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Evaluation Summary

The period of time covered by the evaluation of Maine’s implementation of the Library Services and Technology Act (LSTA) Grants to States program (2008 – 2012) marks what has been arguably the most volatile period in the history of libraries in the United States. The sharp economic downturn combined with rapid technological advances and exceptionally high customer demands presented all state library administrative agencies (SLAAs) with a daunting challenge in their efforts to make progress. As this evaluation documents, the Maine State Library (MSL) has achieved virtually all of the objectives that were outlined in its 2008 – 2012 LSTA Plan in spite of these difficult circumstances.

On October 9, 2007, just over one-week into Federal Fiscal Year (FFY) 2008, the Dow-Jones Industrial Average hit an all-time high of 14,164. By March of 2009, it had lost more than half of its value and closed at 6,547. As we all know, the factors leading to this collapse and the recession that followed have had profound and lasting effects on local, state and federal budgets. The crisis had a direct impact on the MSL. At the time Maine’s 2008 – 2012 LSTA Plan was written, MSL had a staff of 51.8 full-time equivalents (FTE). As this evaluation is being written, that number has been reduced to 40.3 FTE; a reduction of 22.2%. Overall staff shortages were actually most severe in 2009 and 2010 when staffing was reduced by two additional positions that have now been restored. During 2009 and 2010, the Library Development staff was reduced by 6 full-time positions. It s’to the great credit of the MSL administration and staff that so much has been accomplished and that a relatively high level of outcome-based program evaluation has been ongoing in spite of a loss of capacity to serve at the SLAA.

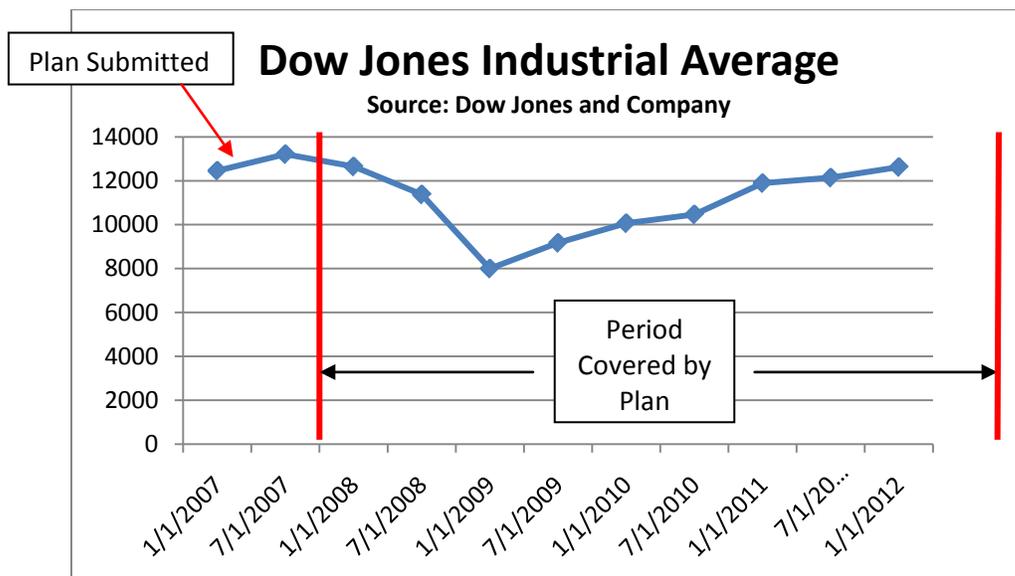


Chart 1
Dow Jones Industrial Average

Concurrently, Maine libraries of all types were presented with amazing opportunities. New technology products that directly impact the ways in which libraries deliver content to the public were bursting on the scene. Steve Jobs unveiled the first generation iPhone in January 2007 and the original Amazon Kindle was released in November of that year. The Barnes & Noble Nook was released in 2009; the original iPad went on sale in April 2010 and, in September 2011, the Nook broke the \$100 price barrier.

Simultaneously, increasing unemployment and cuts to social service agencies drove record numbers of people into libraries seeking everything from job retraining to a warm environment. It is within this environment that the Maine State Library and other SLAAs worked on realizing the goals they had set forth in their respective 2008 – 2012 LSTA Plans.

Maine’s 2008 – 2012 LSTA Plan included two goals. They are:

- **Goal 1: To expand library resource sharing and services for all Maine citizens by partnering with public and private entities.** (Designed to address LSTA Grants to States Priorities 1, 2, 3 and 4)
- **Goal 2: To improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas.** (Designed to address LSTA Grants to States Priorities 5 and 6)

In their response to the “self-assessment” survey conducted by the evaluators, the Maine State Library administration indicated that they believed they had met both Goal 1 and Goal 2 of their 2008 – 2012 LSTA Plan. The evaluators agree that MSL has met both of its goals and, in fact, believe that the State Library has been too modest in their self-assessment in regard to Goal 1. In the opinion of the evaluators, MSL has surpassed its objectives for Goal 1 and it has achieved its objectives on Goal 2.

| Goal | MSL Self-Assessment | Consultants’ Assessment |
|--------|---------------------|-------------------------|
| Goal 1 | Met Goal | Surpassed Goal |
| Goal 2 | Met Goal | Met Goal |

Table 1

Following is a short summary of MSL’s progress organized by the Goals outlined in the State’s 2008 – 2012 LSTA Plan:

Goal 1: To expand library resource sharing and services for all Maine citizens by partnering with public and private entities. (Designed to address LSTA Grants to States Priorities 1, 2, 3 and 4)

The Maine State Library faces tremendous challenges in its efforts to ensure that all Mainers have access to quality library and information services. Maine is a large, sparsely populated state. The State’s residents are relatively poor; Maine ranks 31st among the states in median household income. The population is older and somewhat less educated than U.S. averages. Nevertheless, a combination of visionary leadership and a robust network of strategic partnerships that includes the Maine Public Utilities Commission and the Maine Department of Education have positioned Maine as a leader in access to library services.

Work has ensured that broadband Internet is universally accessible in Maine’s schools and public libraries (a minimum of 10mbps up to 50 mbps). The MARVEL! online databases are well known by the public and heavily used (among the heaviest per capita use in the nation). Partnerships between and among all types of libraries (including the University of Maine and the Portland and Bangor Public libraries) have resulted in quality finding tools and a resource sharing system that enables delivery of materials to a majority of public libraries; even those in very small communities that have very limited hours of operation.

The Maine State Library, through its partnership with Maine InfoNet, has aggressively pursued making downloadable audio books and e-books available to all. Partnerships with organizations such as the Maine Humanities Council result in the availability of high-quality library programming for adults.

In short, Maine's LSTA efforts are built on a solid foundation of strong strategic partnerships. These partnerships are not "window-dressing." They are not partnerships for the sake of having partnerships. The partnerships are ongoing, enduring and productive and have enabled the Maine State Library to leverage LSTA funds to accomplish far more than these funds could achieve if used in isolation. The evaluators believe that the Maine State Library has surpassed its Goal 1 objectives.

Goal 2: To improve library services to individuals with disabilities and for Maine citizens, including children, living in underserved areas. (Designed to address LSTA Grants to States Priorities 5 and 6)

Two major programs are included under Goal 2 of Maine's 2008 – 2012 LSTA Plan: the Talking Books Plus (TBS) program and the Books by Mail (BBM) program. These two programs enable the Maine State Library to fill the service gap for those individuals who cannot satisfy their library and information needs through local libraries. Individuals living in areas without libraries or in areas in which the nearest library is open less than 15 hours per week are eligible for the Books by Mail program. Access to Talking Books Plus services is primarily determined by eligibility for participation in the National Library Services "Library for the Blind and Physically Handicapped program (although some non-NLS specialized services are provided to others as well).

In the case of both services, the Maine State Library has gathered an abundance of information and data from end-users that demonstrate the importance of these services to audiences identified as targets in the LSTA Grants to States priorities. Furthermore, the surveys that have been conducted with these user groups (more than 650 responses from TBS users and more than 700 responses from BBM users) have been designed to explore outcomes. Measures include the impact of the services on the quality of life, lifelong learning and the degree to which participation in the program creates a sense of community.

In both instances, the growing availability of digital/downloadable content is beginning to affect how services are delivered. This trend is certain to grow and will warrant attention as MSL moves into the preparation of its next LSTA Plan. However, in retrospect, MSL has clearly met its objectives under Goal 2 of its 2008 – 2012 LSTA Plan.

Evaluation Report

Background

Audiences. This report is intended for use by several audiences:

- The U.S. Institute of Museum and Library Services (IMLS). IMLS called for this evaluation as part of the reporting requirements when it awarded Library Services and Technology Act funding to the Maine State Library as required by Section 9134 of IMLS's authorizing legislation. That legislation directs state library administrative agencies (SLAAs) to "independently evaluate, and report to the [IMLS] Director regarding, the activities assisted under this subchapter, prior to the end of the five-year plan."
- State of Maine elected officials and policy makers.
- The Maine State Library, which requested the evaluation, in partial fulfillment of the requirements for receiving LSTA funding from IMLS.
- State Library Administrative Agency and local library staff, as well as state-level and local-level partners involved in designing, implementing, and assessing LSTA-supported projects.

- Recipients of services supported by LSTA funding at the state, regional, and local level. In Maine recipients included patrons of local libraries of all types, library employees, and partner agencies.

Key Evaluation Questions. This evaluation attempts to answer key evaluation questions outlined by IMLS that are designed to address effective past practices; identify processes at work in implementing the activities in the plan including the use of performance-based measurements in planning, policy making and administration; and, to develop findings and recommendations for inclusion in the next five-year planning cycle.

Retrospective questions include:

1. Did the activities undertaken through the state’s LSTA plan achieve results related to priorities identified in the Act?
2. To what extent were these results due to choices made in the selection of strategies?
3. To what extent did these results relate to subsequent implementation?
4. To what extent did programs and services benefit targeted individuals and groups?

Process questions include:

1. Were modifications made to the Maine State Library’s plan? If so, please specify the modifications and if they were informed by outcomes-based data.
2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?
3. How have performance metrics been used to guide policy and managerial decisions affecting the Maine State Library’s LSTA -supported programs and services?
4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

Prospective questions include:

1. How does the Maine State Library plan to share performance metrics and other evaluation-related information within and outside the agency to inform policy and administrative decisions over the next five years?
2. How can the performance data collected and analyzed to-date be used to identify benchmarks in the upcoming five-year plan?
3. What key lessons has the agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.

Optionally, IMLS asked states to address three additional prospective questions to assist the states in jump starting their five-year planning process:

1. What are the major challenges and opportunities that the Maine State Library and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?
2. Based on the findings from the evaluation, what recommendations does the Maine State Library have for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan?
3. Based on the findings from the evaluation, what recommendations does the Maine State Library have for justifying potential cuts and/or elimination of programs in the next five-year plan?

Values and principles. As evaluators, Himmel & Wilson, Library Consultants embraces the “Guiding Principles for Evaluators” – systematic inquiry, competence, integrity/honesty, respect for people, and responsibilities for general and public welfare – adopted by the American Evaluation Association.

Methodology

Himmel & Wilson employed a variety of different methods to assess the progress that Maine has made in pursuing its goals for the LSTA Grants to States program. The evaluation began with a reading of the State’s 2008 – 2012 LSTA Plan and a review of the State Program Reports (SPRs) submitted to IMLS by the Maine State Library. An initial one-day site visit was made to the Maine State Library offices in Augusta, Maine. During that visit, the consultants reviewed the 2008 – 2012 LSTA Plan with State Librarian Linda Lord and Director of Library Development Janet McKenney. Interviews were also conducted with several key staff members. Included were:

- Valerie Osborne, Northeastern Maine Library District Consultant
- Stephanie Zurinski, Central Maine Library District Consultant
- Chris Boynton, Outreach/Special Services Coordinator
- Ellen Wood, Web Coordinator
- Dean Corner, Delivery

Himmel and Wilson also used a multifaceted research protocol, including interviews with library community leaders, focus groups with library directors, the district liaison committee and the Maine Library Commission members, and a web-based survey targeting the broader Maine library community. Individual tools are described below.

The strengths of the evaluation methodology derive from:

- Objective, external evaluators not associated with the state in any capacity.
- Varied approaches and tools, allowing analysis and comparison of program data collected by staff and quantitative survey results with comments from librarians and sometimes from end users.
- Credible data, including output and outcomes, thanks to strong efforts by the Maine State Library to identify desired outcomes and design and implement ongoing data collection methods.

Methodological weaknesses are associated with several factors:

- Ex post facto evaluation design, which only allowed for review of program data after the fact, resulting in inconsistent data in some areas and sometimes unrecoverable gaps in information.
- Difficulty in identifying trends, with only two full years of data available at the time of this evaluation.
- The online survey dissemination method did not allow collection of responses from a random sample of library staff (it was a self-selected sample); consequently results are biased toward individuals most interested in LSTA.

Review of existing documents. The consultants conducted an extensive review of background documents, including the *LSTA Five-year Plan 2008-2012*, and the annual State Program Reports to IMLS for 2008 and 2009 (2010 report was not yet available at time of evaluation).

Interviews with key Maine State Library personnel. Consultants Bill Wilson and Ethel Himmel visited the Maine State Library on September 13, 2011 and interviewed seven Maine State Library staff members. A list of individuals interviewed was provided above.

Web-based input on key questions from Maine State Library personnel. Himmel & Wilson created a web-based tool to solicit comments from the state library agency head and the LSTA Coordinator regarding the SLAA's performance in implementing their plan. The web-survey asked the key Maine State Library staff to provide a self-assessment of the agency's performance in pursuing each of the goals in their plan (little or no progress toward goal, progressing toward goal, met goal, surpassed goal). Respondents were also asked to indicate why they believed that assessment was accurate.

Respondents were also asked to respond to each of the key questions posed by IMLS. While only general information could be offered on the optional prospective questions, substantive input was received on the other questions that were applicable.

Focus groups. Evaluator Ethel Himmel conducted three focus groups. Included were sessions with library directors at the Bangor Public Library; one with the district liaison committee (comprised of the chair and vice-chair of each district council, the three district consultants, State Librarian and the Director of Library Development), held at the State Library; and one as a part of the Maine Library Commission's regular meeting at the State Library. While the directors' meeting was held at the Bangor Public Library, it included a participant in Millinocket and seven in Cherryfield who participated via videoconference. A total of 41 people participated in the sessions. A summary of the focus groups is included as Appendix A. The focus group discussion guide is included as part of Appendix H. Notes from focus groups were analyzed using content analysis techniques recommended by Graham Gibbs¹. Coding sheets are included in Appendix F.

Interviews with key stakeholders. Consultants Ethel Himmel and Bill Wilson conducted telephone interviews with nine Maine library leaders. Most of the interviews were conducted during the last week of September 2011. A summary of the interviews and a list of participants are attached as Appendix B; the interview guide for the interviews is included as part of Appendix G. Notes from interviews were analyzed using content analysis techniques recommended by Gibbs. Coding sheets are included in Appendix F.

Web-based survey. Himmel & Wilson hosted a web-based survey using SurveyGizmo. This software was selected because it is superior to SurveyMonkey both in its features and in its accessibility for individuals with special needs who may be using screen readers. An email containing an invitation to participate and a "hot-link" to the survey was distributed using existing library email lists and listservs. Survey results are provided in Appendix C.

Qualitative methods. Evaluators included two qualitative methods – individual interview and focus group – in order to gain a more in-depth understanding of the context and descriptions from stakeholders about successes and challenges related to the projects undertaken. Qualitative methods excel at providing detailed descriptions of how individuals use a product or service and add information that helps evaluators understand the quantitative data included in usage statistics, surveys, etc. Because these qualitative methods involve individuals, they are susceptible to bias in selection of participants, as well as in interpretation. In order to minimize bias in analysis, Himmel & Wilson carefully designed open-ended questions that would not lead participants in interviews and focus groups and used standard content analysis techniques to guide analysis.

Development of evaluation report. Evaluation team member Sara Laughlin analyzed notes from focus groups and personal interviews using content analysis techniques. Team members Ethel Himmel and Bill Wilson collated and analyzed results from the web-based survey.

¹ Gibbs, Graham. *Analyzing Qualitative Data* (Los Angeles: SAGE Publications, 2007)

Laughlin, Himmel and Wilson reviewed other documents (both print and web-based) and State Program Reports. Laughlin synthesized the data and information collected and created a draft report in the format provided by IMLS in the “Guidelines for Five-Year Evaluation Report” document. Himmel and Wilson revised and added content to the draft report and shared it with State Librarian Linda Lord and Director of Library Development Janet McKenney to make sure that it would fully meet the expectations of the Maine State Library and comply with IMLS requirements. After incorporating feedback, they provided the resulting document to the Maine State Library in print and digital formats. Finally, the evaluators submitted the evaluation report in a format suitable for forwarding to IMLS.

Findings

In this section of the report, findings are formulated according to the evaluation plan and the terms of reference of the evaluation study. Please note that much of the evaluation is based on two years of performance. FFY 2010 information was submitted to IMLS in December 2011. While some of this data was integrated into the analysis, timing and the fact that the information has not been reviewed and accepted by IMLS at the time of this writing means that most statistical comparisons are for FFY 2008 and FFY 2009 only.

IMLS Questions (Note: The questions raised by IMLS appear in the format shown below through the balance of the evaluation report.)

1. Did the activities undertaken through Maine’s LSTA plan achieve results, as outlined below in sections related to priorities identified in the Library Services and Technology Act?

YES! As already described above, Maine’s 2008 – 2012 Plan is closely aligned with the LSTA Grants to States Priorities. Goal 1 of Maine’s LSTA Plan is designed to address LSTA Priorities 1, 2, 3 and 4 and Goal 2 of Maine’s Plan concentrates on LSTA Priorities 5 and 6. The evaluators believe that Maine’s implementation of their goals have been highly successful both in achieving the results anticipated in the Plan and in meeting both the spirit and the letter of the Library Services and Technology Act. Furthermore, as is detailed later in the report, the Maine State Library has done an exceptional job of demonstrating their success through both high-level output measures and, frequently, with outcomes that speak to the impact that their activities under LSTA have had in the lives of library staff and, most importantly, in the lives of the residents of the State of Maine.

Following is a summary of Maine’s actions as they relate to the 6 LSTA Grants to States Priorities.

LSTA PRIORITY 1: Expanding services for lifelong learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

Maine addressed Goal 1 through activities delivered with five partners or groups of partners.

Partnership 1: Regional Library System. The Regional Library System is designed to foster cooperation and networking among libraries. Initially, three district consultants – Northeastern, Central, and Southern – facilitated professional development for staff and trustees, encouraged resource sharing and regional cooperation, and expanded communication among libraries, library organizations, and the public. During FY 2008, one of the consultants resigned and the position was not filled, leaving two consultants to cover the entire state. Three Area Reference and Referral Centers – the Maine State Library (with Lewiston providing fiction), Bangor, and Portland Public Libraries – agreed to provide

interlibrary loan and reference service, house the district consultant operations, and provide free library cards to citizens in their districts.

LSTA funding for the Regional Library System totaled \$1,622,999 in 2008 -2010 and accounted for almost forty-five percent (44.38%) of total LSTA expenditures.

| | 2008 | 2009 | 2010 | 2008 – 2010 % Change |
|-----------------------------------|-------------|-------------|-------------|---------------------------------|
| Items borrowed | 41,684 | 78,112 | 84,063 | 101.67% |
| Items lent | 50,678 | 96,443 | 87,968 | 73.58% |
| Reference questions answered | 113,683 | 108,475 | 94,581 | -16.80% |
| Continuing education programs | 41 | 56 | 74 | 80.49% |
| Continuing education participants | 1,523 | 1,649 | 1,686 | 10.70% |

Notable accomplishments in 2008 and 2009:

- Three district consultants, two members of each Board, the Director of Library Development and the State Librarian formed a committee (the District Liaison Committee) to explore library service delivery in Maine and how Maine libraries and agencies could work together to improve cooperation and resources.
- Many continuing education programs adopted a train-the-trainer approach, designed to increase dissemination of new awareness, knowledge and skill at local libraries. District consultants created listservs to support implementation.
- New opportunities for continuing education through webinars increased participation. Anecdotal results from listserv postings from 200 participants who signed up following a webinar on reader’s advisory, for example, report that librarians added displays, created book club cards with a monthly theme, and enrolled in an online course on reader’s advisory through WebJunction.
- The SCOOP purchasing consortium has been working with New Hampshire and Vermont representatives to expand the scope of materials and supplies offered and increase discounts. The new SCOOP contract, effective in July 2012 will include New Hampshire and a region in Vermont. No outcomes have been documented to date; however, there is a high level of anticipation that this effort will be valuable to all involved.

Focus group and interview comments confirm that library staff members appreciate district consultants and the circuit rider.

“When you have a problem, you get a quick response and excellent advice – on things like legal advice, grants, buildings.”

“They’re a safety net for small/rural libraries. They come to us to do training too. They’re very hands-on.”

“Lewiston has a large immigrant community. The consultants have helped us serve that community.”

“Consultants help with problem solving for library administrations and boards.”

They are concerned about the two remaining district consultants burning out.

They would like more technology support now and feel it will be especially important if the state adopts an open source system.

"It would be nice to have district consultant with areas of expertise, e.g., youth services or technology. Technology is going to be huge going forward. We could use all the digital help we can get... Libraries have to change to handle all those things."

They also feel that there should be a balance between local and national programming.

"We need individual consultants but also statewide/national programs."

Few continuing education outcomes were documented in the state library's annual reports (SPR), but an examination of the results of post participation surveys (from no fewer than 22 individual sessions) indicate that these programs are having a significant impact on behavior and on library practice.

Comments from interviews and focus groups offer confirmation that "high quality" continuing education is important to Maine librarians from all types of libraries.

"Consultants really reach out to schools, arrange times and delivery methods for continuing education to fit with our schedules and needs."

"The consultants provide training for the staff in our medical libraries; while there are professional opportunities, we couldn't do all the training the non-professional staff needs."

"The recent e-book conference brought in national speakers; the programs help my staff see the vision, the bigger picture."

"We need training opportunities for staff..."

"Training is important for using hardware and software."

"The workshops are tremendous... It also gives us time to get together with colleagues to talk."

Interview and focus group participants made suggestions about training needs for the future.

"Need leadership development in the state. There are talented people coming up, but we need to create leadership ability."

"In five years maybe not, but right now librarians need some support training on downloadables."

"I would put more emphasis on training for librarians who are remote; networking and training are extremely important. I have to drive three hours to get anywhere."

No evidence was available about end-user outcomes from interlibrary loan activity, but comments from library representatives in focus groups and interviews suggest that their patrons know about and are using interlibrary loan through Area Reference and Resource Centers (ARRC).

"Bangor is an ARRC library and I've noticed our patrons are also borrowing more books from other libraries."

"I've been a school librarian for 22 years. It used to be kids would ask 'Do you have this book?' Yesterday a kid said, 'I noticed this book is in Illinois. Can you get it for me?'"

"We've found that needs are increasing. We had 1,300 interlibrary loans a year ago, but 1,800 last year!"

“ARRC libraries are crucial... fabulous for interlibrary loan.”

Partnership 2: Maine Humanities Council. Maine winters are long. In 2008, the State Library partnered with the Maine Humanities Council to offer “Let’s Talk About It” programs. The State Library stored and distributed 40 topical sets of books, provided trained scholars/facilitators for community discussions, provided publicity materials, and promoted the program through Maine Regional Systems, Maine Library Association, on listservs, etc.

LSTA funding for “Let’s Talk About It” activities in 2008 totaled \$25,000, 1 percent of total expenditures over the two year period; \$31,415 in matching funds were reported.

Thirty-two public libraries attracted 550 participants, and average of 17.1 per site, for the five-session series.

End-of-session evaluations collected by the Maine Humanities Council were not available to the evaluators. However, in its 2008 report, the MSL noted that the Maine Humanities Council was developing a logic model to assess Let’s Talk About It. Hopefully, outcome-based results will be available for this program in the future. The State Library reported that the partnership resulted in new collaboration at the state level, between libraries, and among local libraries and other community organizations. See also Partner 5.

Partnership 3: Maine State Museum, Maine State Archives, Maine Historic Preservation, Maine Arts Commission, Maine Humanities Council, Maine Film Commission, Maine Historical Society. The Maine State Library continued participation in Maine Cultural Affairs Council, with partners Maine State Museum, Maine State Archives, Maine Historic Preservation, Maine Arts Commission, Maine Humanities Council, Maine Film Commission, and Maine Historical Society. The Council met to identify and prioritize local projects to be funded through the New Century Community Grant Fund process, a program of matching grants for cultural projects.

LSTA funding for Maine Cultural Affairs Council activities in 2008 totaled \$13,818, 0.6 percent of total expenditures over the two year period; \$29,986 in matching funds were reported.

In 2008, the Maine State Legislature mandated that the Cultural Affairs Council gather information from citizens about the role and future of Maine’s cultural agencies. The Council held three public forums and conducted an online survey, which showed:

- 89% thought it very effective or effective to develop partnerships with private/not-for-profit organizations to make cultural affairs part of their mission.
- 61% thought it very effective or effective to increase efforts by cultural agencies to communicate with the general public through Internet.
- 85% urged promotion about ways to involve residents in public art and cultural projects within communities.

As a result of its participation in the Council, the Maine State Library developed a closer relationship with Maine Development Foundation and negotiated reduced membership fees for libraries. The Foundation agreed to seek sources of funding to study the economic impact of public libraries. The State Library also planned to expand its accessible website and continue collaboration in “Let’s Talk About It.”

The Maine State Library is participating in a \$852,000 grant from the Institute of Museum and Library Services to the Maine Historical Society for the “Community Heritage Project” in 16 communities to create online presentations of community history and culture.

Partnership 4: WebJunction. Through membership in WebJunction, the State Library provides continuing education opportunities, communication tools, and technology planning tools.

- Professional development
 - Individuals from 175 public libraries have registered for a course (behavior)
 - Online calendar of local, regional, state, national events
 - 80% of public libraries represented on WebJunction (behavior)
- Online communication through blogs, discussion groups, live space
 - 10 training sessions to introduce WebJunction (awareness)
 - 10% increase in WebJunction hits every year (behavior)

Table 3 - WebJunction Maine

| | 2008 | 2009 | 2010 | % Change |
|------------------|------|------|------|----------|
| Registered Users | 828 | 883 | 961 | 16.06% |
| Courses Taken | 250 | 250 | 250 | 0.00% |

Table 4 – Course Usage by Library Type

| | 2008 | 2009 | 2010 |
|----------|------|------|------|
| Academic | 6% | 2% | 2% |
| Public | 69% | 40% | 51% |
| School | 19% | 48% | 36% |
| Special | 6% | 6% | 11% |

Two participants in focus groups mentioned WebJunction.

“Valuable, but underused.”

“The standards will require some continuing education. Without WebJunction that would be an unfunded mandate!”

Partnership 5: Velocity Van Delivery System. This program provides statewide courier delivery service to libraries that choose to participate, in order to save time and reduce cost. Libraries pay an annual per-stop fee, rather than a per-use charge.

LSTA funding for courier delivery activities between 2008 -2010 totaled \$58,157, less than two percent (1.59%) of total expenditures over the three year period. Participating libraries contributed more than one-half of a million dollars in support for this program over the three year period.

| Table 5 | Maine Courier Delivery Participation and Usage, 2008-2009 | | | |
|---|--|-------------|-------------|-----------------------|
| | 2008 | 2009 | 2010 | Percent Change |
| Participating libraries, university college center, ITV sites | 164 | 163 | 154 | -6.10% |
| Items delivered | Not calculated in 2008 | 1,300,000 | 1,180,000 | -9.23% |

During summer 2009, after a bid process was completed, the newly contracted courier reneged on obligations and ILL service was suspended in many libraries. The failure made statewide news.

The State Library worked to confirm cost benefits of courier delivery. Anecdotal evidence from libraries collected in 2008 estimated savings for a library with heavy interlibrary loan use at \$50,964 per year, and for a light interlibrary loan user at \$522. In 2009, the State Library shared another example of savings: Hartland Public Library loaned 1,391 items and borrowed 1,424 items, for a total of 2,815 transactions. Courier service cost \$630. At the US Postal Service cost of \$2.38 to mail 2,815 one-pound packages of \$6,700, the savings to the library was \$6,070.

The State Library's 2009 LSTA report included a comment from a small coastal library:

"The delivery service and interlibrary loan [are] essential to our library users. I remember when we had to use the post office and it was NOT the same. Everyone here looks on the Maine libraries as one big library."

Focus group and interview participants commented on the importance of the courier delivery:

"Delivery system has had a tremendous impact because the majority of libraries are poor, so we have to work together."

"Van delivery, started with LSTA funds, is an essential component of resource sharing. Belfast is part of Minerva. In the last four years we've gotten unmediated interlibrary loan; patrons can request items directly. Before that, we had 35 requests a month. Now we get 3,000 to 3,500 a month."

"Van delivery statewide is very important! If LSTA dollars could be used, more frequent delivery would be a good use of funds."

One special librarian explained why she did not use the delivery service:

"I don't use the van service. Most of our ILLs are journal articles that we get electronically."

Capitalizing on the statewide awareness of the importance of the courier service created by the service failure in 2009, the State Library's goal is to get state funding for the service. Focus group and interview participants supported the goal.

"Would be great if delivery van service was free so every library could participate."

"There's was a bill to have the state pick up delivery... We have a union catalog, so we must have delivery!"

LSTA PRIORITY 2: Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.

Maine addressed LSTA Priority 2 through activities delivered with two partners or groups of partners (numbered 6 and 7 here to continue the list from Maine Goal # 1).

Partnership 6: Department of Education, Maine Math and Science Alliance, Public Utilities Commission, Maine State Government Office of Information Technology, and Networkmaine. This partnership provided Internet connectivity and technical support to Maine public libraries. The State Library provided contract administration, project management, technology circuit riders, e-rate applications, and policy guidance. The Maine School and Library Network (MSLN) provided Internet connectivity with adequate bandwidth. Evaluation plans included reviewing technical data and studying circuit rider reports. Monitoring of Internet traffic through MSLN/Networkmaine resulted in the adoption of a new standard for broadband access which has been implemented.

| | 2008 | 2009 |
|-----------------------------|-------------|-------------|
| Public libraries on network | 86.7% | 86.7% |
| T-1 connections | 175 | 175 |
| Two T-1 connections or more | 61 | 60 |
| Wireless access | 80.5% | 98.3% |

Accomplishments in 2010 included:

- Reorganization. The State Library and Maine Department of Education partnered with Networkmaine to enhance services and opportunities for high-speed connections for libraries and schools. The State Library continued support of 2009 e-rate applications, but Networkmaine assumed filing for new applications from 2010 forward. A Request for Proposals for Internet access was released; contracts were negotiated for 2010-2013. Sixty-eight percent of Maine telecommunication costs were supported by e-rate; the remaining 32 percent by the Maine Telecommunications Education Access Fund managed by Maine Public Utilities Commission. The new contract has expanded bandwidth to 10 MB for most Maine libraries, more for larger libraries.
- The “Three Ring Binder Project received a BTOP grant for \$25,000,000 to install high-capacity fiber-optic cable, to benefit 75 communities and their public libraries. This new fiber network will expand options for libraries during the next RFP process.
- The State Library’s e-rate coordinator helped 84 public libraries save \$ 56,500 on telephone service discounts.

In 2009:

- The State Library coordinated MSLN e-rate applications for 234 Maine libraries for the last time; Networkmaine will take over in 2010.
- Libraries now have a minimum 10 MB bandwidth, with a maximum of 50 MB. The State Library received additional bandwidth to support videoconferencing.
- The State Library’s e-rate coordinator helped 76 public libraries save \$ 40,000 on telephone service discounts using individual e-rate applications.

In 2008

- The State Library coordinated e-rate applications for 945 schools and libraries. In 2009 the MSL will prepare the e-rate application for just the libraries. The Department of Education will assume responsibility for the school application. The 2008 application was for a total of 945 schools and libraries at T1 and ATM capacities.

Focus group and interview participants included telecommunications when considering improvement in the last five years attributable to LSTA funding.

“The technology we’re using today (videoconferencing) wouldn’t be possible [without it].”

“There’s a spirit of cooperation... the BTOP grants, the idea of a library commons. BTOP partnerships work because people feel comfortable coming into a library.”

Wireless access is also an innovation valued by patrons.

“A guy came in last week. Said he’d driven by the library often, but was really surprised to learn we had wireless.”

“People use Wi-Fi from my parking lot.”

Some still considered broadband saturation “woeful,” and worried about areas of the state without access.

“Partnering to be sure we all get high speed access. We have old hardware and too few as well. High speed access should be a national priority!”

“Having libraries connected to broadband makes libraries in rural areas more attractive.”

They understand that more technology challenges are coming.

“We don’t know what technology in five years will be. I want there to be money available so that we can implement solutions quickly when they come. Some flexibility in planning.”

“Given the economy for the next five years, there’ll be lots of pressures on little libraries. We got BTOP laptops that will help us, but demand will just continue to grow.”

Partnership 7: University of Maine System. Through Maine InfoNet, libraries and end users have easy access to valid online resources, including the holdings of Maine libraries. Goals of the partnership between the State Library and University of Maine System during this period were to:

- Provide training for participation in Maine InfoNet.
- Implement effective federated search engine.
- Develop Board policy to increase InfoNet membership.
- Continue memo of understanding with University of Maine and MSL for InfoNet CEO and memo of understanding with MINERVA libraries and agreement with URSUS libraries and independent colleges and institutions to continue MaineCat.
- Explore with Maine Department of Education development of automated library system for school libraries.

LSTA funding for the partnership with University of Maine System activities between 2008 and 2010 totaled \$322,469, almost nine percent (8.82%) of total LSTA expenditures over the three year period.

Maine InfoNet is comprised of four components:

- MaineCat. This shared catalog combines URSUS, Minerva, and SOLAR library holdings into a single database, with more than 7,000,000 item records:
 - URSUS is the ILS serving the University of Maine Libraries, Maine State Library, Bangor Public Library, Maine Law and Legislative Reference Library, and Maine State Archives. Membership remained at 16 individual libraries from 2008 to 2009.
 - Minerva is a shared integrated library system. Member libraries pay \$3,750 per year. The partners planned to add four libraries per year to Minerva, but lost two between 2008 and 2009. In 2008, 62 libraries participated; in 2009, two libraries withdrew, leaving 60.
 - SOLAR includes libraries not participating in another integrated library system, which contribute records to MaineCat through SOLAR. One of the goals of the partners was to add 10 libraries to SOLAR each year; membership remained at 31 in 2008 and 2009.

Holdings and circulation increased during the period, with SOLAR experiencing the largest percentage increase in holdings, even though membership did not increase (Table 3). Circulation increased in all three systems, with the largest increase reported by Minerva libraries. SOLAR is not technically a “system” in the same sense that URSUS and Minerva are. SOLAR is a group of libraries that upload their records to MaineCat. Consequently, circulation statistics are not readily available because they are counted on multiple disparate systems. This is why the table below indicates that SOLAR circulation is unavailable.

| Table 7: MaineCat Holdings and Circulation, 2008-2009 | | | | | | |
|--|------------------|--------------------|------------------|--------------------|-----------------------|--------------------|
| | 2008 | | 2009 | | Percent Change | |
| | <i>Items</i> | <i>Circulation</i> | <i>Items</i> | <i>Circulation</i> | <i>Items</i> | <i>Circulation</i> |
| URSUS (16 libraries) | 4,100,000 | 734,299 | 4,300,000 | 901,689 | 4.9% | 22.8% |
| Minerva (62/60 libraries) | 2,800,000 | 4,500,000 | 2,800,000 | 5,700,000 | 0.0% | 26.6% |
| SOLAR (31/31 libraries) | 129,000 | Unavailable | 148,457 | Unavailable | 15.1% | |
| TOTAL | 7,029,000 | | 7,248,474 | | 3.1% | |

The members of the three systems exceeded the goal of increasing interlibrary loan activity by five percent. Interlibrary loan activity increased in each of the systems, with the most substantial percentage increase among URSUS libraries (210.6%) and the largest numeric increase among Minerva libraries (195,181) (Table 6).

| Table 8 | Maine InfoNet Items Borrowed via Interlibrary Loan, 2008-2009 | | | |
|---|--|-------------|-------------|-----------------------|
| | 2008 | 2009 | 2010 | Percent Change |
| MaineCat items borrowed via interlibrary loan | 54,853 | 79,810 | 67,721 | 23.46% |
| URSUS items borrowed via interlibrary loan | 26,582 | 82,555 | 73,418 | 176.19% |
| Minerva items borrowed via interlibrary loan | 362,059 | 557,240 | 448,726 | 23.94% |
| SOLAR | 12,033 | 15,138 | 14,413 | 19.78% |

Focus group and interview participants provide some evidence about the huge increases in interlibrary loan.

“Belfast is part of Minerva. In the last four years, we’ve gotten unmediated interlibrary loan. Patrons can request items directly. Before that we had 35 requests per month; now we get 3,000 to 3,500 per month. We recently had a load balancing and now we loan 750 items.”

“The college in my town uses my library too; they don’t have a library. The databases and resource sharing help me meet my users’ needs.”

“We get lots of interlibrary loans. It’s a great thing! We’re weeding. Some parts of the non-fiction collection haven’t been touched in 20 years!”

Resource sharing elicited positive comments from every group – eight from librarians in focus groups, five from the Library Commission focus group, and 15 from library leaders during interviews.

“On the first two [improving access and increasing resource sharing] they’ve done a great job.”

“Technical support for InfoNet and knowing that information is available. It allows all things.”

“I support Minerva. I talk about it as our library having millions, not just thousands, of books...”

“We’re a small library with little space, but I can weed and know that the book I’m taking off the shelf will be available elsewhere. Having space helps us keep up to date.”

“Both MARVEL and ILL are great equalizers. You couldn’t afford to do all that on your own. So we give better service to all the people of Maine. Provides equality of access.”

James Jackson Sanborn, Executive Director of Maine InfoNet, attributed improvements to LSTA funding.

“Most advances at least in part are attributable to LSTA funding, through support for staffing, improvements in the catalog and contracts for cataloging... We have done a lot

to tighten and improve things. Not transforming activities, but improving the underpinnings.”

He would like to transform MaineCat and increase participation.

“Now it’s tied to one vendor, locked in. We’re interested in more vendor-neutral solutions. [It] needs to be opened up more, whether that’s OCLC or open source or some other options. We’ll need money to migrate, or to develop things as we need, or to help libraries do something different.

“I’d like to increase participation in MaineCat catalog and interlibrary loan service, explore changes in technology that support that. I’d like to incorporate small libraries. It’s my job to bring them together.”

Six focus group and interview participants also made suggestions for improvement.

“We need seed money to support finding out if there’s a way to connect all to OCLC (computer in a cloud) to allow searches by patrons, search like on Google.”

“Biggest thing on my mind would be a statewide catalog. We have three or four catalogs now. Many libraries are not connected or automated. We’re looking at Georgia. There’s an initiative, started with nine libraries that has 15 in it now, toward Evergreen open source. That would give us access to local resources. Minerva is much more expensive than Evergreen would be. We need some technical support. We think the possibility is there.”

“Lewiston Library is a three-to-one net lending library... We need a better service model for tiny libraries.”

“School libraries can’t afford the InfoNet products... Students don’t know what’s available. It’s my job, but I don’t always know.”

“Minerva is sometimes hard to use, so we need to improve ease of use, simplify access.”

- **MARVEL.** This statewide suite of full-text online databases is available at any location in the state. Two databases were added between 2008 and 2009 and usage increased significantly (Table 9).

| Table 9 | MARVEL Usage, 2008 – 2010 | | | |
|---------------------|----------------------------------|-------------|-------------|-----------------------|
| | 2008 | 2009 | 2010 | Percent Change |
| Databases available | 54 | 56 | 56 | 3.7% |
| Logins | 901,221 | 1,026,452 | 1,013,267 | 12.43% |
| Searches | 4,196,726 | 5,994,061 | 6,500,000 | 54.88% |

MARVEL was the most often mentioned service – 41 supportive comments – among focus group and interview participants. It is used daily by librarians and patrons.

“MARVEL. That’s the one we participate in most and our patrons do too.”

“MARVEL could impact every citizen. In my library, MARVEL means working one on one with people.”

“Greatest impact is MARVEL. It is the most important to the most people.”

“We access it every day. We couldn’t afford all the databases we’d like to have.”

“Some MARVEL databases are directed for the technological needs of small businesses. They just wouldn’t have those resources without MARVEL.”

MARVEL’s resources for medical professionals were referenced.

“We cherry pick from the databases and link specific ones to our website. There are lots of full-text medical databases in MARVEL.”

“My dentist loves it! He gets technical articles from MARVEL.”

Librarians in school and academic libraries also reported they rely on MARVEL. They suggested continuing to add databases, especially for young people.

“From a school librarian’s perspective... We teach young people how to use the databases and they continue with that throughout their lives.”

“The MARVEL databases have had a big impact. Even some of the small academic libraries depend on that.”

- Digital Library Projects and Technologies. In 2008, 150 town reports from 1850-1950 were digitized and indexed, the first digitization project undertaken with LSTA funding in Maine in conjunction with the University of Maine’s Folger Library.
- Downloadable Audio Project. Through a contract with OverDrive, downloadable audio books, ebooks and other popular digital media were introduced to Maine library users. In 2008, a \$40,000 grant allowed the Maine State Library to cover configuration and license fees and one year of maintenance. Over the two year period, library participation, titles available, and usage have increased substantially.

| Table 10 | Downloadable Resources, Participation and Usage, 2008 - 2010 | | | |
|-------------------------|---|-------------|-------------|---------------------------------------|
| | 2008 | 2009 | 2010 | Percent Change 2008 - 2010 |
| Libraries participating | 130 | 148 | 167 | 28.46% |
| Titles licensed | 907 | 1,807 | 2,869 | 216.32% |
| Titles circulated | 28,741 | 36,888 | 92,249 | 220.97% |

Those participating in the downloadable project are enthusiastic.

“I’m not a librarian, but LSTA has allowed school and academic libraries access 10-12 times faster... with more features. And services are available 24/7. I can get digital or audio books.”

“We just got downloadable books and I think they will be huge.”

School librarians are not able to participate, apparently due to licensing restrictions from vendor OverDrive, but they would like to be included. Students have been encouraged to use this resource through their local public library.

“All the seventh and eighth graders have laptops with e-book software, so they could access InfoNet, but they can’t [because of OverDrive’s stance].”

LSTA PRIORITY 3: Providing electronic and other linkages among and between all types of libraries.

Most of the content presented above under LSTA Priority 2 also addresses LSTA Priority 3. Programs such as Maine InfoNet and MaineCat belong under both categories because the nature of the networks and the degree to which resources are integrated and shared among libraries. The Maine State Library has clearly addressed LSTA Priority 3 successfully.

LSTA PRIORITY 4: Developing public and private partnerships with other agencies and community based organizations.

As has already been mentioned and will be mentioned again in a description of strategies that have been employed in carrying out the LSTA Plan, MSL’s approach is highly dependent on robust strategic partnerships. Please see Priority 1, where five partnership programs are reviewed (# 1, 2, 3, 4, 5 from Maine’s Goal # 1) and Priority 2, where two additional partnership programs are reviewed (6, 7).

- Partner 1: Maine Regional Library System (Consultants and Area Reference and Resource Centers)
- Partner 2: Maine Humanities Council
- Partners 3: Maine Cultural Affairs Council (Maine State Museum, Maine State Archives, Maine Historic Preservation, Maine Arts Commission, Maine Humanities Council, Maine Film Commission, Maine Historical Society)
- Partner 4: WebJunction
- Partner 5: Velocity Van Delivery System
- Partner 6: Department of Education, Maine Mathematics and Science Alliance, Public Utilities Commission
- Partner 7: University of Maine System

LSTA PRIORITY 5: Targeting 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.

Aspects of one program that has already been detailed (the Maine Regional Library System) and aspects of three that are detailed below (Talking Books Plus, Books by Mail and Summer Reading Program) address both LSTA Priority 5 and LSTA Priority 6. Please see Priority 1 for information about the Maine Regional Library System and Priority 6 for Talking Books Plus, Books by Mail and the Summer Reading Program.

LSTA PRIORITY 6: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

Maine State Library’s strategies for service under this priority consisted of direct service provision to rural residents through Books by Mail and to persons with vision impairments through Talking Books Plus. It also provided coordination and partial funding for libraries to enhance local summer reading programs.

Objectives included in the State Plan include more usage of Maine State Library outreach services, more usage of technology to enhance OPACs and finding and borrowing functions for these audiences, and increased input from and interaction with patrons through advisory groups for Books by Mail and Talking Books Plus.

Books by Mail. Through this program, the Maine State Library offered service to an estimated 200,000 end users in rural and remote areas of the state.

LSTA funding for Books by Mail activities from 2008 - 2010 totaled \$471,066 or almost thirteen percent (12.88%) of total LSTA expenditures over the three year period.

In 2008, the State Library reported that the 4,470 individuals using Books by Mail service was lower than that of the previous year because inactive participants had been removed from database (Table 9).

Participants were also required to provide return postage

| | 2008 | 2009 | Percent Change |
|--|-------------|-------------|-----------------------|
| Individuals participating | 4,470 | 560 | (85.0) |
| Items mailed to participants | 23,382 | 18,976 | (18.8%) |
| Items/participant/year | 5.2 | 33.9 | 551.9% |
| Items lent on interlibrary loan to other libraries | 13,318 | 17,600 | 32.2% |

In 2009, there was a further, precipitous drop from 4,470 to 560 participants. This was due to the fact that the Books by Mail service redefined what was considered an active patron to correspond to the definition used in the Talking Books program. Books by Mail participants had been considered active if they had borrowed anything in the previous three years. This was changed to one year so that measures between the two programs would be comparable. The combination of charging for return postage and the redefinition of a user combined to reduce

A survey of Books by Mail participants, completed in Summer 2009, showed a high level of agreement that the service improved the quality of life, supported continuing education, and made participants feel a part of a statewide community (Table 10). Without Books by Mail, they agreed that they would not have access to library materials they needed. Three of four participants felt that the requirement to pay return postage limited their use. A focus group participant described the impact of imposing the fee on her patrons:

“Now that people have to pay the return postage, Books by Mail use is going down... They come into the library instead.”

| Table 10: Results of Survey of Books by Mail Participants, Summer 2009 (n=305) | |
|---|--------------------------------------|
| Statement | Agree/ Strongly Agree |
| Using Books by Mail improves the quality of my life | 95% |
| Books by Mail supports my continuing education | 89% |
| With Books by Mail, I feel that I am part of a statewide community | 85% |
| If I didn't have Books by Mail, I would not have access to library materials I need | 82% |
| If I didn't have to pay for return postage, I would use Books by Mail services more. | 73% |

Nine among the librarian focus group and interview participants commented positively on Books by Mail service. No one in the Library Commission focus group mentioned this service.

"Underserved and special needs – Outreach does that. It's especially important in an old, rural state."

"Books by Mail is very big..."

"Some of the outreach, e.g., people without library services, that program just wouldn't exist [without LSTA funding]."

Eight questioned whether the expenditure on Books by Mail was appropriate or felt that supporting direct, free service for unserved residents discouraged establishment of local library service.

"Books by Mail – younger people read online so that program is a minor need, although some people don't have the access they need."

"Books by Mail – we're not rural so we don't use those."

"Books by Mail and programs for people with disabilities are important to do, but they don't have a great impact for most people."

"I think Books by Mail detracts from statewide services. People without libraries have no incentive to support getting their own library. Having Books by Mail is better than having just a reading room, but with the Books by Mail program there might be more push to form a library. People in small townships that pay other towns to provide library service say they can just get Books by Mail free. In the last few years, the charge to return materials has put a crimp in that argument."

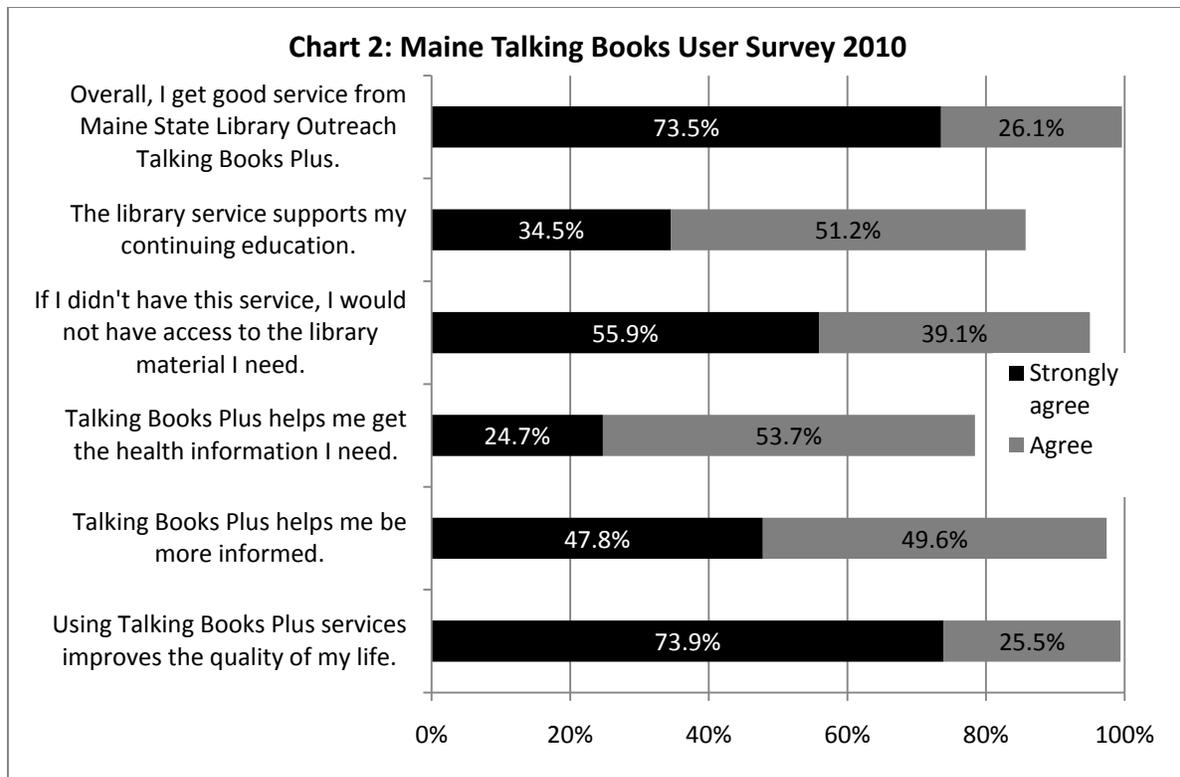
Talking Books Plus. Through this service, the Maine State Library supplied talking books, large print books, descriptive videos, and digital books to individuals with vision impairments and to schools.

LSTA funding for Talking Books Plus program activities in 2008 -2010 period totaled \$980,807 or more than a quarter (26.82%) of total LSTA expenditures over the three year period.

| Table 11: Talking Books Plus Participants and Usage | | | |
|--|-------------|-------------|-----------------------|
| <i>Participation</i> | <i>2008</i> | <i>2009</i> | <i>Percent Change</i> |
| Prior year participants | 2,046 | 2,495 | 21.9% |
| Participants added | 449 | 593 | 32.1% |
| Participants deleted | 923 | 549 | -40.52% |
| Total participants | 2,495 | 2,539 | 1.8% |
| Institutions enrolled | 629 | 625 | (0.6%) |
| <i>Circulation</i> | | | |
| Talking books | 90,653 | 110,867 | 22.3% |
| Large print books | 26,785 | 52,550 | 96.2% |
| Descriptive videos | 206 | 296 | 43.7% |
| Digital books | 173 | 15,371 | 8785.0% |
| TOTAL | 117,817 | 183,879 | 56.1% |

The large number of patrons deleted in 2008 (923) was related to the release of the digital player. A mailing was issued and telephone calls were made to patrons in the database in preparation for distribution of the new machines. As anticipated, these contacts led to the discovery of inactive/deceased patrons since that was the intended purpose of the mailing/calls.

A survey of Talking Books Plus participants was conducted in 2010 (Chart 2). Results show that they were most positive about overall service and its improvement of their quality of life. They were in less strong agreement that the service was essential to their access to library materials, and that it helped them be more informed. Areas of lowest agreement were the service’s impact on participants’ continuing education and access to health information.



Eleven focus group and interview participants commented positively on the Talking Books program.

“My hospital library... get[s] Talking Books for our patients. We serve a huge span of people.”

Four do not use the service or are uncertain how many of their residents do use it.

“Know Library for the Blind and Physically Handicapped exists, but don’t use.”

“Our library did participate in the large print books program, but it didn’t work well for us.”

“... once we refer the people to the State Library, we never know how many are using LBPH or how much they’re using it.”

Two library leaders questioned the current processes.

“Talking Books is important, but we could reach more if they expanded definitions. Funds should be available to expand and widen future services... For years some of the special needs outreach (LBPH) has been slow. I’ve wondered ‘Why not better equipment and formats?’ As with electronic books, we should make them [equipment, players] so they can increase font size, for example.”

“Handicapped and homebound [should be able to] access libraries because a library has broadband.”

Summer Reading Program. The State Library coordinated a statewide summer reading program for all children from 0-17, including children with vision impairments and those who live in geographically isolated or rural areas. It sought funding support, coordinated a planning process with libraries, associations, educators, and others; developed engaging activities and events; purchased the manual and core sets of materials for all Maine public libraries; provided training; publicized the program.

LSTA funding for summer reading program activities from 2008 - 2010 totaled \$24,672 or less than one percent (0.67%) of total LSTA expenditures over the three year period.

The goal of 90% of public libraries participating was not reached; in fact, 2009 participation was significantly lower than 2008 (Table 12).

The State LSTA Plan cited as outcomes “children excited about reading” and called for a 10% increase in children receiving other outreach services.

Unfortunately, these targets have not been reached.

The Maine State Library has now stopped acting as the statewide contact for the summer reading program. This task is now being handled by the Youth Services section of Maine Library Association. When MSL was administering the program, a survey was distributed to all participating libraries to get the approximate rate of participation and feedback. What is tracked by MSL now is just the participation of Talking Book, Large Print and Books by Mail patrons participating in the program. The totals for this limited group of participants are as follows:

- 2008 134
- 2009 158
- 2010 103
- 2011 100

| | 2008 | 2009 | Percent Change |
|--|-------------|-------------|-----------------------|
| Public libraries participating, as percentage of 234 total | 60.7% | 45.3% | (15.4%) |
| Children participating (estimate 10/site) | 1,420 | 1,060 | (25.4%) |
| Books by Mail children participating | 158 | 104 | (34.2%) |
| Talking Books Plus children participating | 9 | 7 | (22.2%) |

2. To what extent were these results due to choices made in the selection of strategies?

The Maine State Library employed three overarching strategies in accomplishing their LSTA goals and in addressing the LSTA Grants to States priorities. These strategies are highly appropriate given Maine’s vast geography as well as socioeconomic and demographic factors. The three overarching strategies employed are:

- Partnerships. Most of Maine’s results related to partnerships are reported under LSTA PRIORITIES 1 and 2, rather than under LSTA Priority 4. This is simply an indication that the Maine State Library looks at partnerships in a purposeful way. The partnerships that they have pursued are meaningful collaborations undertaken not for the sake of having a partnership, but for the purpose of accomplishing something of significance that could not or would not occur acting independently. In 2008 and 2009, these partnerships leveraged more than twice the amount of LSTA funds invested from state, local and private sources!
- State-delivered programs. The Maine State Library has made a conscious decision to employ a statewide service strategy rather than employing a sub-grant strategy in regard to LSTA. It can be argued that creates a dependency on the State Library. However, given the size, nature and

needs of most of the State's libraries, the State-delivered service model appears to be quite appropriate.

- Direct services to residents. Maine is still a largely rural state. 200,000 of its 1.3 million residents live in towns without local libraries or with libraries open less than 15 hours/week. LSTA expenditures for direct services (Books by Mail and Talking Books Plus) totaled \$1,451,873 in 2008 - 2010 – almost forty percent (39.70%) of the funds available. The State Library employed traditional “Library for the Blind” readers’ advisory strategies of one-on-one assistance, but MSL also introduced downloadable books (the Braille and Audio Reading Download program – BARD) during the first year of the evaluated period.

3. To what extent did these results relate to subsequent implementation?

Partnerships. Partnerships have been well-supported. In addition to the impressive return on investment of LSTA funds reported in Question 2 above, comments from focus group and interview participants confirm that the partnerships have been productive and well-managed.

“The State Library (as a leader) has worked with the University – miraculous joint work!”

“Partnerships, resource sharing, that’s Maine InfoNet, and I like to think we do a good job. We rely on partnerships a lot. Maine libraries partner aggressively!”

They also mentioned new partnership opportunities for the future.

“On partnerships. I don’t think we’ve done that. We have continued with the old rather than new partners... We have a few corporations in the state and access to national corporations as well. We should be investigating those.”

State-delivered programs. Similarly, focus group and interview participants support the statewide approach to program delivery and realize that the trade-off is not having sub-grants to individual libraries.

“It would be great if the state could distribute all the money in grants, but then we wouldn’t have the statewide distribution. It’s powerful as it is.”

“Things happen as a result of the InfoNet Board talking about what’s needed. It’s about creativity and leadership. Things happen because the opportunity (as supported by LSTA) is there. Our perspective/approach is to collaborate. We don’t think in terms of sub-grants... the statewide approach stretches funds.”

In their comments, focus group participants described how their participation reduced their isolation and made them feel like full-fledged members of a statewide library community.

“We don’t feel so isolated. There’s great cooperation between types of libraries because of the programs of the State Library.”

“Without LSTA we’d all be isolated. The modern world is connected. We have to work together. It makes us stronger.”

“The State Library is proactive and keeps us connected. There’s a sense of community here.”

“It’s all about equality of access across the state.”

“It’s nice to be able to describe the collaboration here. It’s a good model.”

Direct services to residents. There was generally less support among focus group, survey and interview participants for direct services, especially in the case of Books by Mail, as reported above. This is not surprising since those participating in the focus groups and interviews and responding to the web survey were overwhelmingly oriented to services offered from physical service outlets. In short, the service model with which they are most familiar and in which they are heavily invested is in some ways the antithesis of the Books by Mail program. An entirely different picture emerges when input from users of the service is considered.

The Maine State Library is unusual in the degree to which it serves as the primary library for a substantial number of State residents. The services reach a relatively small number of individuals at a relatively high cost when compared to more traditional, facility-based services. However, the vast majority of the people served by Books by Mail and Talking Books Plus services are individuals who do not have reasonable access (due to location or physical condition) to facility-based services. Therefore, the comparison of these outreach services with traditional facility-based services is a false comparison. The true comparison is between labor-intensive outreach services and the creation of a class of residents with little or no access to library services. In many ways, Maine's direct services are precisely what the LSTA Grants to States Priorities 5 and 6 are all about.

A final note is in order. The Maine State Library continues to seek more cost effective ways to ensure access. The advent of downloadable books both for the users of the Talking Books Plus service and for the general public holds great promise for reaching rural and isolated residents in a very cost-effective manner. Furthermore, a committee has been formed to study alternative service delivery methods.

4. To what extent did programs and services benefit targeted individuals and groups?

As has already been reported, Maine has done an exemplary job of documenting the link between their actions and the impacts those actions have had on the recipients of services. This is true as it applies to specific targeted groups such as individuals isolated by geography (end-users) and of audiences served who are once removed from the end-users (library staff). The Maine State Library has done an excellent job of collecting useful, outcome-based information from staff that substantiates the impact of continuing education efforts in changing how individuals approach their jobs and how services are delivered.

Process Questions

1. Were modifications made to the Maine State Library's plan? If so, please specify the modifications and if they were informed by outcomes-based data.

No modifications were made to the Maine State Library's 2008 – 2012 LSTA Plan.

2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?

Because no modifications were made to the Plan, this question does not apply.

3. How have performance metrics been used to guide policy and managerial decisions affecting the Maine's LSTA -supported programs and services?

Perhaps the best example of performance metrics being used to guide policy and managerial decisions affecting Maine's LSTA-supported programs and services relates to bandwidth monitoring performed by Networkmaine (the umbrella organization for the Maine School and Library Network - MSLN). This

monitoring led to the conclusion that a new minimum standard of a minimum of 10mbps was needed. Other concrete examples of using performance metrics to guide policy and decisions are also available. They include monitoring circulation of audio books and e-books and increasing the number of copies based on this data and adjusting content and methodologies employed in staff development activities based on extensive feedback (through surveys) from past participants.

4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

One significant challenge in regard to carrying out a robust outcome-based evaluation program has been the potential for “survey fatigue.” While the librarians of the State have gotten used to follow-up surveys regarding staff development activities, there is a concern that subjecting the same individuals to too many surveys will result in less thoughtful, “automatic,” responses that will be less valuable as we move forward. Staff turnover in the consultant positions within MSL has also been an issue. Everytime there is a staff change, the new hire needs to be indoctrinated in the gospel of OBE! OBE, when done correctly, is simply staff intensive.

Prospective Questions

1. How does the State Library Agency plan to share performance metrics and other evaluation-related information within and outside the Agency to inform policy and administrative decisions over the next five years?

While the Maine State Library will utilize many traditional approaches to disseminating performance metrics and other related information, some less traditional regional and national approaches may also be in order. Traditional avenues include scheduling meetings with partners to describe the expectations around performance metrics and evaluations and establishing regular meetings for reporting and discussion of same. Some data will be also be shared by posting on MSL website and via listservs and e-mail. Less traditional mechanisms may involve interaction with other SLAAs around the work that IMLS has been doing in regard to logic maps and evaluation frameworks. Although some of the MSL’s LSTA initiatives/programs are rather unique, others such as the MARVEL! Databases and the Talking Books Plus share many similarities with programs in other states. Sharing approaches to evaluation as well as effective metrics across state boundaries should prove to be productive for all involved in the efforts.

2. How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming five-year plan?

The existing program evaluations plus the input gathered by the evaluators through focus groups, interviews and the web-based survey will be used in going forward with the new LSTA five-year plan. Analysis of these tools has already pointed to some new benchmarks that we need to include in the upcoming plan.

3. What key lessons has the Agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.

MSL has had success in increasing the number of evaluations submitted by staff development program attendees by tying “Continuing Education Certificates” to having submitted an evaluation form. Utilizing online evaluations allows MSL staff to email program participants a link to the online form and follow-up reminders rather than counting on them to submit pieces of paper. This also saves the staff a tremendous amount of time in that they don’t have to manually enter responses from paper surveys

into a database or spreadsheet. Participation in the evaluations is much higher and already in a digital format which makes it much easier to analyze. MSL has learned that outcomes need to be built into the planning process for all professional development programs and that consistently exploring what participants do with the information they gain in staff development sessions enables MSL to develop better, more targeted events in the future.

4. What are the major challenges and opportunities that the State Library Agency and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?

Design evaluation protocols, perhaps with assistance from trained evaluator, and make sure evaluation instruments are put in place during the next round of planning, so that comparable data can be collected at each site and event every year.

Develop a “dashboard” for reporting data on a regular basis (daily/weekly/monthly), so that data is consistent and complete for each year and is immediately available to policy makers, program planners, and participants in Maine. The goal is to make data readily available for state-level and local decision making, rather than to merely report it at the end of each year.

Review the format for collecting annual reports at IMLS to allow for quantitative data to be shared – charts, graphs, etc. – to encourage comparative and trend analysis.

Share all of these – protocols, instruments, dashboard, and annual reports – nationally, so that individual states can take advantage of practical solutions to data gathering for evaluating outcomes, for studying and comparing processes, and for improving results.

5. Based on the findings from the evaluation, include recommendations for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan.

Partnerships have been very successful at leveraging LSTA funds and limited personnel and technical resources of State Library to accomplish impressive results and should be continued and expanded. A number of initiatives reported suggest that the State Library is planning to do that.

Statewide programs such as MARVEL!, MaineCat and MSLN and have also been successful and seem well-suited for the state’s particular circumstances.

6. Based on the findings from the evaluation, include recommendations for justifying potential cuts and/or elimination of programs in the next five-year plan.

Comments from focus group participants and individual interviews suggest that the proliferation of union catalogs is somewhat inefficient. Activities are underway to create federated searching or open-source solutions to make these interfaces more seamless and somewhat more user friendly.

As was previously noted, Talking Books Plus and Books by Mail services are quite expensive when measured by cost per circulation. While neither of these programs should be discontinued, the advent of downloadable resources suggests that new more cost-effective service delivery mechanisms may be available to serve a growing percentage of individuals that are targeted with the TBS and BBM programs. The State Library should investigate ways to leverage these new technologies to serve rural users and those who are blind or visually impaired and to otherwise streamline and focus services to reduce costs.

The Maine State Library has been active in promoting the use of technology (particularly video conferencing) to provide remote access to services. The evaluators experienced these efforts first hand in that one of the focus group sessions included remote participants who joined the session via video teleconference). MSL should continue to explore ways to mitigate the challenges posed by expansive geography and sparse population.

COSTS ASSOCIATED WITH THIS EVALUATION

| | |
|---------------------------------|-----------------|
| Cost of contract with evaluator | \$ 19,200 |
| Internal (SLAA) cost estimate | <u>\$ 2,836</u> |
| Estimated Total | \$ 22,036 |

APPENDIX A: Focus Group Summary

Three focus group discussions were held: one with library directors at the Bangor Public Library; one with the district liaison committee, held at the State Library; and one as a part of the Maine Library Commission's regular meeting at the State Library. While the directors' meeting was held at the Bangor Public Library, it included a participant in Millinocket and seven in Cherryfield who participated via videoconference. A total of 41 people participated in the sessions.

Maine Library Directors

9/28/11

Bangor Public Library

Which LSTA-funded or jointly supported programs has had the greatest impact on your library?

MARVEL—that's the one we participate in most (and our patrons do too).
(small academic library)—me too, we access it every day. We couldn't afford all the databases we'd like to have.

Talking books—patrons access that directly so we don't have much connection to that
We cherry pick from the databases and link specific ones to our website. There are lots of full text medical databases in MARVEL. (Medical library)

District consultants are very valuable when I need advice; they also bring us programs.
MARVEL is huge; we couldn't do without the district consultants. We just got downloadable books and I think they will be huge. We will need training from district consultants. (Cherryfield)
Books by mail is very big; also large print; MARVEL less so...Ancestry.com is big; MSLN and e-rate are important and we don't feel so isolated. (Millinocket)

There's great cooperation between types of libraries because of the programs of the State Library and the University of Maine.

In what ways do district consultants make a difference to your library?

When you have a problem—you get a quick response and excellent advice. On things like legal advice, grants, buildings....the workshops are tremendous. They bring in national experts for day long sessions.

It also gives us time to get together with colleagues to talk.

Consultants are jacks of all trades—they connect us to professional materials, advice, programming. I'm amazed at Valerie's energy.

Stephanie and Valerie point out extra training, things we might want to do. They're a safety net for small/rural libraries. They come to us to do training too. They're very hands on.

They put on the futures conference last week...I don't always have time to think about trends, etc. (Cherryfield)

How much of an impact do the MARVEL and ILL/resource sharing efforts have on your ability to delivery 21st Century library service?

Incredible impact!!! ILL draws patrons into the library. We get books from all over.

The system is amazing; has doubled our buying power because I can borrow things from elsewhere.

When the system was down—Boy! Did we hear about that! People couldn't request things.

With the rural nature and the economy, it's critical that we have a way to share. People come in doing distance learning and they have got to have ILL.

I had a patron who moved to NH and was upset by what they had left behind.

It's nice to be able to describe the collaboration here—it's a good model.

We're a small library with little space, but I can weed and know that that book I'm taking off the shelf will be available elsewhere. Having that space helps us keep up to date. (Cherryfield)
We're all independent libraries; that allows me to be accountable locally, but still have access to the resources of other libraries. All of us have different collection development needs.

It also makes weeding easier; I can use volunteers.

We've found that needs are increasing: we had 1300 ILLs 3 years ago, but 1800 last year!
Our users primarily want journals so our ILL requests are impacted, but we're happy to share. (Medical library)

Another benefit when you get Minerva is the robust ILS van delivery.

We get lots of ILL; it's a great thing! We're weeding—some parts of the nonfiction collection haven't been touched in 20 years!! (Millinocket)

What improvements/advances in the last five years are directly attributable to the availability of LSTA funding?

Some of the positions at the state library

Janet 's work with the B-TOP grant

Web Junction—valuable, but under used

MARVEL and Minerva are expensive, but based on monitoring, they've increased capacity—libraries went from T-1 to T-3 lines to handle things.

The technology we're using today (video conferencing) and the networking wouldn't have been possible without LSTA. (Cherryfield)

We're celebrating our 5th anniversary at my library. My library didn't exist before...it's the unserved being served!

Without LSTA we'd all be isolated. The modern world is connected. We have to work together; it makes us stronger.

Funding for Valerie: we would have missed out on grants if Valerie hadn't pushed us to ask for a bigger grant. She said go for the new furnace!! Valerie stays on top of it all; we'd be lost without the consultants.

Maine is rural. There are areas without high speed internet, etc. There are so many things you need to have capacity for.

And people can't afford them on their own.

LSTA helps our students be successful. (academic library)

Maine School net—circuit rider—without her we couldn't fix our technology. She takes care of lots of things. She helps over the phone...and at night!! (Cherryfield)

Funding for schools in our area is being cut; we lost a library is a small school...but we (at public library) can help them. We're serving those students.

Having the consultants and LSTA means not feeling isolated.

I've been to national library conferences and I think our State is superior! The State Library is pro-active and keeps us connected. There's a sense of community here.

I was reading something in library literature last week that said Maine is leading in technology. (Millinocket)

In the last 25 years (since 1973 when district consultants started) our sense of community has developed.

Libraries are a direct service and they need to be at the local level. The concept is the same, but we're each different. Our local communities would dry up if they didn't have libraries.

There's a spirit of cooperation, the B-TOP grants—idea of a library commons...B-TOP partnerships work because people feel comfortable coming into a library.

Maine InfoNet—helped many people download, e-readers; people want to be registered for downloadables.

Future priorities?

It would be great if delivery van service was free so every library could participate. I'd hate for any municipality to pressure their library to charge patrons for ILL delivery. Patrons are surprised we don't charge for ILL delivery. We need to build on MARVEL—add databases as needed.

Maine INfoNet could use more resources; they need more staffing. From a SOLAR library perspective, we've waited for issues to be addressed...they keep saying wait...

It would be nice to have money for central cataloging.

There's some talk about combining the 3 systems (public, academic, school).

Definitely maintain funding for consultants.

Beyond ILS (there are the subway committee and the bus committee studying this...)

We need seed money to support finding out if there's a way to connect all to OCLC (computer in a cloud), to allow searches by patrons...search like on Google.

We don't know what the technology in five years will be; I want there to be money available so that we can implement solutions quickly when they come...some flexibility in planning.

ARRC libraries are crucial...fabulous for ILL.

We also get reference help from our ARRC.

Given the economy for the next five years; there'll be lots of pressure on little libraries. We got B-TOP laptops that will help us, but demand will just continue to grow. We need training opportunities for staff; I'm not certified so I have to have the consultants. I'm very dependent on what the consultants can do to help my library. (Cherryfield)

As more resources become available on the Internet...what would happen if we had to pay to access the Internet?

The Books by Mail and program(s) for people with disabilities are important to do, but they don't have a great impact for most people.

We get a wide selection of books by mail; it represents a big demand for us. (Millinockett)

In 5 years maybe not, but right now librarians need some support training on downloadables.

We need individual consultants, but also statewide/national programs. The program last week was done statewide and it was great. There are great distances to travel in Maine and finding time to travel is hard.

In the past we've had a single speaker go to each of the 3 districts...that works too.

We should consider more youth services support too.

I'm concerned that the two consultants will burn out...the load is too big. I'm glad a third one is coming on.

Nobody in Maine wants others telling us what to do...we like having an array of things to choose from so we can best serve our local communities.

Maine District Liaison Committee 9/27

State Library

Which of the LSTA-funded programs or jointly-supported (State and Federal dollars) has had the greatest impact on your library?

MARVEL—2-3 times a week I help people learn how to use the databases. (small public library)

MARVEL—my collections are medical, but I get HR and business questions as well that I use MARVEL to answer. (special library)

MARVEL—I don't have the funds to provide lots of current information. With the State Library providing MARVEL, I can use local funding for other materials. (small public library)

MARVEL—we direct people to the other services (Books by Mail, LBPH) that the State Library provides, but MARVEL and the databases are what we are/offer. Now that people have to pay the return postage, Books by mail use is going down, fewer people are using that service. They come into the library instead. (small public library)

Our library did participate in the large print books program, but it didn't work well for us. The senior center nearby has its own library. But, it's good we could get large print when we need it. They've also loaned us the disc player for demonstration purposes.

The MARVEL databases are #1. Students use the databases; seniors are also using them. Sometimes we have to show them how several times before they can do it themselves. #2 is the consultants. They help us run the library and stay current. There are high quality continuing education programs. (small public library and elementary school library)

Each of the three districts holds two annual meetings; the last one was combined (across the three districts). Attendance was total!

It would be hard to do without MARVEL and the consultants. It's an essential comprehensive package of services. The consultants also do SCOOP: a three year contract with library vendors. We all get the same discount and free shipping.

MARVEL is the #1. (trustee)

In what ways do the district consultants make a difference in your library?

They keep us up to date, even when we don't want to be!

Now because the Commission has rule making authority, the consultants are trying to bring libraries in. Standards will be set and funding for things like public computers will be tied to meeting the standards. The consultants explain why a standard is needed...they lead. Standards will give every library the ability to reach a quality product! But it's like herding cats...the mission is to bring everybody up. It will improve services across the state. One of basic things is to define what a library is, as opposed to a reading room, for example.

Consultants help with problem solving for library administrations and boards. They help with local boards. It's also at more than the administrative level. My school library hadn't been weeded forever. The consultants will put out a call for help in weeding..."I'll help and get you 6 more people in your area to help." It was the same with getting automated. In a one-person library it's hard to do everything.

The consultants can also help redesign your library...deciding which furniture to keep, to move, to get rid of.

I haven't used the consultants' services; my library has different needs. But, I have asked the consultants about working with public libraries on projects, etc. They've helped in identifying useful partnerships. (special library)

It's good when (special library person) comes—even though she doesn't use the services, she shows us the value in what we have. There's a great atmosphere at these meetings.

They promote educational progress, in person and on line too. Reading Roundup started with our consultants. (summer reading programs)

A combination of State and LSTA funds enable the MSL to support MARVEL and ILL/Resource sharing efforts. How much of an impact do these programs have on your ability to deliver 21st Century library service?

HUGE!!!

We couldn't do without it.

Along with ILL the State Library has been responsible for setting up and maintaining the delivery system. More libraries have joined. It costs us \$16/week to use delivery, but with my book group needing multiple copies, I couldn't afford to buy all those copies.

Both MARVEL and ILL are great equalizers—you couldn't afford to do all that on your own. So, we give better service to all the people of Maine. It provides equity of access.

The funds also support the ARRCs (reference and resource centers—Portland and Bangor are back up for the state; they also go outside the state to obtain requested items).

I don't use the van service; most of our ILLs are journal articles that we get electronically. But Portland Public Library is within walking distance and I can get books from them when I need to. (special library)

The University of Maine has an outreach program in Penobscot County, but there's no library for the program, so they come to the public library for resources. We use MARVEL to help them. Those students don't have time to drive to the University campus for resources. It's a great mix of resources on MARVEL.

They just added ancestry.com; it's part of the databases now. We paid \$1800/year for it before. (Price is based on population). Now I can use those local funds elsewhere.

Small business owners are using MARVEL databases to develop plans, look for trends, etc.

The newspapers and Consumer Reports, etc. are heavily used. MARVEL is a lifeline in a rural state!

ILL—we get delivery 1 day/week, which is 1400 items/year. I'd like to have more frequent delivery, but we can't afford it. Just think of the cost of those books I'd have to buy to meet those requests if we couldn't borrow them.

I buy books for the book club, but then offer the extra copies to other libraries for purchase.

We started buying large print several years ago; it's amazing how popular those are. Our large print collection is almost as big as the fiction collection. The population in Maine is aging and needs large print.

I can't afford large print, so I borrow those from here.

I also have students who are learning disabled and like using the large print books.

Have specific improvements or advances in library services taken place in the last five years that are largely attributable to the availability of LSTA funding?

We wouldn't continue to have MARVEL and the quality of the databases would have started to go down as local funding was reduced. MARVEL predates the current plan, but wouldn't be as good without ongoing LSTA.

LSTA has provided support for the State to find collaborative solutions to technological problems. We have been able to stay current.

There's a vision—they're always keep us going and moving forward.

Everything is constantly moving forward.

Web Junction has been available.

The standards will require some continuing education...without Web Junction that would be an unfunded mandate!

The consultants are always encouraging us to use these things.

There's a fabulous website for the public and professionals.

The consultants help us with writing grants and proposals. That reduces our continuing education costs.

To what extent do you believe Maine's implementation of the LSTA program has furthered the purposes of the program?

Want bang for your buck? Look at Maine!

The State Library's use of the funds enables all Maine libraries and Mainers to get best access. They've always provided help for people with disabilities, but that has been broadened; they help us all provide better service.

I don't think sub grants would work well here because we're so spread out across the state.

My library is small, but I get the same services from the State as the large ones do. I have access to delivery, MARVEL, etc.

The State makes us all better—we all have access; my patrons have the same access as do Bangor patrons.

If we divided the funds, individual libraries would spend what they got and overall the state wouldn't be ahead.

School librarians get a support system from the State Library consultants that they wouldn't have through the Education Department. They're alone. The State Library provides a subtle place for school librarians to talk, vent, etc.

Because we provide access to computers in libraries, we've partnered with job seekers, employment people—partnering with that government agency.

The consultants are focused on advocating for libraries of all types. A special library gets the same support for my library as other types do. "We all see the results" in terms of cooperation, advocacy.

Which of the LSTA funded programs or jointly-supported (State and Federal dollars) has had the greatest impact on your library?

MARVEL is 1st, 2nd, and 3rd!

MARVEL could impact every citizen. In my library MARVEL means working one on one with people.

My dentist loves it! He gets technical articles from MARVEL.

Many small businesses use MARVEL.

From a school librarian's perspective, Maine combines all types of libraries in the services that are provided. We teach young people how to use the databases and they continue with that throughout their lives.

Second most important for me is the consultants' assistance. It's been dicey in my district because we've been short our consultant, but the other two have done yeo-women's work. The delivery system has had a tremendous impact because a majority of libraries are poor—so we have to work together.

In what ways do the District consultants make a difference to your library?

The recent e-book conference brought in national speakers; the programs help my staff see the vision, the bigger picture.

It's a really economical way to bring experts to the state—the conferences are great!

Consultants really reach out to schools, arrange times and delivery methods for continuing education to fit with our schedules and needs.

The Maine Libraries Snapshot document is really effective in working with City councils.

The consultants guided/facilitated group meetings in our districts. Those sessions help us network, discuss issues. The PR committee is valuable.

The consultants provide training for the staffs in our medical libraries; while there are professional opportunities, we couldn't do all the training the non-professional staff needs.

District consultants provide that.

I want to underscore—the job is too big for three district consultants to do; and we have only two now! In rural states such as Maine the travel issues provide an enormous challenge.

How much of an impact do the MARVEL and ILL/Resource sharing efforts have on your ability to deliver 21st Century library service?

They ARE 21st Century services!! They're critical.

Bangor is an ARRC library and I've noticed our patrons are also borrowing more books from other libraries.

Lewiston Library is a three to one net lending library on \$50/week; that's what I have to pay in postage for lending to libraries that aren't on the delivery system. We need a better service model for tiny libraries.

I've been a school librarian for 22 years. It used to be kids would ask, "Do you have this book?" Yesterday a kid said, "I noticed this book is in Illinois. Can you get it for me?"

Without these services...21st century is critical; it's the baseline for the future.

These aren't luxury services. We have to have them. Without these services, we're reading rooms.

The college in my town uses my library too; they don't have a library. The databases and resource sharing help me meet my users needs.

Economic development—small businesses have access to resources through MARVEL. Some MARVEL databases are directed for the technological needs of small businesses...they just wouldn't have those resources without MARVEL.

Have specific improvements or advances in library services taken place in the last five years that are largely attributable to the availability of LSTA funding? What would not have happened without LSTA?

MARVEL

Delivery

We wouldn't have downloadables

It's intangible—LSTA allowed us to define a need...we can demonstrate what we need to meet user needs. It surpasses the physical boundaries of our facilities. A guy came in last week—said he'd driven by the library often, but was really surprised to learn we had wireless.

It's all about equality of access across the state.

Because of the vision and cooperation within the state we got an IMLS grant to study collections. We're building on our past LSTA successes.

Lewiston has a large immigrant community. The consultants have helped us serve those communities.

With schools the all important thing is how kids do on standard tests. LSTA has helped level the playing field for kids in my school.

To what extent do you believe Maine's implementation of the program has furthered the LSTA purposes?

This Commission has been working to reach out to state agencies. We're making contacts...partnerships.

We haven't mentioned talking books because my library doesn't provide that, but they're a lifeline for those who need those materials.

I'm not a librarian, but LSTA has allowed school and academic libraries access 10-12 times faster...with more features. And services are available 24/7. Before, it was based on when staffing was available. I can get digital or audio books. You can't avoid seeing this is all available now . We're leading in that role.

A majority of our population has no computers; they come in to look for jobs, seek citizenship, keep in touch with family. None of this would happen without LSTA. There are populations that are not served anywhere else.

We have people all along the spectrum—from those who expect advanced stuff to those who don't have computers. Libraries are the one place that meets all those needs/expectations.

Anything else? Other ideas you'd like to share?

People use WiFi from my parking lot.

Tourists check our websites to see what's available when they plan their trips.

People check public libraries' websites to see what the library is like.

My town is without a library. I asked why not? And my councilman referred me to the school library!!

Consultants help connect us to the world.
Congress should know how crucial a library is to our community's identity.
We're the social service connection!

My hospital library has medical/professional resources, but the general public uses us too. We have a reciprocal arrangement with public libraries in our area for our patients. We get (facilitate) Talking Books for our patients. We serve a huge span of people.

My library provides passport services because the community needs that and the other center was cut.

I think of my library as a community center.

The B-top grant builds on what we've gotten before...the information commons...jobs, etc. issues.

LSTA makes us librarians look really good.

I got a letter from a patron who had used our MARVEL databases: "Because of this library I got a job teaching. "

One person told me, "The library makes paying my tax bill a pleasure!" Brings tears to your eyes!

APPENDIX B: Personal Interview Summary

Nine individuals identified by Maine State Library staff were interviewed via telephone. The purpose of the interviews was to provide background information for the consultants and to gain the perspectives of Maine librarians and supporters regarding the impact of LSTA funding in Maine. A list of those interviewed follows the summary of the key points made in those interviews.

Which of the LSTA funded programs/initiatives have had the greatest impact since 2008 in Maine?

MARVEL was the clear winner here:

Access to the databases. Most of us wouldn't have bought them at the time. Now we couldn't do without them.

MARVEL databases—that's a service that's available to anyone at home or in the library. It's a great equalizer in terms of information access.

Greatest impact is MARVEL; it is the most important to the most people. Talking Books, Books by Mail, and programs for special needs kids are important, of course, but primarily for those who use them.

Other comments and programs:

We've been suffering without a consultant in southern Maine.

Technical support; the circuit rider stopped in libraries and gave help. That made a big difference in libraries.

Technology support for rural areas!! It's just not available—there's no funding for technology support.

Maine operates on a thin margin. The State Library staffing has been hard hit in recent years. LSTA gives us a lot of leverage opportunities. i.e., the B-TOP grants. Having had the LSTA funding gives us the ability to participate (to apply for B-TOP). If we hadn't had LSTA, we wouldn't have been able to move forward, to be more aggressive on consumer databases (B-TOP). It let the State Library lead in the area of databases.

The State Library (as a leader) has worked with the University—miraculous joint work!! It's just all a piece for us in the state.

It would be great if the state could distribute all the money in grants, but then we wouldn't have the statewide distribution. It's powerful as it is.

Technical support for InfoNet and knowing that information is available. It allows all things (MARVEL is in part supported this way.)

Because of our new building and MINERVA we've moved from being a local town library to something bigger—serving the region and the state.

Have specific improvements or advances in library services taken place in the last five years that are largely attributable to the availability of LSTA funding?

MARVEL...the databases have expanded; they keep adding databases. The ones for kids seem stagnant. We could use more technology support, but we don't get that because we're supposed to have our own.

MARVEL...that's top priority in the school setting.

InfoNet elements and technology services. But, I'm concerned that we don't really know how much LSTA goes to what program. It's hard to advocate when you don't know how the money is spent and you can't find it on the State Library's webpage.

Without LSTA there would be no Maine InfoNet. It included private colleges, but they wouldn't have been involved without the LSTA funds.

MARVEL wouldn't be the same if it hadn't had LSTA funding.

Some of the outreach, i.e. people without library services—that program just wouldn't exist.

Van delivery started with LSTA funds and it is an essential component of resource sharing. We have done a lot to tighten and improve things. Not transforming activities, but improving the underpinnings.

Since August of 2008 InfoNet has been restructured. We make sure the "infill" has happened rather than overextending what we have.

A big one is MARVEL. Training is important for using hardware and software. LSTA provides access: connectivity and broadband saturation, access is woeful. I couldn't do much without access. People are asking libraries to do more and more electronically.

Yes, the ability to offer wireless; including the capacity to serve the public with computers; videoconferencing; technology that allows us to use databases, like ancestry. We can meet needs—broad and diverse through the databases.

Regional consultants help me meet and talk with other librarians; they support and help other libraries come on to Minerva.

Are there specific changes in how LSTA funds are expended that you think are appropriate given the overall reduction in funding for libraries?

I don't know how they're spent, so I can't answer that question.

Keeping going...the biggest thing in my mind would be a statewide card catalog. We have 3-4 catalogs now and many libraries are not connected or automated. We need a statewide catalog we can all be in. There's an initiative toward Evergreen/open source. That would give us access to local resources. Minerva is much more expensive than Evergreen would be.

The trend is away from spending at the State Library; it should be spent for broad strokes statewide. I was horrified years ago when LSCA was spent to put roof on State Library...that's my benchmark of how not to spend it! We've got to learn how to ask for what we need...and it's not a roof! Federal funds should do the most good for the most people—service over operations.

Delivery is an appropriate use for LSTA funding because it supports resource sharing. We have a union catalog, so we must have delivery!

Van delivery statewide is very important! If LSTA dollars could be used, more frequent delivery would be a good use of the funds.

Regardless of funding, I'd like to transform MaineCat. Now it's tied to one vendor; it is locked in. We're interested in more vendor neutral solutions—needs to be opened up more, whether that's OCLC or open source or some other options. We'll need money to migrate or to develop things as we need, or to help libraries do something different.

I would put more emphasis on training for librarians who are remote; networking and training are extremely important. I have to drive 3 hours to get anywhere.

Yes—it's missing having a strong vision for services in the future, like e-books. We have OverDrive, but we need to expand that. Talking Books is important, but we could reach more people if they expanded definitions. Funds should be available to expand and widen future services. I support Minerva, I talk about it as our library having millions, not just thousands, of books in our library. But federal funds need to be available to expand the vision.

To what extent do you believe Maine's implementation of the program has furthered these purposes?

InfoNet has done a lot to increase access and resource sharing. But school libraries can't join InfoNet. Schools can't afford the InfoNet products. Students don't know what's available. It's my job, but I don't always know. So education would be important. All the 7th and 8th graders have laptops with e-pub software, so they could access InfoNet...but can't because of OverDrive's stance).

We have furthered all of them. In the school we don't see much of some of them. I know we have special education students, but we have a special education department, so I don't interact with them much. I do use the consultants.

Younger people read online so Books by Mail is a minor need, although some people don't have the access they need.

They've done a great job on improving access and increasing resource sharing. I have less information on the special needs purpose. On partnerships—I don't think we've done that. We have continued with the old rather than new partners. For example, we should be with FEMA, private enterprise, non-profits doing literacy with corporations. We have a few corporations in the state and access to national organizations as well. We should be investigating those.

Spectacularly!! Involvement has spun off other things, i.e. the IMLS Legacy for Collections project; last copy. Things happen as a result of InfoNet Board members talking about what's needed. It's about creativity and leadership. Things happen because the opportunity (as supported by LSTA) is there. Our perspective/approach is to collaborate. We don't think in terms of subgrants...the statewide approach stretches funds.

I think Books by Mail detracts from the statewide services. People without libraries have no incentive to support getting their own library. Having Books by Mail is better than having just a reading room, but without the Books by Mail program there might be more push to form a library. People in small townships that pay other towns to provide library service say they can just get Books by Mail free.

In the last few years the charge to return materials postage has put a crimp in that argument.

We've done a good job!

Underserved and special needs—Outreach does that. It's especially important in an old, rural state. The district consultants are good. Partnerships—resource sharing—that's Maine InfoNet, and I like to think we do a good job. We rely on partnerships a lot. Maine libraries partner aggressively!!

We could always do things better, but I'm extremely proud of what the State has done--- outstanding job, especially considering funding.

Improving access and increasing resource sharing make an important contribution; it would be good if we expanded the language and broadened the meaning in access and resource sharing. Partners—it's all intertwined—shared collections make us do that.

For years some of the special needs outreach has been slow; I've wondered why there wasn't better equipment and formats. As with electronic books, we should make the players so they can increase font size for example. I like the new NLS machines.

What do you think should be the highest priority in terms of addressing the library service needs of Maine residents in the coming 5 years?

Students' information needs...there's should be a school librarian in every school. My district has a certified librarian in each school, but there are schools without the funds to do that. They have techs, but they're not trained. And, make InfoNet available in every school library!

The statewide catalog! Another would be to pull together all the libraries in the state. I think schools are left out in the current statewide plan. My third choice would be supporting access in rural areas.

We ought to continue support for technology initiatives. That's a major undertaking and we have to do it together. I am hesitant/cautious about how much we spend to support underserved. Too many libraries let the State Library bail them out rather than taking advantage of things...just an ongoing dependence.

I think I'm tuned in, but I don't have a clue what LSTA goes for. It's hard to advocate when you can't say where it goes.

I have four:

- 1) Stabilize the key structures we have that enable Maine InfoNet and what it provides
- 2) Secure funding for delivery
- 3) Develop leadership in the state. There are talented people coming up, but we need to create leadership ability
- 4) Create a statewide union catalog that's more extensive/inclusive, that lets more libraries in. Get us all on OCLC or something else.

It would be nice to have district consultants with areas of expertise, e.g., youth services or technology expertise. Technology is going to be huge going forward. We could use all the digital help we can get. Libraries have to change to handle all those new things. It would be good if we could use LSTA funds for consulting in technology.

I'd like to increase participation in MaineCat catalog and ILL service; explore changes in technology that support that. I'd like to incorporate small libraries.

I'm concerned about the outlying towns without access. Broadband is bigger than (more important than) even training.

Partnering to be sure we all get high speed access. We have old hardware, and too few of it as well.

High speed access should be a national priority!

Maine---first to connect all!

It's hard to separate things...we need to proceed with technology. Collaborations may be the most important, but we have to serve special needs too.
We need to be forward looking; have a shared expansive approach. Keep moving in the same direction in a timely fashion, with a variety of formats.
Minerva is sometimes hard to use so we need to improve the ease of use; simplify access.
Shared collections...
I'm very appreciative of our State Library and Minerva and our state model of sharing.

Interviewees

Peggy Becksvoort, President Maine Association of School Libraries/Falmouth Middle School
Nancy Crowell, Director, Scarborough Public Library
Nancy Grant, Penquis Valley High School/MASL Board
James Jackson-Sanborne, Maine InfoNet
Phil Lindley, Director, Connect ME Authority
Steve Norman, Director, Belfast PL and Minerva Board
Sonja Plummer-Morgan, Director, Mark & Emily Turner Memorial Library and
Association of Rural and Small Libraries President
Steve Podajny, Director, Portland Public Library
Robert Waldman, Director, York Public Library

Appendix C - Web-Based Survey Summary

1. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services in YOUR library. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

| | 0 - Don't Know/Can't Rate | 1 - No/Very Low Impact | 2 | 3 - Moderate Impact | 4 | 5 - Very High Impact | Responses |
|---|----------------------------------|-------------------------------|--------------------|----------------------------|--------------------|-----------------------------|------------------|
| Van Delivery Service | 32.8% 66 | 24.4% 49 | 1.0% 2 | 2.5% 5 | 5.0% 10 | 34.3% 69 | 201 |
| Books-by-Mail | 26.9% 54 | 27.9% 56 | 8.5% 17 | 12.4% 25 | 9.0% 18 | 15.4% 31 | 201 |
| Maine Regional Library System | 7.0% 14 | 3.5% 7 | 6.0% 12 | 18.0% 36 | 17.5% 35 | 48.0% 96 | 200 |
| Maine InfoNet (MaineCat, MARVEL, Minerva) | 3.0% 6 | 1.5% 3 | 3.5% 7 | 8.5% 17 | 9.5% 19 | 73.9% 147 | 199 |
| Summer Reading Program support | 19.4% 39 | 24.9% 50 | 7.0% 14 | 15.4% 31 | 13.9% 28 | 19.4% 39 | 201 |
| Talking Books Plus | 36.2% 72 | 34.2% 68 | 8.0% 16 | 10.1% 20 | 8.0% 16 | 3.5% 7 | 199 |
| Maine School and Library Network | 8.5% 17 | 6.0% 12 | 2.0% 4 | 4.0% 8 | 11.5% 23 | 68.0% 136 | 200 |
| Cooperative efforts with the Humanities Council, Department of Education, Public Utilities Commission and Cultural Affairs Council | 19.5% 39 | 10.0% 20 | 10.5% 21 | 19.5% 39 | 18.5% 37 | 22.0% 44 | 200 |

2. Briefly tell us about the impact that your highest ranked service or services has had in YOUR library.

| Count | Response |
|--------------|--|
| 1 | Being a very small library we rely heavily on interlibrary loan. |
| 1 | Being in a remote area Interlibrary Loan is very important to us. |
| 1 | High-speed Internet service and website hosting of MSLN is invaluable. |
| 1 | ILL has been a great service for our patrons |
| 1 | Interlibrary loan is critical for my library. |
| 1 | LARGE PRINT BOOKS. |
| 1 | MARVEL - amazing resource great for patrons on all; ages and RA support. |
| 1 | MARVEL is an invaluable resource that we could not afford otherwise. |
| 1 | MSLN is vital for internet access for my school library and district. |
| 1 | MSLN provides our Internet connection, which is used by a majority of our library patrons. |
| 1 | Maine InfoNet Download services very popular, as is the Summer Reading Program. |
| 1 | MaineCat impacts for records that can be uploaded - huge help. MARVEL for all types of research. |
| 1 | Marvel is essential for my high school (and library). |
| 1 | Our patrons love the Let's Talk About It series from the MHC. |
| 1 | Our students really appreciate the talking books program |
| 1 | Students access information through the Marvel databases. |
| 1 | The internet features not only keep me up to date in the library, but also help our patrons. |
| 1 | The technicians at MSLN are incredible. They are patient and helpful when a problem comes up. |
| 1 | The van delivery service conveniently makes a small library like ours have statewide capability |
| 1 | Use Maine InfoNet as a resource to find books a lot. |
| 1 | Van Delivery service is a terrific value (in both time and money) for our ILL program. |
| 1 | We have a small collection, so using the van delivery for interlibrary loans is invaluable. |
| 1 | We use Marvel daily in our school. It is the recommended jumping off point for online research. |
| 1 | With the help of Suzie Strout, we've been able to keep our computers running well. |

| Count | Response |
|-------|---|
| 1 | Our library is on an un-bridged island and we make use of the inter library loan very often. |
| 1 | We use the MARVEL databases multiple times every day to locate full-text articles in the areas of nursing, allied health, health care administration, and related fields for our patrons. |
| 1 | I rely on MARVEL as my budget gets cut more and more each year. Next year my book budget has been cut 65% so I will not be ordering any non-fiction titles or reference books at all. |
| 1 | MSLN and Maine InfoNet are essential to the students and faculty at our school - making the internet available and providing resources through that service. |
| 1 | Makes reading for our residents more interesting. More residents participate and thus it brings more people into the library. |
| 1 | One in five items that we circulate are supplied through MINERVA or Maine Cat and arrive at our library via daily delivery services. This is a key element in maintaining user satisfaction. |
| 1 | Van delivery has helped our patrons request more books without the cost of postage that we used to charge to return items. They appreciate this. |
| 1 | The Summer Reading Program support has been very helpful to our children's reading program. Our library has had a very high amount of children participating (average of 60 children for our population of 1450 people.) MARVEL is very popular and helpful for our patrons. Interlibrary loans are aided by Books by Mail and our circulation numbers in this area have been growing. |
| 1 | The Calais Free Library is in a very geographically remote section of Maine so the van delivery service is of tremendous value to many of our library patrons. Maine InfoNet - through MSLN - opens up the whole state for our patrons. This small library, with a very small budget to match, would never be able to duplicate these services on our own. |
| 1 | The students and teachers in my school use MARVEL on a daily basis. I do not have budget money to subscribe to many online databases, so MARVEL has been invaluable. Patrons in my school library frequently use NoveList, Britannica and Kids Search to name a few. Many of my patrons (both students and teachers) use Minerva to request ILL books from our local library when there are resources we do not have in our school library. |
| 1 | As a rural library in northern Maine, having MSLN high speed internet is faster than any service offered to citizens in our community from private companies. Our computers and wireless system is always in use, including after hours in our parking lot. From children to seniors, from those with their own iPhones, laptops, eBook Readers to those without any of the listed technologies, our service is free and provided fairly. |
| 1 | Technology services allow us to provide our patrons with access to information that would be impossible to have on site. |
| 1 | Van Delivery and MaineCat/Marvel allow our small library to offer a much wider range of materials to our patrons than our local budget could support. When a patron ask for |

| Count | Response |
|-------|---|
| 1 | <p>something which we don't have, instead of saying "no, sorry," we are able to say "we can probably get that for you for free on the van or from this database."</p> <p>Maine InfoNet is my go-to spot for information i need and Summer reading is THE draw for the library in the summertime! Last summer a family based in Taiwan came to the library and returned each week so the children could participate in that program!</p> |
| 1 | <p>Van delivery and the databases enormously benefit our library and, more importantly our patrons. Students have access to a very much greater array of databases and print resources than we could ever muster on our own. We also take pride in contributing our resources to the mix.</p> |
| 1 | <p>Interlibrary loan/van delivery allows our patrons access to 9 million materials as opposed just the 20,000 in our library.</p> |
| 1 | <p>We could not function without the help and support of the Maine Regional Library system. We would not have Internet access without the help of MSLN and Internet access is our most used service. We use MARVEL (especially Novelist) on a daily basis.</p> |
| 1 | <p>MSLN's tech services are invaluable - our library could not afford to provide this level of broadband internet or network services otherwise. This is also true with respect to the van delivery service for ILLs, as the ILL program continues to grow in popularity with our patrons.</p> |
| 1 | <p>The Van Delivery service is critical to our small library service, as 98% of our ILL comes through the Van Delivery Service. This enables our library to offer materials that our patrons would not otherwise have access to. There is no way this little library could afford even one day of Van Service on its own. Maine Regional Library System, gives me the support I need to run this library from everything to library policies to doing PR. Maine InfoNet is something I use every day! There is not a day that goes by that I am not online looking up books for patrons, researching material for ordering, finding the next book in a series in Marvel, I could just go on and on. A must item! The Maine School and Library Network, provides tech support and internet access that this little library would not have otherwise!</p> |
| 1 | <p>For our isolated school and public library Maine InfoNet is a very important resource for the residents of this community. It is the one service to which we can avail ourselves of on a regular basis.</p> |
| 1 | <p>MSLN has provided us with a fibre optic connection to the network, which allows both staff and patrons to easily and efficiently work on the internet. All are grateful for the speed. Without MSLN support we might have a bonded T1 line at best, which is marginal bandwidth for all the activity in our library.</p> |
| 1 | <p>The regional library system is critically helpful to bring small isolated libraries along into the 21st century. MANY times the district consultant or MSL staff has exposed us to new trends in library service or technology, opportunities, deadlines that we just haven't the time to keep up with as individuals. Not only do they let us know WHAT we need to learn, but put together the educational conferences and workshops we need for that learning. I also know that the high speed Internet connection MSLN gives us is priceless now that information access is so dependent on enabling our patrons to operate online.</p> |

Count**Response**

- Joining the van delivery has been a huge benefit for individual patrons with reading tastes/ research needs that our collection can't meet, as well as benefiting our collection development. I am VERY happy to now offer ILL borrowing without needing to ask patrons to share a postage cost (as when we used USPS). I am very committed to equal and FREE public library service for all patrons and the van delivery makes this work for ILL. .
- 1 We use Maine InfoNet daily, to see if other libraries have something we need and to aid in our cataloging (we do our own).
- 1 Support from the district consultants has been vital to our operation. SO much help and knowledge!!!
- 1 Without MARVEL!, we cannot teach the students how to find reliable sources when they research. There is no money in our school system to replace the resources of MARVEL!
- 1 Our most used service is the Maine School and Library Network. They provide our internet service. This service has saved us money, and also been a help to us with answers to tech. questions.
- 1 Marvel is very useful for accessing scholarly articles in the medical/nursing/allied health fields
- 1 Grant for automation with support of CMLD consultant and other support from consultant. Internet access, web site hosting and email through MSLN.
- 1 Maine InfoNet, with its electronic services, combined with van delivery service to get physical items to our library (and from our library to others) is an indispensable component of the services of our private college library. We contribute to the financing of Marvel, and we lend materials heavily in the state, and our users are rewarded multiple times over with resources from other Maine libraries.
- 1 People want what they want. If we do not have it in this library, it is great that we can provide it from another library. To do this we need the van service, MSLN and InfoNet.
- 1 Without MSLN we would not be able to offer technology to our patrons. E-rate & MSLN have brought us into the 20th century.
- 1 Because we are a small library, offering services to surrounding towns (no patron fees), the Ill and books being mailed to use are an invaluable service to a large section of Downeast Maine.
- 1 As a high school library, we depend upon the MSLN for connectivity. This connectivity goes hand in hand with our ability to send and receive materials to and from other libraries. Our District Consultants and the ARRC system make us an integral part of a user-driven system that not only provides end-user satisfaction but teaches our students the benefit of a good library system.
- 1 Van delivery service is invaluable to our patrons. People have come to rely on it as a basic service and not a frill. It is essential to keep this service efficient, affordable, and accessible. Thanks for all you do.
- 1 MSLN is an invaluable service for our library resulting in a great increase in computer

Count**Response**

- usage. The high speed internet access allows us to offer a wealth of information & services such as link to Information Commons to our customers. Without MSLN we won't be able to offer these services. Also great support via phone, email - immediate response with help, troubleshooting and solving the problem. Thank you so much. Maine Regional Library System is another valuable service - wonderful support, feel connected with the library community through the Listservs, there are professional development opportunities, the sharing of knowledge and resources at meetings. As a one-staff librarian, I am never "alone". I can always depend on the support from the district consultants. The inter-library loan service is crucial to our library. We are able to request materials, our library doesn't have.
- 1 Through the Maine School and Library Network we are able to provide our many patrons with high speed internet. It allows us to help patrons find information faster and helps us with interlibrary loan.
- 1 Since we are a small, rural library, the books-by-mail and MSLN is very important to our patrons. It makes an enormous difference in the services we are able to offer our patrons.
- 1 Maine Regional Library System is what keeps us informed and in touch through MELIBS & MEINFO, which is invaluable to rural libraries like us. Learning opportunities, readers' advisory and the BTOP grant have offered us a much wider scope of resources.
- 1 MARVEL is used every day we are open. We routinely refer/train patrons to use MARVEL as a source for reliable information on a range of topics.
- 1 No library can own every book, especially when budgets keep getting cut. The ILL and delivery services have opened up a world class library for our patrons. They are constantly amazed at what they can get and how quickly it arrives. Having access like this makes information available for everyone equally.
- 1 We have a very low book budget so are usually unable to purchase new publications immediately. Receiving books by mail enables patrons to access a wider selection of materials and sometimes more recent publications.
- 1 We are a high school library. MARVEL is an invaluable resource for student research. The librarian uses MARVEL very often for research that is helpful to the curriculum and the library program. MaineCat and Minerva are very useful to us for interlibrary loan purposes.
- 1 I can't pull out just one service. The most important are the delivery service, Maine InfoNet, and the support from the regional library system. All of these are essential to those we serve, and allow us to be a modern public library in a small community.
- 1 Although we are a small library that is not on the van delivery route and without automated circulation, we rely on MaineCat, Minerva and MARVEL daily -- among many other reasons, they manage to assist us on everything from locating books to identifying patron requests to cataloging. Through the regional system I have assistance on-the-ready whenever I need to call on someone. And the talking books and books-by-mail are a godsend for folks who cannot make it to the library regularly or who need more variety than our collection provides. We couldn't do without any of it!!!!

| Count | Response |
|-------|---|
| 1 | Being part of the regional system has given our very small village library the ability to borrow materials, especially non-fiction, from the states larger libraries; has provided us with consultants' expertise in automating our collection; has provided us with SCOOP discount for purchasing books and supplies at library discount; has shown us how to bring technology into our libraries and made it cost-effective to do so. So I see the regional system and leadership of the MSL as crucial to the small libraries in this state, |
| 1 | My school district will no longer purchase databases. My students depend on the Marvel databases! |
| 1 | Maine School Library network provides our internet connection. It is extremely important to our community to have a reliable, fast connection. Many of our citizens are unable to have high speed internet. This provides a much needed connection for businesses and patrons. |
| 1 | We are a small library, but lend and borrow approximately 3,000 items per year. The van service saves us at least \$6,000 annually. |
| 1 | The MRLS, MARVELS and MSLN have greatly assisted in providing resources to our library that the school district may have not had the funds to purchase. The Marvel resources are excellent tools, but may have more of an impact if there were some quality pre-made advertising materials and a better federated search engine for searching them. |
| 1 | We use MARVEL and INFONET all the time and MSLN is always there as a valuable resource and staff help. |
| 1 | Computer use (also Wi-Fi) continues to be important for some summer people. They are our biggest users. |
| 1 | We are in a small town with a low budget. We wouldn't be online without the Maine Regional System |
| 1 | Maine School Library Network provides us with internet service and we have 7 computers for public access and they are constantly being used by our patrons. We receive free van delivery and that allows us to offer a wider range of collection materials to our patrons. |
| 1 | Being a part of Maine InfoNet and the van delivery service is very important to our patrons. It has been a positive change that patrons would not want to live without. Summer reading is also well attended and is educationally important to parents who want/like to keep their children reading throughout the summer school break. |
| 1 | We depend on Marvel to fill our reference needs because of limited budget and space. The same applies to van delivery of ILL because we lack the budget or space to meet the reading and reference needs of our community |
| 1 | The Library and Internet service has reached many residents who otherwise would not have the service available to them. |
| 1 | The regional library meetings are informative, promote networking, encourage collaboration, and increase resources -- we have 'go getters' running these programs and all the Maine Libraries appreciate the energy they bring to our small libraries in the rural corners of Maine. With restricted budgets in local schools (I'm a school library) we |

Count**Response**

- depend on the interlibrary loan system and URSUS is a wonderful resource for our students and teachers -- it expands our research and reading potential significantly. Marvel -- especially - is an incredible resource for our schools and when I am showing students Maine Marvel, I make a point to let the students know that our school, alone, could never afford the database collection in Maine Marvel -- it's so important for our students to know where to find information and Maine Marvel is essential for this process in my school. Cooperative efforts with State Humanities, Education, Public Utilities and Cultural Affairs are essential for the success of these statewide programs and the positive impact of these organizations in our schools. I am constantly looking for ways that our students can increase their educational opportunities and these state efforts are an important part of student success and aspirations.
- 1 MSLN and MARVEL are indispensable in my school library. We use MSLN every day to connect with the world of digital resources. MARVEL is an incredible collection of resources which is used extensively by students and staff. I don't know how we would get by without them.
- 1 I get most of the non-fiction books requested by my patrons through Interlibrary Loan which helps with budgeting for my library.
- 1 We are able to expand our offerings greatly with the use of MARVEL to borrow from others. As a small elementary library this is very valuable to the students and staff.
- 1 MARVEL can be used by all of my students and their parents at home and at school. This resource is invaluable. Also, I have many students who are sight impaired and need talking books as an accommodation. The Maine State Library is incredibly helpful when our students need certain materials.
- 1 I use Marvel to teach 3-5 grade students about electronic encyclopedias and online resources. Our library would not have the funds to provide electronic resources on our own so this service is very important to our students and their families.
- 1 MSLN Connection is vital as PAC usage is key service of library. The databases as well are vital to serve our patrons' informational needs. Currently due to budget cuts we are not on the van delivery but hoping to be again therefore I rated as high need for our future.
- 1 We get 3 to 7 totes twice a week through the delivery service that they or we have requested on either Minerva or MaineCat. That means the patrons of our small rural library expand the reach of this library by up to 200 materials each week above those we carry in our library. And that number is growing. We send out at least that many totes for each delivery.
- 1 Being a small library, our patrons benefit greatly being able to receive titles that we don't have room or budget for. It's an amazing service, which we use constantly. The network provides an inexpensive way for us to receive support that has improved my knowledge level and my ability to find books through MEFIND for our book groups. I love it! There are
- 1 As a new library director, having a regional consultant is very helpful to me as I get acclimated to my job. Also, ILL is a huge service to our library community since it gives

Count**Response**

- our patrons so many more offerings than just our local library is able to give.
- 1 Since joining Minerva over 5 years ago, van delivery has made a huge difference in our ability to participate in lending and borrowing. Staff and students don't hesitate to request items we don't own or items we need multiple copies of because they can count on quick delivery. MRLS has continuously offered opportunities for professional development and sharing of resources with librarians across the state. Minerva and Marvel are widely used by staff and students both in school and remotely. The physical walls of our school libraries no longer exist, providing our customers with 24/7 service. Our schools rely on MSLN for internet connectivity.
- 1 Van delivery and the online resources provide our patrons with access to materials we could never afford without the state library's help
- 1 The MARVEL databases are used every day by the public and students to locate full-text articles relating to healthcare issues, nursing and patient care issues, and allied health professional research topics.
- 1 The van delivery service is essential to the quality services we provide to our students. The van service is able to get materials to us and other libraries faster than the postal service. This is vital to the learning needs of our students and the credibility of the loan services we provide. Maine InfoNet provides access to hundreds of thousands of materials beyond what is available in the University of Maine System. Our students can easily support their studies and have access to pleasure reading materials because of the easy online access to other library materials across the state.
- 1 Having the ability to borrow books to supplement our collection allows students access to materials we would not be able to buy ourselves. Having access to the Internet through the Maine School and Library Network allow our students access to online information which is critical for the 21st century learner.
- 1 The support of our District and District Consultant is immeasurable. They provide workshops and services that a small rural library would not have access to without them. Maine InfoNet has brought the "outside" world to a geographically isolated community. We feel more connected to our state, country and the world. The community feels up-to-date with technology now, where we were left behind before broadband internet was available to all our citizens.
- 1 SUMMER READING SUPPORT ALLOWS US TO HAVE AN UP TO DATE PROGRAM. SOMETHING I WOULD NOT BE ABLE TO MANAGE AS WELL BY MYSELF AS I AM A STAFF OF ONE.
- 1 Even as a "relatively" well-funded library, we could not begin to afford the cost of the data bases, ILS and network (MSLN) costs shared through the statewide cooperatives. We frequently use the programs and resources made available through the Humanities Council. We are quick to credit the foresight of the State Library, the PUC and the Legislature in making the library community the leader in resource sharing to benefit all of our citizens regardless of means. The LSTA funds are carefully balanced to support and leverage this effort.
- 1 We use MARVEL continually. It is an invaluable tool that I actively teach students to use.

Count**Response**

- I don't know what we would do without this access.
- 1 The van delivery service allows us to provide ILL service to our patrons that would not otherwise be possible; this ups our value to the community in many ways. Some of these of these benefits may be intangible, but of vital importance just the same.
- 1 Maine InfoNet, Maine Regional Library System and the van delivery system make possible excellent interlibrary loan service which is essential for a small library like ours in meeting the needs of our patrons. Consortium access to databases, provided by MARVEL, makes a vast array of information available that a small library could never afford alone. The Maine School & Library Network makes our high speed internet service available, as well as our shared IT specialist. We couldn't afford this level of service without MSLN.
- 1 Interlibrary loan is used about twice a week, which is a lot for our little library. Unfortunately, we have to ask patrons to help towards the return postage, but most are more than willing to pay a dollar or two for a book they want to read. The state library does a fantastic job with ILL, and I am grateful for that!
- 1 Re: Maine InfoNet Maine InfoNet as a whole is an indispensable service for the Inland Hospital Library. The Library is a member of SOLAR, Maine Cat serves as the Library's card catalog. The ability to search Maine Cat and MINERVA libraries is crucial to the functioning of the Library.
- 1 Maine School and Library Network allows libraries to maintain Internet connections which are vital to both the library and the community.
- 1 We have over 15,000 people a year come to the library to access the Internet, something we would be hard pressed to provide without MSLN. The Van delivery service also allows us to borrow materials from other libraries' collections with relative ease. Our patrons greatly appreciate the ability to acquire items outside of the library's holdings.
- 1 The Maine School and Library Network is essential in our library being able to provide internet service to our patrons.
- 1 The Books by Mail has been a very useful service to the citizens of Fayette, because of our hours and a small budget. Several people in Fayette use this service to do research and for novels that we don't have. I use the summer reading program for our children every year. It is very helpful in planning the summer story hour.
- 1 We belong to Minerva. Our students and faculty make tremendous use of MARVEL and benefit from having access to the MaineCat resources.
- 1 My highest ranked service would be Marvel. It has provided the accessible for students to conduct quality research using authoritative sources for FREE.
- 1 Providing our patrons with free internet access and books through interlibrary loan is huge. We are a tiny library (just one room!) in a very rural part of the state. Without these services the amount of information and material that we could provide to our patrons would be very limited. Access to information on the internet is an invaluable tool as it allows us to use the money that we would otherwise need to invest in printed reference materials on other circulating materials for our patrons. Likewise, the ability to borrow

Count**Response**

- materials from other libraries throughout the state supplements our own available collection, which has a very limited budget. These services really are invaluable.
- 1 As a rural Library, we depend very much on the ILL van delivery service to supply reading material to our patrons which our small collection can't purchase. MARVEL supplies our patrons thousands of articles from hundreds of databases they would never be able to access without Maine InfoNet The MRLS and MSLN are professional support agencies that strengthen our Library by connecting us to all libraries throughout the state.
- 1 As a small school library with a very limited budget, we are absolutely beholden to the Maine State Library for its interlibrary loan service and the Books by Mail program. We are able to offer everything we need to support our curriculum thanks to this service, and students and staff both use these services for pleasure reading. The MSL has enhanced our collection in immeasurable ways.
- 1 Maine InfoNet has allowed access to statewide interlibrary lending through MaineCat. It has increased the opportunities available for my patrons without increasing costs.
- 1 The interlibrary loan system through our Maine Regional Library System is invaluable to our small rural library. With limited funding for our collection, the interlibrary loan program quickly provides our patrons with popular and current materials our library is otherwise unable to afford. Training and materials, thoroughly updated information, and regional meetings provide our library with the support it needs to stay connected with other libraries in Maine and to stay up-to-date on current library practices.
- 1 Marvel allows quality research projects to be conducted - students are taught to use reliable and valid sources. I use Marvel for readers' advisory, and information for collection development. Staff uses it for professional coursework and personal information-gathering. All this with no money taken from my annual budget. I could not afford any other information database for my 560 students and 80 staff!
- 1 Summer reading has shown residents and vacationers where the library is & what we are about. Many children return year after year because of the positive impact the program has had on them.
- 1 Minerva is the number #1 service we provide to our patrons. Our patrons comment daily how much they love Minerva and the van deliveries.
- 1 The professional development programs offered through the regional library system are great. They are focused on the needs of librarians. As a school librarian too much of my time is spent in school professional development that does not apply. MARVEL is the source for our students to conduct research. Once our students learn to use MARVEL we see the poor Google searching diminish. The library staff here uses MaineCat to search for ILL items. Great system that works well for us.
- 1 We are on an island off the coast of Maine with a population of 350. We have a library of 9000 titles made up of all titles for all ages and formats. We depend on the books by mail program to fulfill our patrons' needs. We cannot use the van service for two reasons: it is too expensive and because of 9/11 regulations unattended boxes of books cannot be dropped off at the ferry terminal to make their way to our island library.

| Count | Response |
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| 1 | Maine InfoNet, MARVEL and Minerva have enabled our library to move into the 21st Century and deliver a range of local and electronic services that otherwise would be beyond our means to provide locally. This has had a huge impact on our ability to meet the needs of our local library users! |
| 1 | It is a toss-up between delivery service and MSLN. We would be hard pressed to provide quality service without either of these services. MSLN provides much needed internet access and the delivery service is the backbone of our resource sharing (ILL). |
| 1 | Regional library system and marvel are vital in our effort to supply information requested by our patrons. We no longer have magazine subscriptions because of budget cuts. |
| 1 | The MARVEL databases are an essential source of online information for my school library and our students. MaineCat of Maine InfoNet provides essential interlibrary loan access for us. The Maine School and Library Network provides the essential Internet connection for our school. |
| 1 | Maine Info Net, Minerva, Maine Cat and Marvel are resources we use daily that guide us in locating books. The Maine Regional Library Services are constant supports in keeping us abreast of what is going on and providing unlimited help with questions, grants, contacts-whatever they can do to help keep us active and up to date, they do it! |
| 1 | Let's Talk About It sponsored by Maine Humanities Council has been a very successful program in our library. We are most fortunate. |
| 1 | The Regional system makes it very easy to access help and support for our 15/h week library. I have used it often since starting as Director here 10 months ago. My District Consultant and Tech help have always been quick and responsive. The Download library is being accessed by our patrons much more than I thought it would be. The interlibrary loan service is also very valuable to our small library and very efficient and user friendly. |
| 1 | MSLN provides us with hosting for our web page, email accounts, and valuable listservs in a one stop setting to help us keep up-to-date with the field. |
| 1 | The sharing of information to small rural libraries from the Maine State Library has been very helpful. They are able to pass on pertinent information to us that we would be very time consuming for us to research. Their support to us has been valuable. |
| 1 | MARVEL-has a huge impact on my school library. I like that I am able to teach the resource in so many different ways. It gives my students equal footing with students all over the country and has brought Maine education forward into the 21st century. |
| 1 | MSLN provides the Internet access for our public access kiosk computer and the office/circulation desk computer at no cost to us. That allows us to have completely separate access from the ISP connection used by patrons with their own laptops over the library's Wi-Fi network, a major security and performance boost. Maine InfoNet Minerva service means we are able easily to find and to order books for our patrons that are not in our own collection, for delivery through Curtis Memorial Library (we are not on van delivery). |
| 1 | Access to online research databases is critical to a school library. Teaching students |

| Count | Response |
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| | how to access appropriate, authoritative information and to evaluate that information makes them more responsible citizens |
| 1 | MSLN is a great service to our community - we find our internet use numbers still climbing, although our computers are used in a different way than in the past. We wouldn't be as vital a part of our community without this service. |
| 1 | Maine Info Net and the summer reading program has increased our patron usage both adults and children |
| 1 | The highest ranked service is having Susie Stout, tech person for the state of Maine, come and help with our computers. As a small library we cannot afford our own tech person. The MSLN helpdesk is also appreciated but there are times that a visit from Susie is the only way to figure out the problem. |
| 1 | Would find it very difficult to do my job in a small library without the support of the district consultant and the resources of the interlibrary loan system, MARVEL, etc. |
| 1 | Interlibrary loan through the MRLS. It is awesome. Our students get the information they need. We also use MARVEL extensively. Those databases are extensive and used every day. |
| 1 | Van delivery has lowered costs for interlibrary loan services and increased usage of ILL. MARVEL is a tremendous resource for both our library users and our staff doing reference research. The connectivity we have is critical to our mission and our function! |
| 1 | Van delivery along with Minerva open lending has gotten materials that people want into their hands faster and more efficiently. |
| 1 | High speed internet brings many people into our library every year. We have a summer community and many of the people that come have no other internet option. While it does not impact the library directly, because we have the internet MSLN has given permission to our Tel-a-med clinic to use the internet until the NETS gets its high speed line up and running. This gives our island community access to medical care. |
| 1 | I am in a school library - without our MSLN network and MARVEL we would have a difficult time operating in the twenty-first century |
| 1 | Van delivery service by far has the most local positive impact. However, to my knowledge no LSTA funds are currently supporting this. Local libraries pay for this service. Minerva libraries benefit from one day of free delivery, but this is paid through Minerva membership dues. Recently, state legislation was passed to help with delivery costs, but we do not yet know how that will be divided statewide. MSL staff coordinating the service have been paid through the general fund, not LSTA, so I think it is inaccurate to describe this as an LSTA funded service. However, in my view this is the most appropriate and highest impact way to use those funds. |
| 1 | Maine InfoNet, Marvel, etc. are used daily by several patrons in my library. I do not know what we would do without these valuable resources. |
| 1 | I teach research skills using MARVEL to all of our students, grades 9-12. MARVEL is an indispensable resource for all of Maine's citizens, including our teaching staff, who use it for professional development. Thank you for this amazing selection of resources. |

| Count | Response |
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| 1 | Patrons make extensive use of the ability to place holds and get delivery a few days later; Internet access is heavily used; many patrons do not have home internet service, or have had to cut this service as an austerity measure |
| 1 | WE are a smaller library and our patrons use ILL service on a regular basis. We would lose many of our patrons if we did not have ILL service. |
| 1 | Being a library that serves a very small rural population the MSLN is crucial to providing information and services to our community. Our library gets very little money from the town. The free internet access makes a huge difference in our budget. Without it, and the support provided at the state level by the staff at MSLN we could not offer the services needed by the community. Maine InfoNet is also crucial to our operations. We could not afford to purchase access to MARVEL on our own. We depend a lot on ILLs provided through the Maine Regional Library System for materials requested by members that we cannot purchase. |
| 1 | MSLN support with public access internet services, the van delivery service, and Minerva especially have tremendous and invaluable impact to our library on a daily basis and enable us to provide so much more material and so many more services to our patrons. The MARVEL databases are excellent, and the support we receive through Maine Info Net and Maine State Library for so many initiatives is fantastic. |
| 1 | MSLA services are vital to our small library, coordinating high-speed Internet access, support and other help. |
| 1 | The Maine InfoNet is used most frequently in this library. It has helped in preparing for tests, health information and improvements in computer use by our patrons. |
| 1 | Being a part of Minerva has been a wonderful asset to our library and also for our patrons. Having the van delivery is great; it gets library items to our patrons very quickly. Everyone loves it. Also, the Maine School and Library Network is keeping everyone connected, I don't know how we could do it otherwise. |
| 1 | Internet access through MSLN is an extremely important tool for patrons. This is the sole access for many patrons to use for email, job seeking, tax filing and research. It is wonderful to be able to offer this to the public. |
| 1 | Our library could not survive without the excellent support of the Maine School and Library Network. Our computers and wireless services are constantly being used. We have 9 public computers and 9 public laptops. Rural parts of the state are lacking in computer services. In many areas mobile devices do not work. Public libraries in many areas are the ONLY free public computer service. |
| 1 | Our patrons use Interlibrary loan services (over 200 per month) with a population of 5,000-having this service provides this service that we may not be able to afford. ILL allows us to provide for requests we would not be able to purchase saving 1,000 of dollars each year. |
| 1 | MARVEL is indispensable in providing students in my school with access to database information. Without this service my students would have little or no access to this type of material. |

| Count | Response |
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| 1 | Maine Regional Library system. Maine InfoNet etc. and summer reading are great services that we can give to our patrons in this small community. With these services we can offer what larger libraries can to maintain all our community's needs. |
| 1 | Books by Mail...with several home schooling families and with the distance from any large research facility this is invaluable. It has increased overall use of the library, made more families aware of our small facility and allowed those families who move into the area from away to receive some of the same services they are used to. |
| 1 | MARVEL provides access to databases that we would never be able to afford as an elementary school library. We use Searchasaurus, Encyclopedia Britannica and Novelist regularly. In addition, teachers use Academic Search Premier and other databases for professional development. It is important for students and staff to have access to quality resources for research. |
| 1 | The van delivery service, our membership in Maine InfoNet and MSLN are invaluable in our efforts to provide quality library service in our community and beyond. |
| 1 | The delivery service and Interlibrary Loan through Minerva is highly used at our library. If this program no longer existed, our patrons would be very disappointed and there would be more pressure to provide a more diverse selection of materials locally. |
| 1 | All of the highest ranked services help our small rural library connect to a much greater extent to the world at large than we could possibly hope to be able to afford to do on our own. |
| 1 | MARVEL! is essential to our functioning as a small academic library in Maine. Many database subscriptions in this program are central curricular resources; without them, we would struggle to meet the needs of our students and faculty, and the public would be without crucial information for literacy and lifelong learning. Maine InfoNet is critical to us, as it allows our patrons to serve themselves online, requesting and renewing their own materials. Patron empowerment is essential. Talking Books is critical not to our *library* in particular because it is a program that primarily works directly with *individuals*; however, there are members of our community for whom Talking Books is essential. Large Print is very important to our library operation as it supplements our very limited offerings for people with visual disabilities. (Large Print is part of the Talking Books Plus program, although I doubt everyone answering this survey realizes that). |
| 1 | The Maine School and Library Network has provided excellent Internet service to our library. MSLN has facilitated access for our library to new computer equipment, computer setup and help in maintaining these computers. |
| 1 | We are a very small rural library in a financially poor part of Maine. Many of our patrons cannot afford to have internet access in their homes. Many of them do not have computers at home. Having access (here at our library) to the internet has helped some of our patrons to look for work, stay in touch with their sons & daughters serving our country in Afghanistan and other places around the world, to do their taxes on line, for our college and school patrons to do research, etc. We could not afford to pay for our own internet access. |
| 1 | Minerva, MSLN, and state consortium that make these services available are critical to |

Count**Response**

- our mission of serving the library and information needs of our community.
- 1 The Summer Reading Program has had the greatest impact on our library. Due to extremely low funding, it won't be possible for the library to sponsor the reading program without grant money.
- 1 We could not be an effective public library without the services provided by the LSTA funding through MSL. The Regional System, the Consultants, van delivery, Maine InfoNet and the MSLN network allow us to be a relevant and integral information, educational and entertainment community center.
- 1 As a small academic library, we are extremely dependent on the database access we have through MARVEL as well as the ILL capabilities we have via MaineCat.
- 1 We use Marvel constantly and it is one of the cornerstones of my teaching research skills. I don't know what we did before it came along.
- 1 Having access to the marvel website is a great tool for patrons to use. The website is very user friendly and both young and old patrons enjoy using it
- 1 Having these databases available makes our ability to guide people to useful resources from our small library gives us credibility as an organization that goes far beyond the stereotype of what people expect to find at their library.
- 1 Wi-Fi access has been very much appreciated and used by the Georgetown Historical Society and the wider public. Reimbursement for telephone communication also important.
- 1 Marvel provides our patrons with access to database we could not afford. The ARRC provides access to materials that we do not have access to because we cannot afford Minerva. The State Library and the consultants are our connection to professional development, other libraries in the state, and the ever evolving world of information. Without them our small libraries would stagnate and lose their relevance in today's world.
- 1 We have been able to provide many services otherwise impossible for us to provide due to our very small budget. We have also benefited by the expertise of the consultants and informational programs offered by the state.
- 1 I use MaineCat to catalog my collection and MARVEL to find really "good" information. Without MSLN we would not have internet service like we do now.
- 1 MARVEL has enabled our Library to save much money on journal and newspaper renewals, allowing us to redirect those savings to other resources. MARVEL is also a valuable resource for our students and administrators. MaineCat is a huge asset for our interlibrary loan program, especially for our student population.
- 1 Our cataloging has been streamlined due to a cooperative cataloging program. Our patrons like many of its features too; e.g. placing holds; renewals; automated overdue messages. Our circulation has grown tremendously due to expanded interlibrary loan services through MSLN. The MARVEL databases are amazing...we have only begun to tap into its many features. This is a service that a small library such as ours would never be able to afford.

Count**Response**

- 1 If it wasn't for our connection with MSLN, we wouldn't be able to offer free internet services for our patrons, a service which is constantly being utilized. The interlibrary loan program is essential to our library in providing books that we don't have or can't afford to purchase. MaineCat is an absolute need for our library when it comes to importing and exporting records into our library automation system. And Marvel offers a wide variety of services that we access as the need arises. Without these beneficial programs, this particular library would not be able to meet the needs of our patron base.
- 1 The Regional Library System district consultants provide crucial link to new services and technologies for our small library, improving the quality of service to our citizens. Maine School and Library Network provides internet access and tech support so we can offer more to patrons.
- 1 Maine InfoNet's MARVEL databases have had a huge impact on our ability to provide our library users with information in a timely way. The databases are well chosen, reliable, and appropriate to our users' interests. I turn to them frequently during the day to answer reference questions.
- 1 We have participated in the "Let's Talk About It" book discussion group with area libraries for several years now and our patrons and I really enjoy it! Also, the MSLN computer network and the Summer Reading Program support are both great resources.
- 1 I use MARVEL to teach students search strategies before research projects and use it extensively with students during research work.
- 1 The Summer Reading Program support is very helpful for a small library like West Buxton. It gives us a great starting point to jump from.
- 1 Without the Maine InfoNet - we would not be able to afford the wealth of resources that are available for student research and learning through Marvel.
- 1 Being able to borrow books through Portland Public Library our regional ARC. Not being able to staff our Library to pay for and join MINERVA--we are still able to receive books patrons need through the SMLD ARC.
- 1 Would never be able to afford databases provided by MARVEL, allows us to provide excellent service to our patrons.
- 1 We have been able to meet a growing demand for ILL services by using van delivery. It has been a godsend.
- 1 We use MARVEL for all our research projects. We could not survive without interlibrary loan materials from the Maine Regional Library System. We could not survive without the MSLN network.
- 1 Our school libraries depend on MARVEL for database access, MSLN for Internet service & the Regional Library System for interlibrary loans - all extremely important to us!
- 1 Having Minerva and Van delivery has had a major impact on our library. Our patrons have come to rely on being able to receive books in a timely manner from libraries all over the state. If we were no longer able to provide these services our patrons would be quite disappointed.

Count**Response**

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| 1 | The MSLN is vital to continued service of connectivity and bridging the digital divide in our city. We are also very active in the van delivery. As libraries book budgets are stretched to the limit, the van delivery offers our patrons more materials. |
| 1 | The delivery service has had a huge impact on the number of our ILL requests from patrons. Where we used to charge postage to return the item via USPS, we now do not charge anything except for materials shipped from out of state. Without the school and library network, we would have not internet connection. A large percentage of our usage is public computer usage. |
| 1 | We use the inter library loan program very often. This has helped all in the area to reach their goals whether by doing reports for classes or just improving their general knowledge |

3. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services on a STATEWIDE basis. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

| | 0 - Don't Know/Can't Rate | 1 - No/Very Low Impact | 2 | 3 - Moderate Impact | 4 | 5 - Very High Impact | Responses |
|--|---------------------------|------------------------|------------|---------------------|-------------|----------------------|-----------|
| Van Delivery Service | 21.2% 42 | 3.0% 6 | 0.5% 1 | 4.0% 8 | 9.6% 19 | 61.6% 122 | 198 |
| Books-by-Mail | 42.2% 84 | 5.0% 10 | 4.5% 9 | 11.1% 22 | 16.1% 32 | 21.1% 42 | 199 |
| Maine Regional Library System | 12.1% 24 | 1.0% 2 | 3.5% 7 | 8.0% 16 | 20.1% 40 | 55.3% 110 | 199 |
| Maine InfoNet (MaineCat, MARVEL, Minerva) | 6.6% 13 | 0.5% 1 | 0.5% 1 | 2.5% 5 | 11.1% 22 | 78.8% 156 | 198 |
| Summer Reading Program support | 31.0% 62 | 5.0% 10 | 4.5% 9 | 10.0% 20 | 21.0% 42 | 28.5% 57 | 200 |
| Talking Books Plus | 48.5% 97 | 5.5% 11 | 3.5% 7 | 12.5% 25 | 12.0% 24 | 18.0% 36 | 200 |
| Maine School and Library Network | 10.5% 21 | 1.5% 3 | 1.0% 2 | 4.5% 9 | 10.5% 21 | 72.0% 144 | 200 |
| Cooperative efforts with the Humanities Council, Department of Education, Public Utilities Commission and Cultural Affairs Council | 31.5% 63 | 1.5% 3 | 6.5% 13 | 12.0% 24 | 21.0% 42 | 27.5% 55 | 200 |

4. Briefly tell us about the impact that you think your highest ranked service or services has had on a STATEWIDE basis.

| Count | Response |
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| 1 | All services, on a statewide basis, are essential to Maine libraries. |
| 1 | Allows all our residents, regardless of their economic status, access to reliable resources. |

| Count | Response |
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| 1 | As a middle school librarian, I am not sure how to answer this question. |
| 1 | Cooperative efforts are important statewide |
| 1 | Equalizing service for all residents of Maine which has a geographically disadvantaged population |
| 1 | Equitable access to internet and databases is vital. |
| 1 | Everybody uses InfoNet - good resource. |
| 1 | Helps us connect to Maine State Library. |
| 1 | High speed internet helps connect all libraries and patrons to the state and the world. |
| 1 | I have no knowledge of the programs at a statewide level. |
| 1 | In a state with limited resources it makes sense to have central services available to all. |
| 1 | Interlibrary Loan services and Maine InfoNet Services allow us to offer more to our patrons. |
| 1 | MARVEL databases are a wonderful resource |
| 1 | MARVEL is a very important service for all residents of the state. |
| 1 | MARVEL is a wonderful resource for students and citizens statewide. |
| 1 | MSLN provides our internet service which is used by a majority of our patrons. |
| 1 | Maine InfoNet gives Mainers access to so much information almost instantaneously. |
| 1 | Maine InfoNet for interlibrary loan; MARVEL for research, especially in school libraries. |
| 1 | Marvel has been a great asset for student accessibility to authoritative information for research. |
| 1 | Minerva |
| 1 | Not familiar enough with this potential impact to make a judgment. |
| 1 | Probably the same impact on the state as on me! |
| 1 | The Interlibrary Loan program is the highest ranking service statewide for us. |
| 1 | The Maine InfoNet offers such a variety of resources that it is a go to source. |
| 1 | There are many small libraries that wouldn't have these services on their own. |
| 1 | Without these programs some Mainers would be denied access to information. |
| 1 | The Maine Regional System, InfoNet, Summer Reading Program and the Network are talked about from visitors from other states. They can't believe everything that all the libraries in Maine, big and small, can offer to their patrons. |
| 1 | The van delivery system allows for cost effective collection sharing. We tried it but our low volume did not make it cost effective. However, hope to participate in the future. |

| Count | Response |
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| 1 | State-wide, the Van Delivery service has increased the inter-library load opportunities for libraries. |
| 1 | The van delivery service makes everything work in this state. Rural libraries couldn't compete with the distractions in our patrons' lives without it. I teach MARVEL to all my students and rely on it religiously for its high quality information. Books by Mail only works due to Minerva and the van system. We are so grateful. |
| 1 | Because most libraries in Maine are independent, the resources provided by our consultants, interlibrary loan, MARVEL, van delivery, etc. help us to feel less isolated and greatly increase our level of service to our patrons throughout the state. |
| 1 | Van delivery service has made resource sharing simple and reliable throughout the state. The regional library system provides essential support services, professional development, and leadership for all Maine libraries. The Maine School and Library Network has made Internet access a reality for the whole state. |
| 1 | The van delivery service has resulted in an effective and efficient interlibrary loan service that operates throughout the state and is affordable to a wide range of libraries. |
| 1 | Libraries throughout Maine would not be able to offer these services without the Maine State Library. |
| 1 | Again, MARVEL is an invaluable resource - not only to the students in a school setting, but also to every citizen in the state. Access to information is essential today, but it is also expensive. In our mostly rural, low income state MARVEL is a tool that opens up worlds of information to folk that would be impossible to access otherwise. |
| 1 | All of the services rated the highest are invaluable to providing services statewide. These cooperative efforts reach a diverse population. |
| 1 | The van delivery service has enabled many of the smaller libraries in our state to act as a widespread consortium. |
| 1 | It allows all libraries, regardless of size or budget, to have access to the internet, something that many poor rural libraries would not be able to offer its patrons. |
| 1 | I rely on the Maine State Library and the network of libraries who share their resources with my patrons. I can only make requests for delivery by mail as we are a school library and do not have the catalog, manpower, or materials resources to reciprocate this wonderful sharing. It is amazing to offer access to anything in the country. We thank you. |
| 1 | On a statewide basis, all of these services have impacted our state of Maine communities. The Maine Regional Library System gives support to our rural libraries and brings rural and urban librarians together with regional meetings. Our district consultants are a constant aid and advisor to us all. |
| 1 | MSLN, Maine InfoNet & Van Delivery form a steady base on which most library services in Maine rely. They have not only provided an affordable platform for the expansion of library services to all of Maine's residents, they have improved and enhanced the willingness of libraries and their staffs to innovate and open their minds and collections to new services and users. For the first time in my tenure, a universal (state-wide) library card actually seems to be real evolutionary possibility. |

| Count | Response |
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| 1 | From the conferences I have attended and the information passed on by other librarians, these services seem to be very important to many of the libraries in the state. |
| 1 | The Maine Regional Library System keeps all of the state's libraries connected and up to date on library news. Invites national speakers to the Fall and Spring Council meetings as well as other workshops and meetings throughout the year. |
| 1 | Again, the internet access and the van delivery. So many libraries participate in these programs. |
| 1 | The Maine State Library CARES about our small library and demonstrates that through all that is offered with outstanding training opportunities, individualized support, and by providing our patrons with the unbelievably organized and thorough information on MARVEL and Information Commons. The Maine State Library representatives (at all levels!) are never too busy to respond to any request, and service is prompt with outstanding follow-up! |
| 1 | Van service is essential for libraries to share what they and Maine has so many small libraries that cannot have large collections. |
| 1 | I know the van service is essential for ILL; Maine InfoNet dramatically expands the amount of knowledge/materials patrons have access to. |
| 1 | I feel that all of these services help the people of Maine, because of our rural communities and lack of transportation in some of Maine. These services help all citizens. |
| 1 | Sharing resources puts all communities served by a library on a more or less equal basis. Communication statewide has been enhanced. |
| 1 | MARVEL provides resources to all school libraries in the state that could not be purchased through school budgets. |
| 1 | Van delivery has helped level the playing field for smaller libraries that couldn't afford to borrow/return items from other libraries. It's like adding thousands of more titles to your collection without having to add an addition to your library. |
| 1 | I think that the MSLN Network and Maine InfoNet programs are a necessity in our state to help us keep up with the ever-changing technology. |
| 1 | Van delivery allows Maine residents access to 9 million materials and Marvel allows Maine residents access to thousands of high quality journals. |
| 1 | The Regional Library System is what keeps us all working together to share resources for our patrons/clients/community members |
| 1 | InfoNet, MaineCat, MARVEL, Minerva and the Van Delivery Service manage to bring our widespread towns together by sharing resources in an efficient and balanced manner. |
| 1 | The opportunity for a citizen to easily access the collection of another library in the state via his or her own local library is a great one. As a state, we do this very well with our van delivery service and Maine InfoNet. |
| 1 | The cooperation between all library entities that the Maine Regional Library System and |

| Count | Response |
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| 1 | the MSLN foster is remarkable. Maine is a very large and diverse state but these organizations have brought us all together as one. The very large libraries help the smaller ones and we feel, no matter our position, there is always someone to turn to for support. I think this is unique to Maine. Other states do not share the comradeship that we do. |
| 1 | The more we can borrow and loan to each other for everything, the better our own services will be. |
| 1 | MSLN and the Maine Regional Library System are the reason Maine libraries are active, alive and thriving community centers. As I stated earlier, they are invaluable to our library and all Maine libraries. They are what makes a difference! |
| 1 | Van delivery is important to the region, especially as the cost of postage increases. The state circulates more than a million items between the state libraries, and without the delivery system in place service to each library would greatly diminish. The state Minerva consortium has had a high impact on service offered to the public which is so widely used by so many. |
| 1 | I think that these services allow libraries large and small to pool resources, making information available to everyone in the state on an equal basis. |
| 1 | Van delivery service makes sharing materials easy. Minerva makes it easy for patrons to find & request materials. MARVEL makes it easier for everyone to find reliable information. |
| 1 | All are extremely important to the State. Many libraries benefit from these and would be lost without them. |
| 1 | The services offered through the Maine State Library are a vital avenue of resource for Maine people. I would not want to have to decide what would be eliminated or scaled back. |
| 1 | I believe all of the collaborative services facilitated by MSL are of extreme importance to Maine's residents. |
| 1 | The Maine InfoNet provides services to everyone, no matter how rural the area or how small the local public library. It connects all libraries into one network so resources can be shared. MARVEL is a gift to every citizen because of the access to resources it offers. Access that individual libraries would not be able to offer. |
| 1 | While I'm not sure of the statewide usage of Books by Mail and Talking Books (although I would think that they are extremely important to many communities even though we don't see a huge uptake in our own), the other services (delivery, Minerva, regional library system, MSLN, and summer reading program support) are a huge part of library services in Maine, and their impact cannot be underestimated. |
| 1 | It seems that rural libraries in particular benefit from van delivery and all that Maine InfoNet has to offer. |
| 1 | MSLN provides a convenient and timely message/correspondence board for all librarians in the state. |

| Count | Response |
|-------|--|
| 1 | Statewide basis these programs keep us connected to all the libraries for information, skills everyday happenings for us and our community. |
| 1 | Marvel: see my previous comments. State-wide van service allows better use of budget and affordable sharing of resources. |
| 1 | Minerva allows patrons across the state access to books and other items far beyond what their local library can provide. The van delivery service makes it possible for patrons to get those materials at their local library. |
| 1 | MARVEL has allowed schools and institutions to offer access to more pieces of literature than anyone could have alone. It's good use of the tax money. |
| 1 | Van Delivery has, by far, had the most impact. It is extremely important to resource sharing amongst Maine libraries. |
| 1 | Van delivery makes it possible to share materials with other libraries on the route. Postage is too expensive for most libraries to use often. |
| 1 | Being able to share resources through ILL from all around the state is a brilliant blessing for all people in Maine. |
| 1 | The Maine Regional systems and InfoNet has connected libraries of all sizes in the state to one another allowing a network beneficial to all but especially so for small town libraries running on limited open hours and funding. |
| 1 | The combination of services provided on a state-wide basis provides excellent service for all library stakeholders. This group is not just representative; it IS the entire state population. The Maine State Library has done a superlative job of providing a combination of services that truly serve everyone. No group is left out and services reach citizens at every point in their lives. |
| 1 | Coordinating and supporting statewide access to free access to wide band information technology has been especially important to rural communities without other affordable means. |
| 1 | I can only lump together all the services that connect Maine's libraries, allow sharing of resources and collections, and educate the state's librarians. |
| 1 | The Maine School and Library Network has had the most impact on library services in Maine. It gives internet access to many Mainers who would not otherwise have such access, since this is a relatively poor state, and this access has broadened horizons for many state residents. MSLN also led to the creation of MARVEL and has made possible a much-improved statewide union catalog. |
| 1 | For our isolated community Maine InfoNet is a vital part in keeping our citizens informed and able to access materials that would normally be unavailable to them. |
| 1 | The efforts from the folks at the state library to protect and advance library services - ILL, BTOP, and many, many more that are VITAL to our libraries. |
| 1 | Cooperative efforts like the delivery service help us make our service more efficient and convenient for patrons. |

| Count | Response |
|-------|---|
| 1 | Summer reading helps keep children from losing literacy skills they developed during the school year. MSLN keeps all librarians with internet access informed of news and new developments in our field. |
| 1 | Many areas in Maine are in remote sections of the state so the van delivery helps numerous people throughout the state. Maine InfoNet offers an avenue for numerous libraries to work together in many ways. MSLN - many libraries in Maine could not afford this service |
| 1 | The combination of the delivery service, statewide union catalogs with InfoNet support and telephone/internet services to schools & libraries have provided a cohesive network of information sharing and delivery throughout the state. |
| 1 | The value calculator that our District Consultants have put together show huge savings across the board by having these resources from the MSL. Our patrons have a far wider ability to find information and perform research and participate in interlibrary loan than if we limited to them to our individual library resources. |
| 1 | The Maine School and library network impacts not only the library but our patrons. It allows our patrons to search the internet in a fast timely manner. |
| 1 | For many, many schools, MARVEL is the only database service available to the students and faculty. |
| 1 | I am a bit biased I suppose, but I believe ALL library programs and services are incredibly important to the people of Maine either directly or indirectly. I can't think of a reason why any of these would NOT be highly important. |
| 1 | I am sure there are other small, rural libraries that also depend on the books by mail program because of their size and budget. However, some libraries cannot afford mailing books and that does affect patron support. |
| 1 | MARVEL by far has had the highest impact in our library. It affords access to information that we would not be able to purchase individually. |
| 1 | Most of Maine libraries are rural and so all of the services provided to libraries too small to afford them levels the playing field for our patrons. We may live in a small town miles away from the big city but our patrons can receive the same books and information that people in urban areas enjoy. |
| 1 | Maine is a state of many small rural libraries. Effective cooperative efforts are essential in our being able to provide the resources our patrons need and expect. Maine InfoNet, van delivery, & MSLN make excellent interlibrary loan service, extensive database availability, and high speed internet connection a reality for the small libraries of Maine. |
| 1 | Books by mail and the Maine School and Library Network. Both provide services that greatly enhance our services to our patrons. |
| 1 | These services bring libraries together so that no library has to feel isolated. It has brought together different types of libraries. |
| 1 | In such a rural state the networks work together to provide libraries in the poorest most isolated regions with a connection to the information and services available to the most |

Count**Response**

- economically advantaged. Using Maine InfoNet allows a small library with limited budget the chance to see what other libraries in the state own, and to borrow books and have them delivered by the van delivery service. The state library online classes in librarianship are also important to train librarians and help them stay abreast of advances in technology.
- 1 Maine InfoNet including all the functionalities of Maine Cat, Marvel, Minerva AND the technical support provided by Maine InfoNet are indispensable to the operations of the majority of Maine libraries, especially school and public libraries, but excluding academic and special (business) libraries.
- 1 Although we don't belong to Minerva or MaineCat, having those catalogs available online provides us valuable information about the availability of books in the system. MARVEL allows us to offer resources we would NEVER have either the money or the physical space to provide. As a small town rural library, we cannot justify the expense of the van service (we do only 2-3 ILLs per week) but knowing that it is available if and when we grow, gives us more confidence to pursue expansion of our services in the future.
- 1 The underlying positive effect of all the services is to make every library feel connected to other libraries - no one stands alone, and all our services are improved. All patrons are well-served and as a result are better citizens.
- 1 The most visible impact is the Van delivery service, which is what allows the major cooperation among all Maine libraries via MaineCat, Minerva, and the regional library system. Patrons love it, and would be extremely unhappy without it.
- 1 The Maine School and Library Network and Marvel databases make sure that all Maine residents have access to information. It's no longer a case of the "haves" and "have-nots."
- 1 The van delivery service is essential. Southern parts of the state are more easily accessible, i.e. the regional library is generally less than an hour's drive. In Western and Northern regions that is not the case. Physical books need to be moved effectively and with the van delivery service, that happens. The drivers are friendly and generally on time. We absolutely rely on this service. MARVEL databases equalize access in a huge way. Not every small library can afford a subscription to the NY Times, Consumer Reports or Wall Street Journal. The access to Ancestry.com has been super great for local genealogists. As a small public library we use Novelist daily, it is a WONDERFUL resource and one most public libraries could not otherwise afford. MARVEL really is a model for resource sharing that other state entities should follow. Cost effective and useful.
- 1 Maine is unusual in that all libraries--public, school, academic and special libraries actively share resources with one another. This would not happen without the Regional system, van delivery and InfoNet and MSLN.
- 1 While I may not have sufficient data to truly rate each of the services I have been involved in the Maine library community long enough, and serviced on several Boards (SMLD, MIN & MASL) to recognize that all the above services are highly valued by those who know about and use them. As a state that has significant rural areas, the MSL

Count**Response**

- through its many services, has provided resources to individuals and communities that would otherwise be impossible to access.
- 1 A number of questions are ranked the same. I'd like to respond to books by mail. I know my patrons, both year round residents and summer residents, use this service. Either through the library or at home on their own computers. Being a small/part time library I cannot be everything to everyone, but I look like I can because of the valuable use of books and e-books by mail.
- 1 Maine has over 200 libraries, and many of them are small, so the Maine School and Library Network has had a big impact on the state in terms of accessibility equality between rural and suburban areas.
- 1 The van service is crucial in a state like Maine that covers a large geographic range and is made up of small towns.
- 1 Again van delivery has helped link so many libraries expanding our collection lending and patrons get quick and easy access to so much more than many of our smaller libraries can physically offer.
- 1 Again I would say the leadership of the MSL with its regional library system, keeping us all linked via technology, providing expertise and leadership and materials would be the largest impact item.
- 1 The MSLN, Regional Library System, MARVEL, and the delivery service help to keep the small libraries up-to-date and relevant in today's rapidly changing world of information. It would be impossible to provide these services (internet access, databases, professional development, and interlibrary) on our small budgets.
- 1 Statewide, without these services, the libraries that use these services would not be able to fully satisfy the needs of their patrons on a daily basis. Without these services, people would get discouraged and stop using the libraries.
- 1 We need the resources that make our large, rural state "smaller". Maine InfoNet does that by giving us (sort of) one large library. The van is needed for sharing materials. MSLN provides the support of the fast connections for communication for staff and patrons.
- 1 Maine InfoNet, especially MARVEL, has provided school and public libraries with access to informational databases which individual libraries couldn't afford on their own. The van service has also facilitated the movement of inter-library loan items more quickly and cheaply to libraries of all sizes, in all locations, and at a reasonable price.
- 1 The MARVEL databases allow all Maine citizens, especially those not near large libraries, to have equal access to news, information, and educational resources.
- 1 I don't know the how extensive other libraries use MARVEL but how could it not have a huge impact on any type of library around the state.
- 1 The van delivery allows many small libraries to borrow more items because of the cost effectiveness.
- 1 The whole state appears to rely on inter library loan services, which work well mainly

Count**Response**

- due to the existence of van delivery. Judging from the huge email traffic on MELIBS-L when van service was disrupted a couple of years ago, Maine's libraries rely on van delivery on a daily basis for survival. Maine InfoNet services such as Download Library and the Minerva catalog allow all the state's libraries to offer services to their patrons that individually most would not be able to afford.
- 1 All of the highest ranked services here are my best guess as to their impact statewide. Van delivery, InfoNet, MSLN, and MRLS, all build a stronger state system by improving professional connections and sharing expertise. They spread out costs and supply benefits most of the small, rural libraries could never afford.
- 1 The van delivery service seems to have had a significant impact on the speed, accuracy and availability of ILLs across the state. I am not informed enough about the other programs to comment about the statewide impact of those services.
- 1 The biggest waste of funding is the books by mail program. It benefits very few people and has huge personnel and overhead costs. It also perpetuates a situation where people who pay nothing for library services receive services, while others in the state pay for library services locally through property taxes. There will never be a statewide card as long as this inequity exists. The books by mail program is NOT the most effective way to use LSTA funds. It is a sacred cow that should be eliminated. Those using the service could the contract with nearby municipalities for library service. As for the most impact statewide, Maine InfoNet and the van delivery services are terrific and have improved services tremendously for all who participate.
- 1 MSLN in a state as rural and economically diverse as Maine truly enables us to be a leader among the states. We provide all citizens access.
- 1 I think the statewide impact of both the delivery service and the Maine School and library Network has been huge for all Maine public libraries.
- 1 Marvel give small libraries access to information they might not have available without this service.
- 1 These services help connect and integrate what would otherwise be a very disjointed collection of libraries. Since most libraries are operating as stand-alone and not county or regional libraries, we are provided with ways to improve service and our own knowledge through these services.
- 1 I would reiterate what I stated in my previous comment. Maine is such a rural state with so many small towns that I believe the Maine Regional Library System, the Maine School and Library Network, and all of the benefits that are shared state-wide are an absolute necessity. Some areas of the state are so isolated that these services allow them to provide services that would otherwise be impossible.
- 1 This is a state with high level of cooperation among all types of libraries. The breadth of this effort - from schools to public libraries to private colleges to community colleges to the largest universities makes Maine a very good place to be a reader and a scholar. We could not do this without leadership from the state library.
- 1 The van service and ILL keep reading books alive. Buying books is prohibitive for the budget of many Mainers. The pre-electronics folks in this area account for the largest

| Count | Response |
|-------|--|
| 1 | pool of library patrons. |
| 1 | Working cooperatively, sharing services and resources expands every library and patron's options and knowledge. |
| 1 | Using the Maine School and Library networks has help myself and many others to find books requested by people that have no knowledge of author or title or help find books or info to help all the patrons in the state |
| 1 | I think all these together create a strong unified cooperative systematic system throughout Maine. |
| 1 | MARVEL and MSLN impacts school library services in a major way. Without them, many students would not have access to Internet services and/or quality databases. The van delivery services and the Summer Reading Program impact public libraries in a major way. |
| 1 | MSLN impacts so many libraries across the State by giving them and community members access to the Internet. |
| 1 | Maine is a very large state with a very small population. Statewide efforts to increase resources, access, and opportunity are an important part of keeping Maine's library systems up to date and current. Networking between State, College, public schools and public libraries is enhanced by these state organizations and the state-wide collaboration that they encourage and foster. We have wonderful people staffing these organizations and they have successfully fostered a real community of libraries and librarians. |
| 1 | Sharing the costs is the only way to make our wealth of information and cultural resources available. It's about access not ownership. We have a large rural population who would not have this access without the cooperative effort. The results provide for a more literate and informed population and aid in the economic stability of our communities. |
| 1 | Statewide access to high quality databases using MARVEL, rather than relying on Google and Wikipedia! |
| 1 | A Maine Library with access to Minerva, MaineCat, MARVEL! and the statewide infrastructure and support for technology is able to provide excellent library services. |
| 1 | Having easy access to materials is what makes the state of Maine great. Most patrons across the state can have within days a resource that may be at the opposite end of the state from them. This is all because of both the Maine InfoNet system and the van delivery system. Our patrons can request with a click of a button an item from another library and know it will be here within just a few days. This is a great way to provide access to many people from all neighborhoods. |
| 1 | Van Delivery allows small libraries to take part in resources normally available only to larger library or library systems. |
| 1 | Maine is such a large state without the van delivery service the cost to each library participating would be so high many of the medium and small libraries would not be able to participate in this very critical service to our communities. This provides small libraries and medium libraries with access to thousands of books from throughout Maine. Patrons |

| Count | Response |
|-------|---|
| 1 | would say this is one of the most important additional services we can provide. |
| 1 | I believe that all of these programs are a great benefit in many ways to anyone who either goes to school or uses a library in the state. |
| 1 | It keeps the libraries in touch with others and patrons are familiar with programs if they go from library to library |
| 1 | The people of Maine are enriched by the access they have to information resources. The support that public libraries receive through the Districts, through MSLN and for summer reading programs is instrumental in their success. |
| 1 | MSLN allows schools & libraries to use funds for materials rather than Internet connection so in my opinion it has the most impact statewide. |
| 1 | I know the van delivery is a huge benefit to all libraries because I did an independent survey about how much money it saves public libraries across the state. I also know many libraries that take advantage of the summer reading program support with great success. |
| 1 | With limited buying power per each library - this helps provide diverse services for all libraries. |
| 1 | All of these services, Van Delivery, Maine Regional Library System, Maine InfoNet, and the Maine School and Library Network connect our libraries there by making all the libraries' services stronger. |
| 1 | The Maine InfoNet available to our patrons at the library and within their own homes is a great service provided within our State. |
| 1 | The sharing of these resources across the state has enhanced the services that libraries are able to offer in their communities. We have become better at what we do because of these services, and libraries have had a re-birth in many areas of our state because of what we can now offer to the people in our communities. |
| 1 | Again, I feel the services provided to all citizens of Maine through the MSLN and Maine InfoNet are invaluable. I and my patrons are able to connect to services and resources beyond our tiny collection. |
| 1 | Maine is a very large State, with a largely rural population everywhere except Southern Maine. These Services equalize the availability of services and information for all parts of the state. Libraries in the largely rural parts of the state could never afford to bring this level of Library services to their populations without this programming. |
| 1 | Van delivery, Maine InfoNet and MARVEL! combined provide critical resources, empowering libraries to serve their communities across the state. They help close the digital divide, making key resources for education and lifelong learning available to many people and institutions in rural areas who would otherwise struggle to keep pace with a rapidly-changing world. |
| 1 | The van delivery service allows libraries in Maine to share resources. Through Interlibrary Loan we can provide access to many more titles than are housed in our own library |

| Count | Response |
|-------|--|
| 1 | Maine School and Library Network keeps a large rural state connected. I think that has a very high impact. |

5. In your opinion, which of the services or initiatives that have been identified as being supported with LSTA funds offers the greatest VALUE to the customers/end users of libraries? Why did you select this service?

| Count | Response |
|-------|---|
| 1 | Having a SMLD person will be wonderful. It was very helpful to have that support. |
| 1 | High-speed access |
| 1 | I do not have the information to answer this question. |
| 1 | I feel the MSLN is most important and the greatest value to end users. |
| 1 | ILL is just so important to a small, tight-budgeted library. |
| 1 | ILL, for reasons stated previously. |
| 1 | Inter-library Loan |
| 2 | MARVEL |
| 1 | MARVEL The access points are at schools, homes, and libraries. |
| 1 | MARVEL Huge resource cooperative. So far from The Reader's Guide to Periodicals. Thankfully |
| 1 | MARVEL It would be impossible for us to purchase half the databases available on Marvel. |
| 1 | MARVEL - cost would be prohibitive |
| 1 | MARVEL - for the reasons stated above. |
| 1 | MARVEL - however this resource needs A LOT more marketing and promotion. |
| 1 | MARVEL and MaineCat. Increase service for all of us. |
| 1 | MARVEL because of the wide range of quality info that is provided. |
| 1 | MARVEL! Equity across the state |
| 1 | MARVEL--because it is all about information and answering research questions. |
| 2 | MSLN |
| 1 | MSLN Many libraries could not have internet without this service. |
| 1 | MSLN I don't know what our library would do without high-speed internet service. |
| 1 | MSLN provides our internet service, which is used by a majority of our patrons! |

| Count | Response |
|-------|--|
| 1 | MSLN support and MaineCat |
| 1 | MSLN, and it's excellent support, keeps our computer service up to date |
| 1 | MSLN. For a rural state, it's a godsend. |
| 1 | Maine InfoNet (see answer to #4) |
| 1 | Maine InfoNet provides information services for all ages and education levels |
| 1 | Maine InfoNet. It benefits the widest range of residents in Maine. |
| 1 | Maine InfoNet |
| 1 | Maine Library Services - includes Overdrive - can reach everyone in the library community |
| 1 | MaineCat because patrons can see the collection from many libraries. |
| 1 | MaineCat - important for rural libraries. |
| 1 | Marvel because it is so user friendly |
| 1 | Marvel, because it is the only service I use |
| 1 | Probably MECAT as that would allow search beyond any given facility |
| 1 | Probably MSLN... Without the infrastructure nothing else would be possible. |
| 1 | Regional library services - they libraries of all sizes. |
| 1 | Same as previous question. |
| 1 | School and Library network |
| 1 | Support for MSLN. I work in a high school. |
| 1 | The Databases. MARVEL! and the Download Library are pure gold and the money all goes to content. |
| 1 | The Internet service. |
| 1 | The Maine InfoNet because of the variety of help it offers. |
| 1 | The Maine State Library Network and the Van Delivery service. |
| 1 | The services that get them what they want - fast. |
| 1 | The van service-see my previous comments. |
| 1 | There are many families without computers in the state. |
| 1 | Van Delivery service is my most important service to be supported by LSTA funds. |
| 1 | Van delivery, Maine InfoNet. Both serve to expand access to library resources and services |
| 1 | Van delivery, because it gets the materials people want into their hands quickly and easily. |

| Count | Response |
|-------|---|
| 1 | Van delivery. See previous answer. |
| 1 | We have a small collection and use interlibrary loan frequently |
| 1 | Why do we have to pick just one? This is why statistics are often misleading. See answers above. |
| 1 | With the aides of these programs we can grow as librarians and services our community better. |
| 1 | marvel and MSLN |
| 1 | no idea |
| 1 | Maine School and Library Network. Because it offers us an internet connection that we might otherwise not be able to have. It also helps us with computer set up with the use of their circuit rider. |
| 1 | MSLN Our community would not have the opportunity to provide its citizens with such high quality internet access without MSLN. This is important for so many who do not have any internet service at home. |
| 1 | Again, I think they are ALL important. For my personal Library I would say that MSLN and the Maine Regional Library System are the two MOST important. We receive our Internet from MSLN and we receive all of the support, education, and sharing resources from the Maine Regional Library System. |
| 1 | Regional Library System's interlibrary loan program is probably what my patrons would say is the best value. |
| 1 | The Maine InfoNet Marvel databases (excluding the overdrive audiobooks) have the greatest impact on customers for their scope of content and accessibility in both libraries and at home. The Overdrive audiobook collection does not have the supply necessary to meet the demand, common complaints and a major turn-off for patrons is the long wait for popular titles. Additionally the download restrictions for particular devices, the poor search function (although it has been improved a little) and the exclusion of school libraries from using the service make me wonder if another vendor could do better. |
| 1 | Van delivery service and Maine InfoNet. Both provide a service that provides access to millions of materials across the state. They also complement each other. |
| 1 | I believe the Regional Library System offers the best value because of the help the consultants give to librarians, and for making the Interlibrary loan system an important way to broaden the range of materials available to everyone in the state that chooses to make use of their local library. |
| 1 | MSLN & E-rate has transformed our library and allows us to offer services that our patrons cannot afford in their homes. |
| 1 | Van delivery for ILL. Small libraries can't compete for providing the wide variety of materials that the large libraries can purchase. This helps level the playing field for library patrons, regardless of location. |
| 1 | MSLN: the help with computer and internet connection is essential: from connecting new |

| Count | Response |
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| 1 | <p>computers to trouble shooting problems on older computers. Without the circuit rider portion of the program we would be hard pressed to pay for the help we have needed over the years.</p> <p>The van delivery service offers the greatest value. This opens up the largest number of materials to the greatest number of users for the lowest cost/transaction.</p> |
| 1 | <p>Difficult to determine which of what we see as integrated services one is the greatest value to our end users. Access to the wide range of materials made possible through MaineCat and Minerva is very important.</p> |
| 1 | <p>Maine InfoNet. Our small facilities are unable to maintain the type of materials that are available through this important service. Providing current and vital information to the public is of great importance for our libraries.</p> |
| 1 | <p>Based on the limited number of those services I have personally dealt with, I would place Maine InfoNet at the top of the list for value delivered. Statewide catalog, ILL, on-line reference materials through MARVEL!, and the Download Library are all tremendous resources to libraries and library patrons that really can only be effectively done on a collective basis statewide.</p> |
| 1 | <p>MSLN. My library used to be eligible for it; was dropped because of the filtering, but it was the best service to patrons because the tech support.</p> |
| 1 | <p>Maine School and Library Network. It strikes a balance between the "Haves" and the "Have-Nots" in the world of libraries in Maine.</p> |
| 1 | <p>Maine InfoNet: Although many of us are only beginning to utilize this resource, the Maine InfoNet will be a big help in our state with its many rural communities. It gives us access to a great deal of information which we would not be able to have in a physical format in small libraries.</p> |
| 1 | <p>MARVEL and all related links are so valuable to our staff as they assist patrons with their technology needs.</p> |
| 1 | <p>Maine InfoNet services with Marvel presents the greatest value because it hits all parts of the populations. Schools as well as town libraries can access this Service doubling the people served.</p> |
| 1 | <p>MARVEL. It links us with so much information that would be unavailable too expensive to access otherwise.</p> |
| 1 | <p>MARVEL databases allow access to important information and education resources for all Maine citizens. By pooling taxpayer's monies, along with support from other foundations, the state can provide important information access and equal educational opportunities for all citizens.</p> |
| 1 | <p>Marvel. Marvel is available to schools, businesses and individuals...at no cost to them. This is a great resource.</p> |
| 1 | <p>In my opinion AARC libraries offer the greatest value to end users of libraries. The three AARCs have the ability to serve every person in the state with materials, Interlibrary loans and reference.</p> |

| Count | Response |
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| 1 | MARVEL because I know that my teaching of the use of these databases helps students gain skills they need for college. The students come back and tell me this. |
| 1 | MSLN-You need the connection to have most everything else. Libraries need the high speed connections and broadband to function. |
| 1 | I value Maine InfoNet the most. It provides easily accessible content my library could not otherwise afford for our users through MARVEL and enables interlibrary loan through MaineCat. |
| 1 | Probably the interlibrary loan services and the ARRC libraries - they make it possible to offer so much more to our patrons. |
| 1 | Minerva allows our patrons to access collections that a single library may not be able to offer. Moving those items throughout the state via van delivery is equally important. Both services need each other to be effective. |
| 1 | It is hard to choose just one, but if I must I would choose the content offered via Maine InfoNet and Marvel. I'm not exactly sure if the MSLN funding makes possible our school's connection to the internet, but if that is the case then I would have to choose that as a priority because without a connection we would not be able to access the InfoNet or Marvel content. |
| 1 | The ILL and delivery services. These are the services our patrons use most. It opens up the world for them and gives them access to items they normally would not be able to get and would probably not even know they were available. Our patrons love browsing our stacks but they also love virtually browsing EVERY library's stacks! |
| 1 | MARVEL (in my opinion) due to being able to access it not only in libraries but also in the home setting. |
| 1 | There is no way any individual library could afford to purchase the services that are available in MARVEL. |
| 1 | Maine School Library Network That internet connection is so valuable to Maine Libraries. Without it many libraries would not be able to afford an Internet Connection. |
| 1 | It is honestly impossible to identify one service as having the greatest value. The initiatives that expand the range of services for libraries such as the InfoNet and delivery service also serve individuals, as do the more direct services such as Talking Books (which we are using more and more). |
| 1 | It is difficult to separate the services and initiatives because the system has been specifically designed to merge the needs of everyone in an efficient combination. Services are not provided in a vacuum. All services are integrated to meet the overall needs of the entire population |
| 1 | I would have to say, books by mail and the Maine School and Library network. Both have been value added directly to our patrons. |
| 1 | This service was already here when I was hired. What I have rated is what I use, or patrons use on a regular basis. |

| Count | Response |
|-------|---|
| 1 | I really appreciate the regional meetings and listservs - they organize and promote professional development opportunities, networking, and they keep us informed about crucial issues and legislation. |
| 1 | Speaking on a personal level Minerva has had the biggest impact on my library use. This service is not offered at my school library but a similar service for schools could help level the playing field. |
| 1 | Van Service. In these economic times, resource sharing and ILL are paramount. In my opinion, it could not be done without the van delivery service. |
| 1 | Maine InfoNet and Marvel. These services are available to everyone and have many possibilities for information. |
| 1 | Van delivery is the service I believe provides the most value to libraries. I selected this service because after working for and with other libraries, I see what a value it really is. If libraries had to pay postage on all these items, they would either be charging their patrons for the service, or they wouldn't be doing it. |
| 1 | Maine InfoNet/van delivery service. Provides our readers with materials far outside the normal collections we provide. |
| 1 | I would say Maine School and Library Network. Mainly because it gives patrons world wide access to information that otherwise they would not have, the Internet. |
| 1 | I think the van delivery is probably the single most important one - collective sharing of resources enables faster access to the information and materials that patrons want, and also means that not every library needs to have one of everything (nor can it, given limited budgets). |
| 1 | The Summer Reading Program has the greatest value; we have over 150 children involved in the program some years, many who would not come in if not for the program. |
| 1 | Maine InfoNet and van delivery (although currently LSTA funds are not paying for van delivery). But that would be a great use for those funds. |
| 1 | Our membership in Maine InfoNet is probably the most valuable service provided, as it expands our collection far beyond our own purchasing. Cooperation with other members is a great value to our patrons, especially considering the economic difficulties. |
| 1 | Maine InfoNet, Marvel, MaineCat, Minerva offer the greatest value because they make available a huge fund of resources that everyone can use. |
| 1 | Interlibrary Loan - Van Delivery Service. Anything can go to its destination within days and stay within the library system. |
| 1 | Minerva/MaineCat/Maine Downloadables. Though we are not part of Minerva, it is clear when I look at the statistics that Minerva libraries are extremely valuable in their communities and demonstrate their relevancy daily with the volume of materials that flows around the state. |
| 1 | Maine Regional System offers support in so many areas; it is valuable to librarians in helping customers get the information, books and other services they need. |

| Count | Response |
|-------|---|
| 1 | In my opinion, I would say the MSLN. Without the internet connection the MSLN provides, libraries wouldn't be able to satisfy the patron needs for internet access for those who don't have home computers. Without that internet access, patrons wouldn't be able to access the great databases through MARVEL and MaineCat or URSUS, Facebook, e-mail, etc. |
| 1 | MARVEL- It allows students to access databases of information that we could not afford on our own. Business, health, science, newspapers, literature and a host of other databases that would not be accessible to us without MARVEL. |
| 1 | Marvel is essential - especially because many print collections have been weeded because of its regularity. |
| 1 | This is hard because many of these services seem to join with each other. MSLN, Maine InfoNet and the van delivery are the ones that would be the most important ones for the Calais Free Library. |
| 1 | InfoNet, Minerva, Maine Cat....etc. These data bases are available to everyone who has access to a computer. Books are available to everyone, and easy to locate and get throughout the inter-library loan system. |
| 1 | The Maine Info Net and all its resources has been the greatest support for our library users. Many patrons of the library don't even have internet service. |
| 1 | MSLN is the most important service. It serves as the backbone of modern library services in the state. |
| 1 | Books by Mail Helps rural communities with small budgets with access to things they would not have. |
| 1 | MSLN connection to the internet is by far the most important in value, without it we would not have a connection in our schools |
| 1 | Regional Library System supports part time small libraries. InfoNet connects small libraries to untold resources that would be unavailable to small libraries with limited resources |
| 1 | MARVEL- It benefits users of all ages and provides a service to public and school library patrons. It also saves libraries a lot of budget money. |
| 1 | Maine School and Library Network because it provides the necessary means for connecting all kinds of libraries -- rural, city, with small or large budgets, and also provides the necessary support for these libraries computer networks. This service has helped to bring a higher level of technology access to all Mainers at a relatively low cost. |
| 1 | MARVEL of Maine InfoNet saves each library hundreds of thousands of dollars every year in database subscription fees. |
| 1 | Without the cheap internet access many libraries, I think, would not have much internet access at all. |
| 1 | Interlibrary loans. In my small library I can't afford everything I need to support my patrons, so this service is invaluable. Of course, this service depends on Minerva/Maine |

Count**Response**

- Cat to find the titles and the van delivery service to get the books.
- 1 Minerva allows libraries to pool resources, enabling small libraries to be able to offer a large variety of materials to their customers.
- 1 The Maine Regional Library System that provides the help of District Consultants has been and continues to be a great resource for our library. Our library opened its doors in 2007. Having a person available to help us has been a key to our development.
- 1 Marvel: allows Maine residents access to high quality online material and Maine InfoNet for overseeing the Overdrive online books.
- 1 That's hard, I'll say summer reading. This program has opened up a whole new world for my library. People NOW know where to go for services, and they are actually looking for the Summer Reading Program to begin. Parents and children make sure to complete all required reading. Some even bring certificates from other libraries, in other states, and I work with them to complete two programs!
- 1 I think that the MSLN Network offers the greatest value, as this service provides a variety of sources for a variety of patron needs.
- 1 Van delivery. The statewide ILL service saves libraries hundreds of thousands of dollars every year.
- 1 From our point of view, MARVEL is a key resource, because consortial buying empowers the state to provide otherwise inaccessible scholarly and continuing education support to all communities regardless of local conditions. This is particularly important to rural areas.
- 1 While all are valuable and will vary according to the constituency for which they are designed, state-wide access to information in its broadest sense: print, audio, visual, and digital is of paramount importance. Wide-band internet access and support for its use is especially urgent in a world increasingly dependent on rapidly developing technologies.
- 1 MARVEL. These databases are a tremendous source of information from credible medical knowledge to informative articles about hobbies and crafts. It unquestionably helps library patrons and school children to an unfathomable degree.
- 1 Both the van delivery services and the MARVEL subscription service are of great benefit to our patrons.
- 1 Van delivery. Patrons are able to access materials from collections all over the state at no cost. Libraries save money by being able to borrow the materials as opposed to buying it for the collection.
- 1 Maine InfoNet and MSLN provide the most fundamental infrastructure and the potential for new development.
- 1 Maine InfoNet and MSLN In a nutshell, the services afforded under the umbrella of Maine InfoNet has greatly increased access, and ease and speed of access to materials and information in Maine libraries. In addition, the services of Maine InfoNet have expanded what smaller, remote and less affluent libraries can provide to their patrons immeasurably.

| Count | Response |
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| 1 | Minerva & van delivery service. Patrons can select from 120 libraries and 6 million items to be delivered to their local library. |
| 1 | Cooperative catalogs (Minerva and MaineCat) - we can not only locate and request each other's materials, we can build on each other's cataloging (although this creates as many problems as it solves....) |
| 1 | MSLN - internet connectivity is essential in today's increasingly digital world. Maine, through its library community, has been unique in its efforts to seek funds to expand to even the most remote areas of the state the ability to access the internet. |
| 1 | The van delivery is our big winner this year; it helps each library make offerings available to patrons who might be geographically disadvantaged in terms of getting hold of desired materials. |
| 1 | The WIFI free for patrons through Maine InfoNet is of great value to our patrons since many do not have other Internet access. |
| 1 | MSLN We have fast consistent wireless and desktop computer service. Tourists routinely use our facility as a mobile office. Last night a person called us from a university gym nearby to tell us that she always had wireless service, a quick switch check, and she was running again. In addition to those who use our services in-house, there are many, many that see us as an area hotspot. Tourists, non-visitors? Obviously, small public libraries in rural Maine are worldwide. |
| 1 | Inter library loan. It has saved our library a bundle on buying books maybe only one person might need. |
| 1 | MSLN and Regional Library Services - because a rural library simply cannot afford the technology or the expertise to maintain the services that the Maine State Library provides. A librarian at a small rural library, like me, spends lots of time meeting all the varied needs of their patrons while being responsible for a building, a collection of books, and computers -- without the "librarian"- power of the MSL, I don't know how we would manage. |
| 1 | Minerva, books by mail, summer reading program are all great values. Minerva and especially Learning Express and Encyclopedia Britannica are the best values to our patrons for research and personal improvement for learning new skills. |
| 1 | Interlibrary loans through the Maine Regional Library System. Maine InfoNet's MARVEL. These services are very important to my students and staff. |
| 1 | Free internet access for patrons. Van delivery would be a close second. Being able to give our patrons access to all the information on the internet for all types of research is our greatest tool. If we were required to pay for this service ourselves our other services would suffer. |
| 1 | MARVEL - no public library in the state could afford all of the resources on their own and most public libraries in the state could afford none of the resources on their own. |
| 1 | Van delivery service - couldn't be easier for people to use and get their materials in a timely way. |

| Count | Response |
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| 1 | Van delivery. It has reduced the postage line in our budget. For many of the past years we have been told to develop our budget with 0 increase. With van delivery that has made it a little bit more agreeable. |
| 1 | MARVEL. Instant access for students and others to a wealth of information not otherwise available, and not affordable for individual libraries. |
| 1 | Maine School and Library Network. Libraries have changed enormously in the last 15 years all do to the availability and us of the Internet. |
| 1 | Marvel - no libraries could afford access to the extensive offerings of databases that Marvel offers. |
| 1 | In times of budget shortfalls and reductions, I think the van service is invaluable in allowing us to share resources. |
| 1 | I think the Maine InfoNet service is probably the most valuable service making use of the LSTA funds. It offers information at our fingertips that would take considerably more time to access on our own. |
| 1 | Maine InfoNet MARVEL, because of the cost-benefit ratio. The benefits of the databases provided far outweigh the cost input per individual library. |
| 1 | The Maine School and Library Network because a lot of people in this state either cannot afford to have internet service or just can't get it because of their location. |
| 1 | MARVEL. The resources are vast and without this resource many students would not have access to such a vast amount of information. |
| 1 | MSLN because it allows Maine libraries to be vital information centers in the 21st century - staying connected and having access to invaluable resources. |
| 1 | MSLN, ARRC services, and MARVEL, provide our patrons with the same access as much bigger libraries at their local library. |
| 1 | Certainly the access afforded by the MSLN and InfoNet are highly valuable. The access afforded by these services would be out of reach for most small libraries. The economy of scale provided by the MSL support is key to our success. |
| 1 | We like the van as it gives us more capability in the number of books available. We would also like the expansion of MaineCat to include all automated libraries, and we would like more libraries to be automated. |
| 1 | Maine Humanities Council because it helped us get a reading group and they want to continue with another reading group. |
| 1 | Maine School and Library Network is the backbone to all other services and is the greatest value. Maine InfoNet is right behind with the value enhanced by the multi-type library structure. |
| 1 | Free internet service, regional consultants and support of technology through the circuit rider program. Marvel. |
| 1 | The Maine Regional Library System provides access to, and training in using the other |

| Count | Response |
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| | offerings of this program. Librarians are then able to help end users to find the materials and information they need. |
| 1 | Maine InfoNet connects resources statewide making it easier for end users to access all of the information available to them. |
| 1 | Marvel evens the playing field so to speak. Even libraries with very limited resources can offer patrons many resources to meet their information needs. |
| 1 | Van Delivery and ILL: this gives all patrons access to a wide variety of materials. These materials located around the state are accessible to patrons locally. This lessens the divide between the "haves" and the "have-nots" |
| 1 | The regional library system with its domino effect multiplier value - impacting and improving so many individual libraries and helping them to offer better services to patrons. There are many services that I would not even know about much less understand adequately to connect patrons with them without the districts and MSL's work. |
| 1 | Summer reading- children are my first priority and learning to read is a skill no one can afford to do without! |
| 1 | MARVEL and the van service help to spread resources more evenly over the wide spectrum of population and socio-economic levels in our cities/towns. |
| 1 | In my opinion, MARVEL provides the greatest value to the end users of libraries. The vast majority of libraries in Maine would not be able to provide access to the MARVEL databases for their patrons without the support of LSTA funds and the Maine State Library. |
| 1 | MSLN as it allows libraries to greatly expand their services and provide Internet service to their community. |
| 1 | Maine Regional Library Service provides services and support to all member libraries. Professional development and professional support is critical to the librarians who administer the number of small to large public libraries within the state |
| 1 | MARVEL offers an amazing amount of quality information which would be too expensive for any one library to offer alone. |
| 1 | It's painful to tell a patron "I can't get that book/find that answer for you." On the other hand, when we can tell a patron, "We don't have that book, but we can have it for you within the week!" or "Let me show you how to find that information on line," it's empowering for the patrons and the librarians. |

6. In your opinion, which of the services or initiatives that have been identified as being supported with LSTA funds has the greatest potential for improving library services in Maine?

| Count | Response |
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| 1 | Access and assistance to new technologies. |
| 1 | Again I have to say Maine InfoNet and Marvel, plus The Maine State Library. |
| 1 | Again, I would say it's the van delivery service. |
| 1 | Again, the van service, particularly in view of pending legislative financial support. |
| 1 | Also Minerva if it can be extended to include all of the libraries. |
| 1 | Any project which allows access to Kindle, etc. |
| 1 | Both of the above. |
| 1 | Can't decide between MARVEL and van delivery. |
| 1 | Consortiums and delivery services. |
| 1 | Continuing to support MSLN |
| 1 | District Consultants |
| 1 | Electronic resources really leverage what we have to offer our patrons. The |
| 1 | Expanded use of electronic books via the internet has the greatest potential for schools. |
| 1 | Expert support for small libraries, many of which do not have staff with MLS background. |
| 1 | I am really torn between MARVEL and interlibrary loan. We use both to a great extent. |
| 1 | I do not know. |
| 1 | I don't know. |
| 1 | I have no opinion. |
| 1 | I think that they all serve a purpose for the people. |
| 1 | I think that would be Maine InfoNet and the van delivery. |
| 1 | I would say the Van service. |
| 1 | Learning Express. |
| 1 | MAINECAT AND MARVEL. |
| 2 | MARVEL |
| 1 | MARVEL - it keeps getting better each year. More and more people are using it. |
| 1 | MARVEL and all related links |
| 1 | MARVEL and the van service. |

| Count | Response |
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| 1 | MARVEL can always be expanded. |
| 1 | MARVEL et al. |
| 1 | MARVEL--because it makes librarians jobs easier so that their focus can be on other things. |
| 4 | MSLN |
| 1 | MSLN Many libraries could not have internet without this service. |
| 1 | MSLN, see above!! |
| 1 | MSLN. |
| 1 | Maine Info Net and MSLN. |
| 3 | Maine InfoNet |
| 1 | Maine InfoNet and online databases. |
| 1 | Maine InfoNet provides many resources to libraries that we would otherwise be unable to afford. |
| 2 | Maine InfoNet. |
| 1 | Maine InfoNet |
| 2 | Maine InfoNet |
| 1 | Maine InfoNet services |
| 2 | Maine Regional Library System |
| 1 | Maine Regional Library system |
| 1 | Maine Regional System |
| 1 | Maine State and School Network. |
| 1 | Marvel |
| 1 | Marvel Databases |
| 1 | Marvel and MSLN |
| 1 | Minerva. One can search many libraries. Also a common search would be helpful to patrons. |
| 1 | N?A |
| 1 | Not sure |
| 1 | Not sure - 3-way tie between regional systems, van delivery, and Marvel. |
| 1 | Not sure at this time |
| 1 | Not sure. |

| Count | Response |
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| 1 | Not sure. I only use a couple of the services so would not know influence overall. |
| 1 | Offering more regional meetings would help us smaller libraries. |
| 1 | Probably MSLN - without them, smaller rural libraries would have no internet access. |
| 1 | Probably MSLN again-- it's going to all come down to internet service moving forward. |
| 1 | Professional development opportunities within library districts |
| 1 | Regional Library Services |
| 1 | Regional Library System, since it encourages cooperation and collaboration among libraries. |
| 1 | Same as above |
| 3 | See above |
| 1 | Technology has the greatest potential but may not be the right fit for all patrons. |
| 1 | The Maine School and Library Network. |
| 1 | The Maine State Library Network |
| 1 | The delivery service and MSLN. |
| 1 | The Maine School and Library Network. |
| 1 | The sharing of resources. |
| 1 | The van route and shared digital collections. |
| 1 | The van service is a way of connecting libraries and allowing for a greater use of resources. |
| 1 | Van Delivery- Public libraries may share resource |
| 1 | Van delivery |
| 1 | Van delivery (coupled with MaineCat & Minerva) AND the Regional Library District |
| 1 | Van delivery and a state-wide catalog that was affordable for small libraries. |
| 1 | Van delivery services and InfoNet |
| 1 | Van delivery, MARVEL and MaineCat |
| 1 | Van service to rural areas? |
| 1 | We're just beginning to see the impact of statewide delivery of electronic materials. |
| 1 | ditto above |
| 1 | ditto, MSLN |
| 1 | no idea |
| 1 | unsure |

| Count | Response |
|-------|--|
| 1 | van delivery service |
| 1 | Van delivery service and Maine InfoNet. |
| 1 | Van service makes the ILL workable. |
| 1 | The Maine Regional Library System keeps library directors aware of changes in the library world and provides access to information on how to make use of these changes in the libraries. Knowing what's available and how to use it lets librarians improve their own knowledge and, thus, improve service to patrons. |
| 1 | Interlibrary loan and van service allows us to share resources state-wide. With limited funds -- sharing resources through on-line and van-line services allows us to get widespread use of the resources that we have. |
| 1 | In my opinion, the Maine Regional Library System has the greatest potential for improving library services in Maine. The district consultants have a better understanding of the individual needs of the libraries in their district and can use that information to better improve services. |
| 1 | Increased funding for van delivery so that it can be further subsidized (i.e., more delivery days per week funded by LSTA) |
| 1 | Maine Regional Library System: provides support, networking opportunities and professional development. |
| 1 | MSLN increased network speed for all libraries - which is likely to be the basis for much of our future library services |
| 1 | Maine InfoNet, because it has the potential to provide a statewide ILS that would connect every library in the state, saving costs and improving services through a web of connected libraries. |
| 1 | Books by mail and especially e-books online. Books and the number of volumes I can provide are unending with the books by mail program. Books of all and any type are available to everyone in the state, despite location, handicap or ability to get to a library building. This opens up reading to all regardless of age, gender, or handicap. |
| 1 | Van delivery and shared catalog/circulation and interlibrary loan. It makes the local small library much "bigger". |
| 1 | The education and resources provided by the Maine Regional System is always helping us to improve our Libraries. I believe that if we could all have Van Delivery that could improve our services greatly. |
| 1 | The effort to provide technology access/resources to those under-served, either by only having dial-up service or those unable to afford a computer or internet service. |
| 1 | If a single day of delivery service were extended to all libraries, I think the sharing and moving of resources would be greatly streamlined. |
| 1 | Maine InfoNet. This collaborative is working to provide the infrastructure that is needed to move the libraries into the future. |

| Count | Response |
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| 1 | The books by mail many of our patrons have recently needed to sign up for this service because of disabilities they face. This has helped people to have the books they need. |
| 1 | MARVEL - in this age of the Internet as god, we need to be able to provide a different kind of information and this is one way we can. |
| 1 | If the van delivery system were further subsidized so that all libraries could afford to use it I believe there would be more sharing of materials between libraries than there is at present. |
| 1 | The Marvel databases. The services are known to fewer patrons than the other services supported by LSTA. The potential could be better realized with on-going training for library staff that in turn could pass on this valuable resource to local patrons. |
| 1 | MSLN. It has helped many libraries provide PACs for their patrons, and to allow Internet access for their staff. |
| 1 | ILL - This service allows the limited resources smaller libraries have to be expanded using the resources from other libraries. We can offer our patrons almost any book, audio or movie as usually some library, somewhere can meet the request. |
| 1 | MSLN give connectivity to libraries that may not otherwise have internet service. Again, how can a library exist without access to worldwide resources? |
| 1 | The combination of MARVEL (the content) with MSLN (the connection) and the Van Service (the delivery) provides seamless service to the whole state. |
| 1 | The services that have been listed have much potential as the people now responsible keep abreast of what is available, keep improving and pass the information on to the libraries who in turn share with our patrons. |
| 1 | Statewide we would like to see all libraries have a more cooperative and communicative manner. This would include the van, Maine InfoNet (need to update) MSLN (certainly the circuit rider has been a godsend for us) and general cooperative efforts. There are however, some libraries that are pretty quiet, in regards to MEFIND, MELIBS etc. |
| 1 | I don't have sufficient experience with what other libraries need to be able to answer this question. |
| 1 | Having shared resources through Maine InfoNet and Marvel allows libraries to spend their limited budgets on local programing and special community needs. |
| 1 | Continued cooperation through Maine InfoNet, the van delivery service, MSLN, etc. is a wonderful model; and, adding more Maine libraries to the membership will only serve to enhance what we already share. |
| 1 | Library services are improved by the Regional Library System. The State Library, the consultants, and the ARRCs educate, support and advocate for all libraries. It is through their efforts that we have so many services. (MARVEL, Interlibrary loan, Van delivery, continuing education, MSLN etc.) |
| 1 | The InfoNet connects us directly to the world and thus expands services that would not otherwise be possible in small libraries. |

| Count | Response |
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| 1 | I believe that Maine InfoNet, Marvel, MaineCat, and Minerva offer the greatest potential for improving library services in Maine. Computer connections are crucial today and Maine InfoNet oversees the computers and the connections for everything we do. |
| 1 | The expansion of delivery service and the continued support of a Maine ILS and Resource sharing through MaineCat. |
| 1 | The Cooperative efforts with other organizations have the greatest potential for improving library services in Maine. |
| 1 | Support for the regional library system provides the needed expertise/training to libraries that have a small staff and limited funds (isn't that all of us!) on every topic/subject/problem that might occur. |
| 1 | Again, I think the Maine InfoNet service has the greatest potential for improving library services in Maine because of its easy access and wealth of info. |
| 1 | Maine School and Library Network for the reasons stated above and also the van service for facilitating interlibrary loan. |
| 1 | I my opinion district consultants offer the greatest potential for improving library services in Maine. I chose the district consultants because they have the capability to reach every librarian in the state with training, national speakers and future trends in library service. They are only a phone call away with advice about all aspects of library service. |
| 1 | MSLN service - at least for the short term. We use these connections more and more as does our community. And until state infrastructure is improved dramatically, our "hubs" provide the fastest and most reliable internet connections around. |
| 1 | The Large Print Book Service is the best. I have many elderly patrons who depend on this service regularly. |
| 1 | Maine Regional Library System because of the constant sharing of information and resources, through meetings, listserv, the ARRC and the district consultants libraries and their staff keep abreast of what's going on which has a direct impact on improving library services. |
| 1 | MaineCat - if we can get a platform that will handle every library in the state of all types in a true union catalog. This would make all library resources known to everyone and most of the resources available (except reference and library use only ones and people would know where they could go to use those.) |
| 1 | Maine InfoNet - very important for a state with rural and small population. Helps us offer services for the 21st century. |
| 1 | Closed consortiums are a huge problem as well as interlibrary loan. The van delivery services are fantastic! But until ANY library has access to materials from other area libraries it is a not equal. Small libraries have turned to private consortiums to get better OPACs and circulation software--but this does not fix the problem that we cannot get the same materials as quickly or efficiently as other parts of the state. Because the systems are closed rural ILL requests are oft snail mailed!! SNAIL MAILED from out of state. A paperback book from Minnesota that IS available in state. There are fundamental issues that need to be addressed. Also, Books by Mail, services to completely remote areas |

| Count | Response |
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| 1 | needs to be addressed as well. People living on the fringes need services the most, illiteracy in rural areas of the state is a huge problem. There are no libraries and they cannot afford to mail the books back. |
| 1 | One issue statewide is that all libraries be able to be a part of these essential library services being provided through LSTA funding. |
| 1 | I feel that the service that would accommodate online learning initiatives and resources has the greatest potential for improving library services. I believe that services and content that can be delivered via the internet as streaming video, e-books, video conferencing etc. will become very important for all Maine citizens in the coming year. |
| 1 | Maine InfoNet. Cooperative services are the key element in delivering economies of scale necessary to achieving the type of library services that fundamentally impact user satisfaction and ultimately serve not just the mission by cultural impact and support. |
| 1 | I think that the van service has a great potential of improving interlibrary loan service, but the cost is now prohibitive for most small libraries. But, with the recent increase in library postage rates and the possible demise of post offices, we are in hopes that this service may be critiqued again. |
| 1 | Maine Regional Library System (District Consultants, ARRCs and Interlibrary Loan) InfoNet because of these services librarians can get instance help from any area in their library. |
| 1 | Maine InfoNet has the most potential for creating a platform that will allow libraries to provide online learning communities to their users. With the right software and configurations, Maine InfoNet can allow users to share ratings and reviews of library materials and let their citizens connect digitally as well as personally. Developed this way, the platform can develop to provide a portal to other digital services, possibly including but not limited to e-government connections and workshops. |
| 1 | Assuming once again you have a connection via MSLN or another I believe the databases are an incredible resource. |
| 1 | MaineCat, if it could be more inclusive for the small libraries, could open up holdings in a much more seamless fashion, and take a lot of work off umbrella libraries' shoulders. |
| 1 | I believe the services with MSLN and Maine Info Net (Minerva and Marvel especially) go a long way toward continuous improvement of library services in Maine. |
| 1 | While all the services that have been identified I still believe the van delivery service to be the most important as Maine is a very large state. |
| 1 | Wow, I don't dare to speak for anyone else on this issue. So many people are involved that one opinion shouldn't make or break any decision on this topic. |
| 1 | Maine InfoNet has the potential to revolutionize library services in the state, if a common catalog/circulation system could be created that was open to ALL public libraries in the state. |
| 1 | Work with the statewide agencies and partnerships to further promote the importance of libraries and resources for residents. |

| Count | Response |
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| 1 | Marvel and the regional library system are vital to providing access to patrons in a large rural state. |
| 1 | Van delivery in that if we could offer one day free to all libraries then even those with small budgets could partake. |
| 1 | If audiobooks plus includes the download library e-books, I would say that service has the greatest potential for improving library services in Maine. |
| 1 | The courier/van delivery service has allowed interlibrary loan of resources more quickly to many citizens. This has improved overall library service throughout the state. |
| 1 | Again over the long haul, I think Maine InfoNet Services offer the best return on money spent to improve Library Services |
| 1 | I feel improving library services in Maine would be best improved by a statewide catalog system that is affordable to all libraries. With the choices available many libraries are desperate to find a unified, user friendly venue. |
| 1 | The regional library system has potential but serious work needs to be done to find ways to BEST serve the districts and the libraries in Maine. It needs an overhaul. |
| 1 | Same as above, although improvements will probably depend upon access to high speed internet for our patrons, which MSLN now enables us to have. |
| 1 | The downloadable program through Maine InfoNet. If libraries are to stay relevant it is important for us to keep up with what our patrons want. E-books are increasing in popularity, we need to keep up! |
| 1 | I would like to see all libraries given the chance to belong to a statewide OPAC (such as MaineCat). |
| 1 | All of the programming is important to us and I don't know if I could choose just one. Marvel and the databases are a huge asset. Many of us rely on van delivery. Internet access is important to our patrons. |
| 1 | Again, I think Minerva is a wonderful service and has the potential to assist all libraries pooling resources. |
| 1 | Maine Regional Library System and the consultants improve services by helping us find better ways to serve the public |
| 1 | The District Consultants, Interlibrary Loan Program, Talking Book Program, and the internet services have drastically changed the library services in Maine Libraries. |
| 1 | The school and library network have the potential to assist schools and libraries to continue to advance with technology, which is critically important. |
| 1 | Any of the services that would help us keep up to date with technology and online services for our patrons. |
| 1 | Delivery Service. If more libraries could participate - many more Maine citizens would have access to the riches available. |

7. Among the LSTA Grants to States program priorities are encouraging resource sharing, fostering strategic partnerships and serving individuals who find it difficult to use traditional library services. Please share any examples that you have that indicate that these kinds of activities are resulting from the services/initiatives that the Maine State Library has undertaken using LSTA funds.

| Count | Response |
|-------|---|
| 1 | BTOP grant |
| 1 | Books by mail(large print0 and talking books for people with sight impairment |
| 1 | Do not have an example. |
| 1 | Have not been here long enough to say. (just moved to Maine a few months ago) |
| 1 | Huh? |
| 1 | I do not have enough information to evaluate. |
| 1 | I do not know. |
| 1 | I don't have sufficient experience to answer this question. |
| 1 | I have no examples. |
| 1 | In my library patrons really enjoy being able to borrow materials from other libraries. |
| 1 | Information Commons |
| 1 | MAINE INFONET DOWNLOADABLE LIBRARY OF E-BOOKS AND AUDIOBOOKS. |
| 1 | Marvel & MSLN |
| 2 | N/A |
| 1 | N?A |
| 1 | Not at this time. |
| 1 | Overdrive - although I don't know if this is supported with LSTA funds |
| 1 | Overdrive- Maine Downloadable Library |
| 1 | Patrons being able to use the some of the services from home like Marvel or the Talking Books |
| 1 | Providing large print books. We cannot afford purchase enough for local demand. |
| 1 | Resource sharing: easy access to interlibrary loan and MARVEL. |
| 1 | Some people in our rural area in Eastern Maine use the books by mail service. |
| 1 | The Regional Library System, MSLN, and MARVEL great example of resource sharing. |
| 1 | Van delivery and download library are great examples of sharing resources. |

| Count | Response |
|-------|--|
| 1 | We have a high elderly count, and it's always good to offer services to them. |
| 1 | We utilize resource sharing every day. |
| 1 | n/a |
| 1 | no knowledge |
| 1 | Four libraries in the area work together with the summer reading program We apply for a grant, share the cost of items for advertising and all other items pertaining to the program. |
| 1 | Resource sharing-MaineCat; partnerships-Maine Memory Network; serving individuals-the book-by mail program has several participants in this town(Denmark) |
| 1 | I often assist long-distance learning students who have a difficult time traveling to the Portland or Augusta campuses from western Maine. I show them how they can access the MARVEL databases and how to request interlibrary loans online to facilitate their learning and assignment requirements for college coursework. |
| 1 | Local libraries are indeed working together more. The State Library has provided talking book devices to libraries so the librarians can be familiar with the technology and promote the service to their patrons. The Internet connection has allowed libraries to informally share their catalogs. |
| 1 | Resource sharing-- The ILL possibilities are amazing. I've been able to borrow books that are no longer in print that were needed to teach a particular unit or reach an audience. I've borrowed books that have been lost here, with no funding to replace them, and made them available for a special use. Through MARVEL I've brought articles to teachers who need them for graduate work, eliminating literally hours of travel to a larger academic library. |
| 1 | Patrons from their home computers can browse state-wide holdings, reserve books and materials (and have them delivered by volunteers), or access information via Marvel to answer questions and participate in lifelong learning. |
| 1 | Van delivery! The best example of research sharing. We don't really have a demand for books by mail and talking books in our area, but I'm sure these services are greatly used throughout the state for patrons who are unable to visit their town libraries. The recent addition of a statewide eBook catalog and lending library is also helping these individuals and has seen an enormous jump in usage. |
| 1 | Support for summer reading programs provide educational, cultural, and social opportunities to the people who participate. |
| 1 | The regional library systems are a great service in providing resources and information to both individuals and smaller libraries. |
| 1 | Everything that the MSL does is about resource sharing. Whether it's the van delivery service, the regional library services, The Talking Book Program, or the MSLN, the MSL is right there to provide information, training, support, advice, or whatever libraries in the State of Maine need to serve all of their patrons. |

Count**Response**

- 1 Library service has expanded from just loaning books. Service through libraries is so much across the boards with librarians doing everything they can to help service the public. While libraries are still the keeper of books, we offer those books in audio and digital formats, in large print and movies. One library can't have everything but teaming up in a consortium with other libraries increases our service to patrons in their home library.
- 1 I think the priorities for LSTA funds are backwards. For years they have been used for salaries and that does not have maximum impact in the field. Fewer salaries and more funds for programs like Maine InfoNet and van delivery would make more sense and serve hundreds of thousands, as opposed to the small number of people who benefit from the outdated books by mail program or the "strategic alliances" with groups that really have no direct benefit to libraries in the field.
- 1 Our patrons are young students for the most part who don't drive and therefore don't have access to a public library. In most cases, their parents do not belong to a public library and do not take their children to one. We are usually their only resource for research and pleasure reading. Many students who have difficulty reading are getting excited about audiobooks, and we use our affiliation with the Maine State Library to sign them up for a free digital library card so they can access the Download Library. Our students are borrowing audiobooks through the Books by Mail program too. MSL services have become so integral to our program; we would be greatly diminished without it.
- 1 We routinely hear from our patrons "I get those audiobooks from the state"... Maine has an aging population. Libraries could and should do more PR to promote the services that are essential to the aging brain. The fact that we are hearing people talk about the services is fantastic. I would like to see a far greater accessibility to mobile library sites, quick and easy audio/video/e-book download. We are being used differently. The more outside access we provide the more essential we become.
- 1 I feel that several of these programs help the parents who are home schooling and the senior citizens who are home bound. And they offer to residents a chance to get a book on a subject that we would not have.
- 1 The regional districts offer MANY options for sharing and professional development which would not be otherwise affordable or available!
- 1 The Delivery Service has had a phenomenal impact on library services. The availability of materials from other libraries has opened up collections that would otherwise not be available to them. And for smaller libraries with limited budgets, access to libraries with larger collections has enhanced their services and increased their value to their communities.
- 1 I have a family member who is totally blind, no vision. Without the services of books by mail, specifically braille books, there would be no other place in our community for this individual to get material.
- 1 Through Regional Library programs I am kept up to date with services, resources, skills and knowledge of the library profession. This is most important for small isolated libraries such as mine. These services make us connected to the larger library world and

Count**Response**

- offer opportunities that would not be available otherwise.
- 1 We are seeing a greater interest in Ancestry, specifically because of the Ancestry.com that is available to our patrons.
- 1 In the past year, use of eBooks provided by the Consortium which has been supported by Maine InfoNet has increased 179% at my library. More and more people are accessing the library virtually AND physically.
- 1 The homebound project has helped many an elderly patron who just cannot quite get to the library in the winter for fear of falling and cannot travel that far.
- 1 Thanks to Books-by-Mail some of my shut in patrons can have access to books directly since we are too small to provide a full-fledged book mobile. It also helps us in receiving extra Large Print Books from the MSL for our patrons. This is also the same for the Talking Books Plus service.
- 1 I'm not aware that LSTA funds are used for Overdrive, but that has been of great benefit to patrons at home. Interlibrary Loan is an absolute necessity for us.
- 1 I think the van delivery service is an excellent example of resource sharing. The district consultants also publicize programs and resources really well by connecting with library directors on a personal level. The listserv is also a wonderful resource for sharing ideas and information.
- 1 I think that, especially in our present hard economic times, resource sharing and having partnerships with our local schools and organizations is essential. To this end, for several years now, we have borrowed books from the Middle School during the summer months. Additionally, we collaborate with our Town Recreation Department, the Lions Club and other area libraries to bring special summer programs to our library.
- 1 E-book access is one of the activities that has opened up a whole new world for people, if they have an internet connection.
- 1 At conference, district meetings and cluster groups, librarians share ideas, tutorials and new technology. Without the support of the Maine State Library this could not take place. Librarians always return home from these events with information to pass on to their patrons. We have many patrons that are coming to the library to learn about e-books, e-readers and how to use the downloadable library to borrow both e-books and audio books.
- 1 As I was finishing up some cataloging, just the other day there was a knock on the door. "Are you open?" he asked. Tempted to be snarky and say, "If we were open, the door would not be locked," but instead I said, "Sure you can come in and use the computer while I finish up." I noticed the elderly gentleman went on to MARVEL! (I'm not sure where he went as it was past my lunch time, and I was trying to get out of there.) He studied the words on the computer screen intently for about 10 minutes. Then he arose and said, "Thanks. That's just what I needed and left. I can only imagine what the information was that he was able to access that brought such relief and a huge smile to his face - and to mine.
- 1 The island community of Georgetown has three libraries: one at the school and two

Count**Response**

- others open to the public but for limited hours. The year-round population includes many families of limited means. There is also a significant seasonal increase for information access. The services offered by the Maine State Library are sometimes the only free and available ways to connect with the "outside" world. Specifically, the possibilities of research concerning family histories at the Georgetown Historical Society have been in high demand.
- 1 I have patrons who come in looking for books that we don't have and are not available thru URSUS. The MaineCat is a great resource.
- 1 The van delivery service definitely encourages resource sharing. It makes the materials in one library available to all.
- 1 Books provided through the ILL system allow my students with access to books that cannot be found in our rural area.
- 1 The van service is an amazing way to encourage resource sharing. Too bad my library can't be on it!
- 1 Maine InfoNet offers people the chance to use the traditional library services right from the comfort of their home.
- 1 We have a tel-a-med unit that runs from the high speed internet. This brings medical care to our island.
- 1 We at my library have been participating in the Let's Talk about It series for over 25 years. The LTAI series is the result of a partnership between the Maine State Library and the Maine Humanities Council. We would not be able to afford to buy all these books and it would be a waste of money for us to buy 25 copies of the same books that we only use for one 5-6 week book discussion.
- 1 Now I fall to my experience as a borrower from my home town public library. There are services that bring technologies to people who could not afford them, and materials that serve people with a variety of disabilities. Could not do without them. These affect our services in my library, of course, but their impact is much greater in the libraries whose own resources don't match what we provide.
- 1 Because the MSL's grant programs have provided us with reasonably priced high-speed internet service (especially back when it wasn't available in our rural area) as well as with several public computers, we can offer technology access our modest budget could never afford. Also, programs like Maine InfoNet's Download Library are attracting a number of previous non-library users.
- 1 MARVEL is an excellent example of resource sharing. Both public and school libraries are able to share this valuable resource.
- 1 The district consultants help link libraries with training workshops and finding library mentors with expertise in various library services, thereby better serving our patrons needs. The services available are on the website.
- 1 We still depend on the regional and other libraries to borrow books that we cannot afford or don't have in our library. Books are still the basis of our services.

| Count | Response |
|-------|---|
| 1 | Information Commons is a perfect example of resource sharing. This page on the MSL site has greatly helped our unemployed customers - giving them a place to start on their quest to find a new job, develop a resume, etc. They feel more comfortable because the resources to help them are in one location as well as many videos and instructions for guidance. One customer recently developed a resume with the help of a link within Information Commons. Another person advanced their educational knowledge viewing an online course. |
| 1 | We provided study materials to an unemployed person who was trying to improve work skills. This utilized Minerva, the van delivery, MSLN, Marvel!, and Learning Express. We coached with computer skills to create new resume and complete job application, all on MSLN based public access stations. Result - a job, a taxpayer and a library supporter! We have accepted collections from Literacy Volunteers, the local Chamber of Commerce and a Land conservation organization. These resources were added to Minerva and shared with all member libraries. Again, MSLN and the shared ILS made our resources available to citizens throughout the state. |
| 1 | Offering a wide range of service online for patrons, library directors and library staff cover many areas that are invaluable to all. |
| 1 | With the advent of eReaders many patrons come in to learn how to use them with Maine InfoNet and we hear that for many it allows them to continue reading even as the large print no longer suffices for their ease of reading and/or winter travel makes it very difficult to get out. |
| 1 | The delivery service is a tremendous asset in encouraging resource sharing between all types of libraries. |
| 1 | For School Libraries, I think The Maine InfoNet and the Maine Download Lib services are perfect examples of sharing resources that would not be available to individual schools because of cost if these resources were not available. |
| 1 | Van delivery and the MaineCat system are expressly intended to enable resource sharing, and our library uses them extensively. |
| 1 | Van service provides service enabling sharing of resources. Maine School and Library Network enables all schools to provide citizens with computer access through their local/school/public libraries. |
| 1 | Our interlibrary loan system in Maine has always served all types of libraries - public, school, academic and special. This is uncommon nationwide and is an important concept in terms of real resource sharing. The committee currently looking at partnerships of libraries holding unique collections and libraries of last resort is improving the efficiency of the system. The work of the Maine Library Commission in defining the minimum level of service constituting a public library will encourage local communities to support local library services. Maine InfoNet, including the Digital Download Project, assists libraries in providing new technologies even in small communities. Books-by-mail and the Talking Book program are an efficient method of providing service to a population unable to take advantage of traditional library programs. |
| 1 | I'm relatively new to Maine, and don't have any specific knowledge of how the Grants to |

Count**Response**

- States program works or what it has been used for.
- 1 Because we are a small library in rural Maine with a very small budget, the "Books-by-Mail" and Interlibrary Loan program is a real boon for our college students and seniors who enjoy researching subjects that we cannot provide for.
- 1 The Maine State Library is a resource that impacts public and school libraries far beyond the cost of their services, through sponsoring professional training and network building, both in person and via the web. Their advocacy for ILL van delivery has kept in place and improved a very fragile service given the size of the state. Their professional "circuit riders" supply much needed technology support to small libraries that can't afford professional IT service.
- 1 Van delivery - the amount of material moving around the state each year is impressive and serves the state very well.
- 1 Students who want to read a series, but locally we cannot buy the series, can get what they want with the ILL.
- 1 Resource sharing - Maine InfoNet is a network of libraries across the state that shares its resources the patrons of Maine no matter where they are. Strategic partnerships - public libraries, university and college libraries, special libraries, etc. all work together to make Maine InfoNet a viable service. And the Van delivery service is the glue that keeps this working well. Individual needs - many times we have had someone come into our university library looking for resources that are more readily available in public libraries. In the past, there was a long process of locating a library that had the item, contacting that library to see if they would loan, mailing the inter-library loan information to the library, and then waiting for the ILL process to complete. It could reasonably take a couple of weeks to go through the process. Now with a click of a button from any computer with internet access (or the patron can call in), patrons can find and request what they want and receive the item(s) in as little as two days.
- 1 The use of BTOP Video servers to address cataloging needs and give access to remote library sites for the librarians cataloging workshops.
- 1 Resource sharing and strategic partnerships are so important to our small rural school and public libraries. This week, for example, I am working with the local domestic violence group to make a presentation at our high school assembly to highlight February as Dating Violence Awareness and Prevention Month. I am also writing a letter this week to support a Maine Humanities effort to fund and organize a book/discussion group in my area with domestic violence as the focus. These kinds of programs are important to our communities and schools -- they bring us all together to promote good health, good literature, education, and community values.
- 1 Books by mail and Talking Books Plus are the obvious priorities for this question. I also think the Maine Humanities Council serves people who have difficulty using traditional library services by offering programming at many different venues.
- 1 The Minerva system is probably the best example I can give of resource sharing. Our system works with amazing speed and is so easy to use. It has changed how we do business and allows us to focus on the purchase of high-demand items rather than more

| Count | Response |
|-------|---|
| 1 | esoteric, unusual, or unique materials that are available with a click of the mouse. |
| 1 | Without van delivery service, we would not be able to afford the postage on the many inter-library loans requested by our patrons. |
| 1 | Again- the delivery service is a prime example of resource sharing, fostering partnerships between libraries, and serving individual patrons (by getting them what they want/need regardless of where it is located in the state). |
| 1 | The Regional Library System, van service and InfoNet are all concerned with resource-sharing. That is why they are so valuable. |
| 1 | The interlibrary loan function and essential supporting delivery service component are the most obvious example of resource sharing. We know that we can't buy everything, and our collection slants a little in this direction, but we can help a patron whose reading need goes off in another direction be served through help from another library. We have one patron who needs highly esoteric resources for his research but who can't easily travel to a university library. Through the state's careful use of its grant funds we are able to help him obtain what he needs. |
| 1 | The van delivery service and the MaineCat statewide catalog certainly promote resource sharing in the state. MaineCat just needs to be broadened and improved. |
| 1 | One of the most valuable services to me is MELIBS. I have been able to receive information about recommended titles, help with weeding the collection, news about educational events, help with e-rate forms, etc. |
| 1 | Student who could not afford an e-reader device was thrilled to find that he could borrow books from Maine InfoNet. Priceless! |
| 1 | Again, Maine InfoNet and the delivery service is an excellent model of resource sharing and library partnerships. Our municipal dollars are stretched far beyond their individual worth within each community. A service like Overdrive which is managed by Maine InfoNet is invaluable to non-traditional users. |
| 1 | Because of the state regional system undertaking the major infrastructure of libraries-internet, book delivery systems, state wide catalog, etc.-libraries can focus on serving local patron needs. |
| 1 | High use of Interlibrary Loan, consortium approach to online databases, downloadable audio and eBooks, books by mail for homebound and hearing impaired patrons, affordable high speed internet for our library in an area where that is not universally available. Shared IT expert. |
| 1 | We have wireless internet thanks to MSLN and we have 5 public access computers. These combined resources allow a great many local residents to access the internet at a time when many of them cannot afford internet at home. |
| 1 | Certainly the van delivery encourages resource sharing. Since joining the van service and eliminating the "per-book-postage cost" fee, use of ILL has gone up over 50%. I'm not sure it qualifies as "traditional library services" but living four hours from the Maine State Library, both the time and gas required to attend training in person can be prohibitive. Having the regional library system arrange to make online courses available |

| Count | Response |
|-------|--|
| 1 | <p>breaks down very real barriers for those of us in the more distant corners of the state. Certainly home access to MARVEL brings vast resources to the home for home-bound individuals.</p> <p>I think being able to access information from home is crucial. Both MARVEL! and the downloadable program allows patrons to use the library without having to go to the library.</p> |
| 1 | <p>Maine InfoNet and van delivery allows for resource-sharing, which is key. It is sustainable and economical, allowing libraries to purchase those materials most needed by their specific communities and borrow those only needed on occasion. The service brings library collections together through a shared catalog and delivery service. As we move forward, we must begin to achieve the same goals with digital content and library communications.</p> |
| 1 | <p>Its great having nontraditional patrons use the library services provided thought the internet and all the other on line equipment that out there today.</p> |
| 1 | <p>The Maine Regional Library System is our lifeline to other libraries and library services in the state of Maine. Our Northeastern Library Consultant, Valerie Osborne hosts Mid-Coast Librarian meetings at varying libraries in our district and there are various District Council meetings which have speakers who talk about current library issues. These meetings have been very helpful to our all-volunteer library because they keep our library informed about what is going on with other libraries and what the latest digital standards etc are. The Interlibrary Loan system has become very popular with our patrons and this aspect of our circulation has been growing year to year.</p> |
| 1 | <p>I have found that the inter-library program has been an invaluable resource in providing materials for patrons who otherwise would not have been able to find the books they needed for special projects or that hard-to-find title in a series that maybe only one or two libraries in the state may have in their collection. That kind of resource sharing has been invaluable for our library. Also, the New Century Grants have been able to provide us with materials that we otherwise would not have been to afford.</p> |
| 1 | <p>When a person wanted to sew a set of drapes, the Hobbies and Crafts database had exactly what she needed and none of our many sewing books did. She went home and started on her drapes that afternoon.</p> |
| 1 | <p>MaineCat/Minerva consortium is one of the best examples of resource sharing in the nation as well as Marvel.</p> |
| 1 | <p>I would say having the district consultants working together to bring excellent programs for librarians by consolidating District meetings.</p> |
| 1 | <p>Many citizens who have not been patrons of our library or who have for whatever reason not visited our physical facility, are now accessing the Overdrive services and Marvel Services on-line.</p> |
| 1 | <p>The van delivery system has made resource sharing so much simpler than in the years before it existed.</p> |
| 1 | <p>I am able to tell my patrons that what we don't have I can still find and provide for them</p> |

Count**Response**

- in a reasonable amount of time. Just because we live in a rural area does not mean we do not have access to the same information resources as someone in an urban area. I can provide for my patrons regardless of any barrier: location, age, wealth, level of education or even eyesight. Putting this power in my hands makes me feel like the Wizard of Oz -- but the real thing instead of a mirage! It makes me love my work every day.
- 1 The interlibrary loan program is a vital service. Utilizing the holdings of the many libraries in the state is beneficial to all.
- 1 The listing of available grants provides a needed service to librarians. We have benefited from the Maine Humanities Council and the Maine Community Foundation for grants that have helped us serve our patrons. Three grants that are serving our patrons at this time are: Maine Reads Community Literacy Project, Let's Talk About It and Rose and Samuel Rudman Grant.
- 1 Books by Mail have tremendously assisted homeschoolers and Talking Books Plus have been so appreciated by the visually impaired. These are very valuable services that we cannot duplicate in small libraries.
- 1 We offer a community space for developmentally challenged individuals. The workers and clients play games, learn computer skills and integrate into the community. The partnerships formed with the agencies and schools to offer special services to individuals are valuable in day to day living. The ability to offer life skills, resume help and computer classes is invaluable.
- 1 Last year, Hartland Public, Newport Public and Stewart Free Library partnered to use 21st Century Grant Money. Educational programming was provided, free of charge to the libraries and our patrons, at each library for four weeks. Our patrons loved it.
- 1 It seems to me that for the past several years an increasing number of Directors and staffers have dedicated an increasing percentage of their time and travel budgets to being involved in Maine InfoNet sponsored events.
- 1 I think the van is the best example, especially if 'traditional services' implies books in house.
- 1 Van delivery seems to have grown considerably. This makes interlibrary loans easier for some libraries.
- 1 For our library the interlibrary loan program has had the greatest impact. With a small library budget there were many books our patrons wanted, but we were unable to purchase. Now our library is borrowing books from three larger libraries and the number of patrons has increased as well as the number of books circulated.

8. If you could improve the LSTA program in Maine in any way, what would that change be? What program or programs would you prioritize?

| Count | Response |
|-------|---|
| 1 | Delivery service. |
| 1 | ? |
| 1 | A statewide sharing of resources. |
| 1 | Add the PsychINFO database to MARVEL. |
| 1 | Adding more libraries to Minerva and adding servers to Minerva so it does not go down as freq. |
| 1 | As my previous responses indicate, resource-sharing is a priority. |
| 1 | Continue to add more resources to Marvel including more materials for academic libraries. |
| 1 | Developing a union catalog. |
| 1 | Difficult question. |
| 1 | Don't have an opinion. |
| 1 | Don't lower funding. All my top rated services. |
| 1 | Greater subsidization of small libraries interested in joining the van service. |
| 1 | Honestly, I think programs funded by LSTA are well done and prioritized properly. |
| 1 | I am concerned about the sustainability of MaineCat and van delivery. |
| 1 | I do not know. |
| 1 | I don't have sufficient experience to answer this question. |
| 1 | I feel that Resource Sharing initiatives are a high priority. |
| 1 | I would bring back full Summer Reading Program support. It was a great help to small libraries. |
| 1 | I would like to see Overdrive offered at a reasonable cost to school libraries. |
| 1 | I would like to see a free one day delivery service provided to all of Maine's libraries. |
| 1 | I would like to see the van service for ILL be free. |
| 1 | I would provide the Maine Regional Library System with more staff - they are understaffed. |
| 1 | I'm not qualified to make such a judgment. |
| 1 | I'm not sure |
| 1 | If Minerva was to grow, would MaineCat be necessary? Duplication perhaps? |
| 1 | ME Regional Systems - more support and visits from our District Consultant |

| Count | Response |
|-------|---|
| 1 | Maintaining the InfoNet program is certainly a priority for us. |
| 1 | Make an e-book consortium for school libraries that had more student /children's /YA literature. |
| 1 | Minerva statewide for all libraries. |
| 1 | More libraries on the van delivery service. |
| 1 | More regional activities and programs for directors |
| 1 | No opinion. |
| 2 | Not sure |
| 1 | Not sure how to answer some of these questions. |
| 3 | Not sure. |
| 1 | Not sure. |
| 1 | ONE card catalog for the whole state, with every library on it. |
| 1 | Provide funds to support van delivery to all libraries in Maine. |
| 1 | Provide more funding for the district consultants. Van delivery for everyone. |
| 1 | See above. |
| 1 | Stronger support for electronic initiatives for books, journals, and audio/video materials. |
| 1 | The MSLN Internet connection is invaluable. I would also put a high priority on the van service. |
| 1 | Van delivery for all libraries Minerva |
| 1 | Van delivery service expanded |
| 1 | additional training for technology use |
| 1 | don't know |
| 1 | Lower the cost of the van service. |
| 1 | n/a |
| 1 | none |
| 1 | not sure |
| 1 | Re-think traditional ILL through the AARCs. I think there are faster and better ways to access materials in this day of downloadable books. |
| 1 | I would give it more financial support, specifically for digital initiatives and van delivery service. |
| 1 | Although not a specific program, I feel that it would be very valuable to have someone find ways to make the usage of the resources much less difficult to get to. (So many |

Count**Response**

pages to progress through).

- 1 Again ILL delivery service is the most important. Any outreach is important to support the mission of all libraries in Maine without this help I cannot even begin to think of what would happen to the quality of and/or services to libraries throughout the state.
- 1 Again, the van delivery and MSLN connection are what I consider to be the most important. I would like to see more effort put into creating a statewide catalog/circulation system that all libraries are allowed to join.
- 1 Adding staff to the interlibrary loan department at the Maine State Library, district consultants working with shared collection development, and support of the van delivery system. But not at the expense of training and workshops
- 1 Encourage and provide funds for summer reading programs which include cooperation with local schools and their libraries. It could include an idea sharing and planning meeting which is funded in some way. Perhaps it could include 3 free books for each student participant who stayed with the entire summer program. Perhaps the free books could be chosen by each individual-after all, people have different reading interests.
- 1 Support a state-wide catalog and circulation system that all libraries could afford and be part of.
- 1 Extension of these services to all libraries. Continuing and expanding collaborative efforts, such as collection development, increasing the downloadable eBook collection, expanding the Marvel database holdings, more video conferencing of programs and workshops in regional hubs. Being sure all of these resources are available in current (and future) technology formats -handheld devices etc.
- 1 1. Shared collection development strategies done in a planned and purposeful manner
2. Financial incentive for libraries to participate in resource sharing 3. Centralize and make more efficient processing and collection services--make the Maine State Library an even more specialized in-house collection than it already is and implement centralized cataloging processing services statewide 4. Configure the shared platform to provide advanced online community-building, learning, and communications services
- 1 I would like to see more sharing of resources between the local library and the schools. I cannot even get the local library to send a representative to my school to talk about the summer reading program
- 1 I think we need to help our older patrons use their (or our) computers. I like to host at least one program a year. The wave of the future is now, and there's a generation that may miss out on a lot because of their inability (or refusal) to learn a new, modern device.
- 1 Ensuring continued van delivery would be the highest priority. Followed by MSLN and the various consortia. Resource sharing is so very important. I think the talking books program should be phased out over the next several years and more emphasis on downloadable books and audio books accessible by all. A serious evaluation should also be made to establish the effectiveness of the books by mail program. Is it really filling the need or are there better ways?

| Count | Response |
|-------|--|
| 1 | I would encourage a firm, calendar-driven plan to provide a cost-effective, statewide, cloud-based, ILS system to all libraries in the state. Currently, the state MINERVA system is closed to new partners, and the alternative SOLAR program has serious limitations. Rather than tweak the current patchwork system I would encourage all efforts go towards a new and unified statewide system. This would be the great leap forward for all libraries in the state. |
| 1 | I have been head librarian at my library for just the past month so I don't feel qualified to answer these questions at this time; hopefully, over time, I will be more familiar with all of the services provided. |
| 1 | I think that the van service should be made available to the smaller libraries. Currently, I think that the cost is more than most of them and we can afford. |
| 1 | I have no doubt that every penny is being squeezed to the nth degree. All of the programs are important. |
| 1 | I would suggest getting more libraries into MaineCat and allowing libraries and library patrons to request materials directly online, even those who are not part of Minerva. More participation in MaineCat would extend the reach of resource sharing and get more diverse and greater quantities materials into the hands of library patrons. |
| 1 | Any monies that would allow libraries grant monies to sponsor year round programs for children and the elderly. |
| 1 | MARVEL AND MAINEINFONET are the programs our library uses the most. I would not want to see them disappear. |
| 1 | It is hard to prioritize... almost like asking which is more important: adult or children's books? Here are the services most used by our patrons: Minerva Van Delivery Overdrive Marvel |
| 1 | As indicated before - Maine InfoNet, MSLN and the van delivery services are the most important to us. |
| 1 | I would extend the van delivery to all Maine libraries. My number-one priority is Maine Regional Library System, then Maine School and Library Network and, finally, InfoNet. |
| 1 | I would love to see more effort made to promote professional library services in schools. The majority of job ads that I have seen are looking for unskilled ed techs to serve as librarians in schools at the K-8 level. Many elementary schools and middle schools do not have a professional librarian in place to support teachers and to teach library and research skills to students. These skills are vital for life-long learning. |
| 1 | LSTA program is carefully utilized. I don't know what proportions of the funds are dedicated to various services. While I am curious about the continued support of Books by mail, and the Summer Reading program, I recognize that those more traditional programs are still serving an isolated and deserving population. |
| 1 | I find this question difficult to answer. From our perspective as a tiny library in Eastern Maine, we don't see much of the LSTA program apart from what I have already mentioned. We understand it is important for larger libraries, and are grateful for that, but its usefulness is hard to discern from our vantage point. |

| Count | Response |
|-------|--|
| 1 | I am still in a state of discovering what is available from LSTA so I do not feel ready to answer this question. |
| 1 | I do not know what I would prioritize. I think all are very valuable and work together for a comprehensive whole. What I wish could be improved would be to find a way to make E-rate forms and phone service, form 470, form 479 user friendly. These are very valuable services but filing yearly is very complicated and time consuming. |
| 1 | More staffing to MSLN. These folks are amazing, but given the geographic isolation of many Maine communities there needs to be more training and outreach. This can only be accomplished with some additional staff. The funding of the delivery service is critical to the continued success of libraries throughout the state. |
| 1 | Enabling more libraries to be on Minerva - many want to be but cannot afford it or cannot get in due to the limitations. The more that have this, the more libraries whose collections are opened up to patrons in a community. |
| 1 | Streamlining and simplifying paperwork! I understand taxpayers' money needs to be carefully monitored. However, the time and attention to the necessary forms for internet access, for example, is daunting and expensive in itself. Use of this technology should not be considered "special"--it is a requirement of participation in the global conversation. |
| 1 | I'd make van service available to every library -even if for only one day a week. I'd even be willing to look at twice a month. |
| 1 | I would prioritize somehow extending free van delivery once a week to more of the small libraries currently without the service who want it. In order to pay for van delivery our library had to use 25% of the \$ budgeted for purchasing new books and other media. There was no additional \$ to be had as our operating budget already depends on major fundraising every year. HOWEVER, I believe offering ILL at NO COST to all our patrons is important and the right priority, as many simply do not have the discretionary \$ to pay for ILL postage OR gas to drive to another library. ONE example: A year and a half ago an older woman who had for many years come in to the library to pick up her grandson but never read a book for herself, read The Little House on the Prairie. After borrowing the rest of that series she wanted more "like them" and staff put a lot of energy into readers' service in nurturing her new reading habit. She quickly went through every book we own in the Dear America series and was unsure enough about trying different books that she needed the comfort of reading more of the same type of books. This is NOT a patron who would use ILL unless it was offered at no cost. The van delivery service allowed us to borrow a copy of just about every Dear America or other historical diary format of a similar reading level in the state. The patron has become a voracious reader and read hundreds of books since then, a mix of books we own and others we ILL. I truly believe that it was the ability to get the specific books SHE wanted through ILL that made this possible. |
| 1 | I would expand the collection and shared use of E-books. This area is growing faster than individual Libraries budgets will allow for. Schools need Equalization of these services for the future! |
| 1 | I think that they are doing a great job in serving the people and the Maine State Library |

Count**Response**

- workers are so helpful whenever we need assistance.
- 1 Van delivery free for one day (at least) Find grant money to provide e-readers to all libraries such as the BTOP grant did by placing pcs in libraries.
- 1 Can't say I would make any changes. Just keep adding to what you are doing are you notice new resources out there for libraries.
- 1 Outreach programs for small libraries where staff may not be fully aware of the resources available.
- 1 more money for each service so that EVERY town, hamlet and wide -spot-in-the-road has access to books, information and technology through the Maine State Library.
- 1 I feel the areas that are necessary already receive priority attention. Continued support in areas of bridging the gap in digital services is crucial in the coming decade.
- 1 I would suggest provide financial support for an in-state library continuing education program of courses transmitted over ITV (or some other type of interactive technology) for professional/non-professional librarians and to provide the necessary equipment to carry out such a program to all types of libraries. Many of the people who run libraries in Maine (sadly, especially in rural Maine) have no way to learn how to provide adequate computer support in their libraries or to keep pace with rapidly-changing technology and current library issues and services.
- 1 I would like to see more grants available that would allow upgrading staff computers. There are many ways to get new computers for public use but it is very difficult to find resources for new staff computers. Our staff is limping along with equipment that should be updated but we have no funding for this. It is frustrating that the public has beautiful new computers to work on but staff does not.
- 1 It's great having nontraditional patrons use the library services provided thought the internet and all the other on line equipment that out there today. Having weekly training on the usage of iPad, Nook and Kindle to all library employees. Some small libraries do not have the staff to go to monthly meeting when Maine State library has offered these programs.
- 1 It really depends on the patron base of the library. For high schools, MARVEL is what does the trick. The regional library program is important to help libraries be aware of new initiatives, make interlibrary loan available and sort of be the go to place for librarians with questions.
- 1 We need to continue to add to the content of MARVEL to provide greater access to information needed by citizens seeking employment and to patrons whose economic situation prevents purchase of materials. This is also true of the Download Library and the van delivery system. Maine InfoNet needs to continue to explore ways for more libraries to participate in Millennium and other shared catalog systems. This will allow libraries to move away from proprietary, costly circ/cat programs and will streamline interlibrary loan within the state while making more library holdings transparent and available to the entire state.
- 1 I don't have any changes to suggest; I just hope that all can be maintained. We are

Count**Response**

passive rather than active users of the cooperative work with other agencies.

1

I guess that since I am unfamiliar with some of the LSTA programs I would advocate for more or renewed communication about these programs (Talking books, summer reading programs, etc.) Also, if funding was available, I would like to see delivery services made available for all libraries and regions (at least on a limited basis).

1

All programs make my job as a director easier because I know the state system and regional consultants are there whenever I need assistance in any area.

1

Additional funding which would allow more libraries to participate in the consortium, van delivery, etc. should be a priority.

1

Improving van delivery so every library could use it. Currently my library cannot afford the service so we have to limit the materials we share through Interlibrary loan.

1

I am not qualified to offer advice on how to improve it. I know that the funds received by the Maine State Library are stretched to support as many programs that it can to reach as many citizens in the State of Maine for whatever their library needs may be. I trust that our State Librarian, Linda Lord, knows what improvement can be made and that whatever she suggests (along with her incredible staff) will be in my/our best interest.

1

Make the van delivery service a high priority so that more libraries (especially the smaller and poorer libraries) can have better access to materials.

1

I think the Maine State Library is using this program in the best ways possible to support all libraries whether big or small. We are very impressed with all you do and appreciate the hard work involved in keeping us abreast of any and all matters that involve and/or may affect libraries.

1

I would continue to provide one free day of van delivery service to the libraries because this service is really what makes the whole interlibrary loan program work.

1

I could use more funding for visiting artists, authors, athletes and other professionals who are doing exciting, creative things in the world. Our students, especially in rural Maine, need to meet people who are engaged in the exciting workings of the world. I know there is a need. In the past I have run some library programs that have promoted this kind of interaction between students, community members, and published writers. I think, in order to support arts & artists, we need to be able to offer visitors compensation for their time and travel. It's well worth the funding when you see kids lining up to ask questions, get signatures, share stories, and think about continued education and the opportunities that allows.

1

More training in technology to libraries so that librarians can offer more training to the public.

1

I am not sure if this is possible. I believe that the vendor would not allow it. However, my wish is to include school libraries in the Maine State Library download library program.

1

On a specific level, I would move to make the state less dependent on the vagaries of proprietary vendors like Innovative Interfaces and more to open source solutions. On a broader philosophical level, move to encourage and subsidize the consolidations of small non-viable libraries into larger library cooperatives via non-profits "holding"

| Count | Response |
|-------|---|
| 1 | companies. (Similar to the way Massachusetts library consortiums operate.) I would prioritize greater financial support of the van delivery system and support of Minerva and the other consortia. Those connections are crucial to keep the people in our state informed. |
| 1 | A totally fresh look at the use of the funds is in order. However, I'd be surprised if that occurs, since the powers that be have their own political priorities. More funds for InfoNet, van delivery and for service center libraries would go a long way towards achieving the maximum from federal funds. |
| 1 | Encourage all town libraries to promote/supply Overdrive support (and other e-book formats) - if small libraries have to come up with funding for this, it may not happen |
| 1 | I would improve it in one of two ways. The first would be to streamline resources and consortiums by library type and focus. Programs and groups would be focused around the purpose of the library and its mission (e.g. public, academic, school, and special libraries). Prioritizing programs by library type would enable programs purchase more specialized resources. The second means of improving the LSTA program would be to let small libraries compete for funding. Whereas this would lessen funding toward the statewide programs, it would increase direct library participation and innovation in the LSTA program. It would generate the potential for libraries that are not directly involved with a consortium, or have a population that uses major programs to fund and develop programs that meet their local population's needs. |
| 1 | Right now there is not option for shared digital collections for school libraries (at least via Overdrive). This is needed! |
| 1 | I would increase Van service to one or two days a week to libraries that cannot afford the service. |
| 1 | Access to the Download Library has become a big priority for us, and universal access would be a huge benefit to all. |
| 1 | Improvements? It seems that we are getting great service from Maine State Library. Maybe an improvement would be to get more money into the system and more assistants for our regional consultants. Thanks for all that you do for us! |
| 1 | I would prioritize MARVEL and augment the resources available there. I would also spend much more time marketing MARVEL so that more people understand what is there and how to use it. |
| 1 | Everything OTHER than Van Delivery is available to all the Libraries in the state; I would try to offer this service to everyone once a week at no charge. |
| 1 | Increase availability (price-wise) of van delivery for smaller libraries/budgets. Have another initiative to bring automation (in a unified manner) to the few of us still struggling to catch up. |
| 1 | I think all of the programs are important. We have many libraries in the state that could not afford these programs. We do need the high speed internet in this day and age. |
| 1 | I am not sure. All the online databases and LearningExpress Library courses should be |

| Count | Response |
|-------|---|
| | supported and expanded. |
| 1 | Statewide system with close to daily delivery. I have worked all over the state and gap that exists between the have/have-nots is too big. Something needs to be done to increase early literacy rates in the mountains and on farms. Until agrees there is a problem--little will be done. It is too difficult to turn away a child from a small town because who drove with their parents 30 miles because they do not have \$25 fee to check out materials. If there was a statewide borrowing system with uniform lending services, this child could check a book out of ANY library. |
| 1 | More \$\$ for van delivery and to create statewide ILS and borrowing. Incentives are needed for local governments to support a statewide reciprocal borrowing system which will ultimately be more cost-effective, efficient and provide better service. |

9. The category that most closely describes your role/responsibilities in the library community is:

| Value | Count | Percent % |
|--|-------|-----------|
| Public Library Director | 102 | 51.3% |
| School Librarian/Media Specialist | 42 | 21.1% |
| Academic Library Director | 6 | 3% |
| Librarian in a Special Library | 7 | 3.5% |
| Librarian in a "one-person" library (I do it all!) | 27 | 13.6% |
| Children's/Youth Services Librarian | 1 | 0.5% |
| Reference/Information Librarian | 2 | 1% |
| Library Technology Specialist | 1 | 0.5% |
| Other Library Staff | 1 | 0.5% |
| Library Friend or Library Trustee | 2 | 1% |
| Other (Please specify.) | 8 | 4% |
| Interlibrary Loan or Technical Services Librarian | 0 | 0% |

If you selected "other," please specify here.

| Count | Response |
|-------|---|
| 1 | Board of Trustees President for all-volunteer library |
| 1 | Combined academic and public library director |
| 1 | I am partly director but mostly at the circulation desk helping patrons. |
| 1 | I do a variety of tasks in our library. Everything from cataloging to tech support. |
| 1 | Special Library (Medical) Director |
| 1 | Volunteer |
| 1 | Volunteer librarian |
| 1 | Volunteer: librarian in a special library open to the public. |
| 1 | a 1 person library (school) ed tech |
| 1 | cataloger/ technology/ trustee |

10. Please complete the following sentence. I work in or am most closely associated with:

| Value | Count | Percent % |
|--|-------|-----------|
| a public library | 135 | 67.5% |
| an academic library | 9 | 4.5% |
| a school library/media ctr | 44 | 22% |
| a special library | 9 | 4.5% |
| something other than those in the list (Please specify.) | 3 | 1.5% |

If you selected "other," please specify here.

| Count | Response |
|-------|-------------------------------------|
| 1 | I work in both school and public |
| 1 | Special library open to the public. |
| 1 | publisher |

11. Please indicate the size of the community or the student body of the library in which you work.

| Value | Count | Percent % |
|-------------------|-------|-----------|
| Fewer than 250 | 9 | 4.5% |
| 250 – 499 | 18 | 9% |
| 500 - 2,499 | 85 | 42.5% |
| 2,500 - 9,999 | 66 | 33% |
| 10,000 - 49,999 | 19 | 9.5% |
| 100,000 - 499,999 | 1 | 0.5% |
| Does not apply | 2 | 1% |
| 50,000 - 99,999 | 0 | 0% |
| 500,000 or more | 0 | 0% |

12. Please estimate the overall annual operating budget of the library in which you work or with which you are associated.

| Value | Count | Percent % |
|-----------------------|-------|-----------|
| Less than \$10,000 | 28 | 14% |
| \$10,000 - \$49,999 | 75 | 37.5% |
| \$50,000 - \$99,999 | 26 | 13% |
| \$100,000 - \$249,999 | 36 | 18% |
| \$250,000 - \$499,999 | 18 | 9% |
| \$500,000 - \$999,999 | 10 | 5% |
| \$1 million or more | 5 | 2.5% |
| Don't Know/Not Sure | 2 | 1% |

Appendix D - List of Acronyms and Terms

| | |
|----------|---|
| BARD | Braille and Audio Reading Download – the National Library Service’s Digital Downloading Program https://nlsbard.loc.gov/instructions.html |
| BBM | Books By Mail - Books By Mail is a program of Maine State Library's Outreach Services. Books By Mail provides library materials via U.S. Postal Service to residents of Maine communities where there is no full-service library, and to people who are homebound for medical reasons. http://www.maine.gov/msl/outreach/booksbymail/ |
| BTOP | Broadband Technology Opportunities Program, a program of the U.S. Department of Commerce National Telecommunications and Information Administration http://www2.ntia.doc.gov/ |
| ILL | Interlibrary loan |
| IMLS | Institute of Museum and Library Services http://www.ims.gov |
| LBPH | Library for the Blind and Physically Handicapped – General name applied to state-level outlets of the National Library Service programs. Maine’s LBPH operates as a unit of the Maine State Library and is known as “Talking Books Plus.” http://maine.gov/msl/outreach/lbph/index.shtml |
| LSTA | <p>Library Services and Technology Act - LSTA is part of the Museum and Library Services Act, which created the Institute of Museum and Library Services (IMLS) and established federal programs to help libraries and museums serve the public. The LSTA sets out three overall purposes:</p> <ul style="list-style-type: none">• Promote improvements in library services in all types of libraries in order to better serve the people of the United States.• Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry; and• Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public. <p>The LSTA Grants to States program is a federal-state partnership. The Program provides funds using a population-based formula, described in the LSTA, to each state and the territories through State Library Administrative Agencies (SLAAs).</p> |
| MaineCAT | <p>MaineCat is Maine’s statewide catalog. MaineCat combines and links several major library automation systems (Minerva, SOLAR, and URSUS) and library collections across Maine. A single search scans more than 3 million unique titles and nearly 8 million items. A built-in requesting and transaction management system allows patrons of libraries using a qualifying online system to make online interlibrary loan requests. Library staff members are able to make requests on behalf of their users, as well.</p> <p>http://maine.gov/infonet/mainecat/index.htm</p> |

| | |
|---------------|--|
| Maine InfoNet | Maine InfoNet is a collaborative of academic, public, school, and special libraries that provides leadership in resource sharing, promotes cost effective solutions for quality library information services, and supports the cultural, educational, and economic development of Maine. Maine InfoNet serves as the platform for access to a variety of resources including the MARVEL! databases, the Maine InfoNet Download Library and resource sharing services including MaineCat. http://maine.gov/infonet/index.shtml |
| MARVEL! | Maine's online suite of electronic full-text resources (databases). http://maine.gov/infonet/marvel/index.htm |
| Minerva | Shared Integrated Library System used by many libraries throughout Maine. The Minerva catalog includes over six million items from more than fifty Maine libraries. http://maine.gov/infonet/minerva/index.htm |
| SOLAR | A online catalog representing the holdings of many smaller libraries in Maine. SOLAR is meant for libraries not automated by a compatible library system such as Minerva or URSUS that has built-in linkage to MaineCat. Records contributed to SOLAR are automatically mirrored in MaineCat. http://maine.gov/infonet/solar/index.htm |
| URSUS | Shared Integrated Library System that serves the University of Maine Libraries, the Maine State Library, the Bangor Public Library, the Maine Law and Legislative Reference Library, and the Maine State Archives. http://maine.gov/infonet/ursus.htm |

Appendix E - Bibliography of Documents Reviewed

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Maine. State Library. *LSTA Five-Year State Plan 2008-2012*.

Maine. State Library, "State Program Report Summary," 2008 and 2009.

Miller, K., Swan, D., Craig, T., Dorinski, S., Freeman, M., Isaac, N., O'Shea, P., Schilling, P., Scotto, J., (2011). *Public Libraries Survey: Fiscal Year 2009* (IMLS-2011-PLS-02). Institute of Museum and Library Services. Washington, DC

U.S. Institute of Museum and Library Services. "Guidelines for Five-Year Evaluation."

See also Appendix D (List of Acronyms and Terms) for links to websites reviewed during the evaluation process.

See also Appendix D (List of Acronyms and Terms) for additional web resources explored.

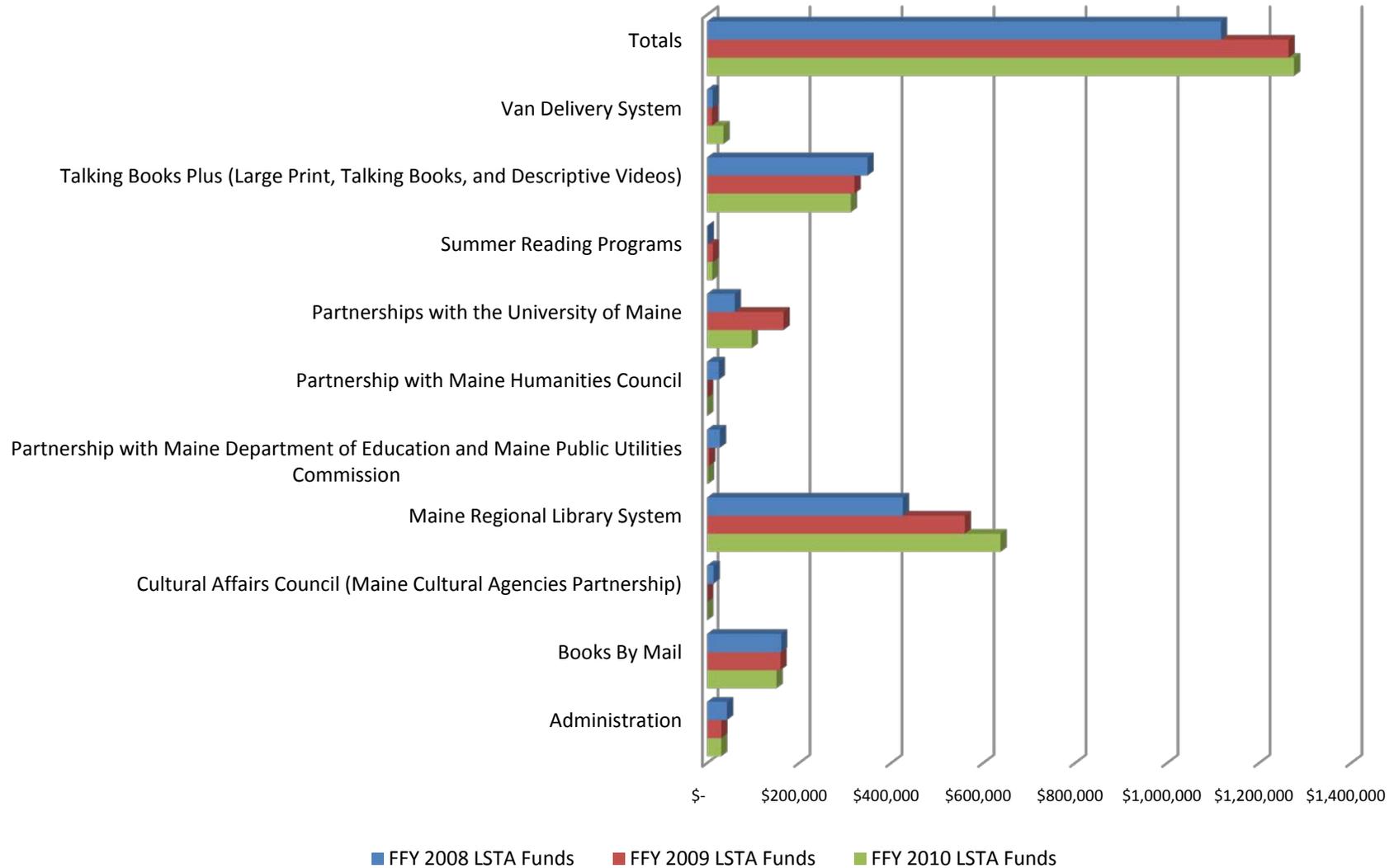
Appendix F - Summary of Coding Used in Qualitative Analysis

| | <i>Focus Group - Librarians</i> | | <i>Focus Group - Library Commission</i> | | <i>Focus Group – District Liaison Committee</i> | | <i>Library Leader Interviews</i> | | <i>Total</i> | |
|---|---|----------|---|----------|---|----------|----------------------------------|----------|--------------|-----------|
| | + | - | + | - | + | - | + | - | + | - |
| <i>Descriptive Codes</i> | | | | | | | | | | |
| MARVEL Online Databases | 6 | 1 | 12 | | 10 | | 13 | | 41 | 1 |
| Resource Sharing / Interlibrary Loan | 8 | 1 | 5 | 1 | 3 | | 16 | 4 | 32 | 6 |
| Consulting / Circuit Riders | 9 | 1 | 4 | 2 | 8 | | 8 | 1 | 22 | 4 |
| E-rate / Telecommunications / Tech Support | 8 | | 4 | | | | 7 | 1 | 19 | 1 |
| Patron Impact | 6 | | 10 | | 2 | | 2 | | 20 | |
| Saving Money | 12 | 1 | 1 | | 5 | | 2 | | 20 | 1 |
| E-rate / Telecommunications / Tech Support | 8 | | 4 | | | | 7 | 1 | 19 | 1 |
| Cooperation / Reducing Isolation / Sense of Community / Social Networking | 9 | 3 | 5 | 1 | 3 | | 2 | | 19 | 4 |
| Continuing Education / WebJunction | 6 | 1 | 3 | | 3 | | 3 | | 15 | |
| Courier Delivery | 4 | | 3 | | 1 | 1 | 4 | | 12 | 1 |
| Partnerships | 1 | | 1 | | | | 8 | 1 | 10 | 1 |
| Books by Mail | 3 | 1 | | | 1 | 1 | 5 | 6 | 9 | 8 |
| Talking Books Plus | 1 | 2 | 1 | 1 | 1 | 1 | 5 | 5 | 8 | 8 |
| Advocacy | | | 4 | 1 | 1 | | 3 | 2 | 8 | 3 |
| Connection to National Experts / Trends | 3 | | 2 | | | | 2 | | 7 | |
| Grants | 2 | | 2 | | | 1 | 3 | | 7 | 1 |
| Downloadables | 3 | | 2 | | | | | 2 | 5 | 2 |
| Programming | 2 | | | | | | | | 2 | |
| Services for Children | 1 | | | | 1 | | | | 2 | |
| Flexibility | 1 | | | | | | | | 1 | |
| | <i>Categories</i> | | | | | | | | + | - |
| | Services for General Audiences (MARVEL, Resource Sharing/ILL, Patron Impact, Courier Delivery, Downloadables, Programming) | | | | | | | | 96 | 9 |
| | Services for Libraries and Librarians (Saving Money, Consulting, Continuing Education, Advocacy, Connection to Experts, Cooperation) | | | | | | | | 71 | 12 |
| | Structures (E-rate/Telecommunications, Partnerships, Grants, Flexibility) | | | | | | | | 37 | 2 |
| | Services for Special Audiences (Books by Mail, Talking Books Plus, Children) | | | | | | | | 16 | 14 |

Appendix G – Maine LSTA Expenditures by Program and Year

| | FFY 2008 LSTA Expenditure | FFY 2009 LSTA Expenditure | FFY 2010 LSTA Expenditure | 3-Year Total | % of 3-Year Total | % of '08 Total | % of '09 Total | % of '10 Total |
|--|---------------------------|---------------------------|---------------------------|--------------|-------------------|----------------|----------------|----------------|
| Administration | \$ 43,032 | \$ 30,858 | \$ 30,610 | \$ 104,500 | 2.86% | 3.85% | 2.44% | 2.40% |
| Books By Mail | \$ 160,769 | \$ 159,472 | \$ 150,825 | \$ 471,066 | 12.88% | 14.39% | 12.62% | 11.82% |
| Cultural Affairs Council (Maine Cultural Agencies Partnership) | \$ 13,818 | \$ - | \$ - | \$ 13,818 | 0.38% | 1.24% | 0.00% | 0.00% |
| Maine Regional Library System | \$ 425,307 | \$ 560,125 | \$ 637,567 | \$ 1,622,999 | 44.38% | 38.08% | 44.32% | 49.97% |
| Partnership with Maine Department of Education and Maine Public Utilities Commission | \$ 27,636 | \$ 4,306 | \$ 1,329 | \$ 33,271 | 0.91% | 2.47% | 0.34% | 0.10% |
| Partnership with Maine Humanities Council | \$ 25,000 | \$ - | \$ - | \$ 25,000 | 0.68% | 2.24% | 0.00% | 0.00% |
| Partnerships with the University of Maine | \$ 59,865 | \$ 165,883 | \$ 96,721 | \$ 322,469 | 8.82% | 5.36% | 13.13% | 7.58% |
| Summer Reading Programs | \$ 1,039 | \$ 12,413 | \$ 11,220 | \$ 24,672 | 0.67% | 0.09% | 0.98% | 0.88% |
| Talking Books Plus (Large Print, Talking Books, and Descriptive Videos) | \$ 348,520 | \$ 320,156 | \$ 312,131 | \$ 980,807 | 26.82% | 31.20% | 25.33% | 24.46% |
| Van Delivery System | \$ 12,000 | \$ 10,641 | \$ 35,516 | \$ 58,157 | 1.59% | 1.07% | 0.84% | 2.78% |
| Totals | \$ 1,116,986 | \$ 1,263,854 | \$ 1,275,919 | \$ 3,656,759 | 100.00% | 100.00% | 100.00% | 100.00% |

Maine LSTA Expenditures by Program and Year



Appendix H – Research Instruments

Maine LSTA Interviews

Himmel & Wilson is working with the Maine State Library to conduct an evaluation of the State’s implementation of the Federal Library Services and Technology Act (LSTA) “Grants to States” program. The “Grants to States” program is a population-based formula driven program intended to fulfill specific purposes outlined in the Museum and Library Services Act. Under the Act, each state is required to conduct an evaluation of the program every five years. The current evaluation covers activities conducted under the State’s approved LSTA plan for the period between 2008 - 2012.

Major programs and initiatives that currently receive LSTA funds in Maine are the Talking Books PLUS Program/LBPH, serving special needs kids, support for many of the activities of the District Consultants, serving rural communities without a library through books by mail, technical support for technology infrastructure initiatives and training and support for programs such as the Marvel databases that receive a majority of funding through the State.

LSTA “Grants to States” funding for Maine has decreased from over \$1.26 million in FY 2009 to less than \$1.21 million in FY2011 as total Federal funding for the program has been reduced.

1. In your opinion, which of the LSTA funded programs/initiatives have had the greatest impact since 2008 in ME? Can you give me an example or examples to illustrate your answer?
2. Have specific improvements or advances in library services taken place in the last five years that you believe are largely attributable to the availability of LSTA funding? What are the most important things that would NOT have been accomplished if LSTA funding had not been provided?
3. As you are aware, state funding for some library initiatives has fallen in recent years. While LSTA dollars can only be used for the specific purposes outlined under the Museum and Library Services Act and are not intended to supplant state funds, are there specific changes in how LSTA funds are expended that you think are appropriate given the overall reduction in funding for libraries?
4. The LSTA “Grants to States” program purposes highlight activities that improve access to library services, increase resource sharing activity, reach out to individuals with special needs and build strategic partnerships. To what extent do you believe Maine’s implementation of the program has furthered these purposes?
5. What do you think should be the highest priority in terms of addressing the library service needs of ME residents in the coming 5 years? How might the library community respond to those needs?

Maine LSTA Focus Group Questions

Himmel & Wilson is working with the Maine State Library to conduct an evaluation of the State's implementation of the Federal Library Services and Technology Act (LSTA) "Grants to States" program. The "Grants to States" program is a population-based formula driven program intended to fulfill specific purposes outlined in the Museum and Library Services Act. Under the Act, each state is required to conduct an evaluation of the program every five years. The current evaluation covers activities conducted under the State's approved LSTA plan for the period between 2008 - 2012.

Major programs and initiatives that currently receive LSTA funds in Maine are the Talking Books PLUS Program/LBPH, support for many of the activities of the District Consultants, serving rural communities without a library through books by mail, technical support for technology infrastructure initiatives and training and support for programs such as the Marvel databases that receive a majority of funding through the State.

LSTA "Grants to States" funding for Maine has decreased from over \$1.26 million in FY 2009 to less than \$1.21 million in FY2011 as total Federal funding for the program has been reduced.

1. Which of the LSTA-funded programs or jointly-supported (State and Federal dollars) has had the greatest impact on your library?
 - a. In what ways is your library better able to serve the public because of this program or initiative?
 - b. In what ways are you as a library director/library staff member better able to serve the public?
2. Many of the activities of the District consultants would not be possible without LSTA support. In what ways do the District consultants make a difference to your library?
 - a. Are there new skills that you or your staff have developed because of workshops, training sessions or one-on-one consultation with the District consultants?
 - b. Do you believe that you are more aware of new trends in library services because of the Maine State Library's continuing education/staff development activities?
3. A combination of State and LSTA funds enable the Maine State Library to support MARVEL and Interlibrary Loan/Resource sharing efforts. How much of an impact do these programs have on your ability to deliver 21st Century library service?
4. Have specific improvements or advances in library services taken place in the last five years that you believe are largely attributable to the availability of LSTA funding? What are the most important things that would NOT have been accomplished if LSTA funding had not been provided?
5. The LSTA "Grants to States" program purposes highlight activities that improve access to library services, increase resource sharing activity, reach out to individuals with special needs and build strategic partnerships. To what extent do you believe Maine's implementation of the program has furthered these purposes?