



## Maine State Library Public Library Annual Report FY20 Data Definitions

**Submission Period:** January 2, 2021 – April 1, 2021  
**Final Deadline:** **April 1, 2021**  
**LibPAS Portal:** <https://me.countingopinions.com/>  
**Questions:** Jenny Melvin, SDC  
207.650.0190 \*New Phone Number  
[jenny.j.melvin@maine.gov](mailto:jenny.j.melvin@maine.gov)

### Tips for Completing the Annual Report

- It is important to read the **data definitions** below. These definitions will help you in determining what information is being asked for, how to answer accurately, and ensure all libraries are interpreting the questions the same way. The definitions are also available in LibPAS by clicking on the item number that appears before each data element.
- Please fill out all sections of the report as accurately and completely as possible. **All questions** on the report must be supplied with an answer or the report will not be accepted.
- Review all prefilled fields and make any necessary changes by clicking inside the box.
- **Use N/A** only if a question is not applicable or the answer is not available. Reporting N/A means that you do not collect the data or do not have access to it.
- **Report zero** when the data is normally counted but there was no activity to report for that data element. For example, adult programs are normally counted but this year there were no adult programs.
- You must supply **notes to any edit checks** you receive before you can submit your report. Use the **Verify** button to see which ones require an explanation. Click on the **note icon** next to the data input box to provide an explanation.
- The report is not recognized as being complete until it is **submitted**. Click the 'Submit/Lock' button in the upper right-hand quadrant of the screen to submit the report.

## Section 1: Identification

### 1.1 Library Name

This is the legal name of the administrative entity.

### 1.4 FSCS ID

This is the identification code assigned by WebPlus to the administrative entity.

### 1.6 Number of Branch Libraries

A branch library is an auxiliary unit of an administrative entity which has at least ALL of the following:

1. Separate quarters;
2. An organized collection of library materials;
3. Paid staff; and
4. Regularly scheduled hours for being open to the public.

### 1.7 Number of Bookmobiles

A bookmobile is a traveling branch library. It consists of at least ALL of the following:

1. A truck or van that carries an organized collection of library materials;
2. Paid staff; and
3. Regularly scheduled hours (bookmobile stops) for being open to the public.

Note: Count the number of vehicles in use, not the number of stops the vehicle makes.

### 1.8 Population of Legal Service Area

The number of people in the geographic area for which a public library has been established to offer services and from which (or on behalf of which) the library derives revenue, plus any areas served under contract for which the library is the primary service provider. This number is provided by the State Data Coordinator.

**Note:** The LSA is prefilled with the prior years' numbers. The current LSA population estimate will be filled in by the SDC after April 2<sup>nd</sup> each year.

### 1.11 Street Address

This is the complete street address of the administrative entity. Do not report post office box or general delivery.

## COVID Related Questions for FY20

### IMLS Required COVID-19 Questions

Answer Yes or No to questions 1.30 – 1.42

#### 1.30 Were any of the library's outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic?

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles regardless of staff access. A building can be physically closed but still offer virtual, WI-FI, or "curbside" services outside the building.

**1.31 Did any staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic?**

Services to the public can include activities such as

- answering calls, emails, or texts with answers to information requests from the public;
- hosting virtual programming or recorded content;
- offering “curbside” delivery (mail or drop-off), or drive-thru circulation of physical materials;
- managing IT services to ensure external WI-FI access; and
- providing other types of online and electronic services,

regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).

**1.32 Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic?**

Adding or increasing materials can include

- increasing the concurrent or monthly borrowing limits for electronic materials,
- increasing the number of electronic materials and holdings, or
- otherwise augmenting the public’s ability to use electronic materials.

These materials can include those the library did not pay for itself, such as those provided through the state library administrative agency, library consortium, or vendor at no cost in response to the pandemic.

Types of electronic materials include e-books, audio and video downloadable, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library.

**1.33 Did the library allow users to complete registration for library cards online without having to come to the library before the Coronavirus (COVID-19) pandemic?**

Online library cards provide users access to electronic collection materials and databases without having to be physically present at the library outlet to register for the card. Refer to the definition of Number of Register Users.

**1.34 Did the library allow users to complete registration for library cards online without having to come to the library during the Coronavirus (COVID-19) pandemic?**

Online library cards provide users access to electronic collection materials and databases without having to be physically present at the library outlet to register for the card. Refer to the definition of Number of Register Users.

**1.35 Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (COVID-19) pandemic?**

Refer to the definition of Reference Transactions. Include reference service provided via email, chat and text.

**1.36 Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic?**

Includes any no-contact or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc.

**1.37 Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic?**

Live, virtual programs are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.

**1.38 Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic?**

Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.

**1.39 Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets before the Coronavirus (COVID-19) pandemic?**

Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities.

**1.40 Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?**

Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities.

**1.41 Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?**

Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours, installing or moving access points to promote or improve external access, etc.

**1.42 Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (COVID-19) pandemic?**

Include reassignments to other government agencies (e.g. to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count but volunteering during off hours would not.

**1.43 Number of Weeks an Outlet Closed to the Public Due to COVID-19**

This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, an outlet building was physically closed, and the public could not enter, when it otherwise would have been open.

Round to the nearest whole number. If building did not close to the public due to the pandemic, enter zero.

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building.

**1.44 Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19**

This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (COVID-19) pandemic.

Round to the nearest whole number. If the building did not have a limited occupancy or similar practice due to the pandemic, enter zero.

Limited public occupancy practices can include reduced number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks, or meeting rooms, etc.

**State Required COVID-19 Questions**

Answer the following questions to the best of your ability.

- Report zero if you did not provide the service
- Report N/A if you provided the service but did not keep statistics

**1.45 Did the library purchase mobile Wi-Fi hotspots to loan out during the Coronavirus (COVID-19) pandemic?**

**1.46 How many mobile Wi-Fi hotspots did the library purchase to loan out during the Coronavirus (COVID-19) pandemic?**

**1.47 Total Number of Take & Make Kits Handed Out**

## Virtual Programs (Children's, YA, and Adult)

### 4.1vp Virtual Children's Programs

### 4.3vp Virtual Young Adult Programs

### 4.5vp Virtual Adult Programs

Virtual programs are delivered via an online platform or software such as Zoom, Facebook Live, YouTube, Instagram or Discord. The programs could be offered live and/or as recordings. Count a virtual program, whether live, recorded, or both, as 1 program. Count these in the same age ranges (children's, YA, adults) as you usually count programs.

- Count virtual programs **separate** from physical program counts.
- Count each instance of a virtual program as one program (i.e., each story-time counts as one program).
- If you pre-record a program to broadcast at a scheduled time, count it as a virtual program **only** when it airs for the first time.

## Virtual Program Attendance

### 4.2va Virtual Children's Program Attendance

### 4.4va Virtual Young Adult Program Attendance

### 4.6va Virtual Adult Program Attendance

Count attendance at a virtual program **while the program is live or airs for the first time.**

- Count the views for a **scheduled** showing of a pre-recorded program during the scheduled time frame (e.g., for a recorded story-time shown at 9 am, count views from 9 – 9:30 am).
- **Do not** count asynchronous views of a recorded program as attendance.

### 4.8rp Views of Recorded Programs

Enter the total number of views of programs produced, recorded and posted online by the library for watching at any time.

- If you posted a video to multiple library social media accounts or to multiple platforms, add the views in each account and each platform.
- If a library sponsored program is hosted on a presenter's or non-library platform, report views if the count is available.
- Final views count as of the date you remove the recording or the last day of the reporting period.

### 4.14a Total Number of Curbside Visits

If your library offered curbside or pick-up service this year, report the total number of no-contact or limited contact curbside/pick-up visits to the library.

**Example:** James and his three children drive to the public library for curbside service. They pick up 12 books. What counts? Curbside visit = 1 and circulation of physical materials = 12

## Section 2: Hours/Facility/Staff

### **2.1 Total Weeks Open per Year**

This is the number of weeks during the year that an outlet was open to the public.

**Note:** Include the number of weeks open for public service for centrals, branches, bookmobiles, and books-by-mail only. Minor variations in public service hours need not be included. The count should be based on the number of weeks that a library outlet was open for half or more of its scheduled service hours. Extensive weeks closed to the public due to natural disasters or other events should be excluded from the count. Do not calculate based on total number of service hours per year at the outlet level. For example, by dividing total hours by the average hours open per week. Round to the nearest whole number of weeks. If the library was open half or more of its scheduled hours in a given week, round up to the next week. If the library was open less than half of its scheduled hours, round down.

### **2.3 Public Service Hours Per Year**

This is the number of annual public service hours the library is open to the public.

### **2.4 Square Footage in Existing Building**

Provide the area, in square feet, of the public library. This is the area on all floors enclosed by the outer walls of the library. Include all areas occupied by the library, including those areas off-limits to the public. Include any areas shared with another agency or agencies if the outlet has use of that area.

**NOTE:** This information needs to be accurate. If you are not sure of your square footage you should call your town office to obtain this information.

### **2.5 – 2.7 Paid Staff Full Time Equivalent**

Questions 2.5-2.7 must to be reported as full time equivalent. Report figures as of the last day of the fiscal year. Include all positions funded in the library's budget whether those positions are filled or not. To ensure comparable data, 40 hours per week has been set as the measure of full-time employment (FTE). To compute full-time equivalents (FTE) for each staff category, divide the total number of hours worked by all employees in a category per week by 40.

For example, 60 hours per week of part time work by employees in a staff category divided by 40 equals 1.5 FTEs.

### **2.5 Total Number of Paid Librarians with an ALA - MLS**

Librarians with master's degrees from programs of library and information studies credited by the American Library Association.

### **2.6 Total Paid Librarians**

Persons with the title of librarian who do paid work that usually requires professional training and skill in the theoretical or scientific aspects of library work, or both, as distinct from its mechanical or clerical aspect. This data element also includes ALA - MLS.

**NOTE:** This is any person holding the title of Librarian, Director, Administrator or Head Librarian.

### **2.7 All Other Paid Staff**

This includes all other FTE support staff paid from the reporting unit budget, including library assistant, page, book keeper, plant operations, security, and maintenance staff.

### **2.8 Total Paid Employees**

This is the sum of total librarians and all other paid staff.

### **2.9 Total Number of All Paid Employees**

This is the number of actual people (not FTE) who are paid employees. Do not include substitute workers.

## **Section 3: Financial Reporting**

### **OPERATING REVENUE**

Report revenue used for operating expenditures as defined below. Include federal, state, local or other grants. DO NOT include revenue for major capital expenditures, contributions to endowments, revenue passed through to another agency (e.g. fines), or funds unspent in the previous fiscal year (e.g. carryover). Funds transferred from one public library to another public library should be reported by only one of the public libraries.

Operating revenue and expenditures are funds and costs necessary to support the provision of library services. Capital revenue and expenditures are not part of the "regular" library budget or day-to-day operating costs to run the library. Be sure to check related definitions in this section for detailed explanations and examples.

### **3.1 Municipal Appropriation**

This includes all tax and non-tax receipts designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, fines, or fees.

### **3.3 Total Local Government Revenue**

This includes all local government funds designated by the community, district, or region and available for expenditure by the public library. Do not include the value of any contributed or in-kind services or the value of any gifts and donations, library fines, fees, or grants. Do not include state, federal, and other funds passed through local government for library use. Report these funds with state government revenue or federal government revenue, as appropriate.

**NOTE:** Significant funding provided by other local government agencies with the authority to levy taxes "on behalf of" the library should be included if the information is available to the reporting agency and if such funds are supported by documentation (such as certified budgets, payroll records, etc.).

### **3.4 State Government Revenue**

These are all funds distributed to public libraries by state government for expenditure by the public libraries, except for federal money distributed by the state. This includes funds from



such sources as penal fines, license fees, and mineral rights.

**NOTE:** If operating revenue from consolidated taxes is the result of state legislation, the revenue should be reported under state revenue (even though the revenue may be from multiple sources).

### **3.5 Federal Government Revenue**

This includes all federal government funds distributed to public libraries for expenditure by the public libraries, including federal money distributed by the state.

If you receive a reimbursement check for E-rate discounts on your telephone bill, report the amount here. This would be the total reimbursement amount from Form 472 (BEAR). All other E-rate discounts are NOT reported.

### **3.6 Other Revenue**

This is all operating revenue other than that reported under local, state, and federal. Include, for example, monetary gifts and donations received in the current year, interest, library fines, fees for library services, or grants. Do not include the value of any contributed or in-kind services or the value of any non-monetary gifts and donations.

### **3.7 Total Operating Revenue**

This is the sum of local government revenue, state government revenue, federal government revenue, and other operating revenue.

### **3.10 What percentage of operating revenue came from fundraising during the reporting year.**

Report the percentage of operating revenue that came from fundraising during the reporting year. To get the percentage, divide the amount of money received through fundraising by the Total Operating Revenue.

## **OPERATING EXPENDITURES**

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs especially benefits and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library may be included if the information is available to the reporting agency. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Do not report the value of free items as expenditures. Do not report estimated costs as expenditures. Do not report capital expenditures under this category.

### **3.11 Salaries & Wages Expenditures**

This includes salaries and wages for all library staff (including plant operations, security, and maintenance staff) for the fiscal year. Include salaries and wages before deductions but exclude employee benefits. Include salaries paid directly by the municipality.

### **3.12 Employee Benefits Expenditures**

**Please read and be sure you do not receive ANY benefits including social security or worker's comp. before you report "o" benefits.**

These are the benefits outside of salaries and wages paid and accruing to employees (including plant operations, security, and maintenance staff), regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts for direct paid employee benefits including Social Security, retirement, medical insurance, life

insurance, guaranteed disability income protection, unemployment compensation, workmen's compensation, tuition, and housing benefits. Include benefits paid directly by the municipality.

**NOTE: ONLY Librarians who are volunteer or paid a stipend should report “o” benefits.**

### **3.13 Total Staff Expenditures**

This is the sum of salaries and wages and employee benefits. Include salaries and benefits paid directly by the municipality.

### **3.14 Print Materials Expenditures**

Report all operating expenditures for the following print materials: books, current serial subscriptions, government documents, and any other print acquisitions.

### **3.15 Electronic Materials Expenditures**

Report all operating expenditures for electronic (digital) materials. Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. Electronic materials can be distributed on magnetic tape, diskettes, computer software, CD-ROM, or other portable digital carrier, and can be accessed via a computer, via access to the Internet, or by using an e-book reader. Include expenditures for materials held locally and for remote materials for which permanent or temporary access rights have been acquired. Include expenditures for database licenses. [Note: Based on ISO 2789 definition.]

Note: Expenditures for computer software used to support library operations or to link to external networks, including the Internet, are reported under 3.18 Other Operating Expenditures.

Include membership fees to Maine InfoNet Download Library [here](#).

### **3.16 Other Materials Expenditures**

Report all operating expenditures for other materials, such as microform, audio and video physical units, DVD, and materials in new forms.

### **3.17 Total Collection Expenditures**

This is the sum of all expenditures for print materials, electronic materials, and other materials. Collections include all operating expenditures from the library budget for materials in print, microform, electronic and other formats considered part of the collection, whether purchased, leased, or licensed. Exclude charges or fees for interlibrary loans and expenditures for document delivery.

### **3.18 Other Operating Expenditures**

This includes all expenditures other than those for staff and collection.

Note: Include expenses such as binding, supplies, repair or replacement of existing furnishings and equipment, and costs of computer hardware and software used to support library operations or to link to external networks, including the Internet. Report contracts for services, such as costs of operating and maintaining physical facilities, and fees paid to a consultant, auditor, architect, attorney, etc.

### **3.19 Total Operating Expenditures**

This is the sum of total staff expenditures, total collection expenditures, and other operating expenditures.

## **CAPITAL**

Capital is separate from regular operating revenue and expenditures of the library. These are revenues and/or expenditures not part of the "regular" library budget or day-to-day operating costs to run the library. Report all revenue to be used for major capital expenditures, by source of revenue. Include funds received for (a) site acquisition; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment, and initial collections (print, non-print, and electronic) for new buildings, building additions, or building renovations; (e) computer hardware and software used to support library operations, to link to networks, or to run information products; (f) new vehicles; and (g) other one-time major projects. Exclude revenue to be used for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation.

Exclude income passed through to another agency (e.g., fines), or funds unspent in the previous fiscal year (e.g., carryover). Funds transferred from one public library to another public library should be reported by only one of the public libraries.

### **3.20 Local Government Capital Revenue**

Report all governmental funds designated by the community, district, or region and available to the public library for the purpose of major capital expenditures, except for state and/or federal money distributed by the local government.

### **3.21 State Government Capital Revenue**

Report all funds distributed to public libraries by state government for expenditure by the public libraries for the purpose of major capital expenditures, except for federal money distributed by the state.

### **3.22 Federal Government Capital Revenue**

Report federal governmental funds, including federal funds distributed by the state or locality, and grants and aid received by the library for the purpose of major capital expenditures.

### **3.23 Other Capital Revenue**

Report private (non-governmental funds), including grants received by the library for the purpose of major capital expenditures.

### **3.24 Total Capital Revenue**

This is the sum of Local Government Capital Revenue, State Government Capital Revenue, Federal Government Capital Revenue, and Other Capital Revenue. Note: The amounts reported for Total Capital Revenue and Total Capital Expenditures are not expected to be equal.

### **3.25 Total Capital Expenditures**

Report major capital expenditures (the acquisition of or additions to fixed assets). Examples include expenditures for (a) site acquisitions; (b) new buildings; (c) additions to or renovation of library buildings; (d) furnishings, equipment, and initial book stock for new buildings, building additions, or building renovations; (e) library automation systems; (f) new vehicles; and (g) other onetime major projects. Include federal, state, local, or other revenue used for

major capital expenditures. Only funds that are supported by expenditure documents (e.g., invoices, contracts, payroll records, etc.) at the point of disbursement should be included. Estimated costs are not included. Exclude expenditures for replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude contributions to endowments, or revenue passed through to another agency (e.g., fines). Funds transferred from one public library to another public library should be reported by only one of the public libraries.

## Section 4: Services

### PROGRAMS

#### 4.1 Children's Programs

Count the actual number of occurrences the program is held (i.e. 1 program each week for a year would equal 52 programs per year even if it is the same program.)

A children's program is any planned event for which the primary audience is children and which introduces the group of children attending to any of the broad range of library services or activities for children or which directly provides information to participants. Children's programs may cover use of the library, library services, or library tours. Children's programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include story hours and summer reading events. Count all children's programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include children's programs sponsored by other groups that use library facilities. If children's programs are offered as a series, count each program in the series. For example, a story hour offered once a week, 48 weeks a year should be counted as 48 programs. Exclude library activities for children delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities.

Children's age is defined as 11 years and under. The National Center for Education Statistics (NCES): *Children and Young Adults Defined [Services and Resources for Children and Young Adults in Public Libraries*, August 1995, NCES 95357]

#### 4.2 Children's Program Attendance

Count the total for the entire year even if the same number attend the same program each time.

The count of the audience at all programs for which the primary audience is children 11 years and under. Include adults who attend programs intended primarily for children. Note: Do not count attendance at library activities for children that are delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities.

**\*Please count all patrons that attend the children's program regardless of age.**

#### 4.3 Young Adult Programs

A young adult program is any planned event for which the primary audience is young adult and which introduces the group of young adults attending to any of the broad range of library services or activities for young adults or which directly provides information to participants.

Young adult programs may cover use of the library, library services, or library tours. Young adult programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include book clubs and summer reading events.

Count all young adult programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include young adult programs sponsored by other groups that use library facilities. If young adult programs are offered as a series, count each program in the series. For example, a book club offered every two weeks, 24 weeks a year should be counted as 24 programs. Exclude library activities for young adults delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities. This figure is a subset of the Total Number of Library Programs (data element #600).

Young Adult age is defined as 12 through 18-year olds. Click on the following links to view information: The Young Adult Library Services Association (YALSA) defines young adults as age 12 through 18 years old.

#### **4.4 Young Adult Program Attendance**

The count of the audience at all programs for which the primary audience is young adults 12 through 18 years and includes 18-year olds. Include adults\* who attend programs intended primarily for young adults.

**NOTE:** Do not count attendance at library activities for young adults that are delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities.

**\*Please count all patrons that attend the young adult program regardless of age.**

#### **4.5 Adult Programs**

For adult programs, count the actual number of occurrences the program is held (i.e. 1 program each week for a year would equal 52 programs per year even if it is the same program)

An adult program is any planned event for which the primary audience is adults and which introduces the group of adults attending to any of the broad range of library services or activities for adults or which directly provides information to participants.

#### **4.6 Adult Program Attendance**

The count of the audience at all programs for which the primary audience is adults 18 years and older.

**\*Please count all patrons that attend the adult program regardless of age.**

#### **4.7 Total Number of Library Programs**

A program is any planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to participants. Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include film showings; lectures; story hours;

literacy, English as a second language, and citizenship classes; and book discussions. Count all programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Exclude programs sponsored by other groups that use library facilities. If programs are offered as a series, count each program in the series. For example, a film series offered once a week for eight weeks should be counted as eight programs. Note: Exclude library activities delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, resume writing assistance, homework assistance, and mentoring activities.

#### **4.8 Total Program Attendance**

This is a total count of the audience at all library programs during the reporting period.

#### **4.11 Do you have a dedicated Makerspace?**

A Makerspace is a creative, DIY designated area in the library where people can gather to create, invent, and learn through experimentation. These spaces often give patrons access to tools or technology (3D printers, software, electronics, craft and hardware supplies and tools, etc.) that are not otherwise accessible.

#### **4.14 Library Visits**

This is the total number of persons entering the library for whatever purpose during the year. **NOTE:** If an actual count of visits is unavailable, determine an annual estimate by counting visits during a typical week in October and multiplying the count by 52. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times; vacation periods for key staff, or days when unusual events are taking place in the community or the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days, from Sunday through Saturday (or whenever the library is usually open).

#### **4.14a Library Visits Reporting Method**

Regarding the number of Library Visits (4.14), is this an annual count or an estimate based on a typical week or weeks?

#### **4.15 Reference Transactions**

**There are three elements required for a reference transaction:**

- 1. Patron with an information need**
- 2. Library staff**
- 3. A tool or information source**

Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet a particular information need.

1. A reference transaction includes information and referral service, unscheduled individual instruction and assistance in using information sources (including websites and computer-assisted instruction).
2. Count Readers Advisory questions as reference transactions.

3. Information sources include (a) printed and non-printed material; (b) machine-readable databases (including computer-assisted instruction); (c) the library's own catalogs and other holdings records; (d) other libraries and institutions through communication or referral; and (e) persons both inside and outside the library.
4. When a staff member uses information gained from previous use of information sources to answer a question, the transaction is reported as a reference transaction even if the source is not consulted again.
5. If a contact includes both reference and directional services, it should be reported as one reference transaction.
6. Duration should not be an element in determining whether a transaction is a reference transaction.
7. Do not include transactions that include only a directional service, such as instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include, "Where is the reference librarian?" Where is the rest room? Where are the 600s?

#### Annual Count vs. Annual Estimate

If an annual count of reference transactions is unavailable, count reference transactions during a typical week or weeks, and multiply the count to represent an annual estimate. A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holiday times; vacation periods for key staff, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours.

Example: If there are four weeks sampled, multiply the totals for those four weeks by 13 to get an estimate for the full year. If the sample is done twice a year (one week at each time, two weeks total) multiply the count by 26 to get the estimated annual count.

#### **4.15a Reference Transactions Reporting Method**

Regarding the number of Reference Transactions (4.15), is this an annual count or an estimate based on a typical week or weeks?

#### **4.16 Interlibrary Loans (ILL) Received From**

These are library materials, or copies of the materials, received by one autonomous library from another upon request. The libraries involved in interlibrary loans are not under the same library administration. These data are reported as annual figures.

**Add this figure to your circulation.**

#### **4.17 Interlibrary Loans (ILL) Provided To**

These are library materials, or copies of the materials, provided by one autonomous library to another upon request. The libraries involved in interlibrary loans are not under the same library administration. These data are reported as annual figures.

**Do not add this figure to circulation.**

#### **4.19 Number of Meeting Room Uses for Non-Library Events**

Report the total number of times your meeting room was used for non-library sponsored events. Example: The Boy Scouts used the meeting room twice a month for the reporting year.

This is reported as 24 uses.

## Section 5: Library Collection

This section of the survey collects data on selected types of materials.

It does not cover all materials (i.e., microforms, loose sheet music, maps, and pictures) for which expenditures are reported under Print Materials Expenditures, Electronic Materials Expenditures, and Other Material Expenditures. Under this category report only items the library has acquired as part of the collection and catalogued, whether purchased, lease, licensed, or donated as gifts that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required.

Do not include items freely available without monetary exchange. **Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use.**

### 5.1, 5.2, 5.3 Print Materials

Report a single figure that includes the following:

Books in print. Books are non-serial printed publications (including music scores or other bound forms of printed music, and maps) that are bound in hard or soft covers, or in loose-leaf format. Do not include unbound sheet music. Include non-serial government documents. Report the number of physical units, including duplicates. For smaller libraries, if volume data are not available, count the number of titles. Books packaged together as a unit (e.g., a 2-volume set) and checked out as a unit are counted as one physical unit.

### 5.4 Electronic Books (E-Books)

E-books Examples: Overdrive eBooks, 3M Cloud eBooks, Hoopla eBooks, Hoopla Comics, OneClickDigital eBooks, etc.

E-books are digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent, and which can be seen in analogy to a printed book (monograph). E-books are loaned to users on portable devices (e-book readers) or by transmitting the contents to the user's personal computer for a limited time. Include e-books held locally and remote e-books for which permanent or temporary access rights have been acquired. Report the number of electronic units, including duplicates, at the administrative entity level; do not duplicate unit count for each branch. E-books packaged together as a unit (e.g., multiple titles on a single e-book reader) and checked out as a unit are counted as one unit.

Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without



monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

Do not include public domain/uncopyrighted e-books that have unlimited access (e.g. Project Gutenberg).

**NOTE:** For purposes of this survey, units are defined as “units of acquisition or purchase”. The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 “unit”; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units”. For smaller libraries, if volume data are not available, the number of titles may be counted.

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units”.

**NOTE: Maine InfoNet offers libraries the opportunity to provide their patrons access to downloadable eBooks through CloudLibrary for an annual membership fee. If you are a member you will need to add this number to the total.**

## **5.5 Audio–Physical Units**

These are materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audiocassettes, audio cartridges, audio discs (including audio-CD-ROMs), audio-reels, talking books, and other sound recordings stored in a fixed, physical format. Do not include downloadable electronic audio files.

Report the number of physical units, including duplicates. Items packaged together as a unit (e.g., two audiocassettes for one recorded book) and checked out as a unit is counted as one physical unit.

## **5.6 Audio–Downloadable Units**

Audio Downloadable Examples: Overdrive Audiobooks, OneClickDigital Audiobooks, Hoopla Audiobooks, etc.

These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically. Audio – Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include Audio – Downloadable Units held locally and remote Audio – Downloadable Units for which permanent or temporary access rights have been acquired.

Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for their use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

Do not include public domain/uncopyrighted e-books that have unlimited access (e.g. Librivox).

**NOTE:** For purposes of this survey, units are defined as “units of acquisition or purchase”. The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 “unit”; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units. For smaller libraries, if volume data are not available, the number of titles may be counted.

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units”.

**NOTE: Maine InfoNet offers libraries the opportunity to provide their patron’s access to downloadable Audiobooks through CloudLibrary for an annual membership fee. If you are a member you will need to add this number to the total.**

### **5.7 Video Material-Physical Units**

These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver or monitor. Video formats may include tape, DVD and CD-ROM. Do not include downloadable electronic video files.

Report the number of units, including duplicates. Items packaged together as a unit (e.g., two DVDs for one movie) and checked out as a unit is counted as one physical unit.

### **5.8 Video Material – Downloadable Units**

Video Downloadable Examples: Hoopla movies, Hoopla television, Kanopy, etc.

These are downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor or video-enabled mobile device. Video-Downloadable Units may be loaned to users on portable devices or by transmitting the contents to the user’s personal computer for a limited time. Include Video-Downloadable Units held locally and remote Video-Downloadable Units for which permanent or temporary access rights have been

acquired.

Report the number of units. Report only items that have been purchased, leased or licensed by the library, a consortium, the state library, a donor or other person or entity. Included items must only be accessible with a valid library card or at a physical library location; inclusion in the catalog is not required. Do not include items freely available without monetary exchange. Do not include items that are permanently retained by the patron; count only items that have a set circulation period where it is available for use. Count electronic materials at the administrative entity level; do not duplicate numbers at each branch.

**NOTE:** For purposes of this survey, units are defined as “units of acquisition or purchase”. The “unit” is determined by considering whether the item is restricted to a finite number of simultaneous users or an unlimited number of simultaneous users.

Finite simultaneous use: units of acquisition or purchase is based on the number of simultaneous usages acquired (equivalent to purchasing multiple copies of a single title). For example, if a library acquires a title with rights to a single user at a time, then that item is counted as 1 “unit”; if the library acquires rights to a single title for 10 simultaneous users, then that item is counted as 10 “units”. For smaller libraries, if volume data is not available, the number of titles may be counted.

Unlimited simultaneous use: units of acquisition or purchase is based on the number of titles acquired. For example, if a library acquires a collection of 100 books with unlimited simultaneous users, then that collection would be counted as 100 “units”.

### **Electronic Collections 5.11 -5.13**

Report the number of electronic collections (licensed databases). Examples of an Electronic Collection: Zinio, TumbleBooks, InstantFix, Hoopla music, Literature Resource Center, Safari Tech Books, etc.)

An electronic collection is a collection of electronically stored data or unit records (facts, bibliographic data, abstracts, text, photographs, music, video, etc.) with a common user interface and software for the retrieval and use of the data. An electronic collection (database) may be organized, curated and electronically shared by the library, or rights may be provided by a third-party vendor. An electronic collection (database) may be funded by the library, or provided through cooperative agreement with other libraries, or through the State Library. Do not include electronic collections (database) that are provided by third parties and freely linked to on the web.

**Electronic Collections do not have a circulation period**, and may be retained by the patron. Remote access to the collection may or may not require authentication. Unit records may or may not be included in the library’s catalog; the library may or may not select individual titles. Include electronic collections (databases) that are available online or are locally hosted in the library.

**Note:** The data or records are usually collected with an intent and relate to a defined topic. Report the number of electronic collections (databases) acquired through curation, payment or formal agreement, by source of access:

**Digital Maine Library is counted in 5.11 Local/Other Cooperative Agreements and each electronic collection (database) is counted within Digital Maine**

**Library. Any library, which has public access to the Internet, should be counting these databases.**

**The number of Digital Maine Library databases has been prefilled for you. Any additional databases purchased or acquired by the library should be added to this number.**

## Section 6: Circulation

### **6.1 Children/YA Circulation: Physical Materials**

The total annual Children's/YA circulation of all physical library materials of all types, including renewals.

**Note:** Count all physical materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.

### **6.2 Children/YA Electronic Material Use: E-Books, Downloadable Audio and Video**

The total annual use of all children's/YA eBooks, downloadable audiobooks and downloadable videos to all users. It includes renewals. Electronic Materials are materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use.

**Include use only for items that require user authentication, and have a limited period of use.**

**Download Library Members: Contact Maine InfoNet if you need help running circulation reports.**

### **6.3 Total Children/YA Circulation**

The total annual circulation of all children's library materials of all types, including renewals.

**NOTE:** Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. **Do not include items checked out to another library.**

### **6.4 Adult Circulation: Physical Materials**

The total annual adult circulation of all physical library materials of all types, including renewals.

**Note:** Count all physical materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.

### **6.5 Adult Electronic Material Use: E-Books, Downloadable Audio and Video**

The total annual use of all adult eBooks, downloadable audiobooks and downloadable videos to all users. It includes renewals. Electronic Materials are materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use.

**Include use only for items that require user authentication, and have a limited period of use.**

**Download Library Members: Contact Maine InfoNet if you need help running circulation reports.**

### **6.6 Total Adult Circulation**

The total annual circulation of all adult library materials of all types, including renewals.

**Note:** Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. **Do not include items checked out to another library.**

### **6.7 Successful Retrieval of Electronic Information (Databases)**

Include Retrieval from the following: Zinio, TumbleBooks, InstantFix, Hoopla Music, Literature Resource Center, Safari Tech Books, etc.

The purpose of the data element is designed to capture the use of online content (paid commercial databases) provided by libraries. Online content does not require a traditional circulation. The number of full-content units or descriptive records examined, downloaded, or otherwise supplied to user, from online library resources that require user authentication but DO NOT have a circulation period.

Examining documents is defined as having the full text of a digital document or electronic resource downloaded or fully displayed. Some electronic services do not require downloading as simply viewing documents is normally sufficient for user needs.

Include use both inside and outside the library. Do not include use of the OPAC or website. [based on NISO standard Z39.7 (2013) #7.7, p.43]

### **6.8 Circulation of All Physical Material**

The total annual circulation of all physical library materials of all types, including renewals.

**Note:** Count all physical materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.

### **6.9 Use of Electronic Material**

This is the total annual use of all electronic materials.

Include use from the following: Overdrive eBooks, 3M Cloud eBooks, OneClickDigital eBooks, Overdrive Audiobooks, OneClickDigital Audiobooks, Hoopla eBooks, Hoopla Comics, Hoopla Movies, etc.

Electronic Materials are materials that are distributed digitally online and can be accessed via a computer, the Internet, or a portable device such as an e-book reader. Types of electronic materials include e-books and downloadable electronic video and audio files. Electronic materials packaged together as a unit and checked out as a unit are counted as one use.

**Include circulation only for items that require user authentication, and have a limited period of use.**

### **6.10 Electronic Content Use**

The total annual count of usage (circulation) of electronic materials and successful retrieval of electronic information.

Usage of electronic collections, as defined by: 1) download of text, audio and video; 2) view of an online record, document, text, and/or image; and 3) streaming of audio or video files.

Include usage only for those items included in Electronic Collections.

Report the usage of electronic collections acquired through curation, payment or formal agreement, by source of access.

### **6.11 Total Circulation of Material**

The total annual sum of Use of Electronic Material (6.9) and Circulation of All Physical Material (6.8) **or** the sum of 6.3 Total Children/Adult Circulation and 6.6 Total Adult Circulation.

### **6.12 Total Collection Use**

The total annual count of physical item circulation, circulation of electronic material and successful retrieval of electronic information.

### **6.13 Number of Pass Uses (museum, state park, etc)**

Report the total number of uses of passes to museums, state parks, etc per year. You are only counting the number of times the pass was used and not the number of people who used the issued pass. For example, the pass was checked out to a patron who took her 2 grandchildren to the museum. This would count as 1 use (not 3).

## **Section 7: Registered Users**

### **7.1 Registered Users**

A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials and gain access to other library resources. **This includes resident and non-resident registered users.**

**NOTE:** Files should have been purged within the past three (3) years.

### **7.2 Number of Registered Non-Resident Users**

A registered non-resident user is a library user who is not a resident of any municipality you have a contract to provide library service to and who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials and gain access to other library resources.

**Note:** Files should have been purged within the past three (3) years.

## Section 8: Electronic Technology

### **8.1 Number of Internet Computers Used by General Public**

Report the number of Internet computers (personal computers (PCs) and laptops), whether purchased, leased or donated, used by the general public in the library.

### **8.2 Number of Uses (Sessions) of Public Internet Computers Per Year**

Report the number of uses (sessions) of the library's Internet computers in the library during the last year. If the computer is used for multiple purposes (Internet access, word-processing, OPAC, etc.) and Internet uses (sessions) cannot be isolated, report all usage. A typical week or other reliable estimate may be used to determine the annual number. Sign-up forms or Web-log tracking software also may provide a reliable count of uses (sessions).

**Note:** The number of uses (sessions) may be counted manually, using registration logs. Count each use (session) for public Internet computers, regardless of the amount of time spent on the computer. A use (session) on the library's public Internet computer(s) three times a year would count as three uses (sessions). Software such as "Historian" can also be used to track the number of uses (sessions) at each public Internet computer. If the data element is collected as a weekly figure, multiply that figure by 52 to annualize it.

### **8.3 Number of Wireless Sessions Per Year**

Report the number of wireless sessions provided by the library service annually. Please DO NOT include wireless usage that has been manually counted by library staff.

A wireless session is a normal Web browsing session that starts when the user connects to one URL and ends when the user leaves that URL. Count each use of wireless access regardless of the amount of time spent online. If possible, do not include wireless use of library equipment in this count.

#### **8.3a Method for Capturing Wireless Sessions**

Report the method used to capture and report out yearly wireless sessions.

Methods used may include:

- Annual count using installed hardware/software
- Estimate

### **8.7 Website Visits **\*\*Required starting FY20****

Visits represent the annual number of sessions initiated by all users from inside or outside the library to the library website. The library website consists of all webpages under the library's domain. A website "visit" or "session" occurs when a user connects to the library's website for any length of time or purpose regardless of the number of pages or elements viewed. Usage of library social media accounts (e.g. Facebook, Twitter, etc.) should not be reported here.

## Section 12: Employee Salaries

In response to feedback we have received, the salary section on the FY19 Public Library Annual Report has been changed and each position is now listed separately. By doing this, the salary section will now be searchable by position in LibPAS.

Tips for filling out the salary section:

- If you are a one-person library, put your information only under Director.
- If you are an all-volunteer library put "\$0" for Hourly Rate.
- If you are paid a stipend, check N/A for Hourly Rate.
- Only one response per position is necessary. For example: if you have three Library Assistants only list the highest paid position.
- Put N/A for any position and corresponding data fields that you do not currently have at your library.

Position

Use the drop-down menu to select the position. Select N/A if you do not have that position.

Hours Worked per Week

This is the average number of hours normally worked per typical week.

## Section 13: Maine Public Library Standards

**The Maine Public Library Standards- Basic Requirements has been added to the Public Library Annual Report. This section consists of a series of 31 questions associated with the "Required" elements of the updated Maine Public Library Standards. These required standards support and underscore the Maine State Library Commission's definition of a public library.**

In order to effectively assist public libraries in Maine by offering state and federal resources, it is important that the most basic attributes that serve as the foundation of a fully-functional Public Library be defined. These attributes help to ensure that 'public library services' are consistent throughout the state and for all communities in Maine who have and support their own Public Library. These attributes also underscore the importance of sustainability for such an organization.

The Maine Library Commission will provide a certificate to your library indicating that you have met the required definition of a public library. This certificate can be presented to your governing body as a formal indication that your library is a public library.

**Select Yes/No from the drop-down menu in LibPAS to indicate if you meet the requirement.**

### **Governance**

\*For town/municipal libraries, meeting certain standards will naturally be adapted to reflect the services provided under the umbrella of the town/municipal governing body (i.e. A "library board" might instead be a library advisory council, "library budget" and "financial audit" might be encompassed under the town's financial audit, all insurances are provided via the town/municipality, etc.).



1. Is a non-profit organization with a governing board with written by-laws which outline the board's purpose, set the frequency of meetings, define the number of board members, specify procedures for the appointment of committees, specify operational procedures and address conflict of interest issues OR is a town department that operates under the policies, procedures and oversight of the town's governing body
2. Has a written mission statement and service objectives
3. The governing body hires/appoints/reviews the library director/librarian and delegates to the library director the full professional responsibility for administering and managing the library, its policies, personnel and finances, as well as the selection of materials
4. Receives municipal support in whole or in part and does not charge members of their legal service area for membership
5. The library's financial record keeping is reviewed by the governing body and the director at least annually and complies with adequate internal controls using industry standard accounting measures
6. Creates and adheres to basic library policies including but not limited to Collection Development, Internet Safety and an acceptable use policy that addresses access by minors
7. Provides a written annual report to the community that includes statistics and financial records

### **Staff & Facility**

1. Has a fixed location with the facilities necessary to support a collection, staff and schedule
2. Complies with building, fire, safety, sanitation and other applicable federal, state and local codes and legal requirements with at least one well maintained public restroom on site
3. Has an established and published schedule in which services of the staff are available to the public year-round of no less than 12 hours per week
4. Has an exterior sign which clearly identifies the building as a library
5. Has telephone service and the telephone number is published
6. The library, no matter how small, has a permanent, paid library director who is responsible for the administration of library services. To meet this requirement, the library director may receive a stipend from the sponsoring entity
7. The library director plans, organizes, manages and directs a program of library services that serves all people in the community
8. The library director is responsible for completing and submitting an Annual Report to

the Maine State Library in a format acceptable to the Maine State Library

9. Has a staff member who subscribes, reads and responds, when necessary, to MEINFO or MELIBS listserv
10. The library director supports staff attendance at continuing education
11. The library has at least one public access computer connected to the Internet and available for public use during all the hours the library is open. This computer is connected to a good quality printer. Public 24/7 WIFI is provided.

### **Collection & Programming**

1. Has an organized collection of printed or other library materials, or a combination thereof
2. Weeds collection
3. The library adheres to nationally accepted professional standards for collection maintenance and maintains a stable collection development budget
4. The library provides an up to date catalog searchable by patrons that adheres to international and recognized professional standards for classification and subject organization
5. The library maintains communications with community leaders, interest groups, agencies, etc. and regularly informs them of library activities
6. Offers regularly scheduled public programming such as story times, book clubs, etc.

### **Ethics**

1. The library adheres to state and federal labor laws
2. The library has circulation practices and policies that protect patron confidentiality that are guided by the ALA Bill of Rights and the Maine state statute relating to patron privacy
3. The library respects fair use and copyright laws
4. The library does not advance private interests at the expense of the library
5. Library staff distinguishes between personal convictions and professional duties and does not allow personal beliefs to interfere with fair representation of the aims of their institutions
6. The library has written policies to handle challenged materials, programs, and patron code of conduct
7. The library posts its policies publicly