



Number of Applications: 0  
 Total Requested: \$0

Total Number of Grants Funded: 0  
 Total Awarded: \$0

Parent Libraries Receiving Grants: 0  
 Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
 Child Number of Grants Funded: 0  
 Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

**Multi-Type Library Grants**

Number of Libraries Submitting: 0  
 Number of Applications: 0  
 Total Requested: \$0

Total Libraries Receiving Grants: 0  
 Total Number of Grants Funded: 0  
 Total Awarded: \$0

Parent Libraries Receiving Grants: 0  
 Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
 Child Number of Grants Funded: 0  
 Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0  
 Single Number of Grants Funded: 0  
 Single Total Awarded: \$0

**SLAA Library Grants**

Number of Libraries Submitting: 1  
 Number of Applications: 8  
 Total Requested: \$1,263,854

Total Libraries Receiving Grants: 1  
 Total Number of Grants Funded: 8  
 Total Awarded: \$1,263,854

Parent Libraries Receiving Grants: 0  
 Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0  
 Child Number of Grants Funded: 0  
 Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 1  
 Single Number of Grants Funded: 8  
 Single Total Awarded: \$1,263,854

## Section 2 | OBE Summary

**Q1:** What progress did you make in implementing OBE during this reporting period?

The Maine Regional Library System District Consultants require that workshop/meeting/continuing education (CE) attendees complete evaluation forms following each event. These evaluation forms ask attendees to list the changes they anticipate making in their library programs to best meet the needs of their patrons as a result of attending the session(s). The consultants then follow up with emails and/or postings to listservs to reinforce and encourage libraries to implement those changes. Planning for new continuing education events now focus on more specifically outcome-based results. Post-event surveys have been done to learn what changes actually took place following a C.E. event. The district consultants have implemented successful follow-up support for libraries.

**Q2:** Briefly describe your state's results in meeting its identified OBE goal(s) this reporting period.

Current work toward outcome based evaluations is as follows. Reader's Advisory (RA): During this reporting period there were 5 CE events on Reader's Advisory. Four were face to face events held regionally and one event was held online. There were 275 attendees at these 5 events. The intended outcome was to increase library staff knowledge of the value of Reader's Advisory and to improve skills in providing this service. The RA listserv was established after the last event, and 239 librarians subscribed to the RA listserv. This listserv was instituted as a tool for follow-up and to allow librarians that participated in training to share practices about how they are implementing RA in their libraries. Through the listserv librarians and consultants share tips and are now utilizing Reader's Advisory blogs to increase their RA knowledge and skills with their patrons. Database training: The purpose of these training events was to increase searching skills and build awareness of specific databases to librarians in the state. During this reporting period there were 15 CE events dedicated to training in the various statewide MARVEL databases. Nine were online webinars and seven were face to face events held at different locations statewide. 204 librarians took advantage of these opportunities. Surveys done after trainings indicated a high level of satisfaction and increased knowledge on Maine's MARVEL databases. An indicator of success is the 11% increase in the number of searches and logins of the MARVEL databases for public libraries. Maine is moving forward to plan more continuing education events and to collect and fine tune OBE data related to the goals in the 2008-2012 State Plan. Although our state programs pose challenges to incorporating and collecting OBE on a funded program basis, we will continue to work towards that goal.

## Section 3 | Project Reports

<b>Project Code:</b>	2009-ME-34615
<b>Project Title:</b>	<b>Project Number:</b>
Administration	
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Linda Lord
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	linda.lord@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$30,858	\$362,439
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$393,297
<b>Number of Persons Served:</b>	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	1. Partnering for expansion of library resources & services
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
SLAA LSTA Administration	
<b>Start Date:</b>	<b>End Date:</b>
10/2/2009	9/30/2010
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>

**Project Purpose:**

The following information is from the State of Maine Administrative and Accounting Manual, Section 50.20.60.: "The Statewide Central Services Cost Allocation Plan (STACAP) is used to identify and assign central services costs. Most government units provide certain services such as accounting, computing, payroll, service, motor transport, etc. to operating agencies on a centralized basis. Since federally supported awards are performed within the individual operating agencies, a process is necessary to identify these central service costs and assign them to benefiting activities on reasonable and consistent bases. The federally reviewed and approved, statewide, central service cost allocation plan (STACAP) provides that process.

**Project Activities/Methods:**

The following information is also from the State of Maine Administrative and Accounting Manual, Section 50.20.60: "The Financial Reporting and Analysis Division of the Office of the State Controller prepares, administers, and submits to the federal government an annual central services cost allocation plan (STACAP) for the State. One part of the plan justifies and reconciles the activities of the billed State central services (internal service and self-insurance). A second part allocated the allowable costs of other State central services benefiting agencies expending federal awards." It is this second part that pertains to the Maine State Library's acceptance of LSTA funds.

**Project Outputs:**

The purpose of the STACAP is to defray the cost of State of Maine central services. The Maine Department of Administrative and Financial Services is responsible for services that provide hearing and electricity, as well as protecting, cleaning and maintaining the Maine State Library facility.

**Project Outcomes:****Other Results:****Anecdotal Info:****Exemplary Reason:****Project Code:**

2009-ME-34612

**Project Title:**

Books By Mail

**Project Number:****Library Name:**

Maine State Library

**Project Director:**

Christopher Boynton

**Phone Number:**

207-287-5650

**Email:**

chris.boynton@maine.gov

**Library Building:**

Maine State Library

**LSTA Funds Expended:**

\$159,472

**Cash Match:**

\$68,854

**In Kind Contributions:**

\$

**Total Cost:**

\$228,326

**Number of Persons Served:**

5,043

**LSTA Purpose:**

Services to persons having difficulty using libraries

**State Goal:**

2. Improving library services to citizens with special needs

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**IMLS Secondary Performance Category:**

Enhance a lifetime of learning opportunities

**Primary Users:**

People with special needs

**Secondary Users:**

Homebound persons

**Primary Services:**

Information Access and Services, Outreach Services

**Secondary Services:**

Books-by-mail, Homebound services

**Start Date:**

10/1/2009

**End Date:**

9/30/2010

Statewide? Partnership? Exemplary? OBE-Related? **Project Purpose:**

The Books by Mail (BBM) program is one of the Outreach Services of the Maine State Library. This service helps to meet the library needs of the more than 200,000 citizens in our large rural state (33,125 square miles with a population of 1,318,301) who live in towns without local libraries or in towns with public libraries open less than 15 hours a week. More details about the program may be found at <http://www.maine.gov/msl/outreach/booksbymail/>

**Project Activities/Methods:**

Rural and disabled/home bound Maine residents utilize the Books by Mail service from their homes. Patrons who do not have Internet access may make selections from paper catalogs. These are mailed to patrons upon request. Those who have the capacity to go on line can request and renew materials via an online public access catalog (OPAC) that is part of a state-wide consortium, MINERVA. Users are able to request anything available from the shared database through the OPAC. A formal reader advisory service allows users to request a specialized, recommended, reading list; the method for requesting is a form which is mailed to users and which may also be completed online. A summer reading program is conducted for the benefit of children enrolled in the Books by Mail program. MSL pays postage to and from homebound patrons. All others have to pay return postage only. A toll free phone number is provided to users. Materials selection and information about the program are available online. All state-wide licensed on-line databases are available to Books by Mail Patrons. Promotion of this program has taken place at the Common Ground Fair. Over half of the people visiting the information booth asked questions about the Books by Mail program. Over 50,000 people attended the fair this year. Staff also attended the town of Whitefield's "Education Celebration," where the Books by Mail service to that community was also promoted.

**Project Outputs:**

560 residents (375 adults and 185 juveniles, K-12) who can not access library services because of limited local library service, geographic isolation and/or disability have requested materials and resources from the Maine State Library's Books by Mail program. 20,443 titles and 44,821 copies are in the Books by Mail collection. Materials are also available to users from other libraries through the state's Minerva system. These numbers are not counted in the BBM circulation figures. 11,497 items were loaned by the Books by Mail program to the Maine State Library's BBM patrons. 7,479 items were sent out through Minerva's interlibrary loan service. 17,600 items were borrowed from the Maine State Library's Books by Mail collection by the Minerva system.

**Project Outcomes:**

The recreational and informational needs of Maine's rural and homebound residents are met by this program. Many home-schoolers also rely on materials from this program. An online and snail mail survey of Books by Mail users was conducted in summer (June, July, August, September) 2009. 305 users responded to the survey which asked them to respond "agree, disagree, N/A, strongly agree, strongly disagree" to 11 statements. 123 responders left narrative feedback. 95% agreed or strongly agreed with the statement "Using Books By Mail improves the quality of my life. 82% agreed or strongly agreed with the statement "If I didn't have Books By Mail I would not have access to the library materials I need." 85% agreed or strongly agreed with the statement "With Books by Mail, I feel that I am part of a statewide community." 89% agreed or strongly agreed with the statement "Books by Mail supports my continuing education." 73% agreed or strongly agreed with the statement "If I didn't have to pay for return postage, I would use Books by Mail services more."

**Other Results:**

MSL Outreach Services frequently receives feedback from users who find that access to interlibrary loan vastly increases the usefulness of the program.

**Anecdotal Info:**

Feedback from surveys, notes, cards and other correspondence to the Books By Mail program: I cannot tell you how much I love the books by mail program! / You guys take such good care of me! / Thank you very much, appreciate the service / Thank you so much for this wonderful program / I want to thank you again for all the books you have sent my way. You have no idea how much I have appreciated getting them. / Thank you for going above and beyond the call of duty. Thank you for the books you continue to send me, they brighten my day. / Thank you for this wonderful program. / Thank you very much for these two books. They are excellent and so is the service you provide. / I'm house bound, and Books By Mail has saved me from going crazy sometimes, mostly in winter. Thank you. / The Books By Mail staff are always so nice, courteous and helpful. / This program is a state treasure. Thank you!!! /

**Exemplary Reason:**

<b>Project Code:</b>	2009-ME-34606
<b>Project Title:</b>	<b>Project Number:</b>
Maine Regional Library System	01
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Janet McKenney, Acting Director of Library Development
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	janet.mckenney@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$560,125	\$554,344
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$1,114,469
<b>Number of Persons Served:</b>	
800,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	1. Partnering for expansion of library resources & services
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Library staff and volunteers, Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services, Interlibrary Loan, Staff Development Education and Training	Information & referral (I&R), Reference services, Document and materials delivery, Resource sharing, Customer services skills, Library science education and skills, Technical skills
<b>Start Date:</b>	<b>End Date:</b>
10/1/2009	9/30/2010
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input checked="" type="checkbox"/>
<b>Exemplary?</b> <input checked="" type="checkbox"/>	<b>OBE-Related?</b> <input checked="" type="checkbox"/>

**Project Purpose:**

The purpose of the Maine Regional Library System is to promote improved service for the constituents of member libraries. It was created by Public Law 626, enacted in 1973, which established three library service districts based on population to improve library service for the citizens of Maine. Membership consists of public, school, academic, and special libraries. The Maine Regional Library System is administered by the Maine State Library in Augusta; however, each district has its own board that sets goals and plans activities. There is one library consultant for each district. The Southern Maine Library District (SMLD) district consultant retired August 1, 2009 and that position has been left vacant due to a state mandated hiring freeze for budgetary purposes. The overarching goals of the three regional district consultants are to: Goal 1: Increase public awareness, use and support of Maine libraries Goal 2: Facilitate professional development for library staff (and trustees) Goal 3: Encourage resource sharing and regional cooperation Goal 4: Foster increased opportunities for literacy programs Goal 5: Expand communication with

libraries, library organizations and the public.

### **Project Activities/Methods:**

In accordance with P.L. 626, An Act Creating Regional Library System, three Area Reference and Resource Centers (ARRCs) were created, one for each of the three service districts. Bangor and Portland Public Libraries receive state aid for the purpose of making their resources and services available without charge to all residents in their Districts...." The Maine State Library serves as the ARRC for the Central Maine Library District. ARRCs are also District hubs for the following services: Interlibrary Loan (ILL), Reference Service, and District Consultants. ILL Service: The interlibrary loan service supports libraries of every size and type. It insures that the state as a whole has the library resources it requires to meet the needs of all its citizens. ARRCs provide ILL service to member libraries by borrowing requested material from other libraries in the state, and if necessary by requesting materials from libraries beyond the state's borders. Reference Service: Reference and information service provided by the ARRCs is another important service of the District. Contact with ARRCs can be made via the fax, telephone, email or a toll-free telephone line. District Consultants: Each ARRC contains an office for the District's regional district consultant. The District Consultant provides professional library guidance to libraries in the district. The District, in cooperation with the Maine State Library and the District Executive Board/Council, provides technical assistance to cooperative interlibrary projects designed to promote equal access to library materials to all Maine people regardless of geographical location. Each District Consultant maintains ongoing communication with library members and performs the following duties: • Serves as a professional consultant to libraries within the district or districts • Studies the needs of the district and makes recommendations to the district council • Coordinates services among libraries of all types • Acts as a liaison between the district, other districts and the Maine State Library • Fosters opportunities for continuing education and encourages librarians, library staff, library trustees and Friends groups to participate and to attend state and regional workshops and other educational opportunities • Encourages local initiatives and commitment to regional cooperative library service (such as cluster groups and local consortia) • Helps evolve a district plan of service • Continues to promote and support cooperative purchases among member libraries including books, databases and library supplies. • Helps the District Executive Board/Council develop and refine its five-year district plan of library service in order to meet the intent of the law establishing the regional system. • Maintains communication with district librarians--something essential to promoting interlibrary cooperation and meeting the individual needs of libraries of all types--thus bringing better service to the state's library patrons. • Serves as a liaison between the Executive Board/Council and the Maine State Library and ensures smooth and effective cooperation and coordination of the regional library system programs. Cooperation among all libraries and librarians despite type of library and background of librarian's preparation is important to offering the most effective access to resources for patrons. The three District Executive Boards collaborate through the Regional District Liaison Committee (DLC) to discuss library issues on a statewide basis and make recommendations to the Maine State Librarian. The committee is composed of all three District Consultants, 2 members of each district's Executive Board and the State Librarian. The focus of the DLC's work is to explore how library service is delivered in the State of Maine and on how the three districts can work together to improve cooperation and resources.

### **Project Outputs:**

The three District ARRCs (Area Reference and Resource Centers ) are Bangor Public Library in the Northeastern Maine Library District (NMLD); Portland Public Library in the Southern Maine Library District (SMLD) and the Maine State Library in the Central Maine Library District (CMLD); Lewiston Public Library provides fiction ILL for the CMLD. The ARRCs are responsible for serving all Maine residents in their districts and for interlibrary loan and reference services for libraries in their districts. ARRC Interlibrary loan statistics: Bangor Public Library (BPL) - Borrowed 25,469 books from other libraries and loaned 29,374 books to other libraries. BPL's collection size is 518,919 and their adult circulation for this reporting period was 335,224 volumes. The reference staff responded to 37,385 questions. 12,554 books were loaned directly to NMLD libraries. Maine State Library (MSL): Borrowed 12,689 items from other libraries and loaned 12,353 items to other libraries. MSL's collection size is 351,492 not including government documents and serial

subscriptions, and it circulated 43,344 items during this reporting period. The reference staff responded to 13,268 questions. 5,659 items were loaned directly to CMLD libraries. The Lewiston Public Library (LPL) borrowed 25,247 items from other libraries and loaned 40,277 to libraries. LPL's collection size is 151,557; the reference staff responded to 21,105 questions. Portland Public Library (PPL): Borrowed 14,707 items from other libraries and loaned 14,439 items to other libraries. Portland's collection size is 370,000 catalogued items (which includes government documents) and its total circulation for this reporting period was 666,621. The reference staff responded to 36,717 questions. 7,555 items were loaned directly to SMLD libraries. PPL was undergoing an extension renovation from April 2009 through February 2010 and was closed from March 1, 2010 – April 14, 2010. The newly expanded library was re-opened on April 15, 2010. District Consultants organized 56 continuing education programs and events attended by 1,649 Maine library staff. These C.E. programs were delivered face to face and online using the webinar format. There were CE opportunities for specific audiences (school librarians and trustees) plus programs useful for all types of library staff. Highlights of this reporting period were: NMLD Spring Council Meeting "Savvy Library Services for Senior Health", three statewide events focusing on Reader's Advisory with a national speaker Joyce Saricks, as well as programs on Serving Teens through Reader's Advisory. Other District Council Meetings were dedicated to "Encouraging Innovation in Library Land" with Stephen Abram. All these events had a central theme that libraries must be responsive to and change along with the needs of their communities. Consultants also respond to e-mail, telephone calls and site visit requests, related to all the LSTA goals.

### **Project Outcomes:**

State-wide continuing education opportunities are provided through the coordination and collaboration of the three district consultants and their seven-member Executive Boards. The district consultants work with the Acting Director of Library Development for statewide events. Maine's interlibrary loan counts are very high –and continue to increase each year. Small local libraries make good use of the ARRC's ILL services. With a state population of just over 1.3 million – resource sharing is a way of life for Maine libraries. Resource sharing, a direct responsibility of the ARRC's and the District Consultants, is a success in Maine because the Regional Library System provides those smaller libraries with the education and tools to provide this service to Maine citizens. Maine's district consultants are highly regarded by the libraries they service. Their counsel, advice, training, and experience enable libraries to improve services to their patrons and to reach more un-served and underserved patrons. Online opportunities through webinars have increased the number of events offered as well as participation in continuing education this year. The consultants are producing a new e-newsletter called "Off the Shelf" as an educational tool for librarians as well as to promote webinars and face to face events. This is in addition to the MELIBS listserv that has more than 1400 subscribers. A new strategic plan is in process that will look at the Maine Regional Library system and the ARRCs with a goal of improving and expanding ARRC and consultant services.

### **Other Results:**

The District consultants collaborate with Maine libraries to work on SCOOP a purchasing consortium that negotiates vendor contracts for discounts on library materials and supplies for all Maine libraries. Maine is exploring partnering with NH and VT to expand the scope and increase discounts in the SCOOP program. The District consultants also work on statewide programs such as Reading RoundUp, an annual Public Library Directors' Institute; and a training session for new Maine public library directors. The Maine Regional Library System along with the District Liaison Committee continues to work diligently on cross-district collaboration, consolidating resources and regional CE events with great success.

### **Anecdotal Info:**

Webinars for training has been very successful. Over 100 library staff attended webinars sponsored by the districts and 100s more are attending webinars offered through WebJunction. The district consultants promote webinars through the listserv and the e-newsletter. Reading Round Up is attended by children's librarians from public libraries as well as school librarians. One of the MRLS's most popular events each year some comments were: "I always bring back many ideas and fresh information. It helps to inspire and refresh creativity especially when you are the only children's person on staff."

"This is my third year at the Reading Round Up, 33 years teaching but just 3 in the library. This is, and has been for 3 years, the most amazing day. I learn so much about books, have the chance to meet such amazing people and come away with so much enthusiasm. . . I think the day was absolutely perfect."Comments from Encouraging Innovation in Library Land" with Stephen Abram: "I loved today. The speaker was great, but the conversation about the topic at our table at lunch was fantastic. The programs in recent years have been much more thought provoking and challenging. The speakers inspire us to want to be better and to be more innovative in our thinking."

**Exemplary Reason:**

With just two district consultants covering the state (due to a retirement and state restrictions on re-hiring until July 2011) the number of CE events and attendance still increased for this reporting period. This must be credited to the hard work of the two district consultants who have ensured that state-wide coverage continues and that CE events are available to all three districts. The cooperative efforts of the District Liaison Committee have resulted in a new era of collaboration among the districts.

<b>Project Code:</b>	2009-ME-34608
<b>Project Title:</b>	<b>Project Number:</b>
Partnership with Maine Department of Education and Maine Public Utilities Commission	03
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Linda Lord
<b>Phone Number:</b>	<b>Email:</b>
207-287-5620	linda.lord@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$4,306	\$77,471
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$81,777
<b>Number of Persons Served:</b>	
700,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Library technology, connectivity, and services	1. Partnering for expansion of library resources & services
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	
<b>Primary Users:</b>	<b>Secondary Users:</b>
Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services, Technology Infrastructure, Virtual Library Services	Database access, Telecommunications and networking hardware and software, Portals and related Web projects
<b>Start Date:</b>	<b>End Date:</b>
10/1/2009	9/30/2010
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input checked="" type="checkbox"/>
<b>Exemplary?</b> <input checked="" type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>

**Project Purpose:**

The following language is from the Networkmaine Council Memorandum of Understanding signed by the Maine Commissioner of Education, the Maine State Librarian, the State of Maine Chief Information Officer, and the Chief Information Officer of the University of Maine System: "Networkmaine is a unit of the University of Maine System (UMS)... Networkmaine shall operate and manage a statewide telecommunications delivery system and services developed to support education, research, public service, government and economic development...Networkmaine shall act as the Maine School and Library (MSLN) consortium authority and will be responsible for making necessary certifications and for responding to Universal Service Administrative Company (USAC) inquiries on behalf of the eligible consortium members during both pre- and post-commitment processes."

**Project Activities/Methods:**

Networkmaine (a unit within the University of Maine System) was formed to enhance services and opportunities for high speed connections for libraries and schools in the state. The Maine State Librarian serves as a voting member of the Networkmaine Council which oversees planning and budgeting for the Networkmaine infrastructure (including the Maine School and Library Network – MSLN) required for future growth and success of connectivity for Maine's public libraries and K-12 schools. Maine State library staff had responsibility for previous MSLN E-rate applications but Networkmaine has assumed these responsibilities since July 2010. Demand for bandwidth has grown and the University has the resources and expertise that will be a real benefit to the statewide Maine School and Library Network and specifically to public libraries in Maine. An RFP was released in the fall of 2009, and contracts were negotiated by Networkmaine for Internet Access and Telecommunications services for 2010-2015. Approximately 68% of MSLN is supported by the federal E-rate program and the remaining 32% is financed by the Maine Telecommunications Education Access Fund (managed by the Maine Public Utilities Commission). For 2009, the Maine State Library coordinated the entire E-rate process for 234 Maine libraries using existing staff and LSTA funds. This involved mailing documents to each library, processing returned documents, preparing the application, and going through the review and invoicing processes. This application process will be Networkmaine's responsibility for 2010 and forward. The Maine State Library will provide oversight and advisory services to Networkmaine. The Maine State Library's State E-rate Coordinator attended USAC E-rate training in the Fall of 2009 and will continue to attend that training plus any ALA-Gates sponsored face to face or online training.

**Project Outputs:**

234 of Maine's 270 public libraries are on the Maine School and Library Network. In 2009, 174 libraries had T-1 connections and 58 had two T-1s. Two libraries had DS3 connections and Portland Public Library had 4 T1s at the Main Branch. Under the new contract that began on July 1, 2010 libraries now have a minimum of a 10 MB connection with up to 50 MB of bandwidth for our larger libraries. Upgrades to all routers were made where necessary. The value of these connections to libraries was just under \$1 million dollars. The Maine State Library has also received additional bandwidth to support video conferencing.

**Project Outcomes:**

Networkmaine is committed to providing adequate bandwidth to meet the needs of public library patrons accessing on-line databases, on-line Public Access Catalogs, and other electronic resources (Web 2.0, video streaming and other emerging technologies). The Maine State Library and Networkmaine, through the Help Desk, Circuit Rider and MSL staff, provides support and guidance for technical problems, assists with E-rate applications and provides general technology information. The new contracts under Networkmaine will greatly enhance bandwidth for Maine libraries and provide more opportunities for online meetings and learning via video conferencing. The transition from copper to fiber for Maine's public libraries and schools will be enhanced by the Maine Fiber Company's Three Ring Binder Project, a \$25.4 million federal BTOP grant.

**Other Results:**

All public libraries in Maine have equal access to electronic communication and information - from the smallest offshore island to the largest city - thanks to the Maine School and Library Network and Networkmaine. Libraries and schools receive no cost web

hosting and email services as well as access to video conferencing services. The access to broadband connections in public libraries in our rural communities is a lifeline for Maine residents who have no access at home or who are struggling financially and unable to afford the access that is available. Networkmaine is the electronic conduit through which all Maine State Library and Maine Department of Education electronic services flow. Library management systems, online public access catalogs, electronic ILL and renewal services, "Ask A Librarian" on the maine.gov web site, reference assistance via e-mail, Twitter, Facebook, plus access to library web sites and online databases would not be possible for most Maine libraries without MSLN. The experience the MSL staff has obtained through the MSLN E-rate application process results in increased service to libraries with individual e-rate applications for telephone service. MSL staff helped 76 libraries obtain close to \$40,000 in telephone service discounts.

#### **Anecdotal Info:**

230 of Maine public libraries now offer wireless access to patrons. Some of our smallest libraries with limited hours are able to expand access to library services for patrons with wireless connectivity made possible by their Networkmaine connections. This service is not only appreciated by Maine residents but is used extensively by the state's large summer population and visiting tourists. Quotes from wireless users: "Although I am a telecommuter and can work from anywhere, I wouldn't have much luck working while in Maine if it weren't for the fact that your library provides wireless access. I came to the library every day for two weeks and made use of your wireless service in order to be able to work." and "Effective job searching requires Internet access, and because we have a dial-up connection at home, nearly every day I come to the library with my laptop in order to take advantage of the WiFi connection, which makes the hunting for and responding to job postings fast and efficient."

#### **Exemplary Reason:**

Maine public libraries (and schools) are now connecting to the Internet at speeds of 10 mbps or better at no cost to the local taxpayer. Charges for the Maine Telecommunications Education Access Fund (a.k.a. state E-rate) are assessed on individual phone bills and average around 14 cents per month. Maine Telecommunications Education Access Fund (MTEAF) was established by 35-A M.R.S.A. §7104-B which authorizes the Maine Public Utilities Commission to implement the MTEAF in order to provide discounts to qualified schools and libraries for obtaining and using advanced telecommunications technologies, such as Internet access, internal connections, computers, training and content. Since July 2008, a .6% assessment on Maine telephone bills is deposited into this fund. E-rate reimbursements are also deposited here on behalf of participating public libraries and K-12 schools.

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<b>Project Code:</b>	2009-ME-34609
<b>Project Title:</b>	<b>Project Number:</b>
Partnerships with the University of Maine	04
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	James Jackson Sanborn
<b>Phone Number:</b>	<b>Email:</b>
207-581-3083	james.jacksonsanborn@maine.edu
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$165,883	\$580,145
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$746,028
<b>Number of Persons Served:</b>	
900,000	
<b>LSTA Purpose:</b>	<b>State Goal:</b>

Library technology, connectivity, and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Library staff and volunteers, Statewide public

**Primary Services:**

Digitization and Digital Library Projects, Technology Infrastructure, Virtual Library Services

**Start Date:**

10/1/2009

**Statewide?**

**Exemplary?**

**Project Purpose:**

Maine InfoNet is an umbrella term covering the partnership of Maine libraries dedicated to improving information and library service to all Mainers through online systems and technology. Supported by the Maine State Library and the University of Maine System, it develops and manages services that unite electronic and physical resources to form a digital library for Maine.

**Project Activities/Methods:**

Six major components comprise Maine InfoNet. 1. MaineCat: The MaineCat Statewide Catalog links 10 large online catalogs, including three directly managed by Maine InfoNet (Ursus, Minerva, and SOLAR described below) into a single, powerful, dynamically updated statewide library database and resource sharing system for Maine. 2. Marvel: Every Maine citizen has access to MARVEL!: Maine's Virtual Library, which provides every resident of Maine with free access to a collection of full text and abstracts from magazines, newspapers and reference books that are credible, reputable resources. MARVEL is funded by the Maine Legislature, the University of Maine, the PUC-supervised Maine Telecommunications Education Access Fund, and Colby, Bates, and Bowdoin colleges. Annual decisions on purchases are made by a committee from Maine InfoNet, the Maine State Library, and the University of Maine. 3. URSUS: This consortial automated library system serves the University of Maine System libraries, plus the Maine State Library, Bangor Public Library, Maine Law and Legislative Reference Library and Maine State Archives. 4. Minerva: Minerva is a statewide, integrated library system started by the Maine InfoNet Project and is maintained cooperatively by participating libraries in association with the Maine State Library. Libraries apply for membership and pay \$3,750 annually. 5. SOLAR: Libraries not using another compatible library automation system can participate in the MaineCat Statewide Catalog by contributing library holding records to the SOLAR database. 6. Download Library: In the fall of 2008, Maine InfoNet implemented a project providing online access to downloadable audio books called the Maine InfoNet Download Library. The Patrons of libraries joining this partnership are able to checkout downloadable digital content via the Internet utilizing state-of-the-art digital copyright protection technologies for free, 24/7, from a statewide collection of audio books and eBooks and transfer these to mobile devices such as personal media players (such as iPods). For additional information regarding the project please see <http://www.maine.gov/infonet/digital/audio.shtml>

**Project Outputs:**

MAINECAT: The more than 8 million items in MaineCat represent the holdings of 113 libraries. 4.1 million unique titles are listed in the MaineCat online catalog. During the reporting period, 79,810 items were borrowed via the MaineCat interlibrary loan requesting system. MARVEL: The number of logins and searches on the MARVEL databases has increased steadily from year to year. Statistics for the last two years:

1. Partnering for expansion of library resources & services

**IMLS Secondary Performance Category:**

Provide tools for the future

**Secondary Users:**

**Secondary Services:**

Digitization, Integrated library systems, Virtual union catalogue

**End Date:**

9/30/2010

**Partnership?**

**OBE-Related?**

Logins for FY09 were 960,221 and Searches for FY09 were 4,196,726; Logins for FY10 were 1,026,452 and Searches for FY10 were 5,994,061; MARVEL is comprised of 56 research indexes and databases. URSUS: 16 individual libraries belong to the URSUS network. 4.3 million items are listed in the URSUS online catalog. During the reporting period, 901,689 items were checked out or renewed using the URSUS system, of those, 82,555 items were borrowed between URSUS libraries, via the URSUS interlibrary loan requesting system. MINERVA: 60 libraries belong to the Minerva library management system (LMS). 2.8 million items are listed in the MINERVA online catalog. During the reporting period, 5.7 million items were checked out or renewed using the MINERVA system - of those 557,240 items were shared between libraries via the MINERVA interlibrary loan requesting system. SOLAR: 31 libraries contributed 148,457 records to MaineCat using the SOLAR system. During the reporting period 15,138 items were borrowed using the SOLAR interlibrary loan requesting system. Downloadable Books: 148 libraries statewide representing academic, public, and school libraries have joined this partnership since its inception The collection now includes 1807 audiobooks. The total circulation for the reporting period consists of 36,888 checkouts.

**Project Outcomes:**

MaineCat: MaineCat provides the most comprehensive, searchable database of library materials available statewide throughout Maine. Library members search across all of the holdings and can request materials that will be delivered to their local library, often within just a few days. Depending on their library affiliations, many patrons can request items directly using their service, while all others are able to make requests mediated by their local libraries. MARVEL: MARVEL provides a wealth of research information to every citizen of the State of Maine through the online collection of databases and research indexes. Users connect to the MARVEL databases from their libraries, workplaces and homes. URSUS: URSUS provides online searching, borrowing, and requesting for all of the University of Maine System Libraries as well as Bangor Public Library and the Maine State Library. Patrons are able to search and directly request materials from other URSUS and MaineCat libraries and receive those items delivered to their local library in a matter of days. MINERVA: MINERVA provides online searching, borrowing, and requesting for 60 libraries across the state. Patrons are able to search and directly request materials from other MINERVA and MaineCat libraries and receive those items delivered to their local library in a matter of days. SOLAR: SOLAR provides mediated borrowing and requesting to the materials located in MaineCat to the patrons of member libraries. Items can be requested with the help of librarians and are delivered to the patrons at their local library within a matter of days. Download Library: This program allows any library in Maine that chooses to participate to give its patrons access to a large digital collection. This service would not otherwise be fiscally possible for many small libraries. This collaboration will also benefit larger libraries since each library will not have to contract for basic set up and pay the annual maintenance fees. Download Library: This program allows any library in Maine that chooses to participate to give its patrons access to a large digital collection. This service would not otherwise be fiscally possible for many small libraries. This collaboration will also benefit larger libraries since each library will not have to contract for basic set up and pay the annual maintenance fees.

**Other Results:****Anecdotal Info:****Exemplary Reason:**

This is an exemplary example of collaboration among various types of libraries. The University of Maine and the Maine State Library have a memo of understanding that allows joint hiring, supervision, and salary responsibility for the Administrative Director of Maine InfoNet. A 12-member Executive Board representing the types of libraries in Maine InfoNet meets monthly with the Administrative Director. Private colleges, community colleges, school libraries, special libraries and public libraries representatives plus the University of Maine IT CEO and the State of Maine OIT (Office of Information Technology) Director serves on this Board. It is a remarkable bringing together of various types of libraries for the common good of meeting the needs of Maine library patrons.

**Project Title:**

Summer Reading Programs

**Library Name:**

Maine State Library

**Phone Number:**

207-287-5650

**Library Building:**

Maine State Library

**LSTA Funds Expended:**

\$12,413

**In Kind Contributions:**

\$

**Number of Persons Served:**

1,241

**LSTA Purpose:**

Services for lifelong learning

**IMLS Primary Performance Category:**

Strengthen families and children

**Primary Users:**

Children, Young adults and teens

**Primary Services:**

Education-Related Services for Children and Teens

**Start Date:**

10/1/2009

Statewide? Exemplary? **Project Purpose:**

The purpose of the Summer Programs is to encourage children to enjoy reading during the summer, to discover some of the many wonderful children's books available, and to help create healthy, lifelong learning habits in young people. All Maine children can join a reading program at their community's participating public library or school library through the state-wide Collaborative Summer Library Program (CSLP) or through the Maine State Library's Outreach Programs (Books by Mail, Talking Books/Large Print). A variety of research projects has demonstrated that participation in summer reading programs helps cut down on the phenomenon of summer reading loss, where critical skills are diminished through lack of use.

**Project Activities/Methods:**

For the summer of 2010 the Collaborative Summer Reading Program (CLSP) program (theme "Make Waves @ your library") was co-sponsored by the Maine Library Association's Youth Services Section (MLA/YSS). MLA provided publicity about the program to the state's libraries. MLA/YSS acted as the fiscal agent for libraries wishing to purchase the \$12 summer reading manual. Outreach Services of the Maine State Library provided delivery service for the manuals. Outreach Services also provided summer reading materials to children who participate in any of the three Outreach Services programs (Books by Mail, Taking Books and Large Print Books). A one page informational letter including a registration form was mailed to all program participants in April 2010.

**Project Outputs:****Project Number:****Project Director:**

James Roy

**Email:**

jroy@mestate.lib.me.us

**Cash Match:**

\$8,814

**Total Cost:**

\$21,227

**State Goal:**

1. Partnering for expansion of library resources & services

**IMLS Secondary Performance Category:**

Enhance a lifetime of learning opportunities

**Secondary Users:**

Disadvantaged children

**Secondary Services:**

Summer reading programs

**End Date:**

9/30/2010

Partnership? OBE-Related?

CLSP manuals were distributed via van delivery service or U.S. postal mail to 106 public libraries. A conservative estimate is that a minimum of ten children participated in the summer reading program at each of these libraries for a total of 1060. 104 children participating in the Books by Mail program signed up for summer reading and 65 completed the program by reading five books and submitting these titles to MSL/OS. 7 Large Print/Talking Books child participants registered and all completed the program. Children not served by local libraries or in areas served by very small libraries with limited staff and hours have the opportunity to participate in a summer reading program with thoughtfully developed themes, graphics, and programming ideas. For other outcomes, please see the anecdotal information below.

### Project Outcomes:

The following responses came from participating libraries: "I have to say that the theme fueled lots of creative activities and interest in my library. The program was broad enough to allow personal interpretation and the manual was focused enough to provide specific ideas." "Weld Public Library increased participants by almost 50%! Of course the weather was lousy, the lake too cold to swim in. I had many children who returned from the previous year, and those that caught my advertising, or were brought with a friend!! My aim was a 10% increase, so we did Great!!"

### Other Results:

#### Anecdotal Info:

This year the Maine State Library's mascot, a Maine Coon Cat named Baxter made an appearance at the Falmouth Public Library's Summer Reading Kick- Off. See pictures of Baxter at: <http://www.maine.gov/msl/libs/pr/mascot/photos.htm>

### Exemplary Reason:

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<b>Project Code:</b>	2009-ME-34623
<b>Project Title:</b>	<b>Project Number:</b>
Talking Books Plus (Large Print, Talking Books, and Descriptive Videos)	
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Christopher Boynton
<b>Phone Number:</b>	<b>Email:</b>
207-287-5650	chris.boynton@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$320,156	\$178,858
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$499,014
<b>Number of Persons Served:</b>	
2,704	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services to persons having difficulty using libraries	2. Improving library services to citizens with special needs
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Adults, Children, People with special needs	Disadvantaged children, Blind and visually-impaired persons
<b>Primary Services:</b>	<b>Secondary Services:</b>

Education-Related Services for Children and Teens, Information Access and Services, Outreach Services

Summer reading programs, Reference services, Special needs services

**Start Date:**

10/1/2009

**End Date:**

9/30/2010

Statewide? Partnership? Exemplary? OBE-Related? **Project Purpose:**

The Talking Books Plus program includes these components: 1. Large Print Books. The program purpose is to directly or through public libraries meet the informational and recreational needs of residents of Maine who are certified as being blind, visually impaired, or physically handicapped. 2. Talking Books and Descriptive Video. The program purpose is to act as Maine's regional library system for the National Library Services for the Blind and Physically Handicapped (NLS) providing talking books statewide. This program equalizes services statewide to the blind and physically handicapped. Outreach Services of MSL also provides descriptive videos to individually enrolled patrons. 3. Recording of Maine materials not recorded by the Library of Congress.

**Project Activities/Methods:**

A patron handbook explaining the Talking Books Plus program is automatically distributed to all newly enrolled patrons. Each new registrant is contacted by phone and helped through the registration process. New patrons are asked about the number of books they would like to receive at one time; if they would like books automatically selected or not; and if they would like to be able to request books online. A summer reading program is offered to all juvenile patrons. The Coordinator of Outreach Services provides liaison functions with the National Library Service. Publicity and promotional activities continue in an effort to reach more readers. NLS has a national radio ad that provides an 800 number with contact information for the nearest NLS regional library. Outreach Services distributes NLS and locally produced brochures and bookmarks, and displays in collaboration with other Maine State Library activities. Outreach Services also attends the Common Ground Fair (a huge three day country fair that draws over 50,000 people and has a special area reserved for community action agencies). The Outreach Services director provided displays and spoke at ten Elder Fairs. Business and community groups are invited to display at these fairs aimed at providing knowledge of services for senior citizens. He is also the representative for AIM/NIMAS - Accessible Instructional Materials (Maine-based) and National Instructional Materials Accessibility Standard (NIMAS). This is a program designed to obtain textbooks and classroom materials for K-12 students with disabilities. The Director continues to serve on the Vocational Rehabilitation Council for the State of Maine Division for the Blind. He is also the Vice President of the Consortium of User Libraries (CUL) - a national organization. Outreach Services continues to maintain a functional, Online Public Access Catalog (OPAC) through its participation in the CUL. The Outreach Services of the Maine State Library is piloting the CUL OPAC and remote, off-site hosting for the CUL circulation tool. Maine is the first state in the country to do this.

**Project Outputs:**

110,867 talking books, 278 descriptive videos, 15,371 digital books and 32,684 large print books were distributed to individuals in the report period. Public libraries, schools and retirement homes received 4,795 talking books, 18 descriptive videos, and 19,866 large print books. Materials sent to institutions may circulate to more than one patron. 593 new patrons enrolled in Talking Books Plus services during the report period for a total of 2,539 active patrons. If a patron is not active for a 12 month period, his or her record is deleted from enrolled status. 625 active institutions receive materials via the Talking Books Plus program.

**Project Outcomes:**

The informational and recreational reading needs of blind and visually impaired Maine residents are being met through this program. A survey of users was completed in 2010 with the following results: Using Talking Books Plus services (Talking Books, Descriptive Video, and/or Large Print) improves the quality of my life. 73.9% Strongly Agree, 25.5%

Agree, 0.6% Disagree, 0.0% Strongly Disagree. Talking Books Plus helps me to be more informed. 47.8% Strongly Agree, 49.6% Agree, 2.3% Disagree, 0.3% Strongly Disagree. Talking Books Plus helps me get the health information I need. 24.7% Strongly Agree, 53.7% Agree, 19.7% Disagree, 1.9% Strongly Disagree. If I didn't have this service, I would not have access to the library material I need. 55.9% Strongly Agree, 39.1% Agree, 4.5% Disagree, 0.5% Strongly Disagree. The library service supports my continuing education. 34.5% Strongly Agree, 51.2% Agree, 14.0% Disagree, 0.4% Strongly Disagree. Overall, I get good service from Maine State Library Outreach Talking Books Plus. 73.5% Strongly Agree, 26.1% Agree, 0.5% Disagree, 0% Strongly Disagree.

#### **Other Results:**

Maine is a geographically large state with areas that are remote and sparsely settled. It is a relatively poor state whose local governments often struggle to support basic library services. The Talking Books Plus program offers materials state-wide that local libraries cannot begin to acquire or distribute. The anecdotal information below reflects the value of this program in enriching peoples' lives.

#### **Anecdotal Info:**

I certainly enjoy the talking books, and it is so easy to talk to someone at the library! / We are thoroughly pleased and satisfied with the services provided by the Maine State Library. Including the courteous and prompt manner in which they are delivered. / At age 91, I depend more and more on talking books to fill my spare time. / The services have been very prompt. I really appreciate the services you provide. / Very prompt sending all tapes. Never without a tape to listen to, which is great! / I couldn't ask for any better service. Thanks for all the Maine State Library outreach does. Keep up the good work! / Looking forward to more books on digital. Love that machine, much easier to use. / Your service definitely enhances my days at this stage of my life. / I very much enjoy the talking books and am grateful for the service, thank you. / I have always been an avid reader and I would be totally lost and depressed without this wonderful service. Thank you! I really love the digital reader. It is compact and easy to take when traveling. Airport security gave it a very thorough check-over. / The staff has always been courteous and quick to help any situation I bring to their attention. / I have had this service for about 4 years and there are no words to express what it has meant to me. / We home school and it is very helpful / I enjoy the large print books. Thank you. / This service is invaluable to maintain quality of life for a blind person. There is no other alternative. Thank you. / Without my books, I would have nothing to do all day. / I have always been an avid reader and "talking books" was truly a godsend to me. I love the program. I have been reading "with my ears" for years! I am very grateful for the talking book program. The new digital player is phenomenal!! / Maine library talking book service is excellent. The staff is very helpful and most pleasant. Thank you. / Our disabilities make travel and adventure virtually impossible or difficult at best. Give us selections that will help us get out and see and experience the world from our arm-chairs!! / Staff has been very courteous and helpful. So far, I have only used large print books, but will certainly use more services as my macular degeneration progresses. I so appreciate the availability of the services you offer for those who have vision handicaps. / was using this service for my father-in-law and found it to be invaluable! I'm a middle school librarian and realize how much work it takes to provide this service. As a Maine tax-payer, this is a service that serves everyone and is doing so much. Thank you again for always being so helpful when I called and I feel assured that this service will be there when my family and many others are going to need it. / I am very, very happy with the Maine state library. I listen to talking books all the time. I do not walk at all. I have polio. I am in my chair all the time or wheel chair. So, believe me when I listen to talking books, it is like they are with me. I live alone so it is great company to have the talking books. Thank you very, very much / This is a truly wonderful service and I am most grateful to have it available. Reading has been an important part of my life and I was devastated when I thought I had lost that pleasure. Thank you very much. / The Talking book program is such a great service. It allows me to hear books that are recent, informative and I can enjoy them at home. At times, I do not have transportation available, as we are a one car family. My fixed income and high medical expenses do not allow a lot of extra money for books. Great, great service and wonderful program. / Without this program, I would not be reading for pleasure. / Large print books are invaluable to me. / The Maine State Library Outreach talking books plus program is one of - or \_ the most important service I receive.

<b>Project Code:</b>	2009-ME-34621
<b>Project Title:</b>	<b>Project Number:</b>
Van Delivery System	
<b>Library Name:</b>	<b>Project Director:</b>
Maine State Library	Dean Corner
<b>Phone Number:</b>	<b>Email:</b>
207-287-5600	dean.corner@maine.gov
<b>Library Building:</b>	
Maine State Library	
<b>LSTA Funds Expended:</b>	<b>Cash Match:</b>
\$10,641	\$18,560
<b>In Kind Contributions:</b>	<b>Total Cost:</b>
\$	\$29,201
<b>Number of Persons Served:</b>	
855,756	
<b>LSTA Purpose:</b>	<b>State Goal:</b>
Services for lifelong learning	1. Partnering for expansion of library resources & services
<b>IMLS Primary Performance Category:</b>	<b>IMLS Secondary Performance Category:</b>
Provide access to information, resources and ideas	Enhance a lifetime of learning opportunities
<b>Primary Users:</b>	<b>Secondary Users:</b>
Adults, Children, Statewide public	
<b>Primary Services:</b>	<b>Secondary Services:</b>
Information Access and Services, Interlibrary Loan	Reference services, Document and materials delivery, Resource sharing
<b>Start Date:</b>	<b>End Date:</b>
10/1/2009	9/30/2010
<b>Statewide?</b> <input checked="" type="checkbox"/>	<b>Partnership?</b> <input type="checkbox"/>
<b>Exemplary?</b> <input type="checkbox"/>	<b>OBE-Related?</b> <input type="checkbox"/>

**Project Purpose:**

The Statewide Interlibrary Loan Van Delivery Service is a voluntary service where participating libraries use a courier to deliver library books and materials to facilitate interlibrary loan and resource sharing throughout the State of Maine.

**Project Activities/Methods:**

The Maine State Library issues an RFP and contracts with a courier to provide delivery of interlibrary loan materials for Maine libraries. All types of libraries - public, school, academic, special, and medical - are eligible to participate in this voluntary service. Each participating library pays a fee based upon the number of stops per week. All material must be contained in special totes. Freedom Xpress USA, Brewer, Maine, is the current courier; they also provide service for the URSUS consortium (University of Maine campuses, Bangor and Portland Public libraries, The Maine Law and Legislative Reference Library and the Maine State Library) as well as Bates, Bowdoin and Colby Colleges. Open enrollment periods to join the van delivery system are May and November. Libraries are required to fill in all fields in a form to request joining the ILL van delivery service. They must also add the days of the week they want pick up (Mon, Tues, Wed, Thurs, and/or Fri) and their library hours. Filling in and submitting this form constitutes a six month

commitment to the delivery service. There is a billing online form for questions related to billing as well as an "edit van delivery information form". Yearly Rate by Number of Stops per Week One Stop: \$572.00 Two Stops: \$1144.00 Three Stops: \$1,716.00 Four Stops: \$2,288.00 Five Stops: \$2860.00 Libraries receive a bill from the Maine State Library at the beginning of each quarter (Jul-Sept; Oct-Dec; Jan-Mar; Apr-June). The bill credits libraries for official State of Maine holidays. If a library's delivery is skipped or a library is not able to receive a delivery due to weather, etc., those credits appear on the following quarter's bill.

**Project Outputs:**

163 Maine libraries, university college centers and ITV sites are currently participating in the van delivery system. Approximately 1,300,000 items moved between libraries in 2009.

**Project Outcomes:**

Interlibrary loans are processed more quickly (as the material is placed in totes rather than being packaged for U.S. mail). The materials reach the requesting library in as few as one or two days rather than up to a week or more, which was often the case when the U.S. postal system was used. Libraries are saving significant money in postage as using the van delivery service not only requires less staff time and provides faster delivery, but is also less expensive than U.S. postage for most libraries (i.e. those that do any amount of ILL). Using the 2009 van delivery rates, a small rural library that serves two communities (total population just over 7,700) realized great savings and provided better services to its two communities. This rural library is in Somerset County Maine. With an unemployment rate of 10.7% and a poverty rate of 18.7% these statistics illustrate the value and savings of this service. The Hartland Public Library loaned 1391 items, borrowed 1424 items for a total of 2815 ILL transactions. Total cost during the reporting period for van delivery was \$630.00. Estimated cost if everything had been sent via USPS using the cost for one pound per item media rate (\$2.38) would have been \$6699.70. Savings for this one library equals \$6069.70.

**Other Results:**

Librarians love the speed and convenience of this service. Patrons are delighted to receive material so quickly. ILL's can be requested on-line directly by patrons. They do not need to go through their home libraries thus saving time and money, and materials are received more quickly. The Van Delivery Service is such a cost savings for libraries in the state. It is the goal of the Maine State Library in 2011 to secure state funds for this service. The importance of the delivery service was made apparent in the summer of 2009 when the courier service hired to deliver from 1.2 to 1.3 million items annually to over 160 library sites reneged on its obligations and backed out of its contract dealing a blow to the statewide interlibrary loan program. This caused the entire interlibrary loan system to grind to a halt. While the universities and colleges used UPS or the mail system, the public libraries and community colleges had to suspend interlibrary loan services. Many librarians shuttled books around Maine in the trunks of their cars! This library crisis was reported statewide via newspapers and television stations. The importance of resource sharing between libraries large and small and between urban, suburban, and rural areas was spotlighted. The delivery system is a crucial piece of the interconnectedness of libraries of all types in Maine. Van delivery service was soon restored, but its importance, value and worth was made even more apparent to libraries and patrons during this interruption of service.

**Anecdotal Info:**

Another small coastal library reported: "The delivery service and interlibrary loan is 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."

**Exemplary Reason:**