

Survey Comments on Individual Programs

Question 4: Goal 1 - Expand library resource sharing and services for all Maine residents.

As a small rural library this is key to helping our patrons access information and resources we can't afford.

Attempting to create a state-wide library system with all funding for materials coming from local municipalities and organizations. If Maine wants a state-wide system, Maine should pay for at least a small portion of it.

Expand relevant library resource sharing and services to all Maine residents.

If this includes Bendable

Importance of Infonet, etc. keeps growing. This of course was demonstrated during the pandemic.

Increase opportunities for cooperation among and between Minerva, MILS, Balsam, Ursus, et al.

It would be wonderful to expand some of these capacities to school libraries especially our rural/less funded districts! Some of the towns in my school district do not have public libraries.

reciprocal borrowing and shared catalog would be helpful

Statewide electronic resources, more libraries into Minerva

This is an invaluable resource.

try to reduce cost for small rural libraries to join a statewide system. Perhaps Maine Infonet could send someone to help libraries re- barcode items.

Question 5: Goal 2 - Improve the Maine library workforce via continuing education, professional development and leadership opportunities

My concern is that this goal, as worded, will place too much emphasis on the MLS/MLIS graduate degree, which is not necessary for the bulk of Maine library positions, is an expensive graduate degree which is not adequately compensated for the price of the degree, in Maine. Rather, I would prefer to see us working on more reasonable job descriptions for the wages being offered, as well as making sure that relevant degrees and experience are also equivalence tested vs MLS/MILS degrees.

Does this include higher pay options for those with more education? This is great, but what is the incentive (besides being a better librarian, I know!)?

First improve the MSL workforce by paying your staff better. Your recent job posts had appalling salaries.

However, should be free or low-cost and as many as possible that can be downloaded at any time. Also Power Point presentations are good.

I would mark this as a number one goal in my opinion. As a graduate of the Small and Rural Library Academy and having completed the Volunteer Basic/Intermediate/Advanced classes, I also feel that more emphasis should be placed on how they compare to an MLIS degree. Is it possible to get the current MSL offerings accredited by the ALA? According to our local newspaper archives at one time the Maine State Library actually helped fund or fully paid for some of the rural librarians to get their MLIS degree. While I doubt that is feasible any longer, I do feel that the current offerings from MSL more than cover the same educational needs of an MLIS degree. And I know how important those classes are to the small/rural librarians who have been part of them. But that many of towns are unwilling to pay them the same salary as an MLIS degreed librarian.

I'm just not in love with improve the library workforce... I feel like it's slightly negative? Maybe something like: Enhance the capabilities of the Maine Library workforce by providing opportunities for professional development, leadership, and continuing education.

I'm not familiar with the programs/projects for this goal. More outreach for them maybe?

Important for plan overall, but not utilized to a great extent by our volunteer staff.

Needs to support living wage expectations for all library staff

Not everyone needs continuing education to run their libraries efficiently, making them an asset to their communities. This question suggests librarians that do not pursue the stated goals are somehow deficient in their jobs.

One need is for updates around job descriptions and responsibilities for public school ed techs who work in libraries and are taking on responsibilities of full time library media specialists (certified). There is a real discrepancy between job descriptions and pay scales. Schools are allowed to employ ed tech IIIs in their libraries (especially at the PK-5 grades) with supervision from a school library media specialist, but I feel that this is unfair and inadequate. Ed Tech IIIs in my district are going above and beyond their roles and responsibilities without being compensated.

Should focus on increasing librarian salaries especially as staff gains new education and knowledge that helps their library.

This is an invaluable resource.

This needs to be re-written to differ between requirements for all libraries vs skills needed to operate a library, especially small rural libraries.

Valuable, but not as applicable for us.

Question 6: Goal 3 - Provide and improve library services to individuals with disabilities; and to Maine residents, including children, living in underserved and rural areas.

Availability of books by mail should be advertised more.

I think there could be much more to this goal than the two programs identified, including support for website accessibility, more robust investment in cloudLibrary, etc.

I'm not thrilled with lumping the rural community and people with disabilities together.

Include English language learners, new americans in this goal. They may be underserved in urban and suburban areas.

It would be good to include literacy services, particularly for disabled and/or marginalized people. I've encountered many illiterate adults who need help applying for jobs or filling out forms.

MPLF funds needed to be distributed with respect given to the directors understanding their local needs and budget restrictions.

Please include New Americans and those for whom English is not a first language

Provide and improve library services to Maine residents, with a focus on individuals with disabilities, children, and those living in underserved and rural areas.

The wording feels a little confusing to me. I see the semi-colon, but it seems like you're just targeting individuals with disabilities and perhaps other Maine residents as an afterthought? Maybe also include the elderly and shut-ins?

This is a key need especially after COVID which showed us how isolated some groups in our society are.

This is an important goal. I would add something about the importance of, and keeping of, school libraries with professional staff.

This may be an important goal for some areas of Maine, but not one I see being used by our patrons.

This should be 2 separate goals. 1 servicing disabled person, 2 underserved, RURAL residents.

With available resources such as audiobooks and eBooks available for portable devices, I think people with disabilities could be better served by providing internet and devices. I can see reasoning Books by Mail for kids but might be better replaced by providing books for free that don't need to be returned.

would love to see this goal expanded to specifically mention nonwhite Mainers, immigrants/refugees, and other marginalized groups

Yes, but would like to see something on Diversity and Inclusion and how to reach all underserved communities and minorities

Question 7: Goal 4 - Expand and enhance life-long learning opportunities Maine residents

Expand and improve life-long learning opportunities for all Maine residents, particularly those in underserved and rural areas.

I think the Bendable project will benefit many in our state.

I think this is an extension of question 1.

I'm torn on this one. First, add "for" after opportunities. :) BUT, I think why I feel torn is because I feel like this is the job for the rest of us. Yes, you provide many of the tools, but then our job is to actually market and show residents how to use said tools. You are certainly providing the opportunities though...so maybe it's completely fine!

In my anecdotal experience, nobody really takes advantage of these databases. The idea is good but they don't get any use and so it seems like the money could be better spent elsewhere. So, the overall concept of enhancing lifelong learning opportunities is hard to argue against, I just don't know anyone who is using these online resources to accomplish that goal.

just add "for" Maine residents

Looks like this is missing the word "for" before "Maine residents."

Micro credentials may become an important aspect of this goal in the near future

Provided this is referring to Bendable.

Relevant opportunities for all Maine residents - seems like we are concentrating on the urban select's interests.

Slight typo? "opportunities for Maine"

Very important to our small, rural library.

work with literacy programs and local adult education

would this goal be better served by adult education through school districts?

Question 8: ARRC- ILL

As a small rural library, I can't even begin to tell you how important this is to our library.

Do they really provide services for 76% of libraries? It always feels to me like most ILL goes through Minerva/MILS/MaineCat at this point. I'd like to see more support for getting libraries on MILS so we can rely on this less.

Even though I am not on van delivery, I rely on this service to augment my collection and save us valuable dollars spent on very specific titles that only one or two patrons are interested in.

Hopefully price is free or low.

ILL is a lifeline for us, we rely on it each week.

It would be great if van delivery were available to all libraries! Because of small volume of requests and cost of service, this is not possible for our library.

My library handles its own out of state ILL requests. It is an important service for academic libraries. I think it is also important for high school and public libraries.

Resource sharing is crucial--life changing--for our small library.

Sadly, too expensive for us to participate

The ILL ARRC has been indispensable for our library.

The ILLARRC program is extremely important to our patrons and their access to materials. We are a small rural library and could not possibly acquire all the materials these collections provide.

There needs to be a push to get more libraries fully funded to participate in the delivery of these services--I don't want to see communities relying on the ARRCs in lieu of developing their own strong libraries.

This doesn't impact my library but it absolutely should be continued as a statewide program.

Thought I know the state library does a ton for libraries across the state....this is THE thing I know MY library DIRECTLY benefits from. Viva ILLs!

We would be lost without them!

We'd like to be able to request ILL directly from owning library without having to go through ARRC.

Who will track requests for items not owned by a Maine Library?

With the huge growth in ILL through MaineCat, the role of Area Reference and Resource Centers has changed drastically in the last decade. The role of ARRCs should be reevaluated and redefined.

Question 9: ARRC Reference Services

Don't have enough info to comment.

Honestly, how many libraries actually turn to their ARRCs for reference services? I can see the ILL thing (although the number still surprises me) and the free library cards, but I feel like this service is probably underused. And why do they never have to explain how they spend the money? This is the part that is really confusing to me.

I don't think the ARRCs function in the same way that they needed to years ago and more information is available to all librarians through the Digital Maine Libraries. Perhaps more focus on training for these resources would be more beneficial to ensure that direct library staff have the skills needed to provide this essential service.

I have been here for 5 years and we have not ever referred anyone to our ARRC nor have we directly asked a reference question. I am not sure how often their digital resources are used by patrons to answer questions directly. We do have several library users who have taken advantage of the free ARRC library cards offered.

I have used the reference service and found it very helpful

I wonder how many libraries don't have someone with an master's degree and if this service allows patrons to connect with reference staff that do have a master's degree.

Is it possible to get a tally on how many of our patrons are using ARRC services while still respecting confidentiality? What information needs are ARRC libraries meeting that should be met at the local library?

Is this still used extensively? I can't say it's no longer needed because I'm not sure, but I wonder about how much reference services are provided.

Local reference services should be able to handle questions. ARRC libraries provide cards to any member of the state which should provide access to any online database they have. Most libraries will answer a question regarding local resources if you call, whether or not you are a resource center or not.

Maybe this needs to be publicized more. I have not been aware of ARRC reference services available to us.

Our library doesn't utilize ARRC reference services much but I still think it's valuable.

Small libraries depend on ARRCs for reference services

The legacy model for reference services from ARRCs is outdated and should be dropped, in my opinion.

We and our patrons use the reference services only rarely, mostly for genealogy queries. I wouldn't say the service has "no impact", but it has very little impact.

Question 10: ARRC Free Library Cards

Although I am very much in favor of making sure that everyone has access to a library I feel that towns surrounding an ARRC often push their citizens to go get a "free" card instead of developing their own library.

Are there any Minerva libraries that offer a free card statewide?

As statewide Reciprocal Borrowing takes root, the ARRC free cards become more problematic. Patrons who do not reside in area that supports a library through taxes can get a free card through an ARRC and use that card at any library participating in Reciprocal Borrowing. That is a problem with the way the system is set up. Perhaps a formula for State reimbursement of nonresident borrowing would be a step toward a solution.

Greater promotion of this would be helpful - I'm library staff and didn't know state residents could get cards at Bangor.

I have a couple of patrons who have mentioned having a card from MSL. However, we are far too rural to have frequent trips to Augusta feasible and practical for most patrons.

I think this is really beneficial for users without a library that is immediately accessible and for the various resources that each ARRC has...they don't all have the same resources.

I would love to see more countywide options

It would be nice if Portland cards could be statewide as well, but I wonder if that's too expensive a prospect.

Many libraries probably provide free library cards. Paris Public does as well as Hamlin Memorial.

MRBP should replace this.

Open access and providing free good information to all is what we are all about.

Patrons who obtain a PPL card from us use cloudLibrary. However I have a lot of patrons with Kindles who miss Overdrive.

The free PPL cards were very appreciated during the pandemic because they made additional online services available to patrons.

The Reciprocal Borrowing Program enhances the value of free cards from ARRC libraries. As a small library participating in reciprocal borrowing I was worried about a loss of nonresident fees, but that hasn't happened [yet].

This confuses me a bit. So, if Bangor and MSL were no longer ARRCs, then they would no longer offer free cards statewide? Or is that not part of being an ARRC? If it IS why they give the free cards, then keep it as part of being an ARRC.

We no longer use this service.

We tried the PPL cards one year and did not think it worked well. Our district, SAD6, is just too far away from Portland for most to use it regularly.

With the expansion of Interlibrary Loans through van delivery, the growth of the cooperative borrowing program, I am not sure that this is really needed.

Question 11: MSL Delivery Services

Again, this service is SO important to small and rural libraries. Without this, we would no longer be able to provide books from other libraries to our patrons. They would just have to do without.

I did not know this. A free delivery day?

I feel its important even though we do not use it.

I think this is an integral service that needs a consistent hub to manage the service and MSL does a great job with this.

I would like to learn how to get my free subsidized service with the van.

If MSL only does one thing it should be this. My patrons experience would be severely impacted in a negative way if this service was reduced or eliminated.

It might be worth finding an alternate van delivery vendor and increasing the amount of bags in the system.

MSL subsidizes one free day of delivery service for public libraries is so important and appreciated.

Thank you for this service! As a small rural library with a large population increase in the summer, it is super helpful for quality service to our card holders.

The delivery service is a crucial component of library services in Maine.

the delivery service is the best thing Maine libraries have done. Libraries are so much stronger when they can share resources.

the is an absolute must for the next 5 year plan

This is essential.

Van delivery is SOOOOOOOOO important!! Thank you!

Very valuable!

We are not on the van service.

We would love some version of VAN service but realize we might not use it often enough to justify the expense. What modification could be implemented?

Yes please !

Yes, please!

Question 12: Maine InfoNet – Support of Digital Maine Library

Add: Subsidized the cost of Maine Cat for libraries with limited funding.

again, an absolute must for the next 5 year plan

All of these systems are important assets to the statewide system and used by our patrons.

Expanding the MaineCat Library Systems Environment should be the focus to increase digital equity, particularly the small and rural libraries who are unable to afford the cost of the state supported Sierra ILS.

I don't know what the plan is for Bendable vs InfoNet.

I push DigitalMaineLibrary every chance I get!

I would love to see more support for MILS and some more funding for InfoNet employees. I feel like they are severely understaffed for the amount of work that they do.

It might be important to include language covering what happens if/when UMS no longer uses Sierra.

Maine Infonet does SO MUCH that impacts the daily work of so many libraries. Please increase funding and positions to support them and this wonderful growth

Maine InfoNet labors behind the scenes to make library services in Maine excellent.

Our statewide consortia is an amazing role model for service sharing and needs to be supported

These resources are an essential service to all users in the state of Maine.

These services are critically important to our small academic library.

We are so hoping to get into Minerva and subscribe to Sierra for our ILS system by next year (2023). It is nice that you are providing the expanded capabilities to libraries not in MILS or MINERVA to be seen in Maine Cat. We like the consortium platform and the added visibility for sharing what we have in addition to being seen in Maine Cat.

YAY Maine InfoNet!!! Woohoo!! We love you! Thank you for continuing it

Yes, this is an essential service.

Question 13: Maine InfoNet ILS and MaineCat

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Add Balsam

Add: Subsidize the cost of one-to-one personal attention for improving the small, underfunded rural libraries.

another absolute must for the next 5 year plan

As we use Apollo...this is important but doesn't influence by day to day running of the library.

From my perspective, "Minerva" has become a generic term for library service in much of Maine.

I would love to see Maine InfoNet provide more support to library consortia outside of URSUS, Minerva, and MILS. Participating in these consortia is not possible for many small libraries. I encourage thinking about moving to open-source options rather than proprietary software (Sierra) so that all libraries in the state can be included.

MIN is the glue that holds everything together. I can't imagine Maine libraries without them.

So valuable!

This is incredibly important if we ever want to get to Karl Bizer's vision of a "one-card" statewide system

We are not a Minerva library.

Yes, this is an essential service.

Question 14: Maine InfoNet Download Library

Add additional content--movies, for example

An essential service, especially as demonstrated during COVID.

another absolute must for the next 5 year plan

Continue to add more materials so there are not as long of wait times for items. I have seen a notable improvement this past year.

Definitely a plus!

Expand vendor options so all devices have a collection available

Having a way for libraries to make a greater contribution to content would be helpful.

I think that purchasing of Download Library materials should be delegated to someone other than James Jackson Sanborn. It feels like the youth titles (teen and children's) lag behind the adult titles in ordering.

I would like to see a member library board or advisory committee to help inform Download Library-related decisions. Right now, this is a very non-transparent process despite operating on quite a bit of money from everyone.

I'd love for MIN to consider a switch back to Overdrive. Our patrons and staff have been much less happy with CloudLibrary. MIN also has a poor track record of making big decisions with limited input from libraries that will be impacted.

Many patrons use the Download Library. It was a life saver during pandemic and continues to be of use during winter weather.

Our patrons use and enjoy the Download Library very much.

Selection of titles needs to be reviewed.

The Download Library's interface does not feel current or organized.

The waiting times for Download Library items are a continuing concern.

This doesn't impact my library but I feel it is especially important for small rural libraries.

Yes, this is an essential service.

Question 15: MSLN and Zoom Subscriptions

Absolutely indispensable service!

Again, zoom contract is so important.

As the above question, this doesn't impact my library but I feel it is especially important for small rural libraries.

Defenately e-rate is a priority. But, I'm not sure that Zoom Pro licenses are still needed as the pandemic abates. Maybe a survey to see if libraries are still using them.

Erate usage has changed immensely in the last few years. There may need to be a new plan for how to help libraries take advantage of this funding.

Extremely important to our patrons, staff and the overall functioning of our library and supportive of our programs.

Incredibly valuable!

Never get rid of this! For those of us who are head librarian, IT person, and sometimes-maintenance person, MSLN is a Godsend.

Thank you for this! It saved our programing and we continue to have hybrid programs thanks to this professional account.

This is the infrastructure for the way libraries operate now.

this service is invaluable to my Library!

TOP of my list !

would be pleased to see more interaction between public libraries and public school libraries

Zoom is wonderful and saves on travel and time.

Question 16: Continuing Education

A variety is important.

Any CE is good CE

Asynchronous learning works best for me and my schedule.

At the end of my career, I'm not as interested as earlier. But I think your offerings have great value for those in the field, especially in a state without having an MLS program.

I do know folks learn in different ways ie visual, auditory etc so this needs to be carefully examined. Thank you.

I had no idea! This is wonderful!

In person. In person. In person. Varied topics - as like in the past, good work.

My job is defined by the town I live in. I appreciate some learning opportunities that discuss current trends/topics, but much of what is of value in large, urban libraries is of no use here.

Networking with others is a valuable opportunity for in person learning. Time and cost for driving is an advantage of virtual.

Not a service used by our library, but still important.

Once or twice a year, mail (not email) a handout about a current library issue or topic, with suggestions on what to do and where to look for more information on the "how-to..." Topic right now is the book banning issue. "Paper in hand" is still important.

Synchronous, but not asynchronous, is one preferred mode of learning for me

Thank you! Staff here appreciate and take part in these offerings.

This program is not for me only because I have 2 free classes at UMS a semester. I think it is very important for non academic libraries.

We are a small rural library that is only open 12 hours a week. Learning has to take place during specific hours or on our own time.

Without the virtual/online option of meetings and trainings, many of the smaller/rural libraries, including myself would be unable to attend due to weather and distance. I also think Covid has shown how valuable virtual/online offerings are to everyone in the state of Maine.

Zero travel time for learning/training opportunities is so awesome! It would be tough to go back to driving 3 hours for a 1 or even 3 hour session. However, in-person meetings, etc. are great for networking and just feeling human. It's a toss-up for delivery, but Continuing Ed should absolutely continue.

Question 17: CE Events

Academics need CE too please. Our campus budget has cut most professional development. I'm not sure we can even go to any of the Council meetings unless they are free and via Zoom.

All of the above are extremely important offerings for all libraries and their employees in the state, but most of all for small and rural libraries, who many times are hired with no training whatsoever just so a town can save a few dollars.

any virtual training for library staff who are new to working in libraries.

Coffee hour chats these past few months have been wonderful! Thank you. Also so excited to attend the MLA Conference at Sunday River in May! Thank you!

For new librarians in small rural libraries, an initial one-to-one meeting with a question and answer format could go a long way to establishing a connection to further education.

Help with even smaller groups - libraries serving X size, libraries with \$X budget. The Small and Rural designation puts libraries with \$1M budgets in the same cohort as those with \$50k. Our issues are not the same.

I am not familiar with some of these programs

I am not sure what Reading Round Up is. The Maine Public Library system was instrumental and critically important during covid. Also would like to see how local libraries that are close in geographical proximity could partner more and leverage offering and resources

I am sure all have great value, but we have only participated in a few...

I have found that conversations with other librarians about how they do things (programming they offer, solutions to problems, etc.), has been the most beneficial "CE" for me. The New Public Library Directors' Orientation was very helpful when I was a new director.

In-person help from a MSL staff person for rural libraries.

MSL does a fabulous job with continuing education events. I've worked in several libraries in Maine and I've always felt like I was part of an extremely large library system rather than simply a small/medium sized library.

Periodic public library directors' roundtable meetings/CE (not just new directors)

Rather than regional meetings, I would really like to see MSL start breaking meetings up by service population. We have more in common with libraries of similar size than we do those in our regions.

Some sort of orientation for new school library media specialists would be super!

The only event I participate in is the regional meetings. I don't know enough about the others to comment.

Unfamiliar with NELA/NELLS Regional with CE would depend on topic

We're volunteers and less interested in CE, more interested in networking with and learning from peers. New Directors' orientation was VERY helpful

Question 18: Specialists and Consulting

Not important for my particular academic library

For small libraries this is important.

Having expert advice is helpful for us. Strategic planning and building expansions/ enhancements are better because of these services.

I am new and unfamiliar with what has been done in the past. But the MSL staff have been very helpful when I had questions!!

I didn't know this was available.

I do miss the regional consultants, who had a deeper understanding of the libraries in their region, and the issues and challenges specific to each

I have not had an opportunity to utilize the liaisons, but it seems to be a good thing for Maine libraries.

I just found out about this so we haven't yet used it but I'm excited that it is available!

It is a comfort knowing we have support at the State level.

More effort needs to be made to let libraries know how these services work and what types of projects/expertise they can offer.

Need building planning consultant on retainer if not part of the staff expertise.

Not relevant to my library

sometimes there is a long wait to get a person to come to the Library , when an in-person trip is required.

Staff at the Maine State Library have been extremely helpful, beginning ten years ago when we were planning our new library and continuing to today.

THANK GOD for the liaisons - I certainly have called on Jenny more than my fair share of times!!

We could use an academic consultant in these days of "we don't need a library because we can use digital offerings" -- with no Admin understanding of the legal and financial differences between using a personal ebook vs. a library ebook, databases, etc.

Question 19: Liaisons

I do not know as I have not used the service and did not know it was available.

I suspect that the liaison services might be very useful for smaller libraries.

I think it depends on who your liaison is and what your relationship is like with them. I know many of the consultants so I tend to go directly to which one I need, rather than through my district consultant.

I think my job on MLAC is to be a liaison and I admit that it's a struggle to get a response when I reach out to most libraries in my region.

I worry that small libraries are not getting the support/attention that they need. It seems that the liaison services could be more effective if there were staff whose focus was solely on the libraries in their region--not also to consult about their specialty.

It is a comfort knowing we have support at the State level.

More outreach from consultants needed. I do understand they are very busy.

Not relevant to my library

Not so useful to me as an academic. Very useful when I worked in a public library.

Not sure.

Not useful For my particular academic library

Support is always helpful!

Question 20: Talking Books and Large Print

In Kittery Large print demand is soaring as our senior pop grows.

Glad this is available should we have patrons request any of these

I am new to my work place and Large Print is not my area of expertise. I cannot speak to demand over the last five years.

I am unsure about our current large print selection.

I do not know about demand - Board member vs. librarian - finding unique ways to get to older community members - especially those that live alone would be great. Many towns have senior centers that the libraries should look into partnering with

I feel strongly that MSL needs to continue to offer LP materials as it helps visually impaired individuals more engaged. People with visual impairments are already feeling marginalized and doing away with current materials will make them feel even more marginalized,

I think many are using portable devices instead where the print size can be adjusted to the individual.

I wasn't aware of this borrowing opportunity from the MSL, but think it is wonderful and should continue!

I would be interested in volunteering for the recording project but I cannot find information about it online.

Large print books are in greater demand, not less.

Large print circulation has increased at our library the past 5 years.

Large Print is in higher demand over the past 5 years!

Large print is one of our highest circulating collections per title.

Large print is very important with an aging population. We need more and more cost effective opportunities.

Large Print use has been growing at my library.

LP is generally very lightly used in our library, but when it is needed, it is usually an immediate need so that we are happy to have at least a small collection right here.

Many patrons with vision issues have switched to digital books where the font can be increased. They use cloudLibrary or other pay-per-download services like Amazon.

most of our LP have been donated - purchase less than 10/yr need to check into the LP book collections from MSL

My library has a small collection of large print books, all donated by area publishers and individuals.

My staff looked into borrowing Large Print books from MSL, but was told that the collection was of older books and money hadn't been put into the collection in years. We are still buying LP books now, but can see ahead to when the "middle generation" that is comfortable with technology ages into LP readers, they may be more likely to use e-readers and the demand for LP print books decreases. In the meantime, it would be lovely if we could borrow from some collective of LP books.

Other: [x] My library currently has a patron who gets book directly from Thorndike, then donates them to our collection. (I suppose this could have gone under box 2 BUT the nuance is probably important. My library doesn't spend budget on LP materials...

Our library users really benefit from this, as large print books are both expensive and take up a lot of shelf space per title, so being able to add to what we have with a rotating collection of titles is really helpful.

Our library would like to learn more about the collections of large print books for libraries. Our community is aging and we find no loss in demand for LP books, possibly even an increase in requests.

Over the years a number of patrons have used and enjoyed your services for the visually impaired.

Some of the books are very old. Would like to see more recent offerings to small libraries with limited budgets.

Very few Large Print. No demand.

We have many residents that request Large Print books from MSL but have been disappointed with the selection and the lack of new books for 2022.

We have used MSL and may again, our LP use is seasonal.

We have whittled down our Large Print collection and kept some that are filed with their regular print counterparts. Wondering if eBooks and devices that can enlarge the text are what people use more of now. Circulation of Large Print here dropped off significantly in the past 8 years.

We use to receive Large Print books and when MSL resumes this program we would like to receive them again.

We used to borrow LP books from MSL but found it was too difficult to get the books back from the patrons in time to ship back out. Also didn't have enough space to hold them at the time.

We used to get Large type books on a regular basis but do not get them any more. People without a Dr's note for use of larger print would read these books. Pride keeps some from asking for a Dr's note for large print books.

Question 20: Books by Mail – Interest in Program

Absolutely we'd be interested!

I am interested, but I'm not the director.

I cannot comment on behalf of the library, but as a librarian and a resident of Maine I think this is a great idea.

I don't think an academic library is the best for this program, especially considering our proximity to large public libraries.

Our cards are free so it doesn't seem we'd have a need for this service. Also, we offer delivery to homebound patrons.

Paris Public Library would be delighted to participate!

So they pay for the card, yet we swallow all the shipping costs? A

That would be great!

We already offer free library cards to anyone who requests one regardless of their town/state of residency

we have our own book delivery service for homebound patrons and our library cards are free to Maine/NH seniors

we're closed in winter but patrons can sign out unlimited # of books in Oct to keep them reading until May. Many also use the Patten Library in Bath.

Question 22: Homebound Services

A staff member visits a few senior living facilities and a select few homebound patrons otherwise. We don't have staff to add more individual visits, so that's a service we don't widely promote.

At this time only 2 patrons take advantage of this service

But it gets little use.

Currently overhauling this program.

Finding out who needs the service is the biggest issue.

For the past two years we have and continue to provide book deliveries. It is mainly for "homebound" patrons who can not drive or have no transportation to get to the library. Staff and volunteers make the deliveries. (No fee for this of course.)

Home delivery if patron cannot come to the library, we go to them for returns and delivery.

Home delivery.

I conduct literature searches for patrons and send health-related information either by email or postal service

I do not know the details, I'm sure someone else will comment on it.

If a patron calls we will deliver to them at their residence

If asked, librarian or volunteer will deliver books.

If we know someone can't get to the library, we will deliver ourselves or find a volunteer. But it's not something we do regularly or advertise.

In addition to phone & email services, which are used regardless of patrons' situation, our Friends Group makes weekly deliveries and pick-ups of material to home-bound

In-bound patrons need to find someone to pick up their books. We do not have someone who delivers.

Limited circumstances include a family member or friend designated by the patron as proxy to pick up their materials. We also have provided the service "Books on Wheels" in conjunction with SeniorsPlus "Meals on Wheels" but at present, no one is participating in that program.

Not currently. I would institute it if necessary.

Nothing formal, if someone can't get to the library for some reason we'll drop and pick up materials.

On a case by case basis, mostly by mailing books as needed. Very limited use.

On a need-based basis.

Online-only students can still access library resources including research help via our LibGuides website. We currently don't have curbside for printed items, dvds, or cds.

Our issue is we have to do porch drops and volunteer drivers are scarce.

outreach to senior living facilities

Pick books for nursing home patrons but since pandemic can only be picked up at Library

Scheduled deliveries of materials to individuals and facilities within our community.

Simple book delivery. To homebound (seasonally homebound works for us, we've very low key) individuals, and occasionally, group settings.

Specifically to assisted living centers and similar locations.

The director has, and will deliver materials to home bound patrons.

The library has offered delivery services to some of our homebound patrons, but they have not used the service. The service is there and available, just not utilized.

We are interested in expanding services.

We deliver and pick up books for homebound patrons when needed, but the need has been sparse. Usually, patrons have neighbors, family or friends take care of this.

We deliver books to anyone we know who wants them. However, there are not a lot of people that utilize this. We have 2 Little Libraries available for free books.

We deliver to 2 local nursing and senior residence facilities.

We have not had any requests, but we could be available to do so...

We have offered home delivery for folks unable to come to the library, but we rarely have anyone take us up on this offer.

We have two volunteers who have agreed to bring books to homebound patrons in our town on an as-needed basis.

We offer book/DVD delivery to our homebound patrons.

We offer delivery/pickup of materials, facilitate requests, and/or curate content based on patron preferences.

We offer home delivery of physical library materials to patrons in Thomaston and the surrounding communities.

We offer it but it doesn't get used very often.

We only have a few, and it is very informal.

We reach out when we hear that someone is unable to get to the library. Informal, but works in a small town.

We take their requests over the phone/email and the director (for liability/insurance reasons) delivers the books to anyone within our greater town limits.

We try to accommodate special needs and requests.

We will send requested books by mail.

Yes, but I'm not sure they know that.

Question 23: DML Databases

Academic Search Complete is crucial for our students. Gale does not have as many scholarly resources that professors require.

Access to national newspapers as well as local newspaper archives is really useful to us and our patrons, but the interface isn't very user-friendly for many patrons who might not know the title of the article they are looking for or other information. Patrons have requested a more "browsable" interface.

Ancestry is widely popular

Artstor would be an excellent addition.

As a board member, I do not know which ones are used by the library patrons.

Consumer Reports

DML is very hard to use. I'm sure the usage statistics would be better if it were more user friendly. I avoid using it and go to Google if possible. It's that bad! And yes, I have an MLS! That just makes me more angry!.

I don't know what databases my patrons may access from home. None have been mentioned to me at the library.

I look for middle school level when possible.

I love Novelist. I have gotten used to Gale and I do miss Consumer Reports, but I haven't noticed too many other issues.

It is used very sparingly by our users

It would be great if the state picked up the subscription to Academic Search Complete from Ebsco again. Gale is not as helpful a resource and there are often linking problems which impact our users.

My staff VERY rarely accesses Digital Maine Library...and I'm not sure my patrons know about it (I can/will do better.).

Online Consumer Reports!

Please consider home access to Ancestry, Newspapers.com and Fold3. Thank you!

Rosetta Stone would be nice

The database doesn't get used here. It's difficult to navigate and people give up.

The databases are of limited value. The lack of Consumer Reports is a big issue, as that was really the most useful component in the past. The interface is very hard for patrons to use, and if they do find something of interest, it is usually an abstract only.

The only thing that my patrons have ever made regular use of are Ancestry and, back when we had access to it, Consumer Reports. I would love to see Consumer Reports return.

We at the library use the Ancestry and My Heritage databases on a daily basis doing genealogy research for patrons. And I know the Peterson's Career Resumes, Gale legal forms and Chilton manuals are invaluable to the low income families of Maine that use them. I myself have used them personally for vehicle repairs. I don't think all three of those databases get enough marketing to show how much money they can save a family who utilize them.

We decided to stop getting Mango and are promoting Pronunciator Language Learning as a better alternative.

While I marked the databases I know are used by patrons, I may have missed some. I will also note that we have other database subscriptions through our university, but the ones checked are also listed for our patrons.

Would really like to see more recreational offerings, like Hoopla or Kanopy.