

Library Services and Technology Act (LSTA)
20 U.S.C. 9141

Maine Five-Year State Plan: 2018-2022

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MSL
MAINE STATE LIBRARY

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Mission

The Maine State Library helps people, makes Maine libraries stronger and transforms information into knowledge.

The Maine State Library is led by James Ritter, Maine State Librarian under the guidance of the Maine Library Commission (the Commission). The Commission is a 17-member board appointed by the Governor and is broadly representative of the state's library community. The Commission establishes the policies and operations of the State Library, gives advice and makes recommendations on the expenditure of state and federal funds, and establishes guidelines and policies for statewide library programs.

The Maine State Library has three distinct divisions:

1. Library Development Division

The Library Development Division provides for the development of all types of libraries throughout the state. The division supports both statewide infrastructure and direct support to all libraries. Specific programs include: the Maine Regional Library System (specialist and consulting services, interlibrary loan, leadership training and federal and state programs for all libraries), media services, Maine InfoNet, and online database and content licensing. The Grants to State Program is managed and implemented through this division. The Library Development Division strives to provide services that: are relevant to the changing library landscape, have measureable outcomes, are scaled to the size and type of library, improve services and empower Maine library directors and staff.

2. Public and Outreach Services, Research & Innovation Division

The Public and Outreach Services, Research & Innovation Division manages all direct one to one services. These services include but are not limited to: direct free walk-in service, direct library lending and reference services, Books by Mail, and Talking Books Plus (Library for the Blind and Physically Handicapped).

3. Collection Development, Digital Initiatives and Promotion

The Collection Development, Digital Initiatives and Promotion Division is responsible for traditional collection development activities at the Maine State Library including acquiring, cataloging, repairing and preserving library collections. The unit also leads the Maine State Library's digitization efforts to build a statewide digital repository of collections that can be searched and accessed online.

Needs Assessment

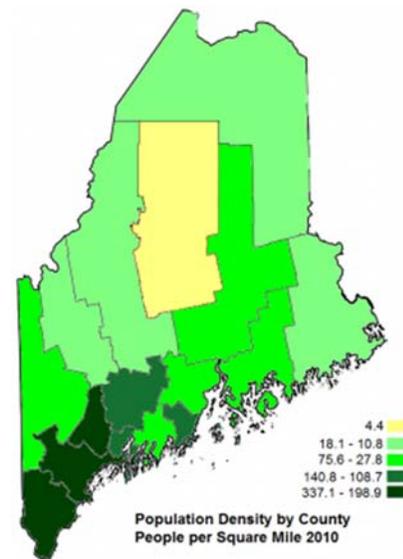
The Maine State Library (MSL) used the following data and input for the needs assessment for the 2018-2022 Five Year Plan.

- Maine State Library: Library Services and Technology Act (LSTA), Grants to States Implementation Evaluation, FFY2013 – FFY 2017: QualityMetrics
- administrative data,
- survey and evaluation data collected between 2012-2017 from librarians
- advisory input from MSL staff, constituents, and partners working with LSTA supported programs

Overview of the Maine Library Landscape

Maine is the least densely populated U.S. state, east of the Mississippi River, with 41.3 people per square mile. It is called the Pine Tree State and almost 90% of its land is forested. Maine's 1.3 million population numbers in rural areas is in decline but those losses are being offset by growth in the Greater Portland area in the south. Lack of population growth has impact on economic growth.¹

Over 18% of Maine's population is over 65 and the median age of 44.6 makes Maine one of the oldest populations nationally. 95% of the population is white and 13.4 % are below the poverty level. Only 29% of Maine residents have a Bachelor's degree or higher. Over 215,000 Maine residents live in towns with no local public library. Of the 491 Maine cities and towns, 47% do not have a library and 19% of small and rural libraries are open less than 15 hours per week.



Directory of Maine libraries by type:

<http://www.maine.gov/msl/libs/directories/index.shtml>

Of the 260 public libraries in Maine, 99% are single outlet libraries. Only Portland Public Library with three branches and South Portland Public Library with one branch are multiple outlet libraries. The majority of Maine libraries are private/non-profit associations (57%) with the remaining 43% designated as municipal departments. Maine has no county or regional systems as commonly found elsewhere in the United States. The large majority (72%) of Maine public libraries serve towns of less than 5,000 people. In Maine public libraries, 72% of library

¹ Online. Maine: An Encyclopedia. <http://maineencyclopedia.com/population-density-by-county/> (map image)

directors do not have an MLS degree, less than 11% of libraries have a reference librarian, only 28% have a designated children's librarian.

Public Libraries

Among Maine's 260 public libraries:

# Public Libraries	Percentage	Description
37	14%	serve towns of fewer than 1,000 residents
83	32%	serve towns between 1,000 to 2,500 residents
67	26%	serve towns between 2,500 and 5,000 residents
43	16%	serve towns between 5,000 to 10,000 residents
23	9%	serve towns between 10,000-24,999
7	3%	serve towns with populations over 25,000

School Libraries

Maine has 632 staff working in school libraries in Maine, 251 have Master's in Library Science degrees. In the past 10 years, Maine has seen a dramatic decline in the number of school librarians at the local school level. The degreed librarian has been replaced with Ed Tech positions and many of the largest districts now employ just one certified school librarian.

Academic Libraries

Maine has 34 Academic Libraries. 12 are part of the University of Maine System, 7 are part of the Maine Community College System and the remaining 15 are private 2 or 4 year institutions. There are great benefits to these institutions from federally supported state infrastructure through Maine InfoNet, databases, ILL and van delivery. Continuing education and professional development are supported through national webinars as posted on our calendar. Maine InfoNet hosts an academic library day yearly

Special Libraries

Maine's special libraries consist of a variety of non-profit, for-profit, government, and correctional institutions that also include Health Science libraries. Of the 47 special libraries the levels of support from MSL is related to their non-profit or for-profit status as well as the participation in interlibrary loan. The Health Science libraries utilize statewide interlibrary loan and van delivery services as does a few of the non-profit special libraries.

Identified Needs from Overview of Library Landscape:

- *There continues to be more non-professionals serving in Maine public and school libraries than professionals which makes continuing education, professional development and leadership training very important in Maine.*
- *Due to size, operating revenues and geography there is continued need for LSTA funded infrastructure for all library types.*
- *Maine's rural population lacks adequate library services.*

Review of LSTA Five Year Evaluation and MSL’s Internal Review

In the recently submitted *LSTA Grants to States Implementation Evaluation for 2012-2017* prepared by QualityMetrics the Maine State Library’s previous plan was evaluated at the goal level.²

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

In the Evaluation Summary, the evaluators made the following remarks:

“...two words best describe Maine’s LSTA program. They are “collaborative” and “comprehensive.”

“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.”

“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- , outreach services to rural areas (Books by Mail), services to individuals with disabilities, staff development and consulting services”.

The many facets of library services that LSTA supports in Maine involves the collaborative work done in partnership with the entire library community and the other organizations that both support and work with our Maine libraries.

The services are comprehensive because LSTA supports both people and infrastructure thus “leveraging funds to accomplish much with little”.³

² QualityMetrics, “The Maine State Library: Library Services and Technology Act (LSTA), Grants to States Implementation Evaluation, FFY2013 – FFY 2017”, Executive Summary, p.1.

³ Ibid.

Review of Goals Achieved

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

The evaluators found three compelling reasons to conclude that MSL achieved Goal 1.

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.

At MSL, work began over two years ago to discuss both the re-design of the MARVEL website as well as obstacles to access content in a seamless manner. MSL staff and a group of librarians from public, school and academic libraries identified the issues:

- A needed update to the web interface
- Easier authentication
- Mobile access

In response, the MARVEL databases became one of four initiatives in process at the Maine State Library in 2017. Building upon the previous work done in 2015, a team made up of staff from MSL, Maine InfoNet, Portland Public Library and Bangor Public Library began work in January 2017. This team is focusing on three areas:

1. Website re-design and easy authentication
2. Database purchasing and assessment
3. Marketing and training

We expect this evaluation and planning initiative to continue on through 2017 with an expectation of a new website and new authentication system to launch in 2018.

In the evaluation of the ARRC program, QualityMetrics indicated that:

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

“The services of the Bangor Public Library (our ARRC) are 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.”

Over 2 years ago the Maine Library Commission determined it wanted to explore the funding model and services provided by the ARRCs. The Maine Regional Library System (MRLS) was

established by legislation in 1973. A study of the ARRC system and services is one of the MSL's 2017 initiatives and will identify what needs exist for statewide library services and are those needs being met by the ARRC system? We expect this study to be ongoing in 2017-18.

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

The evaluators believed that MSL was successful in its efforts undertaken in support of Goal 2 and listed two reasons to conclude that the goal was achieved.

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 residents, including children, living in underserved areas

The evaluators believed that MSL 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". The Books by Mail program, a highly valued service has experienced a decline due to a change in eligibility requirements and likely the availability of e-books. The evaluators found two reasons to conclude that MSL had achieved Goal 3.

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.

An internal needs assessment and evaluation has been ongoing by the Talking Books Plus program of the MSL's current membership in the Consortia of User Libraries (CUL) that provides a catalog and circulation system. For compliance with the National Library Service for the Blind and Physically Handicapped (NLS) MSL will change our Talking Books Plus circulation/catalog system so it may interact with NLS databases for reporting purposes. Our circulation system will also be designed to interact with the new Talking Book player (currently being developed), and

will be capable of maintaining reading lists for patrons to download books via wireless network to their digital Talking Book players.

For the Books by Mail (BBM) program changes were made during the last five year plan to allow for greater efficiency and transparency. During 2015-16, and under the direction of a new State Librarian, the BBM program transitioned from its former home in Library Development to the newly expanded Public and Outreach Services, Research & Innovation Division and the once separate MSL collections, catalog and circulation systems were integrated into one. Since the focus of this program is a direct to the public service this move made more sense and provided some cost savings. During this next five years the focus will be on expanding services in underserved geographic areas of the state.

Maine's goals address three of the six IMLS Focal Areas according to the evaluators.

1. Lifelong Learning
2. Information Access
3. Institutional Capacity to improve the library workforce

These focal areas align well with the needs of Maine libraries and we believe that individual libraries on the local level address Human Services and Civic Engagement needs. We also believe that these two areas are more aligned with the sub-granting process which the Maine State Library has determined too time consuming and would benefit the few Maine libraries with the capacity to implement, manage and comply with federal requirements and regulations. The Maine State Library chooses to use federal funds for statewide projects to ensure funds benefit all libraries statewide regardless of their size, location and capacity. The Maine State Library believes that it does partially address the focal area of Economic & Employment Development to improve users' ability to use resources and apply information for employment support. The Job and Career Accelerator component of the LearningExpress Library subscription is available on-site at libraries, from home via library card login and also at Maine's Career Centers and adult education locations. This resource addresses the focal area at the state-level as a resource.

The conclusions by QualityMetrics and the Maine State Library is a clear indication that we should remain on this path of supporting Maine libraries with LSTA funds by a comprehensive and collaborative approach utilizing partners to support infrastructure and people via statewide programs.

Goals for Maine's Five-Year State Plan

Based upon the needs assessment the Maine State Library will retain its broad statewide goals from the past five year plan with some refinement for better reporting and tracking of goal achievement, outcomes and impact. MSL will continue to direct LSTA funds to statewide programs and projects to provide the highest benefit to Maine residents through libraries. The goals align with the IMLS's LSTA-specified Grants to States Priorities (20 U.S.C. § 9141).

LSTA Grants to States Priorities

1. expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
2. establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services;
3. (a) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services;
4. develop public and private partnerships with other agencies and community-based organizations;
5. target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
6. target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved;
7. develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks; and
8. carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the SLAA's plan. 20 U.S.C. § 9141(a)(1-8).

This strategy works well to serve Maine's rural libraries and populations equitably. All programs provide a foundation for activities both statewide and locally. The following goals are prioritized and take into account the number of Maine residents potentially served by each goal.

Goals and Related Projects

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

Projects

1. MRLS: Area Reference and Resource Centers (ARRCs)
2. Maine InfoNet: Partnership between the University of Maine and the Maine State Library
3. Maine School and Library Network (MSLN): Partnership with Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology

Goal 2: Improve the Maine library workforce via continuing education, professional development and leadership opportunities.

Projects

4. Continuing Education
5. Maine Regional Library System - Specialists and Consulting

Goal 3: Provide and improve library services to individuals with disabilities; and to Maine residents, including children, living in underserved areas and rural areas.

Projects

6. Books by Mail
7. Talking Books Plus

Goal 4: Expand and enhance life-long learning opportunities Maine residents

Projects

8. Procurement, Evaluation and Selection of Online Content: Databases and Learning Tools

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

Project 1: MRLS: Area Reference and Resource Centers (ARRCs)

Description:

The MRLS ARRC system was established by legislation in 1973 (MRSA Title 27, Chapter 4). Currently there are three ARRC libraries serving 16 counties divided into nine regions. The ARRC libraries were selected to improve library services to the residents of Maine. Portland Public Library (PPL) provides services in the southern counties (York and Cumberland - population 494,384). Bangor Public Library (BPL) provides services for the northern and eastern counties (Aroostook, Hancock, Knox, Penobscot, Piscataquis, Waldo, and Washington – population 401,585) and the Maine State Library (MSL) provides services for the central and western counties (Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc and Somerset – population 435,510). Lewiston Public Library (LPL) supplements ILL services for fiction for the MSL.

What the project will do:

The Maine State Library contracts with PPL, BPL and LPL for ARRC services to expand library resource sharing and services for all Maine residents.

All three ARRCs will:

- Provide ILL services to libraries in their respective counties
- Provide free borrower's cards to Maine residents residing in their respective counties
- Provide reference and additional information services to libraries and patrons in those counties
- Provide office space for MSL regional liaisons (as per contracts with BPL and PPL)
- Manage van delivery program for libraries (specific Maine State Library activity)

Who benefits from this project and what are the expected outcomes?

All Maine residents and all academic, public, school (K-12), and special libraries in good standing in accordance with Maine Library Commission rules are project beneficiaries.

Expected outcomes:

Provide ILL services to libraries in their respective counties

- Libraries that are not members of a state ILS consortium can offer ILL services to their patrons.
- Library users in all areas of Maine have access to more materials.

Provide free borrowers cards to Maine residents residing their respective counties

- Maine residents have access to a wider array of services, programs and materials than many small libraries can offer.

Provide reference and additional information services to libraries and patrons in those counties

- The information needs of library patrons in areas served by small libraries staffed with paraprofessionals are met.

Provide office space for MSL regional liaison (as per contracts)

- Regional liaison increases his or her knowledge of the needs of the region's librarians and their libraries enabling the liaison to tailor training and services to the needs.
- Regional librarians increase their skills or knowledge of the library profession.
- Patrons receive better services from trained librarians.

Manage van delivery program for libraries (specific MSL activity)

- Libraries have increased access to in-state materials for their patrons.
- Patrons receive materials more quickly because the materials are in state.

Procedures:

Resource sharing and services will be provided through the MRLS ARRC libraries.

Each ARRC library will:

- Provide instruction via website and other means to area libraries about ILL services and process and procedures to request items.
- Provide a free library borrower's card to Maine residents. Applicants may apply in person, online or through a library.
- Attend Maine Library Commission meetings
- Participate in MSL's ARRC Initiative
- MSL will route unfilled fiction requests to Lewiston Public Library (fiction ARRC)
- MSL will schedule an ARRC ILL staff meeting yearly to review and collaborate on the ILL delivery model and standardize practices statewide.
- Portland Public Library and Bangor Public Library will provide MSL regional staff with suitable office space, internet access and any other support services listed in the contract agreement.
- Participate in other cooperative activities and services as member libraries may need or require (e.g. providing meeting spaces).
- Provide cardholder access to library databases to area libraries and residents
- MSL will bill libraries yearly for van delivery service, facilitate inquiries and complaints from libraries regarding service issue, maintain regular communication with van delivery service provider. Maintain van delivery labels with route #s for all participating libraries.

Project 2: Maine InfoNet

Partnership between the University of Maine and the Maine State Library

Description:

The Maine State Library and the University of Maine System will continue to partner to support the goals of Maine InfoNet. Maine InfoNet (MIN) is a collaborative of academic, public, school and special libraries that provides leadership in resource sharing, promotes cost effective

solutions for quality library information services, and supports the cultural, educational, and economic development of Maine. Supported by the Maine State Library and the University of Maine System, Maine InfoNet connects the people of Maine to information and ideas through library cooperation. A Board of Directors oversees the overall operation of Maine InfoNet and takes the lead in planning and establishment of policies.

What the project will do:

The Maine State library contracts with Maine InfoNet, the University of Maine System and the University of Maine's Fogler Library for services, ILS management and support, and content administration.

MIN will provide Maine libraries leadership, management and access to:

1. MARVEL, Maine's Virtual Library -- <http://libraries.maine.edu/mainedatabases/>
MARVEL is comprised of 63 research indexes, databases and other online content each with its own search interface and also with Discovery Service to search multiple resources at the same time. MARVEL provides every resident of Maine with access to a collection of full text articles and abstracts from magazines, newspapers, journals and reference books that are credible, reputable resources. MARVEL also provides students, business people, public library patrons, and higher education students and educators the ability to search a number of resources at one time for information. MARVEL also provides access to other online tools for learning and research.
2. MaineCat – MaineCat is a Statewide Catalog that combines and links more than 10 million items in nearly 100 library collections. These include public, school, academic and special libraries.
3. Download Library - The Download Library provides online access to downloadable audio books through cloudLibrary. Patrons from member libraries are able to checkout e-books and downloadable digital audiobooks for free, 24/7, from a shared collection. Over 200 libraries in Maine participate in the consortial statewide system. The growing collection currently includes over 14,000 downloadable audio-books and e-books .

Who benefits from this project and what are the expected outcomes?

All Maine residents and all academic, public, school (K-12), and special libraries in good standing in accordance with Maine Library Commission rules are project beneficiaries.

Expected outcomes:

MARVEL:

- Maine residents have access to a large number of comprehensive online resources.

MaineCat

- Maine residents, library patrons and students have increased access to the collections of many Maine libraries

Download Library

- Maine residents and all library types have expanded access to downloadable audio and e-books.

Procedures:

Maine InfoNet will continue the expansion, refinement and evolution of all its services and resources for Maine libraries, library patrons and all Maine residents for supported programs below:

MaineCat

- Maine InfoNet will expand the number of libraries that actively participate in MaineCat
- By increasing participation in the MILS consortia to at least 17 small libraries during the five year plan
- By increasing the number of Minerva libraries, in consultation with the Minerva Board, to at least 65
- Evaluate adding additional libraries that participate in MaineCat through URSUS
- Utilize new technology to Integrate interested Maine Balsam Libraries and other open source libraries into MaineCat
- Explore and make recommendations for opportunities to offer ILS services to K–12 libraries in Maine
- Continue a Memo of Understanding with MINERVA libraries, URSUS libraries and independent colleges to continue MaineCat or another unified catalog solution.

MARVEL:

- Investigate other learning and information resource purchases through consortia agreements (Annually or bi-annually)
- Support authentication from institutional and home users (Annually)
- Monitor and evaluate effectiveness of the discovery system (Annually)
- Implement geo-authentication, geo-location and other methods to provide ease of access to Maine residents who access MARVEL from home

Download Library:

- Monitor use of cloudLibrary and other solutions to e-book demand by Maine libraries and patrons (Annually)

Maine InfoNet will continue the Memo of Understanding between the University of Maine System and MLS to employ an InfoNet Director and staff members.

Project 3: Maine School and Library Network (MSLN)
Partnership with Networkmaine, Maine Department of Education,
Maine Public Utilities Commission
and the Maine State Government Office of Information Technology

Description:

The Maine State Library partners with Networkmaine, Maine Department of Education (MDOE), Maine Office of Information Technology (OIT) and the Maine Public Utilities Commission (MPUC) to manage and administer the Maine School and Library Network (MSLN) which provides Internet connectivity and technical support at no cost to Maine public libraries and K-12 schools.

What will the project do?

The Maine State Library (MSL) is a member of the Networkmaine Council that has oversight over planning and budgeting for the Networkmaine infrastructure, including management of the Maine School and Library Network, video conferencing and other technology infrastructure programs that are utilized by the Maine School and Library Network broadband connections. The MSL and the Council work closely with the Maine PUC who administers the Maine Telecommunications Education Access Fund (MTEAF). The Council reviews and makes yearly recommendations on the annual budget request to the MPUC. The Council works with the MPUC on the sustainability of the MTEAF. Both the federal E-rate program and the state MTEAF fund the connections for the MSLN. The Maine State Library, as a member of the Networkmaine Advisory Council is responsible for representing the needs, missions and views of MSLN public library consortia participants, appointing two library representatives to the council, and communicating the decisions and outcomes of the Council to MSLN libraries.

Networkmaine maintains a help desk, provides web hosting, a domain name hosting service and email services for MSLN public libraries. Currently 230 (89%) of Maine public libraries participate in the MSLN Consortium. Networkmaine manages the RFP, E-rate application process and vendor payments for the MSLN. The MSL participates in this process on an on-going basis.

The Maine State Library provides staff to support Networkmaine and individual libraries in the e-rate application process. The current level of connectivity for Maine public libraries ranges from 100 mbps fiber to 1 gigabit. The Federal E-rate program funds approximately 70% and the state MTEAF funds the remaining 30% for the Maine School and Library Network. With the fiber connections in now place, significant emphasis of the work at the Maine State Library in the next five years will be assisting libraries to apply for Category 2 - Internal Connections and Managed Internal Broadband Services to replace older network equipment in the library.

Who benefits from this project and what are the expected outcomes?

All LSTA/E-rate eligible public libraries are eligible to benefit from this project. At this time, 89% of eligible Maine public libraries participate in the MSLN. Eligibility is determined by the Maine Library Commission. <http://www.maine.gov/msl/about/commission/rule.htm>

Expected outcomes:

- Public libraries provide high speed broadband connections both wired and wirelessly to their communities
- Public libraries upgrade internal network infrastructure using local, state and federal e-rate funds.
- Public libraries are in compliance with federal E-rate rules

Procedures:

- Networkmaine manages the yearly e-rate application, pays invoices and tracks vendor performance and reports to the Council.
- Networkmaine monitors usage to ensure adequate bandwidth is provided and adjusts applications in accordance with bandwidth needs.

- Networkmaine, along with council membership, engages in an e-rate compliant RFP process every 3-5 years.
- Networkmaine negotiates contracts with services providers for the MSLN.
- The Maine State Library attends all Networkmaine Council meetings and actively participates in the work of the council.
- The Maine State Library E-rate/Technology specialist provides ongoing E-rate support to libraries in Category 2 applications and to Networkmaine through all phases of the application process for the Category 1 applications when needed.
- The Networkmaine Council prepares an annual budget and plan to submit to the Maine PUC.
- The PUC provides reports on the funds collected through assessments on Maine voice/telephone bills.
- The MSL E-rate/Technology specialist attends workshops and participates in monthly phone calls to learn, stay up-to-date and then communicate knowledge to libraries about new federal and statewide E-rate and technology initiatives.
- The MSL E-rate/Technology specialist provides information and assistance to libraries applying individually for E-rate funds for Category 2 eligible services.
- The MSL E-rate/Technology specialist will provide leadership to MSL digital literacy initiatives that utilize the MSLN.

Use of Federal Funds for Goal 1:

The Maine State Library will spend federal funds in support of Goal 1 for these projects on:

- Salaries/Wages/Benefits for MSL personnel for all three projects
- Consultant Fees on a project by project basis, determined by needs on a yearly basis
- Project related travel for MSL staff, in-state and out-of-state; travel reimbursement for library participants on a project by project basis – as needed
- Supplies/Materials for work on all projects
- Equipment – none anticipated for any project at this time
- Services provided by contract for organizations outside state government; some state government services related to phone and IT
- Other Operational Expenses – none anticipated for any project at this time

Goal 2: Improve the Maine library workforce via continuing education, professional development and leadership opportunities

Project 4: Continuing Education

Description

The Continuing Education project provides library staff learning and leadership opportunities to strengthen library programs and services in Maine. Programs are delivered in person at statewide and regional meetings or virtually via live or archived presentations. The Voluntary Public Library Certification Program is targeted to Maine library staff without library degrees but also offers the opportunity for degreed professionals to remain up to date with the latest in library trends and innovations.

What the project will do:

- Facilitate, plan and deliver professional development opportunities to foster life-long learning among librarians in Maine. This includes work in the areas of 21st century skills, all literacies (early, digital, STEM, health, etc.), data gathering and analysis, and core competencies for library staff with and without professional degrees.
- Provide learning opportunities for about community engagement and partnerships
- Maintain and update the Voluntary Public Library Certification program
- Continue as a WebJunction Community Partner to deliver online course opportunities
- Deliver a biennial Maine Library leadership program
- Coordinate the evaluation of library CE programs, including the development of evaluative criteria and the implementation of evaluation programs.
- Work with MSL staff to deliver the training and leadership needs of library staff

Who benefits from this project and what are the expected outcomes?

All Maine library staff will benefit from continuing education and leadership opportunities.

Expected outcomes:

- Maine library staff increase their knowledge of the library profession.
- Maine library staff increase their ability to strengthen library services in their communities

Procedures:

- MSL staff will develop a yearly CE schedule and plan for region meetings
- MSL staff will plan two statewide meetings that include national speakers
- MSL staff will sponsor and work with Reading Round Up Committee for yearly event
- Each regional liaison will collaborate with the CE Coordinator for the delivery and evaluation of the yearly regional meeting/training.
- Promote and add new content to the Voluntary Public Library Certification program
- Schedule a New Public Library Directors' orientation each June
- MSL staff will participate in at least one CE opportunity for their own professional development

Project 5: MRLS – Specialists and Consulting

Description:

The Maine State Library recently transitioned to a new service model for providing consultant services to Maine libraries. Details around the transition can be found in the report to the Maine Library Commission, [*Evaluating and Re-Envisioning Maine State Library Consultant Services 2016*](#). Currently there are seven MSL staff that work with libraries as specialists in the Library Development division. The ultimate goal for “consultants” has always been to provide guidance and advice to library staff to improve library services to the residents of Maine. By working on more targeted specialties MSL staff can target specific areas that have become more a part of the 21st century library. Specialists cover a wide range of library related issues and programming. See a list at:

<http://www.maine.gov/msl/libs/Specialties.shtml>



What will the project do?

The MSL Library Development specialists will support public, school, academic, and special libraries in all Maine counties. Maine is now divided into nine regions for this service model. The specialists work on a statewide basis providing resources, guidance, training and other support in their areas of expertise.

The Statewide Advisory Council, with representation from the nine regions and all library types, will work with MSL library development staff to establish statewide goals for the nine regions. The MSL liaison for each region will work with the council for needs assessment and communication strategies for the specific region.

Who benefits from this project and what are the expected outcomes?

Public, special, academic and school librarians benefit from this project as well as trustees and community partners

Expected outcomes

- Libraries strengthen and develop new programs
- Libraries convene and collaborate regionally and statewide to improve library services
- Statewide goals are established and met

Procedures

Specialists

- Coordinate regional and statewide activities in their specialties
- Serve on statewide and regional committees.
- Make presentations at statewide and regional trainings as well as to professional groups
- Serve as a professional consultants to libraries in their specialties working with libraries in groups and/or one-to-one
- Model programming in their specialties where applicable

- Study the needs of the regions and statewide in their area(s) of specialties and make recommendations to Statewide Advisory Council
- Provide consulting services to librarians and trustees
- Meet with partners and other organizations in the state in their area of specialty
- Work on statewide and national initiatives in their areas of specialties or as assigned

Regional Liaisons

- Plan yearly regional CE and meeting event
- Facilitate meetings within the region
- Work with regional designee of the Statewide Advisory Council to convene libraries in their regions
- Work with the Statewide Advisory Council on statewide and regional goals
- Communicate with regional libraries on a regular basis through email and/or visits
- Foster cooperation and networking among libraries and librarians to increase collaboration among libraries to better serve Maine residents.

All MSL staff with these roles will meet as a team to share observations, plan new programs and determine areas of collaboration to best utilize resources.

All MSL library development staff will track library contacts for reporting: site visits, video calls, email and phone

Use of Federal Funds for Goal 2:

The Maine State Library will spend federal funds in support of Goal 2 for these projects on:

- Salaries/Wages/Benefits for MSL personnel for all three projects
- Consultant Fees on a project by project basis, determined by needs on a yearly basis
- Project related travel for MSL staff, in-state and out-of-state; travel reimbursement for library participants on a project by project basis – as needed
- Supplies/Materials for work on all projects
- Equipment – none anticipated for any project at this time
- Services provided by contract for organizations outside state government; some state government services related to phone and IT
- Other Operational Expenses – none anticipated for any project at this time

Goal 3: Provide and improve library services to individuals with disabilities; and to Maine residents, including children, living in underserved areas and rural areas.

Project 6: Books by Mail

Description:

The Books by Mail (BBM) project serves provides library materials via U.S. Postal Service to residents of Maine communities where there is either no public library or no full-service public library, and to people who are homebound for medical reasons. There are approximately 190 towns or townships without public libraries and 47 towns with a library open 12 or fewer hours per week during winter months.

What will the project do?

The Books by Mail section of the Maine State Library serves as the lending library for Maine residents living in un-served or underserved areas by delivering library materials via U.S. Mail. Patrons can order books through the online catalog, mail or via phone. Books by Mail for the Homebound will provide delivery of library materials to individuals who are homebound due to disability and meet eligibility requirements. Homebound patrons do not have to pay for return postage. This project allows Maine rural residents access to print materials as well as access to audio and e-books via the Download Library and online resources and databases with an MSL library card. Every effort is made to encourage local libraries to work with neighboring communities to provide library service to keep Books by Mail for the truly un-served and underserved.

Who benefits from this project and what are the expected outcomes?

Maine residents living in towns with no library (and no agreement with a neighboring town library for free public library service), a library open 12 or less hours, or are homebound will benefit from this project.

Expected outcomes:

- Rural Maine residents have access to library materials in a variety of formats
- Rural Maine residents with libraries open 12 hours or less have greater access to library materials in a variety of formats.
- Homebound Maine residents have access to library materials in a variety of formats at no cost.

Procedures:

- MSL staff will process requests through the online catalog (fulfilling from the MSL collection or interlibrary loan) and mail books with return labels to patrons. Return pre-paid postage labels are mailed with books to the homebound patrons.
- BBM patrons use the online catalog if they have a computer and online access. Patrons without access may use mail or phone the MSL to request library materials.

- MSL provides information in various parts of the state on the Books-By-Mail programs, including at the New Public Library Directors' Orientation and other regional meetings.
- MSL staff will maintain usage statistics, patron satisfaction and costs.
- Keep Books by Mail users informed about any changes in eligibility, based on Public Library Annual data statistics.

Project 7: Talking Books Plus:
Talking Books, Large Print and Descriptive Video

Description of the Program

The **Talking Books Plus** project at the Maine State Library is part of the national network of cooperating libraries, administered by the National Library Service for the Blind and Physically Handicapped (NLS), and provides a free library program of braille and audio materials. The MSL Talking Books Plus project distributes 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. The MSL also circulates large print books to eligible borrowers in Maine by postage-free mail. The project has four services:

1. Online Talking Books Plus Catalog

This online Talking Books Plus catalog provides complete access to information about every book in the Talking Books Plus' collection. It displays the complete bibliographic record, so users can find out what books are available, what each book is about, who the author and narrator are, how long the book is, and whether a copy is available to borrow. Anyone can browse the catalog but only registered/eligible borrowers can order books.

2. **BARD - Braille and Audio Reading Download:** BARD stands for the NLS's Braille and Audio Reading Download. By registering for BARD, patrons using a digital machine can download digital books from the Internet to their computer. Digital copies are always available.
3. **Descriptive Video:** Descriptive videos are regular, commercial films which have been augmented with special narration which describes the action for people who have visual impairments. They are available to people who are registered for Talking Books or Large Print service.
4. **Large Print:** A Large Print collection is maintained by the MSL to circulate by mail to patrons who eligible for the NLS program as well as provide rotating collections to Maine public libraries and other eligible organizations to extend the services to the visually impaired at the local level.

What will the project do?

The project provides eligible Maine residents and libraries access to and delivery of large print books, books on tape, digital books and descriptive videos from Maine State Library Outreach Services (Talking Books, BARD, Descriptive Videos and Large Print Books) via:

- Talking Books Plus online catalog
- BARD Download website
- MSL's URSUS catalog

The Maine State Library maintains the Talking Books catalog, provides support and access to BARD, maintains the large print collection, and provides Reader's Advisory services.

Who benefits from this project and what are the expected outcomes?

Maine residents who are blind, visually impaired, physically handicapped - cannot hold a book, or have a doctor-certified reading disability are eligible for these programs. The program requires certification by a qualified professional. Libraries who service eligible Maine residents also participate.

Expected outcomes:

- All Maine residents who are eligible for the program have access to a robust collection of books and descriptive videos in accessible formats
- The Maine State Library Talking Books program ensures that all may read by providing eligible patrons access to NLS materials regardless of age, economic circumstances, or technical expertise
- MSL will transition to an automated system that is web-based and compliant with NLS reporting
- Maine public libraries will have knowledge about the Talking Books Plus program
- There will be improved public awareness of MSL's services for the blind, visually impaired, and physically disabled in Maine.

Procedures:

Maine State Library Outreach Services Talking Books Plus staff will

- Manage the application process to register for the program
- Provide support and service via phone and email to program participants.
- Provide Reader's Advisory via phone and email to program participants.
- Provide Large Print Books via Mail to program participants
- Provide aids for patrons to learn about and use current online features including a video on how to use BARD. <http://www.maine.gov/msl/outreach/lbph/bardinfo.htm>
- Provide an accessible web site for patrons who access these services.
- Schedule presentations in various parts of the state on Talking Books, Large Print and BARD Program.
- Serve on advisory boards, including Division for the Blind and Visually Impaired (DBVI) and Maine AIM (Accessible Instructional Materials).
- Maintain a local Talking Books digital recording studio that will produce quality recordings of Maine and local interest books to make available through the national Talking Books program or regionally.
- Collect statistics and analyze usage and costs to evaluate value and use of services.
- Stay current on emerging technology and assistive devices used by libraries
- Comply with NLS reporting requirements
- Survey users twice during the five year plan

Use of Federal Funds for Goal 3:

The Maine State Library will spend federal funds in support of Goal 3 for these projects on:

- Salaries/Wages/Benefits for MSL personnel for all three projects
- Consultant Fees on a project by project basis, determined by needs on a yearly basis
- Project related travel for MSL staff, in-state and out-of-state; travel reimbursement for library participants on a project by project basis – as needed
- Supplies/Materials for work on all projects
- Equipment – none anticipated for any project at this time
- Services provided by contract for organizations outside state government; some state government services related to phone and IT
- Other Operational Expenses – none anticipated for any project at this time

Goal 4: Expand and enhance life-long learning opportunities Maine residents

Project 8: Procurement, Evaluation and Selection of Online Content: Databases and Learning Tools

Description:

The Maine State Library uses federal funds to purchase and/or subscribe to online content that includes databases and other online learning services for the benefit of Maine resident for life-long learning. This includes access to over 60 online resources. These online resources provide Maine residents the ability to search a variety of resources at individually or collectively for information. Online content covers a choice of subjects in a variety of resource types targeted for different populations.

These resources include a collection of full text articles and abstracts from magazines, newspapers, journals and reference books that are credible, reputable resources as well as online learning for test-taking, skill building, and computer and digital literacy skills. Access to these resources are through the Maine Virtual Library (MARVEL) portal at:

<http://libraries.maine.edu/mainedatabases/> but also may include online content delivered via the individual ARRC libraries as well as Maine InfoNet.

What will the project do?

The project will evaluate, select and procure online content in collaboration with the University of Maine Fogler Library, Maine InfoNet and other partner organizations using a combination of federal, state and Maine Telecommunication and Education Access Fund (MTEAF) money.

Who benefits from this project and what are the expected outcomes?

All Maine residents with access to computer, tablet, or smartphone will benefit from this project. Libraries are also beneficiaries reducing local costs as federal, state and MTEAF funds target statewide access for all.

Expected outcomes:

- Maine residents and libraries have access to a variety of learning and information resources.

Procedures:

- The online content development committee of stakeholders will use usage data to evaluate subscriptions to current online content.
- The online content development committee will utilize survey instruments to evaluate user and librarian satisfaction with content
- The online content development committee will develop and review collection development policies for content and the various funds sources.
- The online content development committee will make content recommendations to MSL, Maine InfoNet and Fogler Library and report to the Maine Library Commission
- MSL, Maine InfoNet and Fogler Library will determine the need to issue RFPs, make mid-course changes to contracts and/or subscriptions, or discontinue subscriptions of content.

- MSL, Fogler Library and/or Maine InfoNet will enter into contracts or subscriptions for content.

Use of Federal Funds for Goal 4:

The Maine State Library will spend federal funds in support of Goal 4 for these projects on:

- Purchase on online learning tools, content and databases
- Consultant Fees on a project by project basis, determined by needs on a yearly basis
- Project related travel for content development committee members and MSL staff.
- Services provided by contract for organizations outside state government;

Goals with Project Timelines

Goal	Project Name	Project Length	Expected Milestones
Goal 1: Expand library resource sharing and services for all Maine residents.	MRLS - Area Reference and Resource Centers	2018-2022	ARRC Initiative: 2018
	Maine InfoNet Partnership	2018-2022	MARVEL Initiative: 2018
	MSLN Partnership	2018-2022	RFP: 2018
Goal 2: Improve the Maine library workforce via continuing education, professional development and leadership opportunities	Continuing Education	2018-2022	Leadership Program: 2017-18; 2019-20; 2021-22 Spring and fall council meetings yearly
	MRLS - Specialists and Consulting	2018-2022	Nine regional meetings per year
Goal 3: Provide and improve library services to individuals with disabilities; and to Maine residents, including children, living in underserved areas and rural areas.	Books by Mail	2018-2022	User surveys 2018, 2020, 2022
	Talking Books Plus	2018-2022	User surveys 2017, 2019, 2021
Goal 4: Expand and enhance life-long learning opportunities Maine residents	Procurement, Evaluation and Selection of Online Content: Databases and Learning Tools	2018-2022	Establish new collection development committee: 2018 Yearly review of content report Surveys

Coordination Efforts:

LSTA Grants to States Priorities

1. expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
2. establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services;
3. (a) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services;
4. develop public and private partnerships with other agencies and community-based organizations;
5. target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills;
6. target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved;
7. develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and
8. carry out other activities consistent with the purposes set forth in section 9121, as described in the SLAA's plan.

Measuring Success Focal Areas and Intent

Lifelong Learning

- o Improve users' formal education
- o Improve users' general knowledge and skills

Information Access

- o Improve users' ability to discover information resources.
- o Improve users' ability to obtain and/or use information resources.

Institutional Capacity to improve the library workforce

- o Improve the library's physical and technological infrastructure
- o Improve library operations

Economic & Employment Development to Improve users' ability to use resources and apply information for employment support

- o Improve users' ability to use and apply business resources

Human Services

- o Improve users' ability to apply information that furthers their personal, family, or household finances
- o Improve users' ability to apply information that furthers their personal or family health & wellness
- o Improve users' ability to apply information that furthers their parenting and family skills

Civic Engagement

- o Improve users' ability to participate in their community
- o Improve users' ability to participate in community conversations around topics of concern.

Crosswalk: Goals, Projects, Focal Areas, Intents and IMLS Priorities

State Goal	Associated Project	IMLS Focal Area(s)	IMLS Intent	IMLS Priority
Expand library resource sharing and services for all Maine residents	MRLS: Area Reference & Resource Centers	Information Access	Improve users' ability to obtain and/or use information resources.	1, 2, 4, 5, 7, 8
	Maine InfoNet Partnership	Information Access	Improve users' ability to obtain and/or use information resources	1, 2, 4, 5, 7, 8
	MSLN Partnership	Information Access	Improve the library's physical and technological infrastructure	1, 2, 4, 5, 7, 8
Improve the Maine library workforce via continuing education, professional development and leadership opportunities.	Continuing Education	Institutional Capacity to improve the library workforce	Improve library operations	3, 5, 7, 8
	MRLS: Specialists and Consulting			
Improve library services to individuals with disabilities and for Maine residents, including children, living in underserved areas.	Books by Mail	Information Access	Improve users' ability to obtain and/or use information resources	5, 6, 7, 8
	Talking Books Plus	Information Access	Improve users' ability to obtain and/or use information resources	5, 6, 7, 8
Expand and enhance life-long learning opportunities for librarians and Maine residents.	Procurement, Evaluation and Selection of Online Content: Databases and Learning Tools	Lifelong Learning	Improve users' general knowledge and skills.	1,7

The Maine State Library Five year Plan for 2018-2022 has four goals that reflect library needs statewide. Our primary goal to expand library resource sharing and services for Maine residents is our first priority and all our project work and other goals flow from this overarching objective. These projects provide support for interlibrary loan, integrated library systems and a statewide catalog, e-books and audio books, broadband connections, and more.

Our second goal to improve the library workforce is supported by the projects that offer direct support to librarians in the state – continuing education and specialist and consulting services. Our intent is to improve statewide library services by improving the library workforce.

Our third goal targets Maine's disabled and under-served communities. These residents are spread over Maine's large geographic area, some with limited access to broadband to access online resources. The two projects that address this goal to improve services to Maine's disadvantaged populations provide access to books in a variety of formats delivered both online and via the mail.

Finally, our fourth goal is to expand and enhance life-long learning by purchasing, evaluating and selecting online content that benefits all Maine residents – in their libraries and at their homes – with resources that meet the needs of all ages and audiences.

Overall, the Maine State Library formally partners with ten organizations and agencies via contracts and agreements and works in partnership with all Maine libraries to fulfill our mission to help people, make Maine libraries stronger and transform information into knowledge. LSTA funds this comprehensive and collaborative approach utilizing partners to support infrastructure and people via statewide programs.

Evaluation Plan

The Maine State Library has developed outcomes, indicators and methods for evaluating each program in this plan. We will use a combination of output measures and user surveys to gauge our progress toward the goals throughout this plan's life.

The matrix for the evaluation is in Appendix A.

Stakeholder Involvement

The Maine State Library involves stakeholders statewide using a variety of methods and tools. Communication through listservs, regularly scheduled meetings, conferences, surveys and program evaluations are on-going through each five year plan and are used to develop, implement and evaluate the new five year plan. The Maine Library Commission serves as the plan's approver by statute (27 M.R.S. §112(4) (1989). <http://legislature.maine.gov/statutes/27/title27sec112.html>. The Commission approved this plan on June 19, 2017

This Five –Year State plan for Maine was developed with feedback from stakeholders gathered in the following ways:

1. Maine State Library statewide surveys.

- MSL Consulting Services Survey for Public Libraries (Fall 2015).
- QualityMetrics LSTA Evaluation Survey (January 2017)

2. Evaluations from regional and statewide training events

- Review of comments in evaluations during the last five year plan (2012-2017)

3. Regional Meetings

MSL Library Development (2016) – 15 regional meetings

District Executive Board Retreats (2016) – 3 meetings: NMLD, CMLD, SMLD

Maine InfoNet (2013-14) – 9 community meetings

4. Responses to drafts from the Maine State Library and LSTA project staff responsible for carrying out the plan

Project drafts reviewed by:

- Books by Mail (Chris Boynton, Alison Maxell)
- Continuing Education (Stephanie Zurinski)
- Databases and Content (Jamie Ritter)
- Maine InfoNet: Partnership between UMaine and MSL (James Jackson Sanborn)
- Maine Regional Library System - Area Reference and Resource Centers (ARRC) (Barbara McDade and Sarah Campbell)
- Maine Regional Library System – Specialists and Consulting (Stephanie Zurinski)
- Maine School and Library Network (MSLN): Partnership with Networkmaine, Maine Department of Education, Maine Public Utilities Commission and the Maine State Government Office of Information Technology (Jared Leadbetter)
- Talking Books Plus (Chris Boynton, Alison Maxell)

5. Review of draft by the Maine Library Commission LSTA State Advisory Council.

The Maine Library Commission is a 17-member board appointed by the Governor, with a broad representation of the state's library community. The Commission establishes the policies and operations of the State Library, gives advice and makes recommendations on the expenditure of state and federal funds, and establishes guidelines and policies for statewide library programs.

6. Maine InfoNet Strategic Plan 2015-2018

7. Evaluating and Re-Envisioning Maine State Library Consultant Services 2016: Report to Maine Library Commission

For implementation and evaluation feedback, communication will be ongoing.

- Listserv discussions: MELIBS-L, MEINFO-L, Minerva-L, Download Library -L, MELIB-TRUSTEE, AcademicLibrarians, E-rate-Maine, PublicLibDirectors, MSLNTC-L
- Meeting presentations and discussions at state conferences (MLA and MASL)
- Participation in regular meetings of: Networkmaine Advisory Council, Maine InfoNet Board
- Reporting at Maine Library Commission meetings
- Meetings in each of the 9 service regions
- Meetings with LSTA Project Directors and participants

Communications and Public Availability

The Maine State Library posts approved LSTA Five Year Plans, State Program Reports and LSTA Five Year Plan Evaluations at the Maine State Library website at:

<https://www1.maine.gov/msl/libs/lsta/index.shtml>

Plans, reports and evaluations are also submitted to the Digital Maine archive:

<http://digitalmaine.com/>

Notice of all LSTA reports are announced on the MELIBS and MEINFO listservs and are provided to the Maine Library Commission.

Monitoring

The Maine State Library uses federal funds for statewide services and contracts with organizations for services. MSL does not have a LSTA sub-grant program. Monitoring of contracted services is done through ongoing meetings and is interwoven in the MSL's ongoing work with all these organizations.

Meetings include:

- Maine Library Commission
- Maine InfoNet Board Meetings
- Maine State Library Division Directors Monthly meetings
- Statewide Advisory Council meetings
- Meetings in the all nine regions

Assurances

The following are the required certifications and assurances been submitted separately.

1. Assurances of Non-Construction Programs
2. State Legal Officer's Certification of Authorized Certifying Official
3. Internet Safety Certification for Applicant Public Libraries, Public Elementary and Secondary School Libraries, and Consortia with Public and/or Public School Libraries

Appendix A – Evaluation Matrix

Goal 1: Outcomes and Indicators

Outcomes	Indicator	Indicator	Indicator
MRLS: ARRC Project			
Libraries that are not members of a state ILS consortium can offer ILL services to their patrons.	ILL statistics		
Library users in all areas of Maine have access to more materials.	ILL statistics	map of user distribution	
Maine citizens have access to a wider array of services, programs and materials than many small libraries can offer.	user surveys		
The information needs of library patrons in areas served by small libraries staffed with paraprofessionals are met.	user surveys		
Regional liaison increases his or her knowledge of the needs of the region’s librarians and their libraries enabling the liaison to tailor training and services to the needs.	# requests for training	# and % of positive responses on user survey done at regional meetings	
Regional librarians increase their skills or knowledge of the library profession.	survey participants using IMLS questions		
Patrons receive better services from trained librarians.	user surveys		
Libraries have increased access to in-state materials for their patrons.	ILL statistics	# libraries participating in van delivery	
Patrons receive materials more quickly because the materials are in state.	periodic turnaround time surveys of ILL staff		

Maine Infonet Partnership			
Maine citizens have easy access to a large number of comprehensive online resources either through their local library or at home. (MARVEL)	# of database hits	user satisfaction survey	
Maine citizens, library patrons and students have increased access to the collections of many Maine libraries (MaineCat)	Circulation #	% increase of Maine libraries in MaineCat	# and % of positive responses on user satisfaction surveys
Maine citizens and all library types have expanded access to downloadable audio and e-books. (Download library)	circulation #	% increase in collection size	# and % of positive responses on user satisfaction surveys
MSLN Partnership			
Public libraries provide high speed broadband connections both wired and wirelessly to their communities	# and % of libraries participating	average connection speed	# of wired and wireless user sessions
Public libraries upgrade internal network infrastructure using local, state and federal e-rate funds.	# and % of libraries applying for category 2 e-rate funds		
Public libraries are in compliance with federal E-rate rules	# and % of libraries with current CIPA compliance paperwork on file at MSL		

Goal 2: Outcomes and Indicators

Outcomes	Indicator	Indicator	Indicator
Continuing Education			
Maine library staff increase their knowledge of the library profession.	survey participants of every workshop using IMLS questions		
Maine library staff increase their ability -to strengthen library services in their communities	survey participants of every workshop using IMLS questions		
MRLS: Subject Specialists and Consulting			
Librarians increase their ability and willingness to collaborate regionally and statewide	# and % of regional collaborations,	# and % of positive responses on library surveys about collaborations at regional meetings	
Librarians increase their ability to apply learning in specific subject areas	survey participants using IMLS questions		
Librarians increase their understanding of statewide programs and goals.	survey participants using IMLS questions		

Goal 3: Outcomes and Indicators

Outcomes	Indicator	Indicator	Indicator
Books By Mail Project			
Rural Maine residents have access to library materials in a variety of formats	# and % who participate	# circulations	# and % of positive responses on user satisfaction surveys
Rural Maine residents with libraries open 12 hours or less have greater access to library materials in a variety of formats.	# and % who participate	# circulations	# and % of positive responses on user satisfaction surveys
Homebound Maine residents have access to library materials in a variety of formats at no cost	# and % who participate	# circulations	# and % of positive responses on user satisfaction surveys
Talking Books Project			
All eligible Maine citizens have access to a robust collection of NSL materials in accessible formats regardless of age, economic circumstances, or technical expertise	# of patrons served	# items circulated	# and % of positive responses on user satisfaction surveys

Goal 4: Outcomes and Indicators

Outcomes	Indicator	Indicator	Indicator
Procurement, Evaluation and Selection of Online Content: Databases and Learning Tools			
Maine residents and libraries have access to a variety of learning and information resources.	# of learning tools	# of information resources	