fryeburg, and Lovell). SMLD public libraries that receive Internet services through Maine School and Library Network (MSLN) are covered by this technology plan.

SMLD serves communities with a population of 355,455, and includes 293 post-secondary, public, school, or special libraries of which 70 are public libraries.

MISSION STATEMENT

The purpose of SMLD is to assist the autonomous member libraries in Cumberland, York and selected Oxford County towns, in serving their constituents more effectively by fostering cooperation on regional projects and by facilitating the sharing of material, personnel, and intellectual resources.

VISION/STATEMENT OF PURPOSE

SMLD assists local libraries in meeting the information needs of their communities through leadership, education, inspiration, and enhanced resources sharing. All activities are focused on assisting member libraries in meeting their individual goals.
The Southern Maine Library District will support member libraries in their efforts to use technology to provide high quality library service to their communities.

SMLD's role with technology is to promote, support, and advocate on behalf of the libraries in the district in their acquisition and use of technology tools through programming, assistance in developing consortial opportunities and purchasing, and other developmental activities. SMLD encourages member libraries to embrace expanded and new technology resources, and to support

them to work with their patrons to be agile and effective users of technology and assessors of quality information in a constantly changing technological environment

Libraries in the District range from libraries that can only offer minimal technology resources and services, to those that can offer resources to be near the forefront of the best library technology and web practices. All of these SMLD libraries have seen the access to and availability of information greatly influenced by technological changes. They have benefited from statewide efforts to offer affordable internet connections via MSLN and to expand technology resources available through their libraries. Many SMLD libraries participate in the MINERVA iii-system consortium, the SOLAR consortium, and the MaineCat INN-REACH interlibrary-loan system. All libraries have access to *MARVEL!* , a state-supported collection of online databases of electronic resources, and many libraries offer Overdrive, a subscription based downloadable audio book program.

PROFESSIONAL DEVELOPMENT

The SMLD staff keeps abreast of statewide technology-related efforts and technology trends, and participates in professional development to stimulate and support their work with the member libraries.

PROCESS FOR TECHNOLOGY PLAN

SMLD is submitting this plan as the representative organization of all member libraries in the District to secure the technology infrastructure with the resources of Maine School and Library Network (MSLN), NetworkMaine, the Maine State Library, and the other two Maine library regional districts.

The Technology Planning Committee developed the draft plan based on input from past plans by member libraries, as well as input gleaned from the SMLD District Consultant and members of the SMLD Board's regular interactions with member libraries throughout the District representing varying sizes and communities. The Committee submitted the draft plan to the SMLD Board for review, amendments, and ultimately approval. The plan will be distributed to membership for review before final adoption and submission to the Maine State Library for approval.

GOALS

SMLD has developed a number of central and shared goals for developing the interest in, experimentation with, and use of technology tools and resources amongst the district library members.

1) Provide information and resources to assist member libraries in maintaining adequate technology resources to meet community needs.

Strategies:
- Provide information about generally-accepted public library technology standards, funding opportunities, and purchasing advice
- Promote automation options for member libraries in order to improve service and access for patrons
- Offer communications via web sites and newsletters for information, idea-sharing, and professional development
- Work in cooperation with MSLN Circuit Riders to support technology environments within member libraries
- Offer sessions at District Council Meetings, and other regional library meetings to promote and expand technology expertise and adoption
- Inform members about marketing strategies for technology tools and resources they have
- Consult with libraries involved in new construction or renovation projects to ensure maximum use of available and future technology
- Continue to develop the tri-annual SCOOP discount purchasing program, collaborating with the other two library district administrations

2) Provide professional development opportunities for staff of member libraries about and using technology to build skills and comfort.

Strategies:
- Continue to offer workshops on hardware and software such as new and emerging technologies (e.g., Maine's Walk-in-Wireless program, website development and Content Management Systems, network security, IT policies, and statewide electronic databases including Maine's virtual library (MARVEL!) and Overdrive
- Encourage member libraries to share respective expertise with technology tools and issues by engaging in trainings, peer learning, and networking opportunities
- Provide training sessions for the SMLD Reference Group on technology tools related to Reference service
- Provide informational sharing experiences for the SMLD IT Librarians Group
- Search for additional opportunities to partner with local organizations and individuals to provide technology training for member libraries

- Promote and use the free online courses and webinars at the Maine State Library's WebJunction ME

3) Provide programs that give library staff skills and resources to offer training and assistance to promote patron comfort and self-sufficiency. Implement "Train the trainer" programs that enable staff to provide technology training for groups and individuals

Strategies:
- Offer an annual district-wide event that includes workshops and discussions on technology tools and issues.
- Work with SMLD IT Librarians to develop an offering for SMLD colleagues
- Collaborate with the MSLN Circuit Riders and Maine State Library to develop model training programs for both staff and patrons
- Explore various formats when creating sample training programs and training materials
- Support and assist libraries in developing training opportunities for their patrons with and about technology

4) Develop IP-based video-conferencing opportunities as part of the statewide effort, facilitating broader member library intercommunication and participation by minimizing travel and time expense for professional development with an emphasis on technology.

Strategies:
- Identify libraries as potential hub locations for video-conferencing venture
- Support selected libraries in accommodating and promoting service
- Develop programs to be offered via video-conferencing platform, including technology topics and other library issues
- Promote broad use of this technology tool.

5) Work to sustain high speed Internet access for member libraries through the Maine School and Library Network (MSLN). Ensure there is adequate bandwidth to support new technologies such as wireless access for patrons and web-conferencing seminars for library staff professional development

Strategies:
- Encourage member libraries to monitor bandwidth use
- Forward bandwidth increase requests and problems to MSLN and the Maine State Library
- Utilize MSLN Circuit Riders for analysis of bandwidth issues

PROFESSIONAL DEVELOPMENT

As reflected in the SMLD goals, offering and promoting continuing education is a major focus of the District for its membership, particularly in the area of technology training. Based on the technology needs expressed by District libraries, SMLD will plan, organize, and conduct training sessions in a variety of settings for library constituencies such as children's librarians, public library directors, reference librarians, school librarians, and support staff. SMLD will also

particularly support the growth of the IT Managers Group to keep up with new technologies, share experience with one another, and model and foster technology use and expertise with other library colleagues.

The District encourages local libraries to make use of educational opportunities for basic technology training and will use its resources for more advanced and emerging technologies.

SMLD representatives will attend workshops themselves to stay abreast of developments in technology and will facilitate opportunities for member library staff to attend trainings.

ASSESSMENT

Using TechAtlas software, member libraries have developed assessments over recent years of their current technology hardware, software, training, and services. These assessments will be used for recommending future upgrades and improvements in technology and staff training.

In cooperation with the Maine School and Library Network technical support staff, the District will encourage individual libraries to conduct periodic technology assessments, including regular updates, security measures, and local bandwidth capabilities.

See attached appendix with inventory information. The SMLD libraries participating in this technology plan have a wide range of computers and operating systems, though libraries are encouraged to replace older computers. The total number of computers inventoried by participating libraries is 273.

BUDGET

Member libraries have developed budgets for local hardware, software and training technology needs.

SMLD advocates for member libraries to obtain internet provision and access from MSLN and funds from Maine Telecommunications Education Access Fund (MTEAF) which supplements Federal E-Rate amounts.

The District focuses on coordinating and facilitating professional development opportunities. The SMLD budget includes $ 5,000 for training, attendance at courses, training instructors, and District office hardware and software. Members will contribute another $ 2,000 in fees to attend trainings.

The District libraries have budgeted additional amounts for technology as listed in the attached appendix. The combined budget of SMLD participating libraries was $ 121,887.00 for FY09 (July 2008-Jun 2009). For FY10 and FY11, budgets are expected to remain at the same level or decrease due to continued economic pressure on library finances. Libraries will update budget information yearly and this plan will be amended if budget levels change dramatically.

In addition, the District will investigate partnering opportunities and grants to fund technology needs. The SMLD plan includes limited stipends for member librarians to attend trainings.

EVALUATION

This plan is intended to be continuously reviewed and revised as necessary in response to emerging trends in information technology, changing community needs, new partnership opportunities, and changes in funding available to the district. Each member library is responsible for ensuring that its own goals and objectives are met. SMLD will assist in this process by encouraging semi-annual evaluations and regularly updating their inventories. This process will include an email reminder and periodic newsletter and website information. All district trainings will include evaluative summaries. The SMLD Executive Board will conduct quarterly evaluations of progress working with the State Library to make sure member libraries provide information each fall.

APPENDICES

1. SMLD Member Libraries
2. Library Computer Inventories – Download from TechAtlas
3. Individual Library Technology Budgets – Download from TechAtlas
4. Technology Plan Writing team members
5. SMLD Executive Board members

Appendix 1 – Member Libraries

Library Name	City/Town
Acton Public Library	Acton
Baxter Memorial Library	Gorham
Berry Memorial Library	Bar Mills
Berwick Public Library	Berwick
Bolsters Mills Village Library	Harrison
Bonney Memorial Library	Cornish
Bridgton Public Library	Bridgton
Brown Memorial Library	Baldwin
Brownfield Public Library	Brownfield
Cape Porpoise Library	Kennebunkport
Casco Public Library	Casco
Charlotte Hobbs Memorial Library	Lovell
Chebeague Island Library	Chebeague Island
Cliff Island Library	Portland
Community Library	Lyman
Cundys Harbor Library	Harpswell
Curtis Memorial Library	Brunswick
D.A. Hurd Library	North Berwick
Davis Memorial Library	Limington
Denmark Public Library	Denmark
Dyer Library	Saco
Falmouth Memorial Library	Falmouth
Freeport Community Library	Freeport
Fryeburg Public Library	Fryeburg
Goodall Memorial Library	Sanford
Graves Memorial Library	Kennebunkport
Gray Public Library	Gray
Harrison Village Library	Harrison
Hollis Center Library	Hollis
Kennebunk Free Library	Kennebunk
Kezar Falls Circulating Library	Parsonsfield
Lebanon Town Library	Lebanon
Libby Memorial Library	Old Orchard Beach
Limerick Public Library	Limerick
Long Island Community Library	Long Island
McArthur Public Library	Biddeford
Merrill Memorial Library	Yarmouth
Naples Public Library	Naples
New Gloucester Public Library	New Gloucester
North Bridgton Public Library	North Bridgton
North Gorham Public Library	Gorham
Ocean Park Memorial Library	Ocean Park
Ogunquit Memorial Library	Ogunquit
Orr's Island Library	Orr's Island
Parsons Memorial Library	Alfred
Portland Public Library	Portland

Portland Public Library - Burbank Branch	Portland
Portland Public Library - Munjoy Branch	Portland
Portland Public Library - Peaks Island Branch	Portland
Portland Public Library - Reiche Branch	Portland
Portland Public Library - Riverton Branch	Portland
Prince Memorial Library	Cumberland
Raymond Village Library	Raymond
Rice Public Library	Kittery
Richville Library	Standish
Salmon Falls Library	Hollis
Scarborough Public Library	Scarborough
Shapleigh Community Library	Shapleigh
Soldiers Memorial Library	Hiram
South Berwick Public Library	South Berwick
South Portland Public Library	South Portland
South Portland Public Library - Memorial Branch Library	South Portland
Spaulding Memorial Library	Sebago
Springvale Public Library	Springvale
Steep Falls Library	Steep Falls
Thomas Memorial Library	Cape Elizabeth
Walker Memorial Library	Westbrook
Waterboro Public Library	Waterboro
Wells Public Library	Wells
West Buxton Public Library	Buxton
William Fogg Library	Eliot
Windham Public Library	Windham
York Public Library	York

Appendix 2 – Library Computer Inventories

Information to follow

Appendix 3 – Individual Technology Budgets

Information to follow

Appendix 4. Technology Plan Writing team members

       Sarah Campbell, Systems Librarian/Department Head, Portland Public Library
       Mamie Anthoine Ney, Director, South Berwick Public Library

Appendix 5. SMLD Executive Board members

- **Jan Bennett, School Library Rep.** (2010) 1st Term. Falmouth
  jkbennett2@maine.rr.com
- **Janet Cowen, Special Library Rep.** (2010) 1st Term. Maine Medical Center, 22 Bramhall Street, Portland 04102 (662-4079) cowenj@mmc.org
- **Casandra Fitzherbert, Academic Library Rep.** (2012) 2nd Term. University of Southern Maine, P.O. Box 9301, Portland 04103 (780-4279) Casandra@usm.maine.edu
- **Suzanne Hamilton, School Library Rep.** (2010) 2nd Term. Yarmouth High School, 286 West Elm Street, Yarmouth 04096 (846-5535) suzanne_hamilton@yarmouth.k12.me.us
- **Barbara Merritt, School Library Rep.** (2011) 2nd Term. Scarborough School Department, 20 Gorham Road, Scarborough 04074 (730-4692) bmerritt@scarborough.k12.me.us
- **Mamie Anthoine Ney, Public Library Rep.** (2011) 1st Term. South Berwick Public Library, P.O. Box 35, South Berwick 03908 (384-3308) mmaney@south-berwick.lib.me.us
- **Marian Peterson, Public Library Rep.** (2011) 1st Term. Walker Memorial Library, 800 Main Street, Westbrook 04092 (854-0630) mpeterson@westbrook.me.us
- **Steve Russo, Public Library Rep.** (2012) 1st Term. Rice Public Library, 8 Wentworth Street, Kittery 03904 (439-1553) russos@rice.lib.me.us
- **Susan Trent, Trustee Rep.** (2009) 2nd Term. Trustee, Scarborough Public Library, sitrent@gwi.net

Ex Officio Members

- **Regional**: **Linda Lord**, Maine State Library, 64 State House Station, Augusta 04333 (287-5620 or 1-800-322-8899) linda.lord@maine.gov
- **ARRC Center: Stephen Podgajny**, Portland Public Library, 5 Monument Square, Portland 04101 (871-1700 or 1-800-649-7696) podgajny@portland.lib.me.us
- **Consultant: Vacant**, Southern Maine Library District (SMLD), Portland Public Library, 5 Monument Square, Portland 04101 (871-1766 or 1-800-649-7696) SMLD@portland.lib.me.us
- **Maine Library Commission Delegate: Inese Gruber**, Windham Public Library, 217 Windham Center Road, Windham 04062 (892-1908) igruber@windham.lib.me.us

Officers

- Chair: **Janet Cowen**
- Vice Chair: **Mamie Anthoine Ney**
- Secretary/Treasurer: **rotating position**