



Connecting People to Information and Ideas

July 10, 2017

Mr. James Ritter
State Librarian
Maine State Library
64 State House Station
Augusta, ME 04333-0064

Dear Mr. Ritter:

IMLS staff have completed the initial review of the Five-Year Evaluations submitted by State Library Administrative Agencies and are working to synthesize the findings. After consulting with chiefs and stakeholders this past year we will be disseminating a variety of findings.

The evaluations clearly demonstrate that LSTA supports projects that align with national priorities and the Measuring Success focal areas, such as lifelong learning, information access, and economic and employment development. It is very gratifying to see all that the state libraries have accomplished.

The evaluations also document how federal funds reached groups that are a priority in our legislation, such as individuals with disabilities and the library workforce. In many cases, the evaluations demonstrated the power of partnerships to provide enhanced library and information services. IMLS looks forward to seeing how these partnerships grow as you strive toward the goals and objectives set forth in your new Five-Year Plan.

On behalf of IMLS, I want to extend our thanks to you and all your staff for the important work you do in delivering services to the communities in your state.

Sincerely,

Dr. Kathryn K. Matthew
Director
Institute of Museum and Library Services

The Maine State Library Library Services and Technology Act (LSTA) Grants to States Implementation Evaluation FFY 2013 – FFY 2017

Evaluators:

William Wilson

Martha Kyrillidou, Ph.D.

Lesley Langa

Ethel Himmel, Ph.D.



QUALITYMETRICS

Helping libraries achieve success

www.qualitymetricsllc.com

Date: March 22, 2017

Commissioned by The Maine State Library

James Ritter, State Librarian



TABLE OF CONTENTS

Evaluation Summary	1
Evaluation Report	6
Introduction	6
Background	7
Retrospective Questions (Section A)	9
Goal 1	9
Goal 2	15
Goal 3	20
Process Questions (Section B)	25
Methodology Questions (Section C)	25
Appendix A: Acronyms	A-1
Appendix B: Interviewees/ Focus Groups	B-1
Appendix C: Bibliography of Documents Reviewed	C-1
Appendix D: Focus Group Questions	D-1
Appendix E: Web-Survey Instrument	E-1
Appendix F: Measuring Success Table	F-1
Appendix G: Targeted Audiences Table	G-1
Appendix H: Expenditure Tables	H-1
Appendix I: Web-Survey Report	I-1

Evaluation Summary

Given Maine's 2015 estimated population of 1,330,608, the Pine Tree State's annual Library Services and Technology Act (LSTA) Grants to States¹ allotment of approximately \$1.1 million per year translates into \$0.88 per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of all Maine residents. The Maine State Library's (MSL's) challenge has been to find ways to make \$0.88 per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of library and information services.

The MSL's ***Library Services and Technology Act (LSTA) 20 U.S.C. 9141 Maine Five -Year State Plan 2013-2017*** appears to be quite simple on the surface. With the exception of the standard LSTA program administration project, Maine identifies only six additional projects that are designed to achieve just three goals. However, Maine's program isn't as simple as it first appears. In fact, the evaluators believe that two words best describe Maine's LSTA program. They are "collaborative" and "comprehensive."

In regard to collaboration, it is worth noting that two of the six LSTA projects undertaken by MSL have titles that begin with the word "partnership." Furthermore, the partnerships involved in these projects are not casual partnerships of convenience. Rather, they are dynamic alliances in which MSL shares responsibilities with organizations such as the University of Maine, the Maine Department of Education, and the Maine Public Utilities Commission to ensure that libraries and library users have broadband access, online databases, a sophisticated resource sharing system, and a growing pool of e-content.

While the word partnership doesn't appear in every project, collaboration exists nevertheless. The Area Reference and Resource Centers (ARRCs) are partnerships with major public libraries, the Talking Book Plus program is a partnership with the National Library Service for the Blind and Physically Handicapped (NLS). In short, lacking the larger LSTA allotment available to most other states, Maine has determined that it can accomplish more in concert with other organizations than it can on its own. Maine's LSTA program proves that this approach works.

The other word the evaluators used to describe Maine's LSTA program is comprehensive. Maine's LSTA plan and the limited number of projects that MSL outlines belies the fact that under the surface, MSL touches many facets of library service. MSL's LSTA program includes support for a robust resource sharing system, broadband access, online databases, licensing of other e-content, outreach services to rural areas (Books by Mail), services to individuals with disabilities, staff development and consulting services. The program includes several programs in which MSL serves as the primary library for isolated individuals (people living in communities without libraries or in communities with libraries that are open less than twelve hours per week), and other individuals who cannot use standard print materials (Talking Books Plus). It also includes projects that support other entities in efforts to serve a statewide audience (Maine InfoNet). Wisely, MSL has chosen to avoid the considerable overhead that goes along with an active sub-grant program and is concentrating on what it does best; leveraging its funds to accomplish much with little.

¹ NOTE: For simplicity's sake, the LSTA Grants to States program will be referred to simply as LSTA in this report rather than constantly using the "Grants to States" designation.

There are three goal statements in the *Maine State Library's LSTA Five-Year Plan 2013 – 2017*. They are:

GOAL 1: *Expand library resource sharing and services for all Maine citizens.*

GOAL 2: *Expand and enhance life-long learning opportunities for librarians and Maine citizens.*

GOAL 3: *Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.*

For purposes of this summary, the evaluators will look at the accomplishments of the Maine State Library in implementing their Plan at the Goal level. In the body of the evaluation, details will be provided supporting the conclusions that are reached regarding whether goals have been achieved, partly achieved or not achieved.

A. Retrospective Questions

A-1. To what extent did the Maine State Library's Five-Year Plan activities make progress towards each goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

As part of the assessment process, the evaluators asked key Maine State Library staff involved with the LSTA program to offer their personal appraisals of progress toward each of the three goals included in the Maine State Library's 2013-2017 five-year Plan. In the self-assessment, the Maine State Library's internal appraisal was that the state library administrative agency (SLAA) had progressed sufficiently to qualify as having ACHIEVED all three of its goals. The evaluators concur with this assessment.

Table 1 offers a summary of both the Maine State Library's internal assessments and the evaluators' conclusions.

Table 1 – Maine State Library and Evaluator's Assessment of Progress		
Goal	Maine State Library Assessment	Evaluator's Assessment
<i>GOAL 1: Expand library resource sharing and services for all Maine citizens.</i>	Achieved	Achieved
<i>GOAL 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.</i>	Achieved	Achieved
<i>GOAL 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.</i>	Achieved	Achieved

GOAL 1: *Expand library resource sharing and services for all Maine citizens.*

The evaluators find three compelling reasons to conclude that the Maine State Library has **ACHIEVED** Goal 1. They are:

1. Resource sharing in Maine is dependent on a rather complex "network of networks" that includes participation of all types of libraries. A sign of the vitality of this arrangement is

that as new challenges have arisen, new solutions have been devised. The Maine InfoNet Library System (MILS) is a recent example of the ability of MSL and its partners to adjust to a changing environment.

2. For a vast, rural state, Maine has remarkably good infrastructure for broadband services thanks in part to LSTA support for Networkmaine. All but one eligible library participant has a fiber connection and 100 mbps service.
3. The e-content available to the public is growing and is addressing specific needs. Examples include the provision of LearningExpress Library and the continued growth of the Download Library.

GOAL 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.

The evaluators believe that MSL has also been successful in its efforts undertaken in support of Goal 2. We find two compelling reasons to conclude that MSL has **ACHIEVED** Goal 2. They are:

1. The Maine State Library has demonstrated a willingness to confront issues head-on and to develop new solutions to difficult problems. The prime example of this is the transition that is underway from a legacy, geographically-based consulting model to an emerging topical specialist model of service. What the evaluators find most impressive is the degree to which the new model has grown out of a highly collaborative process. Our assessment is that the new model is much more likely to succeed because so many stakeholders have played a part in designing the solution that is in the process of being implemented.
2. MSL's approach to staff development also displays forward thinking and an eagerness to work with stakeholders to find solutions that match their needs. MSL is offering a typical mix of webinars, live workshops, and one-on-one consulting assistance to address needs. The creation of the Voluntary Public Library certification program is where MSL displays its unique approach to confronting a familiar challenge.

GOAL 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

The evaluators believe that MSL has made sufficient progress toward this goal to warrant a rating of achieved; however, this is an elusive goal and will require ongoing effort. New Talking Book Plus registrants are needed each year to replace those lost to natural attrition. Furthermore, The Books by Mail program, while highly valued by its users, is experiencing a decline in use, in part due to a refinement in eligibility requirements, but perhaps also due to the instant gratification offered by the availability of downloaded content. Success on this goal does not come easily. Nevertheless, the evaluators find two reasons to conclude that MSL has **ACHIEVED** Goal 3. They are:

1. The number of registered users in the Talking Books Plus program has remained relatively constant at a time when many other NLS affiliate programs are witnessing sharp declines.
2. While overall circulation of talking books has declined slightly, the number of BARD downloads continues to increase.

A-2. To what extent did the Maine State Library's Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Appendix F shows that the Maine State Library's LSTA program has been most successful in addressing the intents falling under the INFORMATION ACCESS, and INSTITUTIONAL CAPACITY categories and that the program has had some impact in the LIFELONG LEARNING category. Only marginal, indirect impacts can be found in addressing the intents included in the ECONOMIC & EMPLOYMENT DEVELOPMENT, HUMAN RESOURCES, and CIVIC ENGAGEMENT categories. There have been specific activities that have had some impact in the later categories; however, the effects have generally been localized or limited to a small number of individuals.

A-3. Did any of the groups identified by IMLS as target audiences represent a substantial focus of Maine's Five-Year LSTA Plan activities? (Yes/No) YES

Two of the targeted audiences reach the 10% expenditure threshold established by IMLS as representing a substantial focus. They are the library workforce and individuals with disabilities. Several projects and activities contribute to the emphasis on library staff. The Talking Book Plus program is the primary reason that individuals with disabilities exceed the 10% funding threshold; however, the Books by Mail program also serves this audience in addition to the public.

None of the other programs target specific audiences with funding above the 10% threshold. Several of the largest projects (e.g., Area Reference and Resource Center, Networkmaine, Maine InfoNet) target the general public.

B. Process Questions

B-1. How has the MSL used data from the old and new State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Data has primarily been used to inform decision-making on adjustments to LSTA initiatives.

B-2. Specify any changes MSL made to the Five-Year Plan, and why this occurred.

No formal changes or amendments were made to the Plan.

B-3. How and with whom has MSL shared data from the old and new SPR and from other evaluation resources?

SPR data has been shared directly with key staff internally and indirectly with the Maine Library Commission, the larger library community and other entities within state government. SPR data was also shared with the QualityMetrics team for the purpose of conducting this evaluation.

C. Methodology Questions

C-1. Identify how MSL implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of Evaluators.

To ensure rigorous and objective evaluation of the Maine State Library's implementation of the LSTA Grants to States program, MSL, in cooperation with nine other state library administrative agencies (SLAAs) in the Northeast, participated in the issuance of a joint Request for Proposals (RFP) for a "Cooperative Library Services and Technology Act Five-Year Plan Evaluation 2013-2017" through the Council of State Library Agencies in the Northeast (COSLINE). The RFP was issued on June 21, 2016 with proposal due by July 18, 2016. As a result of a competitive bidding process, QualityMetrics LLC, a library consulting firm familiar with LSTA and with considerable expertise in evaluation methodologies, was awarded the contract to conduct the independent LSTA evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

QualityMetrics employed a mixed-methods approach that included a review of the SPR and other relevant documents and statistics, focus groups, personal interviews and a web-based survey to collect information from stakeholders.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation and how the evaluators engaged them.

Maine State Library staff were engaged through personal interviews during a site visit to the agency, via telephone, and e-mail. Other stakeholders were engaged through virtual focus groups, personal interviews, and a web-based survey.

C-4. Discuss how MSL will share the key findings and recommendations with others.

The Maine State Library will share the findings with the Maine State Library administration and staff, with the Maine Library Commission, and with the larger library community by alerting the libraries in Maine of the availability of the evaluation report. The report will be publicly available on the agency website as well as on the IMLS website.

Evaluation Report

INTRODUCTION

This evaluation is based on a review of three years of performance by the Maine State Library in implementing the **Maine State Library's LSTA Five-Year Plan 2013 – 2017**. It covers activities conducted using LSTA funding for Federal Fiscal Year (FFY) 2013, FFY 2014, and FFY 2015. The challenges associated with evaluating this period were significant. The Institute of Museum and Library Services' (IMLS) transition from a legacy State Program Report (SPR) system to a new SPR system represents a major change in the way in which State Library Administrative Agencies (SLAAs) report on their projects and activities.

Changes built into the new system to enhance the ability to track outcomes, focal areas and targeted audiences in the long-term affected the ways in which states reported their projects in the short-term. In fact, the structure in which SPR data was captured during the three-year period varied somewhat from year to year and for some projects, different data elements were reported in FFY 2013 than were tracked in FFY 2014 and FFY 2015. This is not a failing on the part of the Maine State Library. MSL appropriately reported the same or similar activities in different ways in different years due to new reporting protocols established by the Institute of Museum and Library Services.

Fortunately, because most of Maine's projects are few in number and statewide in scope, the differences among the three years were less significant than the evaluators have experienced in other states. Furthermore, the mixed methods evaluation approach used by QualityMetrics that incorporated focus groups, a web-based survey, and interviews in addition to a review of the SPR and other statistical reports provided by the state library agency proved invaluable and successfully dealt these challenges since the evaluators were less dependent on statistical data for their findings.

The evaluation that follows is structured around the IMLS' **Guidelines for IMLS Grants to States Five-Year Evaluation** and the three goals that appeared in **Maine State Library's LSTA Five-Year Plan 2013 – 2017**. After presenting a short background section, we will proceed to report on the "Retrospective Questions" (Section A) posed by IMLS for each of the three goals. We will then proceed to respond to the "Process Questions" (Section B) and "Methodology Questions" (Section C) as a whole, noting any differences that apply to individual goals.

Several charts that appear in the appendices may prove helpful during the reading of the document. Specifically, Appendix F (Measuring Success Table), Appendix G (Targeted Audiences Table), and Appendix H (Expenditures) may serve to illustrate points raised in the text.

BACKGROUND

In the aftermath of the great recession of 2007 - 2009, MSL set out to create a practical and attainable five-year LSTA plan in 2012. The plan was being written at a time when the SLAA had suffered significant staffing losses (a 22.2% drop over the previous five-year cycle).² Consequently, MSL identified a limited number of high impact projects to pursue and built on a history of collaboration and partnerships as it sought to leverage limited LSTA funding to achieve maximum impact.

Despite the staffing challenges it has faced, MSL has made significant headway toward each of its three goals and, in fact, the evaluators conclude that sufficient progress has been made to declare that the Maine State Library has achieved all three of the goals that appeared in the 2013 – 2017 plan.

Because the LSTA Grants to States program uses a formula that is primarily population-driven to determine state allotments, Maine, as a state with a small population, receives a small allocation. Maine's LSTA funding allotment ranks 42nd among the states and territories included in the program. The Pine Tree State received an average of just over \$1.1 million (\$1,171,455) per year over the course of the three years (FFY 2013, FFY 2014, and FFY 2015) covered by this evaluation.

Given Maine's 2015 estimated population of 1,329,328, the state's annual LSTA allotment of approximately \$1.1 million per year translates into \$0.88 per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of all Maine residents. MSL's challenge has been to find ways to make \$0.88 per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of library and information services.

The MSL's ***Library Services and Technology Act (LSTA) 20 U.S.C. 9141 Maine Five -Year State Plan 2013-2017*** appears to be quite simple on the surface. With the exception of the standard LSTA program administration project, Maine identifies only six additional projects that are designed to achieve just three goals. However, Maine's program isn't quite as simple as it first appears. In fact, the evaluators believe that two words effectively describe Maine's LSTA program. They are "collaborative" and "comprehensive."

In regard to collaboration, it is worth noting that two of the six LSTA projects undertaken by MSL have titles that begin with the word "partnership." Furthermore, the partnerships involved in these projects are not casual partnerships of convenience. Rather, they are dynamic alliances in which MSL shares major responsibilities with organizations such as the University of Maine, the Maine Department of Education, and the Maine Public Utilities Commission to ensure that

² Maine Public Library Statistics, 2012-2015. Available: <http://www.maine.gov/msl/libr/data/annualreportstats.shtml>

libraries and library users have broadband access, online databases, a sophisticated resource sharing system, and a growing pool of e-content.

While the word partnership doesn't appear in every project, collaboration pervades nevertheless. For example, the Area Reference and Resource Centers (ARRCs) are partnerships with major public libraries, and the Talking Book Plus program is a partnership with the National Library Service for the Blind and Physically Handicapped (NLS). In short, lacking the larger LSTA allotment available to most other states, Maine has determined that it can accomplish more in concert with other organizations than it can on its own. Maine's LSTA program proves that this approach works.

The other word the evaluators used to describe Maine's LSTA program is comprehensive. Maine's LSTA plan and the limited number of projects that MSL outlines belies the fact that under the surface, MSL touches many facets of library service. MSL's LSTA program includes support for a robust resource sharing system, broadband access, online databases, licensing of other e-content, outreach services to rural areas (Books by Mail), services to individuals with disabilities, staff development and consulting services. The program includes several programs in which MSL serves as the primary library for isolated individuals (people living in communities without libraries or in communities with libraries that are open less than twelve hours per week), and other individuals who cannot use standard print materials (Talking Books Plus). It also includes projects that support other entities in efforts to serve a statewide audience (Maine InfoNet and Networkmaine). Wisely, MSL has chosen to avoid the considerable overhead that goes along with an active sub-grant program and is concentrating on what it does best; leveraging its funds to accomplish much with little.

In the opinion of the evaluators, the Maine State Library has, using the measure of leveraging a small amount of money to accomplish major results by strategically deploying funds, accomplished a great deal by very methodically and effectively carrying out the specific goals contained in its five-year LSTA Plan for 2013 – 2017. The Maine State Library has done virtually everything it said it would do in its five-year plan. Furthermore, MSL has achieved all but a very few of the many outcomes it established for the programs it outlined in the plan.

There are three goal statements in the *Maine State Library's LSTA Five-Year Plan 2013 – 2017*. They are:

GOAL 1: Expand library resource sharing and services for all Maine citizens.

GOAL 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.

GOAL 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

In the pages that follow, we will examine each of these goals, we will describe the programs undertaken in support of the goals, we will present data and comments regarding the projects

and activities completed, and we will compare MSL’s results against the outcomes it established in 2012.

A. Retrospective Questions

Goal 1:

Expand library resource sharing and services for all Maine citizens.

Goal 1 - Retrospective Question A-1. To what extent did the Maine State Library’s Five-Year Plan Goal 1 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Following are the titles and the total amount of LSTA FFY 2013 – FFY 2015 funding that was expended on activities undertaken in support of Goal 1.

Projects & Expenditures

Partnerships with the University of Maine for Maine InfoNet	\$ 477,409.12
Partnership with Networkmaine, Maine Department of Education and Public Utilities Commission	<u>\$ 261,587.55</u>
Total	\$ 738,996.67

Goal 1 expenditures represent 21.03% of Maine’s total LSTA allotment in the FFY 2013 – FFY 2015 period.

PARTNERSHIP WITH THE UNIVERSITY OF MAINE FOR MAINE INFONET

\$477,409.12 (13.58% of total LSTA expenditures for FFY 2013 – FFY 2015)

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 operation of Maine InfoNet and takes the lead in planning and the 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 residents 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.

Maine InfoNet includes several major components. They are:

1. Maine ILS and Statewide Catalog
2. MARVEL! (Maine’s Virtual Library/database licensing program)
3. Download Library – E-books and Audiobooks

The web-survey conducted as part of the evaluation explored the impact of Maine InfoNet services. Table 2 reflects the importance of these programs to Maine’s library community.

Service/Effort 146 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing access to information resources to residents of the state regardless of socioeconomic background or geographic location	84.1%	9.0%	2.1%	4.8%
Providing greater access to the holdings of many libraries through MaineCat	79.5%	9.0%	4.9%	6.8%
Improving the depth of resources available to users of my library	79.5%	13.6%	2.8%	4.1%
Providing greater access to audiobooks and e-books through the Download Library	73.2%	11.6%	4.9%	10.3%
Providing greater access to information through the provision of online databases	66.4%	22.6%	5.6%	5.5%

Maine ILS and Statewide Catalog

Maine InfoNet manages three statewide ILS consortia as well as the statewide catalog – MaineCat. The URSUS consortia includes 13 libraries: University of Maine System libraries, the Maine State Library, the Maine Law and Legislative Library and Bangor Public Library. The Minerva consortia include 68 public, school, academic, and hospital libraries. The new MILS system for small libraries includes 10 libraries with 11 additional libraries in process.

All three consortia use the same ILS system, are scaled to size and capacity and all feed into the state catalog, MaineCat. Maine InfoNet provides the management, technological infrastructure, help desk ticketing system, and training. The SOLAR program for libraries on other systems was ended in late 2016.

For Maine’s many small libraries, interlibrary loan services are critical. One librarian said,

“Our patrons are enriched by the access available to the libraries and residents in other areas.”

Another librarian revealed how vital these statewide services are.

“Basically, everything you have asked us about on this survey is vital to our function.”

MARVEL! (Maine’s Virtual Library/database licensing program)

Maine InfoNet manages Maine’s Virtual Library, known as MARVEL. This collection of online resources provides access to full text and abstracts from magazines, newspapers and reference books. MARVEL is provided free of charge to all library types and Maine residents from home. MARVEL is funded by the Maine State Library, the University of Maine, the Maine Telecommunications Education Access Fund via the Public Utilities Commission as well as Colby, Bates, and Bowdoin colleges.

While all of the services were valued by libraries, different types of libraries found greater value in specific services. A school librarian spoke of positive collaboration with their local public library and added,

“We could not survive without MARVEL resource access and ILL.”

Download Library: E-Books and AudioBooks

Maine InfoNet also manages the Download Library of E-Books and AudioBooks for Maine libraries. The E-Books and AudioBooks are both available to patrons of all member libraries that join this project. Libraries pay an annual membership fee which is used to purchase content and pay for licensing fees. Membership fees are based on library population served.

One librarian from a library participating in the Download Library said that having access to this service was changing the way their community viewed the library in a positive way. One librarian recalled that a patron said,

“Wow, this makes you a real modern library!”

	FFY 2014	FFY 2015	Percentage Increase/ Decrease
Circulation	373,331	407,494	9.2%
Public Libraries	176	178	1.1%
Academic Libraries	25	30	2.0%
School Libraries	23	23	0.0%
Special Libraries	1	2	100.0%

The *Maine Five -Year State Plan 2013-2017* identified seven (7) desired outcomes from Maine InfoNet efforts. **Five of the seven outcomes have been achieved** and the other two are well underway. Following is a brief discussion of MSL’s progress in achieving each of the outcomes.

- Databases will serve a larger number of Maine citizens.***
 MSL has added new online resources like LearningExpress Library and the related Computer and Job and Career Accelerator. These additions have proven to be very popular and librarians report that they have increased the populations they serve. The addition of new content has expanded the reach of the MARVEL! Databases. **This outcome has been achieved.**
- Usage analysis of all activities will allow for services to evolve.***
 The collaborative organizational structure of Maine InfoNet means that there is considerable input from throughout the state on the content that is offered. Regional meetings and database usage analysis is used to inform decisions on content and accessibility. **This outcome is achieved on an ongoing basis.**

- ***Downloadable audio and e-books will continue to expand access beyond printed materials.***
Both the number of libraries participating in the Download Library and the circulation of e-books and audio books increased between FFY 2014 and FFY 2015. **This outcome is being achieved.**
- ***MaineCat's new iteration will serve a larger number of libraries and Maine citizens improving access to all library materials.***
The new MILS system is a response to the needs of small and rural libraries. While MILS is in its infancy, it is expected to grow as an affordable way for small libraries to participate in the statewide resource sharing system. **This outcome is in the process of being achieved.**
- ***Continued Memo of Understanding between the Maine State Library and the University of Maine System ensures a balance for all libraries in Maine.***
Maine InfoNet serves all library types. The Maine State Library and the Fogler Library commit each year to fund staff and project development with state and federal funds. This agreement is continuing. **This outcome has been achieved.**
- ***Maine citizens, library patrons and students can easily access valid online resources and borrow from a larger number of Maine libraries.***
MaineCat, the statewide combined catalog has holdings from URSUS, Minerva and MILS, plus Bates, Bowdoin, and Colby, as well as Portland Public, UNE and other libraries. **This outcome continues to be achieved.**
- ***Improved library services to meet user needs regardless of socioeconomic background or geographic location or local funding.***
The new MILS system is seen as a way to expand state supported ILS, catalog access, and ILL to small and rural libraries, many of which serve economically challenged communities. **This outcome is in the process of being achieved.**

PARTNERSHIP WITH NETWORKMAINE, MAINE DEPARTMENT OF EDUCATION, AND PUBLIC UTILITIES COMMISSION

\$261,587.55 (7.44% of total LSTA expenditures for FFY 2013 – FFY 2015)

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. LSTA funds are used to support salary for the E-rate Coordinator and Library Development Director who work with Networkmaine and libraries.

Librarians assessed the relative importance of Networkmaine/MSLN services in the web survey conducted as part of this evaluation.

Service/Effort 143 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing the necessary bandwidth to meet the needs of citizens using the Internet in libraries	86.0%	1.4%	1.4%	11.2%
Providing support and guidance for technical problems	67.0%	14.0%	5.6%	13.4%
Providing e-rate application assistance	62.3%	8.4%	4.9%	24.5%
Providing technology support related to other statewide initiatives	57.0%	16.7%	3.5%	22.9%

“Just having access to computers and Internet in the library has a tremendous positive impact for our community.”

The **Maine Five -Year State Plan 2013-2017** identified five (5) desired outcomes from Networkmaine efforts. Three (3) of these outcomes were related to the network itself and two were associated with e-rate coordination. **All five outcomes have been achieved.** Following are the desired outcomes and a brief discussion of MSL’s progress in achieving them.

Networkmaine

- ***Provide necessary bandwidth to meet the needs of Maine public libraries and the citizens using these services (internet, video-conferencing, wireless, etc.).***
In 2015, all schools and libraries were upgraded to a minimum of 100 mbps fiber connections. **This outcome has been achieved.**
- ***Provide support and guidance for technical problems via the Help Desk.***
Help Desk assistance is provided through Networkmaine. **This outcome has been achieved.**
- ***Provide E-rate application assistance; simplify and streamline this process for participating libraries.***
Networkmaine facilitates e-rate applications for Internet services. **This outcome has been achieved.**

E-rate/Technology Consultant

- ***Provide support and guidance for technical issues related to statewide initiatives.***
Guidance is provided for a number of technical issues including upgrades to wireless routers, new e-reader and Download Library, and upgrades to internal networks to match new bandwidth. **This outcome has been achieved.**
- ***Provide E-rate application assistance; simplify and streamline this process for participating libraries.***

The E-rate/ Technology Consultant provides application assistance, filing reminders, training on new e-rate process and eligible services. This includes new equipment and services eligible for Category 2 and the new E-rate Productivity Center (EPC). **This outcome has been achieved.**

A-2. To what extent did the Maine State Library's Goal 1 Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Projects and activities undertaken in support of Goal 1 have had an impact on Information Access (particularly the "improve users' ability to obtain and/or use information resources" intent) and the Institutional Capacity ("improve the library's physical and technological infrastructure" intent).

A-3. Did any of the following groups represent a substantial focus for the Maine State Library's Five-Year Plan Goal 1 activities? (Yes/No) NO

The target for all but one of the activities undertaken in support of Goal 1 was a general statewide audience. The single exception was the work of the e-rate coordinator who was seen as having an impact on the library workforce.

GOAL 1 CONCLUSION

The evaluators find three compelling reasons to conclude that the Maine State Library has ACHIEVED Goal 1. They are:

1. Resource sharing in Maine is dependent on a rather complex "network of networks" that includes participation of all types of libraries. A sign of the vitality of this arrangement is that as new challenges have arisen, new solutions have been devised. The Maine InfoNet Library System (MILS) is a recent example of the ability of MSL and its partners to adjust to a changing environment
2. For a vast, rural state, Maine has remarkably good infrastructure for broadband services thanks in part to LSTA support for Networkmaine. All but one eligible library participant has a fiber connection and 100 mbps service.
3. The e-content available to the public is growing and is addressing specific needs. Examples include the provision of LearningExpress Library and the continued growth of the Download Library.

The evaluators conclude that Maine has ACHIEVED Goal 1.

Goal 2:

Expand and enhance life-long learning opportunities for librarians and Maine citizens.

Goal 2 - Retrospective Question A-1. To what extent did the Maine State Library’s Five-Year Plan Goal 2 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Following are the titles and the total amount of LSTA FFY 2013 – FFY 2015 funding that was expended on activities undertaken in support of Goal 2.

Projects & Expenditures

Maine Regional Library System – Area Reference and Resource Centers (ARRCs)	\$ 997,507.97
Maine Regional Library System – Consultant Services and Continuing Education	<u>\$ 663,167.95</u>
Total	\$ 1,660,675.92

Goal 2 expenditures represent 47.25% of Maine’s total LSTA allotment in the FFY 2013 – FFY 2015 period.

MAINE REGIONAL LIBRARY SYSTEM – AREA REFERENCE AND RESOURCE CENTERS
\$997,507.97 (28.38% of total LSTA expenditures for FFY 2013 – FFY 2015)

ARRCs provide interlibrary loan service for libraries and for residents of the districts of the Maine Regional Library System. The Maine State Library and Lewiston Public Library serve as the ILL ARRC for central Maine. The Bangor Public Library serves as the ILL ARRC for northern Maine and Portland Public Library serves as the ILL ARRC for Southern Maine. District libraries that are not part of the state supported ILS (Minerva) are able to make requests through their assigned ARRC. District libraries include all library types: public, school, academic and special.

Opinions regarding the ARRCs varied. On the one hand, there was high praise:

“The services of the Bangor Public Library (our ARRC) is absolutely critical, and I cannot overstate their value for our patrons.”

On the other hand, at least one librarian saw the value of the ARRCs as marginal:

“I think the ARRC model is due for a major reexamination. Interlibrary loan and resource sharing processes and patterns have changed dramatically since the time when the ARRCs were instituted. Some kind of financial support for regional service centers should be considered.”

After a considerable drop in interlibrary loan volume in the ARRCs between FFY 2013 and FFY 2014, transactions rebounded in FFY 2015 (from 23,173 to 28,786, a 24.2% increase). It appears that an issue in evaluating the ARRCs is that they are very well loved by those who avail themselves of walk-in service, but they are little used by a large percentage of the population.

The **Maine Five -Year State Plan 2013-2017** identified several areas of interest in regard to the Area Reference and Resource Center efforts. These were described as “benefits and outcomes;” however, they are primarily declarative sentences. We have condensed these statements into the following four statements:

- ***Increase interlibrary loan***
- ***Provide access to professional reference assistance***
- ***Provide free borrowers’ cards/ walk-in access***
- ***Provide access to professional concepts/ ideas/ technologies***

The evaluators can confirm that interlibrary loan traffic dropped between FFY 2013 and FFY 2014, but rebounded somewhat between FFY 2014 and FFY 2015. The number of reference transactions completed at the ARRCs is fairly impressive (38,788 for FFY 2015). Walk-in service continues with the State Library and the Bangor Public Library providing walk-in access to any Maine resident and the Portland Public Library providing free walk-in service to residents of all southern counties. The evaluators were unable to confirm the degree to which the exchange of professional concepts, ideas and technologies is taking place on a regular basis. The Maine State Library should revisit the criteria (what are referred to as outcomes) applied to the ARRC service to bring them more in line with outcomes applied to other projects with an effort to make them more measurable.

MAINE REGIONAL LIBRARY SYSTEM – CONSULTANT SERVICES AND CONTINUING EDUCATION

\$663,167.95 (18.87% of total LSTA expenditures for FFY 2013 – FFY 2015)

The purpose of the Maine Regional Library System is to promote improved service for Maine residents who use libraries. MSL accomplishes this by carrying out a number of different activities under this project. They are:

1. Literacy Programs
2. Public Library Data Collection
3. Voluntary Librarian Certification Program
4. Statewide and Regional Continuing Education Events
5. One-to-One Consulting
6. Webinars
7. Evaluation and Re-Envisioning of District Consulting Service Model
8. Maine Library Leadership Institute (MLLI) and Innovative Librarians Explore, Apply, and Discover (ILEAD)

This project is one of the areas of the plan that masks the complexity of Maine’s overall LSTA efforts. Although reported as a single project (and certainly having a common theme), the

activities undertaken are quite disparate. The unifying aspect is that all of the components impact the Institutional Capacity focal area in the Measuring Success structure. The activity that is the most different in the list has long-term ramifications for library services in Maine. The re-envisioning of the district consulting service model is a major step for the Maine State Library and for libraries statewide.

Maine is not the first state to make the shift in its library development/ consulting strategy from a geographically-based model to a consulting specialty model; however, it may represent the best implementation of the transition. The inclusiveness of the process used to design and refine the new model was impressive and promises a positive result because more members of the library community have been engaged in its creation. It is too early to judge the success of the new model and it is certain that there will be some issues that arise; nevertheless, the result of the “re-envisioning” process is grounded in the same collaborative philosophy that has been successful for MSL in regard to other major projects.

One focus group participant provided their opinion when they said,

“I see it (the shift from geographic-based consulting to topical specialists) as a positive because the old structure was an antiquated model. It’s hard to be a generalist any more. The new structure allows consultants to keep up to date on their area of expertise.”

Two things emerge from a review of MSL’s staff development efforts. The first is the degree to which new technologies and models of service are being introduced to library staff in the state. The second is a concerted effort to develop leadership skills in the library workforce through programs including MLLI. The evaluators have observed many states in which continuing education can be characterized as “teaching to the test” with the test being certification requirements. Although there is certainly an element of this that is necessary to support Maine’s new Voluntary Library Certification program, MSL has also taken care to design a program of staff development that attempts to prepare the library workforce to meet 21st century library service needs. Finally, the mix of virtual and face-to-face opportunities appears to reflect the states geographic realities.

One focus group participant weighed in on the relevance of the training that they had received.

“I know that I learn new skills – I personally learned about using Twitter and WordPress in a library context. These were new skills for me.”

Respondents to the web-survey conducted as part of the evaluation were asked to rate the impact of various components of service offered under this project. Table 5 on the next page presents the results of this question.

Service/Effort 144 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing library staff with continuing education/training opportunities that increase their ability to serve the public	69.1%	13.8%	6.9%	10.3%
Providing library staff with continuing education/training opportunities that improve their ability to incorporate technology and digital resources into their services	66.7%	14.5%	7.7%	11.1%
Modeling positive professional behaviors	64.6%	16.7%	7.7%	11.1%
Encouraging partnerships between/among libraries	59.9%	20.1%	8.4%	12.5%

Cross-tabulations that looked at responses to this question revealed that the impact of continuing education (CE) and training is highest among small libraries and declines based on staff size. The 69.1% that said continuing education and training had a significant positive impact melds the responses of small libraries with those of larger libraries. Representatives of libraries with fewer than two and with two to four full-time equivalent staff rated the impact of CE at 72.5% and 72.9% respectively while those representing larger libraries (five or more full-time equivalent staff) rated the impact of CE at 64.7%. It should be noted that these percentages reflect respondents that said that the CE programs were having a *significant* positive impact. Almost eighty-three percent (82.9%) of those responding to the survey indicated a positive impact of training efforts.

The **Maine Five -Year State Plan 2013-2017** identified four (4) desired outcomes from Consultant and Continuing Education efforts. MSL has achieved two of the outcomes and is progressing in reaching the other two. Following are the desired outcomes and a brief discussion of MSL’s progress in achieving them.

- ***Libraries and library staff will be aware of new and changing trends in the delivery of library services.***
MSL offers a variety of local and national webinars covering a wide range of topics including new models of library service deliver. The content of the Voluntary Library Certification Program is also updated on a regular basis to include new trends and services. Finally, MSL has demonstrated a commitment to bringing national speakers to Maine to share contemporary service models and practices. **MSL is achieving this outcome on an ongoing basis.**
- ***Library staff will have varied ways of participating in training and events.***
Maine’s library community is provided with an array of staff development opportunities including national and regional webinars, face-to-face in-state workshops and opportunities to consult one-on-one with MSL’s consultants. **MSL is achieving this outcome on an ongoing basis.**
- ***District consultants’ work with partners will model behavior for all libraries.***
As was noted earlier in this evaluation, MSL routinely employs a collaborative approach to both problem solving and routine services. Librarians throughout the State are exposed to examples of cooperation with statewide partners like the Maine Humanities Council, Cornerstones of Science, Volunteer Lawyers Project, Maine DOE, and

Networkmaine. These partnerships allow the SLAA to accomplish more in their work with libraries while also modeling desirable behaviors. ***MSL sets a good example and is achieving this outcome.***

- ***Library staff will increase their skills, including digital literacy and be able to incorporate digital literacy resources into their services.***

MSL planned and initiated a series of digital literacy webinars in 2016. The Digital Literacy Webinar Series is a cooperative training series of webinars held by Samantha Duckworth of the Portland Public Library and Jared Leadbetter of the Maine State Library. The series lasted six months. It started in September 2016 and ended in February 2017. Each webinar provides an opportunity to learn about a different aspect of digital literacy. While it is too early to assess the lasting impact of this series, the activity is consistent with the desired outcome. ***MSL is making progress toward this outcome.***

A-2. To what extent did the Maine State Library’s Goal 2 Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Projects and activities under Goal 2 have had an impact in two of the Measuring Success focal areas. The Area Reference and Resource Centers primarily affect the Information Access focal area and specifically “improving users’ ability to obtain and/or use information resources.” The Consultant Services/ Staff Development project, not surprisingly, primarily impacts Institutional Capacity and particularly the “improve the library workforce” intent. See Appendix F for more details.

A-3. Did any of the following groups represent a substantial focus for the Maine State Library’s Five-Year Plan Goal 2 activities? (Yes/No) YES

Although the omnibus nature of the Consultant Services/ Staff Development project makes it somewhat difficult to place an exact price-tag on efforts that target the library workforce, the amount is clearly well above the IMLS 10% threshold used to define a “substantial focus.” MSL has clearly adopted a strategy of making libraries better by improving the knowledge and skills of library workers.

GOAL 2 CONCLUSION

The evaluators find three compelling reasons to conclude that the Maine State Library has ACHIEVED Goal 2. They are:

1. The Maine State Library has demonstrated a willingness to confront issues head-on and to develop new solutions to difficult problems. The prime example of this is the transition that is underway from a legacy, geographically-based consulting model to an emerging topical specialist model of service. What the evaluators find most impressive is the degree to which the new model has grown out of a highly collaborative process. Our assessment is that the new model is much more likely to succeed because so many

stakeholders have played a part in designing the solution that is in the process of being implemented.

2. MSL's approach to staff development also displays forward thinking and an eagerness to work with stakeholders to find solutions that match their needs. MSL is offering a typical mix of webinars, live workshops, and one-on-one consulting assistance to address needs. The creation of the Voluntary Public Library certification program is where MSL displays its unique approach to confronting a familiar challenge.

The evaluators conclude that Maine has ACHIEVED Goal 2.

Goal 3:

Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

Goal 3 Retrospective Question A-1. To what extent did the Maine State Library's Five-Year Plan Goal 3 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Following are the titles and the total amount of LSTA FFY 2013 – FFY 2015 funding that was expended on activities undertaken in support of Goal 3.

Projects & Expenditures

Talking Books Plus (Large Print, Talking Books, and Descriptive Videos)	\$ 606,099.28
Books by Mail	<u>\$ 368,622.19</u>
Total	\$ 974,721.47

Goal 3 expenditures represent 27.74% of Maine's total LSTA allotment in the FFY 2013 – FFY 2015 period.

TALKING BOOKS PLUS

\$606,099.28 (17.25% of total LSTA expenditures for FFY 2013 – FFY 2015)

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 Talking Books Plus program has three components:

1. Large Print Books: This program provides large print materials either directly to patrons or through local public libraries to 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 Talking Book Plus program is Maine's regional library for the National Library Services for the Blind and Physically Handicapped (NLS) and provides talking books, access to and assistance with using the

Braille and Audio Reading Download (BARD) program and access to descriptive videos for qualified individuals.

3. Recorded Books: This program provides access to materials by Maine authors or with Maine-based themes that are not recorded by the Library of Congress. These materials are then available to qualified residents of the State of Maine and throughout the United States.

	2013	2014	2015	2016	Percentage Difference 2013 - 2016
Registered Borrowers (Individuals)	2,534	2,499	2,508	2,466	-2.7%
Registered Borrowers (Institutions)	612	604	590	566	-7.5%
Circulation of Physical Media	125,709	119,032	112,381	106,130	-15.6%
BARD Downloads	13,939	16,254	17,724	19,420	+39.3%

Like most other NLS affiliates, the Maine Talking Books Plus program has been experiencing a drop in the number of registered borrowers and in the circulation of physical media. Overall usage of the program is down. The healthy increase in the use of the BARD program does not totally offset the decline in the circulation of physical media. When added together, physical media and BARD usage for 2013 was 139,648 while total 2016 circulation was 125,550. This represents a 10.1% drop in usage in the four-year period.

The Maine State Library along with their counterparts across the country will be closely monitoring this program. It is likely that Library for the Blind programs will look different than they do today at the end of the next five-year LSTA cycle. Focusing on whether individuals with disabilities have access to quality library services will be more important than concentrating solely on the mechanisms used to deliver services.

Maine’s Talking Books Plus program is a successful one despite a drop in circulation. The program is doing all of the right things in regard to outreach, interaction with program users and enhanced services. Talking Books Plus is achieving the outcomes described in the five-year plan. The long-term question is whether the program (nationally) is sustainable in its present form.

The *Maine Five -Year State Plan 2013-2017* identified six (6) desired outcomes from Talking Book Plus efforts. Five of the six outcomes have been achieved. The sixth outcome is partially achieved. Following is a brief discussion of MSL's progress in achieving these outcomes.

- ***Through our statewide library services, eligible blind and physically disabled Maine citizens have access to books, materials and information in accessible formats.***

MSL has continued to offer materials in accessible formats to eligible Maine residents. **This outcome has been achieved.**

- ***Access to these outreach services helps develop independent and informed citizens participate in society and become more aware of current issues and news.***

Talking Books Plus added a news service to its mix of offerings, thereby increasing access to information about current issues. This outcome is being supported; however, at this point, only anecdotal reports support the conclusion that **the outcome has been achieved.**

- ***Empower libraries to improve accessibility and direct residents to Maine State Library Outreach Services' programs.***

Libraries are offered and encouraged to keep digital tapes and players at their libraries to demonstrate to local patrons to build awareness of MSL and NLS services. While more can be done to engage librarians and to build a continuum of service (transition from regular print to large print to talking books), **work toward this outcome is ongoing.**

- ***Improving access to reading materials through accessible technologies.***

Talking Books Plus is successfully promoting the BARD program and the number of BARD users and items downloaded continues to rise. **This outcome has been achieved.**

- ***Enrich lives and help eligible Maine citizens achieve personal independence.***

Input received from patrons through occasional surveys, conversations with readers' advisors, and letters indicate that the value of the Talking Books Plus program goes well beyond the books received. The BARD program in particular is contributing greatly to the independence of users of the program and allowing them to achieve a "normalcy" that is on a par with sighted friends and neighbors in regard to e-content. The evaluators believe that **this outcome is being achieved on an ongoing basis.**

- ***Improve public awareness of Outreach Services and assistive technology devices for the blind, visually impaired, and physically disabled in Maine.***

New library directors are introduced to the Talking Books Plus program each year. Talking Book Plus staff are also active in making presentations to outside groups. Talking Books Plus also partners with several organizations including the IRIS

Network and Maine Department of Labor Division for the Blind and Visually Impaired.
This outcome is achieved on an ongoing basis.

BOOKS BY MAIL

\$368,622.19 (10.49% of total LSTA expenditures for FFY 2013 – FFY 2015)

The Books by Mail (BBM) program is part of the Maine State Library's Outreach Services. This service helps to meet the library needs of state residents who live in towns without local libraries or in towns with public libraries open less than 12 hours a week. Services are also provided for the homebound.

The Books by Mail program is also experiencing a decline in use; however, at least part of this decline can be attributed to a change in eligibility requirements. The current framework of offering the service to state residents who live in communities without libraries or in those who live in communities in which the library is open less than 12 hours per week is slightly more restrictive than it has been in the past. The new framework encourages the use of local libraries; however, the decline in eligible borrowers translates into decreased circulation.

	2013	2014	2015	2016	Percentage Difference 2013 - 2016
Registered Borrowers (General)	5,029	4,710	3,609	3,652	-27.4%
Registered Borrowers (Homebound)	137	156	166	175	+27.7%
Circulation	17,894	16,364	11,259	7,370	-59.0%

Table 7 shows that the Books by Mail program is shifting toward becoming a service to homebound individuals rather than one that services rural residents.

Individual users of the Books by Mail program are very enthusiastic about the service. There is no question that users of the program value the materials they receive. Furthermore, the decline in circulation and registration is not a result of lack of effort on the part of the staff providing the service. Rather, the changes reflect a refocusing of the program to reach those with the greatest needs. MSL is trying to encourage the development of stronger local library services in rural areas and has chosen to remove a crutch that has occasionally been used as a rationale for not supporting local library service.

It would appear that the general (rural) registration figures have stabilized. Homebound usage is increasing. Usage of the program warrants continued monitoring; however, the project is meeting all four of the outcomes established for it in the 2013 – 2017 LSTA plan.

The **Maine Five -Year State Plan 2013-2017** identified four (4) desired outcomes from Books by Mail efforts. All four of these outcomes are being achieved. Following is a brief discussion of MSL's progress in achieving these outcomes.

- ***Residents of towns with no public library have access to library materials.***
The Books by Mail program is available to residents in communities without libraries. **This outcome has been achieved.**
- ***Residents of towns with libraries with limited hours have greater access to library materials.***
The Books by Mail program is available to residents of communities with libraries that are open less than 12 hours per week. **This outcome has been achieved.**
- ***Homebound Maine citizens have free access to library materials at no cost.***
Homebound individuals are eligible for participation in the Books by Mail program and use the service regularly. **This outcome has been achieved.**
- ***All Books by Mail patrons with computers have access to an online catalog, ILL, and downloadable audio and e-books.***
Books by Mail patrons have access to a full range of services. **This outcome has been achieved.**

A-2. To what extent did the Maine State Library's Five-Year Plan Goal 3 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

The Talking Books Plus program has its greatest impact in the Information Access focal area. For some users of the service, Talking Books Plus represents their primary link to information and reading resources. The Books by Mail project has been categorized by MSL in the SPR as impacting the "improve users' general knowledge and skill" intent in the Lifelong Learning focal area. In fact, both Goal 3 projects (Talking Books Plus and Books by Mail) impact both Lifelong Learning and Information Access in real and direct ways.

A-3. Did any of the following groups represent a substantial focus for the Maine State Library's Five-Year Plan Goal 3 activities? (Yes/No) YES

Both the Talking Books Plus project and the "homebound" aspect of the Books by Mail program focus on individuals with disabilities. No other targeted audiences reach the 10% threshold established as representing a substantial focus.

GOAL 3 CONCLUSIONS

The evaluators find two reasons to conclude that the Maine State Library has ACHIEVED Goal 3. They are:

1. The number of registered users in the Talking Books Plus program has remained relative constant at a time when many other NLS affiliate programs are witnessing sharp declines.
2. While overall circulation of talking books has declined slightly, the number of BARD downloads continues to increase.

The evaluators conclude that Maine has ACHIEVED Goal 3.

B. Process Questions

B-1. How has the MSL used data from the old and new State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Data has primarily been used to inform decision-making on adjustments to LSTA initiatives.

B-2. Specify any changes MSL made to the Five-Year Plan, and why this occurred.

No formal changes or amendments were made to the Plan.

B-3. How and with whom has MSL shared data from the old and new SPR and from other evaluation resources?

SPR data has been shared directly with key staff internally and indirectly with the Maine Library Commission, the larger library community and other entities within state government. SPR data was also shared with the QualityMetrics team for the purpose of conducting this evaluation.

C. Methodology Questions

C-1. Identify how MSL implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of Evaluators.

To ensure rigorous and objective evaluation of the Maine State Library's implementation of the LSTA Grants to States program, MSL, in cooperation with nine other state library administrative agencies (SLAAs) in the Northeast, participated in the issuance of a joint Request for Proposals (RFP) for a "Cooperative Library Services and Technology Act Five-Year Plan Evaluation 2013-2017" through the Council of State Library Agencies in the Northeast (COSLINE). The RFP was issued on June 21, 2016 with proposal due by July 18, 2016. As a result of a competitive bidding process, QualityMetrics LLC, a library consulting firm familiar with LSTA and with considerable expertise in evaluation methodologies, was awarded the contract to conduct the independent LSTA evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

QualityMetrics employed a mixed-methods approach that included a review of the SPR and other relevant documents and statistics, focus groups, personal interviews and a web-based survey to collect information from stakeholders.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation and how the evaluators engaged them.

Maine State Library staff were engaged through personal interviews during a site visit to the agency, via telephone, and e-mail. Other stakeholders were engaged through virtual focus groups, personal interviews, and a web-based survey.

C-4. Discuss how MSL will share the key findings and recommendations with others.

The Maine State Library will share the findings with the Maine State Library administration and staff, with the Maine Library Commission, and with the larger library community by alerting the libraries in Maine of the availability of the evaluation report. The report will be publicly available on the agency website as well as on the IMLS website.

Appendix A - Acronyms

Appendix A – Maine Acronyms

BARD

Braille and Audio Reading Download – the National Library Service's Digital Downloading Program <https://nlsbard.loc.gov/instructions.html>

BBM

Books By Mail

Books By Mail is a program of Maine State Library's Outreach Services. Books By Mail provides library materials via U.S. Postal Service to residents of Maine communities where there is no full-service library, and to people who are homebound for medical reasons. <http://www.maine.gov/msl/outreach/booksbymail/>

BTOP

Broadband Technology Opportunities Program, a program of the U.S. Department of Commerce National Telecommunications and Information Administration
<http://www2.ntia.doc.gov/>

ILL

Interlibrary loan

IMLS

Institute of Museum and Library Services <http://www.ims.gov>

LBPH

Library for the Blind and Physically Handicapped

General name applied to state-level outlets of the National Library Service programs. Maine's LBPH operates as a unit of the Maine State Library and is known as "Talking Books Plus." <http://maine.gov/msl/outreach/lbph/index.shtml>

LSTA

Library Services and Technology Act

MaineCat

MaineCat is Maine's statewide catalog. MaineCat combines and links several major library automation systems (Minerva, MILS, and URSUS) and library collections across Maine. A single search scans more than 3 million unique titles and nearly 8 million items. A built-in requesting and transaction management system allows patrons of libraries using a qualifying online system to make online interlibrary loan requests. Library staff members are able to make requests on behalf of their users, as well. <http://maine.gov/infonet/mainecat/index.htm>

Maine InfoNet

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. Maine InfoNet serves as the platform for access to a variety of resources including the MARVEL! databases, the Maine InfoNet Download Library and resource sharing services including MaineCat and the state supported ILS for Minerva, MILS, and URSUS.

MARVEL!

Maine's Virtual Library that provides every resident of Maine with free access to a collection of full text and abstracts from magazines, newspapers and reference books that are credible, reputable resources. <http://maine.gov/infonet/marvel/index.htm>

MILS

Maine InfoNet Library System. A new, low cost shared integrated library system used by small libraries managed and supported by Maine InfoNet.

Minerva

Shared Integrated Library System used by many libraries throughout Maine. The Minerva catalog includes over six million items from more than fifty Maine libraries. Management and support for Minerva is provided by Maine InfoNet. <http://maine.gov/infonet/minerva/index.htm>

SLAA

State Library Administrative Agency

SOLAR

An online catalog representing the holdings of many smaller libraries in Maine. SOLAR is meant for libraries not automated by a compatible library system such as Minerva or URSUS that has built-in linkage to MaineCat. Records contributed to SOLAR are automatically mirrored in MaineCat. <http://maine.gov/infonet/solar/index.htm>

URSUS

Shared Integrated Library System that serves the University of Maine Libraries, the Maine State Library, the Bangor Public Library, the Maine Law and Legislative Reference Library, and the Maine State Archives. Management and support for URSUS is provided by Maine InfoNet. <http://maine.gov/infonet/ursus.htm>

Appendix B – Interviewees and Focus Groups

Appendix B - Interviews and Focus Groups

Maine State Library Administrative Staff

Jamie Ritter, State Librarian

Janet McKenney, Director, Library Development and LSTA Coordinator

Alison Maxell, Director Public and Outreach Services, Research and Innovation

Adam Fisher, Director Collection Development, Digital Initiatives and Promotion

Maine State Library Consultants

Deb Clark, Consultant

Stephanie Zurinski, Consultant

Chris Dorman, Consultant

Jared Leadbetter, Consultant

Jenny Melvin, Consultant

Lisa Shaw, Consultant

Alan Fecteau, AudioVisual and Office Specialist Manager

Library Community

Sarah Campbell, Director, Portland Public Library / ARRC

Kathleen Spahn, ILL Librarian, Portland Public Library / ARRC

Barbara McDade, Director Bangor Public Library / ARRC

James Jackson Sanborn, Executive Director, Maine InfoNet

Focus Groups (Virtual and Physical combined)

Focus Group # 1 – October 22, 2016 - Open to all in the library community

Focus Group # 2 – October 22, 2016 - Open to all in the library community

Appendix C – Bibliography of Documents Reviewed

Appendix C: Bibliography of Documents Reviewed

Himmel & Wilson, Library Consultants, *An Independent Evaluation of Maine's Implementation of the Library Services and Technology Act Grants to States Program 2008 – 2012*

Institute of Museum and Library Services
Guidelines for IMLS Grants to States Five-Year Evaluation
OMB Control Number: 3137-0090,

Institute of Museum and Library Services
LSTA Grants to States State Program Reports

Maine FFY 2012 (for context and longitudinal purposes)
Maine FFY 2013
Maine FFY 2014
Maine FFY 2015

Institute of Museum and Library Services
Purposes and Priorities of LSTA

Maine State Library
Library Services and Technology Act (LSTA) 20 U.S.C. 9141 Maine Five -Year State Plan 2013-2017

Notes from Maine State Library Interviews, October 24-25, 2016

Maine State Library, *Evaluating and Re-Envisioning Maine State Library Consultant Services 2016* (2016). Library Documents. Paper 106.
http://digitalmaine.com/msl_docs/106

Maine State Library, Self-Assessment Responses
Written Response from State Librarian Jamie Ritter and LSTA Coordinator Janet McKenney

Websites related to LSTA Evaluation

US Census QuickFacts: Maine <https://www.census.gov/quickfacts/table/PST045215/23>

Maine State Library Website: <http://www.maine.gov/msl/>

Maine State Library: Maine Regional Library System, Area Reference and Research Centers
<https://www1.maine.gov/msl/libraries/districts/membership/index.shtml>

Maine State Library Talking Books Plus Library:
<http://www.maine.gov/msl/outreach/lbph/index.shtml>

Maine State Library Books By Mail Program:
<http://www.maine.gov/msl/outreach/booksbymail/index.shtml>

Marvel! Maine's Virtual Library: <http://libraries.maine.edu/mainedatabases/>

Appendix D – Focus Group Questions

Appendix D – Focus Group Questions

Focus Group Protocol

Please introduce yourselves and indicate who you are, which library you represent, what job you hold or role you fulfill and, finally, tell us how long you have been involved in (state) libraries.

A brief introduction was provided about the Library Services and Technology Act Grants to States Program and basic information was given regarding the total amount of LSTA funding that is received per year by the (state library agency) and a sampling of the larger programs and categories of projects that have been funded in recent years.

1. Which, if any of the LSTA programs I have mentioned have been most impactful for your library and why do you believe that is true?
2. Which, if any, have had the least impact in your community and why do you believe that is true?
3. One role that LSTA funds often play in a state is to spark innovation. Is that the case in (state)? Where does innovation come from in (state's) libraries?
4. Has the library you represent received an LSTA grant (or in states without sub-grants, received a direct benefit from LSTA) within the last three years (FFY 2013, FFY 2014, FFY 2015 – roughly calendar years 2014 – 2016)? Talk about the difference that the grant you received has had on your library and the people that it serves.
5. Tell us about the process used to secure a grant. Is the effort worth the reward? Have you received the support from the (state library agency) that you have needed to apply, implement, and evaluate your grant?
6. Turning forward, the (state library agency) will begin work on the next five-year LSTA plan soon. What new directions should it take? What would make a difference for your library?
7. FINAL SAY. Each participant was asked in turn to share the single most important thing that they are taking away from participating in the session.

NOTE: These questions were modified a bit depending on the make-up of the groups involved.

Appendix E – Web Survey Instrument

Appendix E – Web Survey Instrument



Maine LSTA Survey

WELCOME

LIBRARY DESCRIPTION

1) Please describe the type of library you represent.

Public library

Academic Library

School Library

Special Library

Other (Please specify below.)

OTHER ORGANIZATION

If you responded "other" in the question above, please indicate the type of library or other organization you represent in three words or less in the text box provided below.

LIBRARY AND RESPONDENT DESCRIPTION

2) In order to help us better understand the characteristics of the area served by your library, please indicate the name of the county in which your library is located.

3) Please select the category that most closely describes your role/responsibilities in your library.

Library director

Manager/ department head

Other library administrator

Children's/youth services librarian

Adult services/reference/information services librarian

Interlibrary loan/document delivery librarian

Technical services librarian (cataloger)

Archivist

Library technology specialist

Other library staff

Other (Please specify below.)

OTHER TITLE

If you responded "other" to the question above, please indicate your role in the library or other organization you represent in three words or less in the text box provided below.

LIBRARY SIZE DESCRIPTORS

4) Please indicate the approximate size of the population served by the library you represent.

Fewer than 250

250 - 499

500 - 999

1,000 - 1999

2,000 - 4999

5,000 - 9,999

10,000 - 24,999

25,000 - 49,999

50,000 - 99,999

More than 100,000

DON'T KNOW

5) Please indicate the number of full-time-equivalent (FTE) staff employed in the library which you represent.

Less than 2

2 - 4

5 - 9

10 - 19

20 - 34

35 - 49

50 - 99

100 - 249

250 - 499

500 or more

DON'T KNOW

INTRODUCTION TO GOALS AND OUTCOMES

GOAL 1 - ACCESS AND RESOURCE SHARING

6) Through a partnership with the University of Maine, MSL:

- Supports Maine InfoNet including MARVEL, Maine's Virtual Library, MaineCat, and the Maine Download Library.

On a scale of 1 to 9 with 1 representing "No positive impact" and 9 representing "Significant positive impact," how would you say these efforts have impacted your library and the people that it serves in each of the following ways?

	1 - No positive impact	2	3	4	5	6	7	8	9 - Significant positive impact	Not applicable/ Unable to rate
Providing greater access to information through the provision of online databases										
Providing greater access to audiobooks and e-books through the Download Library										
Providing greater access to the holdings of many libraries through MaineCat										
Improving the depth of resources available to users of my library										

Providing access to information resources to residents of the state regardless of socioeconomic background or geographic location										
Other (Please specify below.)										

If you responded "other" above, please specify in the text box provided below.

7) Through a partnership with Networkmaine, the Maine Department of Education, and the Maine Public Utilities Commission, MSL:

- **Supports the Maine School and LibraryNetwork (MSLN), the statewide telecommunications and Internet delivery system for public libraries and K-12 schools in Maine and the provides E-rate coordination services to both libraries and schools so they can benefit from Universal Service Fund.**

On a scale of 1 to 9 with 1 representing "No positive impact" and 9 representing "Significant positive impact," how would you say this program has impacted your library and the people that it serves in each of the following ways?

	1 - No positive impact	2	3	4	5	6	7	8	9 - Significant positive impact	Not applicable/ Unable to rate
Providing the necessary bandwidth to meet the needs of citizens using the Internet in libraries										

Providing support and guidance for technical problems										
Providing E-rate application assistance										
Providing technology support related to other statewide initiatives										
Other (Please specify below.)										

If you responded "other" above, please specify in the text box provided below.

8) LSTA funds help support the three Area Reference and Resource Centers that provide backup reference services, interlibrary loan services, and open access to the residents of each of the districts.

On a scale of 1 to 9 with 1 representing "No positive impact" and 9 representing "Significant positive impact," how would you say this program has impacted your library and the people that it serves in each of the following ways?

	1 - No positive impact	2	3	4	5	6	7	8	9 - Significant positive impact	Not applicable/ Unable to rate
Expanding the availability of resources available to the people served by my library through interlibrary loan										

Providing answers to questions that my library lacks the resources to answer										
Providing free walk-in access to ARRC libraries to residents of my area										
Managing the van delivery program (Maine State Library)										
Other (Please specify below.)										

If you responded "other" above, please specify in the text box provided below.

9) If you have additional comments regarding the efforts of the Maine State Library in supporting resource sharing and greater access to information, please feel free to enter these thoughts in the text box provided below.

GOAL 2 - STAFF DEVELOPMENT AND CONSULTANT ASSISTANCE

10) LSTA funds supported the former configuration of library districts and continues to support the district consultants under the new service configuration. These consultants provide training and staff development opportunities, offer professional assistance and guidance regarding library processes and management, assist libraries with planning and evaluation, and assist in the coordination and implementation of a variety of statewide initiatives.

On a scale of 1 to 9 with 1 representing "No positive impact" and 9 representing "Significant positive impact," how would you say this program has impacted your library and the people that it serves in each of the following ways?

	1 - No positive impact	2	3	4	5	6	7	8	9 - Significant positive impact	Not applicable/ Unable to rate
Providing library staff with continuing education/training opportunities that increase their ability to serve the public										
Providing library staff with continuing education/training opportunities that improve their ability to incorporate technology and digital resources into their services										
Modeling positive professional behaviors										
Encouraging partnerships between/among libraries										
Other (Please specify below.)										

If you responded "other" above, please specify in the text box provided below.

11) If you have additional comments regarding the efforts of the Maine State Library in supporting staff development and consulting services, please feel free to enter these thoughts in the text box provided below.

GOAL 3 - OUTREACH TO UNDERSERVED POPULATIONS

12) The Talking Books Plus program (including Large Print Books) provides recorded books and special players free to persons who are blind, visually impaired, physically handicapped (cannot hold a book) or who have a doctor-certified reading disability. This includes talking books supplied on special cartridges and access to downloadable books through a system known as BARD (Braille and Audio Reading Download). The program also includes a Large Print Book collection available to libraries.

On a scale of 1 to 9 with 1 representing "Not important" and 9 representing "Very important," how important do you believe these services are to THE RESIDENTS OF THE STATE WHO NEED THESE SERVICES?

	1 - Not important	2	3	4	5	6	7	8	9 - Very important	Not applicable/ Unable to rate
Providing your library with materials to expand offerings to patrons who are blind, have physical disabilities, or have visual impairments										
Building staff awareness of new technologies available for the blind, persons with disabilities, and/or those with visual impairments										

Offering a connection to others beyond the home or immediate community										
Other (Please specify below.)										

If you responded "other" above, please specify in the text box provided below.

13) If you have additional comments regarding the efforts of the Maine State Library in supporting the Talking Books Plus and Books-by-Mail services, please feel free to enter these thoughts in the text box provided below.

14) If you have additional comments regarding the efforts of the Maine State Library in supporting the Talking Books Plus and Books-by-Mail services, please feel free to enter these thoughts in the text box provided below.

STATEWIDE IMPACT

15) As you have seen, the Maine State Library uses its LSTA funding to carry out a number of statewide initiatives. We are interested in your overall impression of the degree to which these kinds of programs impact your library and your community.

	1 - No positive impact	2	3	4	5	6	7	8	9 - Significant positive impact	Not applicable/ Unable to rate
Overall impact of Maine State Library programs/initiatives funded with LSTA										

16) If you have any additional comments about the Maine State Library's implementation of the Library Services and Technology Act Grants to States program, please feel free to enter them in the text box provided below.

THANK YOU!

Appendix F – Measuring Success Table

**Appendix F
Maine Measuring Success Focal Areas**

	Lifelong Learning Improve users' formal education		Information Access Improve users' general knowledge and skills		Information Access Improve users' ability to discover information resources		Institutional Capacity Improve users' ability to obtain and/or use information resources		Institutional Capacity Improve the library workforce		Economic & Employment Development Improve the library's physical and technological infrastructure		Economic & Employment Development Improve users' ability to use resources and apply information for employment support		Human Resources Improve users' ability to use resources and apply information		Human Resources Improve users' ability to apply information that furthers their personal, family or household finances		Human Resources Improve users' ability to apply information that furthers their personal or family health & wellness		Civic Engagement Improve users' ability to apply information that furthers their parenting and family skills		Civic Engagement Improve users' ability to participate in their community conversations around topics of concern
Partnership with the University of Maine for Maine InfoNet					Yes																		
Maine ILS and Statewide Catalog					Yes																		
MARVEL! Maine's Virtual Library					Yes																		
Download Library: E-books and Audiobooks					Yes																		
Partnership with the Maine Department of Education and Maine Public Utilities Commission									Yes														
Networkmaine Advisory Council Oversight, Planning and Procurement									Yes														
E-rate Coordinator Support and Instruction		Yes																					
Maine Regional Library System - Area Reference and Resource Centers										Yes													
ARRC – Interlibrary Loan					Yes																		
ARRC – Borrower Cards					Yes																		
ARRC – Reference Services					Yes																		
Maine State Library – Public Access Computing										Yes													
Maine Regional Library System - Consultant Services									Yes														
Literacy Programs								Yes															
Public Library Data Collection – Collection and Instruction								Yes															
Voluntary Librarian Certification Program								Yes															
Statewide and Regional Continuing Education Events								Yes															
One-to-One Consulting										Yes													
Webinars								Yes															
Evaluation and Re-Envisioning of District Consulting Service Model								Yes															
MLLI (Maine Library Leadership Institute) and ILEAD (Innovative Librarians Explore, Apply and Discover)								Yes															
Books By Mail		Yes																					
Lending books to Maine citizens who are disabled, homebound or without access to a library		Yes																					
Talking Books Plus					Yes																		
Talking Books Plus					Yes																		
Talking Books Recording Project					Yes																		
Large Print Books					Yes																		

Appendix G – Targeted Audience Table

**Appendix G
Maine State Library LSTA Targeted Audiences Table**

PROJECT/Activity	STATE GOAL	Targeted Audiences											
		Statewide General Public	Library Workforce (current and future)	Individuals Living Below the Poverty Line	Individuals who are unemployed/Underemployed	Ethnic or Minority Populations	Immigrants/Refugees	Individuals with Disabilities	Families	Individuals with Limited Functional Literacy or Information Skills	Children (aged 0-5)	School-aged Youth (aged 6-17)	
Partnership with the University of Maine for Maine InfoNet	GOAL 1	Yes											
Maine ILS and Statewide Catalog	Goal 1	Yes											
MARVEL! Maine's Virtual Library	Goal 1	Yes											
Download Library: E-books and Audiobooks	Goal 1	Yes											
Partnership with the Maine Department of Education and Maine Public Utilities Commission	GOAL 1	Yes											
Network Maine Advisory Council Oversight, Planning and Procurement	Goal 1	Yes											
E-rate Coordinator Support and Instruction	Goal 1		Yes										
Maine Regional Library System - Area Reference and Resource Centers	GOAL 2	Yes											
ARRC – Interlibrary Loan	Goal 2	Yes											
ARRC – Borrower Cards	Goal 2	Yes											
ARRC – Reference Services	Goal 2	Yes											
Maine State Library – Public Access Computing	Goal 2	Yes											
Maine Regional Library System - Consultant Services	GOAL 2		Yes										
Literacy Programs	Goal 2		Yes										
Public Library Data Collection – Collection and Instruction	Goal 2		Yes										
Voluntary Librarian Certification Program	Goal 2		Yes										
Statewide and Regional Continuing Education Events	Goal 2		Yes										
One-to-One Consulting	Goal 2		Yes										
Webinars	Goal 2		Yes										
Evaluation and Re-Envisioning of District Consulting Service Model	Goal 2		Yes										
MLLI (Maine Library Leadership Institute) and ILEAD (Innovative Librarians Explore, Apply and Discover)	Goal 2		Yes										
Books By Mail	GOAL 3	Yes						Yes					
Lending books to Maine citizens who are disabled, homebound or without access to a library	Goal 3	Yes						Yes					
Talking Books Plus	GOAL 3	Yes						Yes					
Talking Books Plus	Goal 3	Yes						Yes					
Talking Books Recording Project	Goal 3	Yes						Yes					
Large Print Books	Goal 3	Yes						Yes					

Appendix H – Expenditure Tables

Appendix H
Maine State Library LSTA Expenditures FFY 2013 - FFY 2015
ALL GOALS

Project	State Goal	FFY 2013 Expenditures	Percentage FFY 2013 Expenditures	FFY 2014 Expenditures	Percentage FFY 2014 Expenditures	FFY 2015 Expenditures	Percentage FFY 2015 Expenditures	FFY 2013 - FFY 2015 Expenditures Total	Percentage FFY 2013 - FFY 2015 Expenditures
Administration		\$ 46,090.00	3.97%	\$ 46,974.55	3.98%	\$ 46,906.39	4.00%	\$ 139,970.94	3.98%
Partnership with Maine Department of Education and Maine Public Utilities Commission	1	\$ 78,561.00	6.77%	\$ 76,601.05	6.48%	\$ 106,425.50	9.08%	\$ 261,587.55	7.44%
Partnerships with the University of Maine for Maine InfoNet	1	\$ 122,075.00	10.52%	\$ 171,714.55	14.53%	\$ 183,619.57	15.66%	\$ 477,409.12	13.58%
Books By Mail	3	\$ 140,177.00	12.08%	\$ 135,579.13	11.48%	\$ 92,866.06	7.92%	\$ 368,622.19	10.49%
Talking Books Plus (Large Print, Talking Books, and Descriptive Videos)	3	\$ 215,571.00	18.58%	\$ 219,270.14	18.56%	\$ 171,258.14	14.60%	\$ 606,099.28	17.25%
Maine Regional Library System - Consultant Services	2	\$ 206,727.00	17.82%	\$ 248,803.02	21.06%	\$ 207,637.93	17.71%	\$ 663,167.95	18.87%
Maine Regional Library System - Area Reference and Resource Centers	2	\$ 351,081.00	30.26%	\$ 282,468.56	23.91%	\$ 363,958.41	31.04%	\$ 997,507.97	28.38%
		\$ 1,160,282.00	100.00%	\$ 1,181,411.00	100.00%	\$ 1,172,672.00	100.00%	\$ 3,514,365.00	100.00%
Total LSTA Allotment		\$ 1,160,282.00		\$ 1,181,411.00		\$ 1,172,672.00		\$ 3,514,365.00	

Goal 1: Expand library resource sharing and services for all Maine citizens.

Goal 1 expenditures are 21.03% of the FFY 2013 - FFY 2015 total.

Goal 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.

Goal 2 expenditures are 47.25% of the FFY 2013 - FFY 2015 total.

Goal 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

Goal 3 expenditures are 27.74% of the FFY 2013 - FFY 2015 total.

Appendix H
Maine State Library LSTA Expenditures FFY 2013 - FFY 2015
GOAL 1

Project	State Goal	FFY 2013 Expenditures	Percentage FFY 2013 Expenditures	FFY 2014 Expenditures	Percentage FFY 2014 Expenditures	FFY 2015 Expenditures	Percentage FFY 2015 Expenditures	FFY 2013 - FFY 2015 Expenditures Total	Percentage FFY 2013 - FFY 2015 Expenditures
Partnership with Maine Department of Education and Maine Public Utilities Commission	1	\$ 78,561.00	39.16%	\$ 76,601.05	30.85%	\$ 106,425.50	36.69%	\$ 261,587.55	35.40%
Partnerships with the University of Maine for Maine InfoNet	1	\$ 122,075.00	60.84%	\$ 171,714.55	69.15%	\$ 183,619.57	63.31%	\$ 477,409.12	64.60%
		\$ 200,636.00	100.00%	\$ 248,315.60	100.00%	\$ 290,045.07	100.00%	\$ 738,996.67	100.00%
Total LSTA Allotment		\$ 1,160,282.00		\$ 1,181,411.00		\$ 1,172,672.00		\$ 3,514,365.00	

Goal 1: Expand library resource sharing and services for all Maine citizens.

Goal 1 expenditures are 21.03% of the FFY 2013 - FFY 2015 total.

Goal 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.

Goal 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

Appendix H
Maine State Library LSTA Expenditures FFY 2013 - FFY 2015
GOAL 2

Project	State Goal	FFY 2013 Expenditures	Percentage FFY 2013 Expenditures	FFY 2014 Expenditures	Percentage FFY 2014 Expenditures	FFY 2015 Expenditures	Percentage FFY 2015 Expenditures	FFY 2013 - FFY 2015 Expenditures Total	Percentage FFY 2013 - FFY 2015 Expenditures
Maine Regional Library System - Consultant Services	2	\$ 206,727.00	37.06%	\$ 248,803.02	46.83%	\$ 207,637.93	36.33%	\$ 663,167.95	39.93%
Maine Regional Library System - Area Reference and Resource Centers	2	\$ 351,081.00	62.94%	\$ 282,468.56	53.17%	\$ 363,958.41	63.67%	\$ 997,507.97	60.07%
		\$ 557,808.00	100.00%	\$ 531,271.58	100.00%	\$ 571,596.34	100.00%	\$ 1,660,675.92	100.00%
Total LSTA Allotment		\$ 1,160,282.00		\$ 1,181,411.00		\$ 1,172,672.00		\$ 3,514,365.00	

Goal 1: Expand library resource sharing and services for all Maine citizens.

Goal 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.

Goal 2 expenditures are 47.25% of the FFY 2013 - FFY 2015 total.

Goal 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

Appendix H
Maine State Library LSTA Expenditures FFY 2013 - FFY 2015
GOAL 3

Project	State Goal	FFY 2013 Expenditures	Percentage FFY 2013 Expenditures	FFY 2014 Expenditures	Percentage FFY 2014 Expenditures	FFY 2015 Expenditures	Percentage FFY 2015 Expenditures	FFY 2013 - FFY 2015 Expenditures Total	Percentage FFY 2013 - FFY 2015 Expenditures
Books By Mail	3	\$ 140,177.00	39.40%	\$ 135,579.13	38.21%	\$ 92,866.06	35.16%	\$ 368,622.19	37.82%
Talking Books Plus (Large Print, Talking Books, and Descriptive Videos)	3	\$ 215,571.00	60.60%	\$ 219,270.14	61.79%	\$ 171,258.14	64.84%	\$ 606,099.28	62.18%
		\$ 355,748.00	100.00%	\$ 354,849.27	100.00%	\$ 264,124.20	100.00%	\$ 974,721.47	100.00%
Total LSTA Allotment		\$ 1,160,282.00		\$ 1,181,411.00		\$ 1,172,672.00		\$ 3,514,365.00	

Goal 1: Expand library resource sharing and services for all Maine citizens.

Goal 2: Expand and enhance life-long learning opportunities for librarians and Maine citizens.

Goal 3: Improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.

Goal 3 expenditures are 27.74% of the FFY 2013 - FFY 2015 total.

Appendix I – Web Survey Report

Appendix I – Web-Survey Report

One hundred and forty-seven people responded to the LSTA evaluation web survey. Responses came from individuals in all sixteen Maine counties. Of the respondents, 124 represented public libraries, ten represented academic libraries, ten school libraries and one a special library. One hundred and two (70.8 percent) identified themselves as library directors.

The largest group (27.6 percent) served populations of 2,000 to 4,999 people. Another twenty-two (22.8) percent served populations of 5,000 to 9,999, and another twenty (20.7) percent served populations between 1,000 and 1,999. Eight respondents (representing 5.5 percent of the total) said they served populations of 250 to 499 and at the opposite end of the scale one respondent's library served a population of more than 100,000 people.

Sixty-nine of the respondents said their library had less than two full-time equivalent (FTE) staff members; thirty-eight had two to four FTE; and thirty-five had five or more FTE. The more detailed analysis that follows uses this division of the responses by their staff sizes (small, medium, and large) whenever there were clear differences in their responses.

Several questions in the survey asked about the impact of various programs supported at least partially by the Maine State Library using LSTA funds.

Impact of Maine InfoNet including MARVEL, Maine's Virtual Library, MaineCat, and the Maine Download Library

Respondents were asked to rate the impact of the services/efforts using a nine-point scale in which 1 represented no positive impact and 9 represented significant positive impact. Respondents were also able to indicate they were unable to rate the specific service listed. For analysis purposes the nine points of the scale were collapsed so that scores of 7, 8, and 9 are listed under significant positive impact, 4, 5, and 6 are the midpoint of the scale, and 1, 2, and 3 are combined under no positive impact. The table on the next page lists the five services/efforts in descending order of their significant positive impact.

Service/Effort 146 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing access to information resources to residents of the state regardless of socioeconomic background or geographic location	84.1%	9.0%	2.1%	4.8%
Providing greater access to the holdings of many libraries through MaineCat	79.5%	9.0%	4.9%	6.8%
Improving the depth of resources available to users of my library	79.5%	13.6%	2.8%	4.1%
Providing greater access to audiobooks and e-books through the Download Library	73.2%	11.6%	4.9%	10.3%
Providing greater access to information through the provision of online databases	66.4%	22.6%	5.6%	5.5%

While all five of the services/efforts being evaluated received high marks for their significant impact on the libraries and people being served, providing access to information resources to residents of the state regardless of socioeconomic background or geographic location received the highest ratings. Providing greater access to information through the provision of online databases received the lowest ratings.

The relative rankings of the services/efforts showed small changes when the analysis was done using the small, medium, and large libraries subsets. Greater access through databases remained in fifth place for the three sizes of libraries. Large libraries emphasized greater access to the holdings of many libraries through MaineCat and were less concerned about improving the depth of their own resources than the other two sizes of libraries.

Service/Effort Small libraries (less than 2 FTE) rankings 38 respondents	% Significant Positive Impact
Providing access to information resources to residents of the state regardless of socioeconomic background or geographic location	76.8%
Improving the depth of resources available to users of my library	73.8%
Providing greater access to the holdings of many libraries through MaineCat	68.0%
Providing greater access to audiobooks and e-books through the Download Library	66.6%
Providing greater access to information through the provision of online databases	53.5%

Service/Effort	% Significant Positive Impact
Medium libraries (2-4 FTE) rankings 68 respondents	
Providing access to information resources to residents of the state regardless of socioeconomic background or geographic location	97.3%
Improving the depth of resources available to users of my library	89.8%
Providing greater access to the holdings of many libraries through MaineCat	86.8%
Providing greater access to audiobooks and e-books through the Download Library	78.9%
Providing greater access to information through the provision of online databases	78.9%

Service/Effort	% Significant Positive Impact
Large libraries (5 or more FTE) rankings 34 respondents	
Providing greater access to the holdings of many libraries through MaineCat	94.3%
Providing access to information resources to residents of the state regardless of socioeconomic background or geographic location	85.8%
Providing greater access to audiobooks and e-books through the Download Library	82.9%
Improving the depth of resources available to users of my library	82.8%
Providing greater access to information through the provision of online databases	77.1%

Nine respondents checked the 'other' button in answer to this question and provided additional information. *(Please see survey compilation for complete answers to question 9.)* Examples of comments include “just having access to computers & internet in the library has a tremendous positive impact for our community.” “Providing access to my students that the school could never afford as individuals (ILL and Marvel).” “MSL provides good training opportunities for staff to allow us to have significant positive impact in our community.”

Impact of Support for the Maine School and Library Network (MSLN), the statewide telecommunications and Internet delivery system for public libraries and K-12 schools in Maine and E-rate coordination services

Service/Effort 143 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing the necessary bandwidth to meet the needs of citizens using the Internet in libraries	86.0%	1.4%	1.4%	11.2%
Providing support and guidance for technical problems	67.0%	14.0%	5.6%	13.4%
Providing e-rate application assistance	62.3%	8.4%	4.9%	24.5%
Providing technology support related to other statewide initiatives	57.0%	16.7%	3.5%	22.9%

Providing the necessary bandwidth to meet the needs of citizens using the Internet in libraries had the highest significant positive impact of the four services/efforts. Providing technology support related to other statewide initiatives had the lowest significant positive impact ratings.

Service/Effort 35 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing the necessary bandwidth to meet the needs of citizens using the Internet in libraries	79.4%	0.0%	2.9%	17.6%
Providing technology support related to other statewide initiatives	55.8%	17.7%	5.8%	20.6%
Providing e-rate application assistance	55.8%	11.8%	2.9%	29.4%
Providing support and guidance for technical problems	52.9%	17.6%	11.8%	17.6%

As with the first comparison of responses from the three subsets of libraries, the small and medium size libraries provided the same relative rankings of the four services/efforts. The large library responses shared the same top ranking, that of providing the necessary bandwidth to meet the needs of citizens using the Internet in libraries, but their second-place ranking was a tie between providing e-rate application assistance and providing technology support related to other statewide initiatives. The fourth place ranking for large library responses was providing support and guidance for technical problems. Presumably the libraries with larger numbers of staff members might have their own staff members dedicated to resolving technical problems.

Six respondents checked the ‘other’ button in answer to this question and provided additional information. *(Please see survey compilation for complete answers to question 11.)* Typical responses include “Our patrons are enriched by the access

available to the libraries and residents in other areas.” “We do not utilize the statewide telecommunications and Internet service or e-rate.”

Impact of the three Area Reference and Resource Centers

Service/Effort 144 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Expanding the availability of resources through interlibrary loan	79.9%	5.6%	9.8%	4.9%
Managing the van delivery program	70.4%	4.9%	2.8%	21.8%
Providing answers to questions my library lacks the resources to answer	51.9%	19.1%	14.2%	4.9%
Providing free walk-in access to ARRC libraries to residents of my area	37.3%	17.5%	15.5%	29.6%

Expanding the availability of resources through interlibrary loan had the highest significant positive impact of the four services/efforts. Providing free walk-in access to ARRC libraries to residents of my area had the lowest significant positive impact rankings.

Among the subsets of respondents small and medium sized libraries had the same relative rankings as the overall totals shown in the table above. Large library responses were different.

Service/Effort 35 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Managing the van delivery program	94.3%	0.0%	5.8%	0.0%
Expanding the availability of resources through interlibrary loan	77.1%	2.9%	17.1%	2.9%
Providing free walk-in access to ARRC libraries to residents of my area	40.0%	14.3%	28.6%	17.1%
Providing answers to questions my library lacks the resources to answer	34.3%	28.6%	25.7%	11.4%

For libraries with five or more FTE staff the van delivery program had the highest significant positive impact of the four services listed and the backup reference services, providing answers to questions my library lacks the resources to answer had the lowest significant positive impact rankings.

Nine respondents checked the ‘other’ button in answer to this question and provided additional information. *(Please see survey compilation for complete answers to question 13.)* Three of the responses were related to the van delivery program and indicated that their library did not receive that service. Another said “Walk in access to AARC less impact mostly because it is 110 miles away.” Two others listed other services as having an impact. “Assistance with non-fiction audio books for patrons that

are sight impaired.” “Local and Maine resources.” Another said “Opening up access to all Maine library collections is invaluable!”

Question 14 asked respondents to share additional comments regarding efforts of the Maine State Library in supporting resource sharing and greater access to information. Twenty-nine respondents provided comments. *(Please see survey compilation for complete answers to question 14.)* Almost all praised the work of the Maine State Library and the impact its services have on served populations. Small library response: “Having high speed internet access with wireless capabilities has been a huge impact on our community/patrons.” Medium library response: “In an MLTI school, the services provided with e-rate and internet access are absolutely essential. We also could not survive without MARVEL resource access and ILL. We are beginning to use the download library more for access for special education students and others who just prefer digital books. This is in collaboration with the public library. Basically, everything you have asked us about on this survey is vital to our function.” Large library response: “The efforts for research sharing are tremendous. It is incredible that we are able to provide the breadth of research databases through MARVEL for a library of our size, however, I don’t believe these databases are heavily utilized by our library.” A small number of comments raised issues. “It’s been difficult, as of late, to get in contact with librarians at MSL or support for van delivery issues.” “I think the ARRC model is due for a major reexamination. Interlibrary loan and resource sharing processes and patterns have changed dramatically since the time when the ARRCs were instituted. Some kind of financial support for regional services centers should be considered.”

Impact of support for district consultants under the new service configuration (staff development and consulting services)

Service/Effort 144 respondents	% Significant Positive Impact	% Midpoint Positive	% No Positive Impact	% Unable to Rate
Providing library staff with continuing education/training opportunities that increase their ability to serve the public	69.1%	13.8%	6.9%	10.3%
Providing library staff with continuing education/training opportunities that improve their ability to incorporate technology and digital resources into their services	66.7%	14.5%	7.7%	11.1%
Modeling positive professional behaviors	64.6%	16.7%	7.7%	11.1%
Encouraging partnerships between/among libraries	59.9%	20.1%	8.4%	12.5%

Providing library staff with continuing education/training opportunities that increase their ability to serve the public had the highest significant positive impact of the four services/efforts.

Encouraging partnerships between/among libraries had the lowest significant positive impact rankings.

There were differences in the relative rankings of the services/efforts by the three subsets of library respondents. The service receiving the highest percentages of significant positive impact ratings for small and large library subsets was providing library staff with continuing education/training opportunities that increase their ability to serve the public. For the medium size library respondents, the highest was providing library staff with continuing education/training opportunities that increase their ability to serve the public. The small library subset ranked encouraging partnerships between/among libraries last among the four services while the medium and large library subsets ranked modeling positive professional behaviors last.

Service/Effort	% Significant Positive Impact
Small libraries (less than 2 FTE) rankings 69 respondents	
Providing library staff with continuing education/training opportunities that increase their ability to serve the public	72.5%
Modeling positive professional behaviors	72.4%
Providing library staff with continuing education/training opportunities that improve their ability to incorporate technology and digital resources into their services	66.6%
Encouraging partnerships between/among libraries	56.5%

Service/Effort	% Significant Positive Impact
Medium libraries (2-4 FTE) rankings 37 respondents	
Providing library staff with continuing education/training opportunities that improve their ability to incorporate technology and digital resources into their services	72.9%
Providing library staff with continuing education/training opportunities that increase their ability to serve the public	71.0%
Encouraging partnerships between/among libraries	67.5%
Modeling positive professional behaviors	62.1%

Service/Effort	% Significant Positive Impact
Large libraries (5 or more FTE) rankings 34 respondents	
Providing library staff with continuing education/training opportunities that increase their ability to serve the public	64.7%
Providing library staff with continuing education/training opportunities that improve their ability to incorporate technology and digital resources into their services	61.8%
Encouraging partnerships between/among libraries	58.8%
Modeling positive professional behaviors	52.9%

Seven respondents checked the ‘other’ button in answer to this question and provided additional information. *(Please see survey compilation for complete answers to question 16.)* The responses were varied. “Always willing to help with ideas, connections, resources, etc. to school libraries which helps children in this State!” “We asked for help in providing a workshop for staff and patrons focused on using MARVEL.

Originally we were told we would receive help with this. Later we were told it would not be possible.”

Question 17 asked for additional comments regarding the Maine State Library support for staff development and consulting services. Twenty-one people provided comments. *(Please see survey compilation for complete answers to question 17.)* Examples of comments include “I have been librarian in a small Washington County library for nearly 30 years and have been very impressed all along with how the Maine State Library staff and consultants have looked out for the small libraries: providing information, training, and at times hands-on assistance. When a new technology (e-books for example) comes along, MSL can be counted on to offer a conference or workshops at which those of us WAY out in the field are introduced to whatever is “NEW” and told how they anticipate it impacting library services.” “the reorganization of the District Consultants to focus more on subject specialties (but retaining the personal contacts for libraries that need that kind of support) was an extremely positive step.” “Need more ‘at the local library’ training for those librarians who do not know they need the training.”

Talking Books Plus

Question 18 asked participants how important they believed the Talking Books Plus program is to the residents of the state who need these services?

Service/Effort 146 respondents	% Very Important	% Midpoint	% Not Important	% Unable to Rate
Providing your library with materials to expand offerings to patrons who are blind, have physical disabilities, or have visual impairments	58.2%	11.0%	6.2%	24.7%
Building staff awareness of new technologies available for the blind, persons with disabilities, and/or those with visual impairments	54.6%	14.7%	7.0%	23.8%
Offering a connection to others beyond the home or immediate community	53.8%	16.7%	5.6%	26.9%

More than half of all the respondents said all three of the services were very important. Providing your library with materials to expand offerings to patrons who are blind, have physical disabilities, or have visual impairments received the greatest number of very important ratings and offering a connection to others beyond the home or immediate community received the lowest number of very important ratings, but there were only 4.4 percentage points difference between the two (58.2 percent compared with 53.8 percent).

The relative rankings by the three subgroups of library respondents were different. Small libraries respondents ranked the importance of the services 1) Building staff awareness of new technologies available for the blind, persons with disabilities, and/or those with visual impairments (55.9 percent); 2) Providing your library with materials to expand offerings to patrons who are blind, have physical disabilities, or have visual

impairments (55.0 percent); and 3) Offering a connection to others beyond the home or immediate community (53.6 percent).

Medium libraries respondents ranked the importance of the services 1) Providing your library with materials to expand offerings to patrons who are blind, have physical disabilities, or have visual impairments (65.8 percent); 2) Building staff awareness of new technologies available for the blind, persons with disabilities, and/or those with visual impairments (64.8 percent); and 3) Offering a connection to others beyond the home or immediate community (62.1 percent).

Large libraries respondents ranked the importance of the services 1) Providing your library with materials to expand offerings to patrons who are blind, have physical disabilities, or have visual impairments (60.0 percent); 2) Offering a connection to others beyond the home or immediate community (48.6 percent) and 3) Building staff awareness of new technologies available for the blind, persons with disabilities, and/or those with visual impairments (47.1percent).

Seven people checked the 'other' button. Six of them indicated they had not used the services listed. "We have not had requests for these areas, but would find out what is available if there was a need." We should "work with various state agencies to build awareness of these library services." (*Please see survey compilation for complete answers to question 19.*)

Nineteen respondents provided additional comments regarding the Talking Books Plus and Books-by-Mail services. Comments ranged widely. "I think these are most important services, however I don't think MSL does a good job getting the word out to staff at other libraries about the services. I have had some complaints from my library patrons about the service they have received from Talking Books—they don't like the titles received or the 'new' machines. Our staff does not know how to use the new machines so can no longer help when there is a problem." "It would be wonderful to establish an internet-based reading program for homebound residents. It could include online story hour for young and old, online book discussions, and social outreach for those who are lonely and not able to participate at the library." "We do take advantage of the Book-by-Mail program to receive a selection of large print books every couple of months and are grateful for this service...I do feel they might be more regularly used if the large print selections in the book boxes weren't quite so dated. Several patrons have mentioned that the available titles are old and not of a very high literary quality. Consequently, we often end up requesting more current LP titles directly through ILL, when needed (which is extremely valuable)."

"Services are highly appreciated by the sight impaired patrons esp. non-fiction BCD titles." "The Books-by-Mail service has been used by some Maine residents as a justification for not providing financial support to local public libraries. That is an unfortunate unintended side effect of the way Books-by-Mail works."

Overall impact of LSTA funded initiatives

Eighty-six (86.3) percent of the 146 respondents said the LSTA funded initiatives have a significant positive impact (numbers 7, 8 and 9 on the 9-point scale).

Fourteen people provided additional comments regarding the Maine State Library's implementation of the LSTA program. *(Please see survey compilation for complete answers to the final question.)* "MSL uses these funds for the highest impact. The funds are spent on vital services and the staff promotes them to ensure they are used and useful. In a rural state with many economic inequalities, these services provide access for everyone in the most cost effective way possible with all appropriate support." "Our libraries' staffs and patrons would be lost without these services. The services assure that connectivity and access to information remains available to all. This is crucial today in our world where social media communications have become the major contact point between people and instant information is so important to our everyday lives." "Would be great to see additional funding for more digital initiatives, professional development, and community-building programming."