

1991

# Maine State Library Commission Policy and Procedures Manual 1991

Maine State Library Commission

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## MAINE STATE LIBRARY

### MISSION

To lead in efforts that will provide, broaden, and improve access to information regardless of location or residency of individual citizens.

### MAJOR FUNCTIONS

The Maine State Library serves two major functions: the first provides direct and back-up library services to citizens of Maine and to local libraries; the second provides consultant services to public, school, and other types of libraries.

The State Library is also responsible for the administration of the Maine Regional Library System and state and federal aid to local libraries.

Support and coordinate the development of plans that foster cooperative resource sharing among all types of libraries in the state.

Promote and support efforts that improve reading skills, encourage reading for pleasure and lifelong learning.

Create an awareness among public officials and educators of the unique and invaluable role of libraries as sources of information and knowledge and their importance as institutions of life long learning.

Develop and maintain the State Library as the information center of state government and in order to fulfill its other legislative mandates.

Meet the informational needs of Maine people requiring special reading material and resources such as the visually and physically handicapped and institutionalized.

Secure adequate funding from state and federal sources to ensure continued development of library services to meet the needs of the people of Maine.

Provide for the reading and information needs of the rurally isolated and those not adequately served by local public libraries.

MAINE STATE LIBRARY  
STRATEGIC PLANNING INITIATIVE

J. GARY NICHOLS

MISSION

To lead in efforts that will provide, broaden, and improve access to information regardless of location or residency of individual citizens.



Quick and easy access to Maine's library resources, combined with the ability to use information in critical thinking and decision making, will help develop competent, knowledgeable and competatively prepared Maine citizens.



The development of coordination of the services and resources of all types of libraries will help extend access to all library resources. Efforts to stimulate reading interest and skills will develop critical thinking so essential in today's information age.



Programming efforts will be to extend library services to areas where they do not exist, to improve library services where inadequate and to stimulate an interest in reading as a life-long trait.



LIBRARY  
VISION

Every citizen has equal access to a quality local library and has an appreciation for reading as a habit of learning for a lifetime.





Provide leadership and support for developing, strengthening and extending library services and access to them by all the people of Maine.



Support and coordinate the development of plans that foster cooperative resource sharing among all types of libraries in the state.



Promote and support efforts that improve reading skills, encourage reading for pleasure and lifelong learning.



Create an awareness among public officials and educators of the unique and invaluable role of libraries as sources of information and knowledge and their importance as institutions of lifelong learning.



Develop and maintain the State Library as the information center of state government and in order to fulfill its other legislative mandates.



Meet the informational needs of Maine people requiring special reading material and resources such as the visually and physically handicapped and institutionalized.



Secure adequate funding from state and federal sources to ensure continued development of library services to meet the needs of the people of Maine.

GUIDING  
QUOTE

*"A popular government without popular information, or the means of acquiring it, is but a prologue to a Farce or a Tragedy; or, perhaps both. Knowledge will forever govern ignorance, and a people who mean to be their own governors must arm themselves with the power which knowledge gives."*

James Madison



**MAINE STATE LIBRARY**  
**Reference and Information Services**

**MAJOR ROLES**

1. Serve as a library of last resort on the history, resources, and publications of Maine.
2. Serve as the major depository library for state government publications.
  - a. complete state government depository
  - b. selected federal depository
3. Serve as a research library for state government.
4. Supplement the library resources of the CMLD (over 300 libraries of all types).
5. Serve the library and information needs of over 300,000 Maine citizens not served by a local library.
6. Mandated to freely serve all the citizens of Maine.

**COLLECTION**

1. Non-fiction collection selected to meet the research needs of Maine citizens.
2. The fiction collection is limited to a selection of established authors, both classic and modern.  
Do not collect popular non-fiction or children's literature. – except Maine authors

**COLLECTION STRENGTHS**

1. Maine history (State of Maine)
  - a. educational
  - b. social
  - c. religious
  - d. political
  - e. and others
2. Maine Family history and genealogy - S.I.P.
3. Maine Town histories
4. Maine County histories
5. Maine newspapers
  - a. current issues – hard copy, all dailies, weeklies
  - b. back issues – micro-film
  - c. historical runs – micro-film and hard copy
    - e.g. 1. Falmouth Gazette & Weekly Advertiser – 1785
    2. Bangor Whig and Courier – 1836
    3. Eastern Argus – 1905
    4. and many others

6. Maine Authors Collection
  - a. multiple copies
  - b. LUO & circulating
7. Maine Vertical File
  - a. clippings, pamphlets, etc
  - b. Maine Biography file
8. State depository collection
9. Substantial holdings in city directories – current, historical
  - a. town reports and county reports
  - b. Maine registers – 1820
10. Maps and Maine Atlases
  - a. historical perspective
  - b. recent maps
  - c. topographical maps of Maine
11. Kennebec Journal Index – 1972
12. Non-fiction Collection
13. Strong general reference collection

## MAINE STATE LIBRARY Library Development Services

### MAJOR ROLES

1. To provide leadership and support for library development in all types of libraries throughout the State.
2. To encourage and facilitate effective cooperation among all types of libraries in the sharing of resources and information.
3. To provide direct assistance in program and services development to school and public libraries through consultant services, workshops, publications, and program evaluation.
4. To administer state and federal funds for public library services, preservation, and construction.
5. To offer services to meet the educational and informational needs of all Maine citizens including those with special needs as well as those living in communities without adequate library services.

### PROGRAM SERVICES

#### Special Services

1. *Books-by-Mail* – Adult and juvenile fiction and non-fiction books are loaned to residents in towns without libraries.
2. *Film/video* – Film and video selections are mailed to public libraries, institutions, nursing homes, and community organizations. Video packets consisting of several titles are loaned to public libraries which in turn are borrowed by individual patrons for home viewing.
3. *Large Print Books* – Large print books are available to individual residents who are certified as being visually impaired. Public libraries and nursing homes serving this population are also eligible.
4. *Talking Books* – The Maine State Library services as the Regional Library for the National Library Services for the Blind and Physically Handicapped, coordinating a program which offers free recorded materials and cassette machines for eligible visually and physically handicapped persons in Maine.

**Regional Services** – The purpose of each of the three regional districts is to:

1. Organize library resources and services for research;
2. Guarantee equal access to educational, informational and recreational materials for citizens;
3. Improve statewide multi-type library service;
4. Serve collectively the entire population of the state;

5. Promote cooperative purchasing;
6. Provide centralized cataloging services;
7. Assist local libraries and media centers through consultant services;
8. Provide interlibrary loan of books and magazine articles not available at local libraries.

**School Library Media Services** – The State Library maintains a school library media section which carries on activities in cooperation with the Department of Education including:

1. *Media center standards* – Recommending school library media center standards and evaluation of programs;
2. Certification of media professionals – Assisting in the certification and recertification of school library media professionals;
3. *Construction and renovation projects* – Reviewing state funded school library media center construction and renovation projects;
4. *Expenditures for school library media programs* – Advising the Department of Education with regard to the expenditure of state and federal grants for school library media programs;
5. *School approval* – Assisting the Department of Education with basic school approvals as it pertains to library instructions;
6. *School accreditation* – Assisting with local school accreditation visits;
7. *School library staff* – Providing leadership in staff development and continuing education of school library staff;
8. *Information for local school systems* – Providing educational research and resource information for local school systems; and
9. *Video tape library* – Maintaining and providing a video tape library service for use by elementary and secondary educators.

## SIGNIFICANT ACCOMPLISHMENTS OF THE PAST YEAR

### \* Talking Book Reorganization

All records, files and talking books formerly held in 5 libraries were consolidated at the State Library. The consolidation was achieved without interruption of service while at the same time accomplishing its major objective - to serve more handicapped readers.

- A) Every patron (2700 people) was contacted by phone to ascertain problems and develop a new file of reading interests.
- B) 96 public libraries have formally agreed to assist us in locating and helping handicapped readers.
- C) Automation plans have been designed.
- D) 600 new readers have been registered. An average of 50 new readers are registered per month. In the previous year before consolidation, only 250 new readers were registered.
- E) The initial negative criticism by some handicapped has been completely reversed. Many of those are now serving as members of a statewide Talking Book Advisory Committee.

### \* Automation Program

One hundred seventy libraries are now participating in MaineCat, 50% are school libraries.

- A) A cost free office facility has been provided by the University of Maine to assist our staff efforts to coordinate library automation plans.
- B) A users advisory council has been established and its first session will be in September at the Civic Center.
- C) An automation design has been formalized for automating the Talking Book Program.

### \* Grants Initiative

Over \$500,000 in grant proposals were singly or jointly applied for. \$301,000 was raised for programs ranging from reading and discussion series to literacy projects.

### \* School Library Study - Planning and Design

A cooperative plan for surveying school libraries has been completed. The currency of the collections, staffing and programming will be studied. This is an undertaking involving considerable staff time but will be very important in determining the quality of the school library program.

\* Clarion University Graduate Program

Although over 300 people have expressed interest in library courses, the University system does not offer a graduate level degree program. Through our agreement with Clarion, 40 Maine librarians have earned their degrees and another group of 71 have started this fall.

\* Books-By-Mail

The volume of books mailed to rural residents without public library service has increased by 30%

\* The State Library has been recognized at a national conference at the Library of Congress for its leadership in organizing a state based preservation grant program - one of only 5 states having such a program.

\* Maine continues to lead the New England states in having the most used interlibrary loan program and the State Library was recently recognized among the most active ILL users of the national OCLC network system.

#### PUBLIC RELATIONS OPPORTUNITY

A White House Conference on Libraries will be held in June of 1991. The State Library will receive a grant of \$18,000 to conduct a state pre-White House Conference activity. A major event, such as a Blaine House Conference on Libraries in 1990, could advance the issues confronting libraries as well as promote their value and role in life-long educational goals.

## DIVISION

### LIBRARY DEVELOPMENT ACTIVITIES

The division of Library Development aims to strengthen the role of the State Library in encouraging and developing quality library services for all citizens of Maine. The Division consists of Media Services, Special Services, and Regional Services.

1. **MEDIA SERVICES.** Media Services supports the development of effective schools through the provision of educational resources, research and field based technical assistance.

Program: Consulting services for school library development and assessment of library programs.

**FACT:** The Media team, consisting of four professionals and four support staff, offers workshops, approves school library construction plans, assists with certification, provides information on request, and loans AV equipment to DECS.

**GOAL:** To continue to meet the increasing demands for assistance at the local level.

**ACCOMPLISHMENTS:** Media Services staff had a leadership role in revising the school library/media standards which were distributed for implementation last year.

Program: Instructional Video Library provides videotaped programs designed to use in elementary and secondary classrooms.

**FACT:** The video library consists of approximately 2000 titles. During the 1988-1989 school year, 28,000 programs were distributed to schools on request.

**GOAL:** To continue to provide up-to-date video programs and to assist in promoting the effective use of video in the classroom.

**ACCOMPLISHMENT:** On-air broadcasting of ITV programs during school hours has been phased out and has been replaced by the video library service.

Program: Continuing Education courses are offered each year for library staff development.

**FACT:** Each year more than 300 librarians and aides enroll in course offerings such as genealogy, computer training, library skills and cataloging. In all, 14 different courses are available. Three are offered during the calendar year.

**GOAL:** To continue to coordinate educational opportunities for librarians at the local level.

**ACCOMPLISHMENT:** During the past five years more than 1200 library workers have participated in the program.

Program: Clarion University graduate level library media program.

**FACT:** Although more than 300 Maine residents have expressed an interest in enrolling in courses in the library/media field, the state University System does not offer a graduate level degree program.

GOAL: To establish a degree level program in Maine in the library/media field.

ACCOMPLISHMENTS: Through an agreement with Clarion University, 40 Maine librarians have earned their degrees and another group of 71 has recently started taking courses this fall.

Program: The Holocaust Human Rights Center of Maine

FACT: The MSL distributes AV, curricula, and books for the HHRC and has documented 12 oral histories of Holocaust survivors.

GOAL: To continue to provide assistance in developing an educational institute for training teachers.

ACCOMPLISHMENT: The publication of statewide holdings of Holocaust Human Rights related materials and production of filmed interviews with holocaust survivors.

Program: The Information Exchange provides educators with easy access to the latest research and resource information.

FACT: On the average, about 160 search requests are processed each month by the Information Exchange staff.

GOAL: To broaden the scope of the Information Exchange program by including additional data bases and other local educational resources.

Program: Video Production

FACT: During the past year, Media Services assisted the Holocaust Human Rights Center in the production of 20 programs, the Certification Division with 4 programs, Special Education with 8 programs, and Curriculum Division with 25 programs.

GOAL: To become the facility for video program productions for the Department and to serve as the link to the Interactive Television System.

Program: Adult Literacy

FACT: The MSL provides assistance to local libraries in developing adult literacy teaching centers.

GOAL: To provide a state funded consultant for libraries in the area of adult literacy.

ACCOMPLISHMENT: The MSL has recently been awarded a \$24,980 grant from the USDOE under LSCA VI to hire a part-time consultant for one year.

2. SPECIAL SERVICES. Special Services provides books-by-mail to residents in towns without libraries; to provide films and video programs to libraries, nursing homes, community groups and institutions; to provide talking books and large print materials to residents who are visually or physically impaired.



Program: Books-By-Mail

**FACT:** More than 5,000 books are mailed to rural Maine residents each month.

**GOAL:** To increase the readership and to provide a more efficient service through automation.

**ACCOMPLISHMENT:** The volume of books sent out to patrons has increased from 42,000 to 60,000 during the past year.

Program: Film/Video Collection

**FACT:** The MSL film/video holdings (including the North Country Cooperative) amount to more than 2,000 titles. The North Country Cooperative was formed with NewHampshire and Vermont more than 30 years ago. The combined collection provides a resource for education, entertainment and enlightenment.

**GOAL:** To increase videos in the areas of "how-to". travel, film classics and other programs unavailable at local video rental stores.

**ACCOMPLISHMENT:** Because of the decline in film use, new video packets consisting of 5-15 titles are circulated for patron use and programming by local public libraries.

Program: Talking Books

**FACT:** Annual circulatin is more than 140,000 talking books and magazines to nearly 3,300 visually impaired readers.

**GOAL:** To transfer all records of blind and visually impaired readers into a centrally automated file in order to improve upon the 24 hour response time.

**ACCOMPLISHMENT:** All records, files and talking books materials formerly held 5 sub-regional libraries have been consolidated at the State Library, making it possible to profile readers according to interests, and to automate all records for a more efficient service. All talking book patrons have been contacted by phone to update profiles and 96 public libraries have volunteered to become Talking Book service centers throughout the state.

Program: Large Print Books serves individual patrons, public libraries, nursing homes and institutions.

**FACT:** The large print service circulates more than 4,000 books per month but has not yet reached its growth potential. It now serves 209 individual patrons and provides large print books for 19 public libraries.

**GOAL:** To increase readership and to improve the service through automation.

**ACCOMPLISHMENT:** A children's large print book collection has been developed which will serve sight-impaired children at home and in the schools.

3. REGIONAL SERVICES. Includes state and federal aid to local libraries, the support of 3 area reference and resource centers and assists in the development of local libraries through area consultant services based in Bangor, Augusta, and Portland.

Program: Consultant Service.

FACT: More than 470 school and public libraries have joined the regional system which has strengthened the communication links and resource sharing among all types of libraries.

GOAL: To provide leadership in the professional development of public, school, and academic librarians and support staff.

ACCOMPLISHMENT: The three district consultants have provided dozens of in-service opportunities throughout the state, including book reviews, collection development, interior design, administrative management and public relations.

Program: State and Federal Aid for Local Public Libraries.

FACT: Each year the MSL administers federal LSCA funds (about \$600,000 for state-wide public library services) and approximately \$200,000 in LSCA funds for library construction projects, \$50,000 in state preservation/conservation grants and \$440,000 in direct state aid per capita and support of area reference and resource centers.

GOAL: To increase the state aid per capita from \$.23 to \$2.82 (the national average) and to establish a grant program to assist in the construction and renovation of public library facilities.

ACCOMPLISHMENT: The State Legislature appropriated \$31,250 during the last session for per capita distribution.

## DIVISION

### REFERENCE AND INFORMATION SERVICES ACTIVITIES

This service maintains a non-fiction collection of over 450,000 library items encompassing a wide variety of subject material to meet the needs of individuals and libraries throughout the state. Reference service is provided in person, by telephone, WATS and by mail. Special resources and services include a substantial genealogical collection, the Maine Author collection, newspaper clipping file, a Maine music collection, the Governor Baxter papers, the Avery collection of lumbering photographs, an extensive Maine map collection, and federal and state documents. Reference and interlibrary loan services are greatly facilitated by OCLC which connects the State Library with all the larger libraries in Maine - and with more than 2,000 libraries throughout North America. In addition, WATS links hundreds of community libraries to the State Library and other area reference and resource centers which act as clearinghouses to locate materials not available in local collections.

The goal of the Division of Reference and Information Services is to provide the delivery of quality reference and loan services to state agency personnel and the general public. This includes supporting and complementing the collections of all types of libraries throughout the state.

1. **REFERENCE AND INFORMATION SERVICES.** The goal of Reference Service is to provide circulation, reference, interlibrary loan, and public documents service for in house library patrons and citizens without library service and to serve as the back-up reference and resource center for more than 250 libraries of all types in the Central Maine Library District.

Program: Book Selection for the collection consisting of genealogy, non-fiction, government documents, Maine materials, periodicals and microforms.

**FACT:** The Maine State Library has not received a book budget increase during the past ten years, yet book and periodical prices have tripled.

**GOAL:** Triple book budget in next fiscal year.

**ACCOMPLISHMENTS:** The reference staff, through their ingenuity and creativeness, continues to provide efficient and courteous service to our varied clientele although there are increasing gaps in our collection due to the rising cost of materials and our inability to purchase the library materials necessary to meet a growing informational and educational demand.

Program: Government Documents provides patrons with access to federal documents and all state documents.

**FACT:** The slow but steady deterioration of library materials from acid paper and environmental hazards over a period of years is one of the most destructive crisis libraries face. Conservation methods and in particular the conversion of selected materials into microforms would guarantee the preservation of valuable and irreplaceable material for the citizens of Maine.

**GOAL:** To provide additional funds to preserve and maintain the existing collection; and to microfiche all Maine town reports as part of an ongoing in-house preservation program.

**ACCOMPLISHMENT:** The Government Documents program continues to notify Maine State agencies regarding their obligation to provide the State Library with 16 copies of all documents published. As a result, more materials on more subject areas are available to Maine citizens. Most of the collection was reviewed and useless material weeded.

**Program: Circulation Services.** The goal of circulation services is to maintain the collection in accurate shelf/location order with daily shelving and regular shelf reading; to maintain an up-to-date circulation file, overdue records, and reserve records; to maintain the current newspaper collection accurately and efficiently, to answer WATS calls from district libraries and to man the circulation desk all hours the State Library is open.

**FACT:** The Maine State Library's current hours only provide 9 non-traditional work hours for research and information gathering. The public service staffing of the Maine State Library has not kept pace with the demand expressed by patrons using the facility.

**GOAL:** To provide additional extended hours to provide full public service. Add one full-time professional librarian (Librarian II) to the reference staff; one Library Assistant to circulation staff full-time; and one full-time Laborer I to the circulation staff to enable the State Library to extend hours to full evening and weekend service.

**GOAL:** To study the various computerized circulation systems and plan for the purchase of the best system available.

**ACCOMPLISHMENTS:** Circulation statistics continue to increase as the information needs of Maine citizens increase.

2. **COLLECTION SERVICES -** The Collection Services section helps provide patron and library access to the Maine State Library's expanding collection. This includes the ordering and processing of approximately 10,000 new items a year for circulation and the maintenance preservation of the collection. Most of the materials are processed through the OCLC computerized cataloging system which produces catalog cards, spine and book labels and provides access to the holdings of the many libraries using the system. This section also does the Maine Card Service program, providing catalog cards for 135 libraries.

**Program: Cataloging and Material Management**

**FACT:** Cataloging and material management is an ever increasing activity for any library. Materials must be ordered, catalogued, processed, and made accessible as quickly as possible to assure their effective use. The increasing numbers of state documents alone provide a management challenge for the current staff level of staffing.

**GOAL:** Add one full-time professional cataloger (Librarian II) and one full-time clerical staff member to collection services to prepare materials for patrons in a timely fashion.

**ACCOMPLISHMENT:** The average monthly production of the Maine Card Service is over 4904 sets of cards for 135 member libraries.

**Program: Interlibrary Loan** - The goal of interlibrary loan services is to provide a way to supplement the collection of the Maine State Library and other libraries of all types within the Central Maine Library District and the State.

**FACT:** Interlibrary loan is a basic service which should be offered to every member of a library's borrowing community; and it is the responsibility of all publicly supported libraries to participate in interlibrary loan. Statewide ILL should be performed in the most efficient and cost effective manner.

**GOAL:** To review interlibrary loan practices and policies at the local and regional levels to help improve procedures statewide.

**ACCOMPLISHMENT:** Through the Maine Regional Library System, Maine interlibrary loans more material on a per capita basis than any other New England state.

**Program: Automation Services**

**FACT:** Automation consultant services are available to all libraries focusing on MaineCat use and CD-ROM technology. Workshops, technical advice and the administration of MaineCat are provided by a consultant working from offices provided by MMO.

**GOAL:** To secure additional funding to cover increased MaineCat software costs and implement the computer interlibrary loan form function.

**ACCOMPLISHMENTS:** 120 MaineCat participants, workshops, users council and technical computer refinement.

## PRIORITIES FOR THE MAINE STATE LIBRARY - 1990

### TOP PRIORITY: INSTITUTIONAL

#### PRIORITY #1 INCREASE BOOK PURCHASING BUDGET

- GOAL: Triple book budget in next fiscal year.
- FACT: The Maine State Library has one of the smallest book budgets of any state library agency nationwide.
- FACT: The Maine State Library has not received a book budget increase for the past ten years.
- FACT: The cost of books and periodicals has tripled during the past ten years.
- FACT: The Maine State Library has been forced to cut from its book budget orders for books to fill obvious gaps in its collection.
- FACT: The Maine State Library is obliged to serve all state residents as well as providing library materials for one third of all libraries (public school, academic and special) in the state. This demand radically increases every year.
- FACT: The Maine State Library has been forced to reduce its purchases of valuable reference sources used by the educational, business and scientific communities due to rising costs and stagnating budget.
- FACT: The Maine State Library is one of the most active state libraries in the country. It is open daily and it has extended hours for use by students and working residents. The State Library is also responsible for statewide library development. As a consequence of this activity, materials are requested from the library at a high and growing level. The lack of adequate funds to develop the collection to meet demands results in a high level of interlibrary loan which is also getting more expensive.

#### PRIORITY #2: INCREASE EXTENDED HOURS

- GOAL: To be open every week day night until 9:00 PM, and both weekend days from 9:00 AM - 5:00 PM.
- FACT: The Maine State Library is a full service circulating library serving the residents of the state on a walk-in and call-in basis.
- FACT: Most working citizens cannot use the state library during normal working hours.
- FACT: Our current extended hours only provide residents with 9 hours during the non-traditional work week for library use.
- FACT: The Maine State Library has one of the largest collection of Maine histories, town histories, and genealogies in the state. Our collection is heavily used during week days, yet our heaviest use seems to be Saturday.
- FACT: The State Library is used heavily by area high school and college students. If it was possible, the library would be used every evening after dinner by students who have no where else to study and do research.

### PRIORITY #3: COMPUTERIZE CIRCULATION SYSTEM

- GOAL: To study the various computerized circulation systems and plan for the purchase of the best system available.
- FACT: Circulation statistics grow each year as more residents meet their information needs through the services of the Maine State Library.
- FACT: Computerized circulation systems are able to streamline the current efforts necessary to charge out books, discharge them, and the multitude of record keeping activities that surround circulation.
- FACT: Computerized circulation systems provide patrons with the fastest and most accurate service possible.
- FACT: Computerizing the circulation aspect of our service is the first step in a process which would eventually expand to computerizing the card . catalog using patron terminals throughout the library and connecting our computer with the computer capabilities of the rest of the state's major libraries.

### TOP PRIORITY: STATEWIDE

#### PRIORITY #1: Increase per capita state aid to local

- GOAL: To increase state aid per capita from the current level of \$.23 to \$2.82 which is the national average.
- FACT: Among the 50 states, Maine is 44th in per capita aid to local libraries.
- FACT: Public libraries are 95% supported by local government as compared to only a 44% share for support of local schools.
- FACT: The cost of books and periodicals has more than tripled during the past the years while state aid support has only increased from \$.10 to \$.23 during that period.

#### PRIORITY #2: GRANT PROGRAM FOR PUBLIC LIBRARY CONSTRUCTION AND RENOVATIONS

- GOAL: To provide state assistance for public library construction and renovation projects.
- FACT: The only source of grant money for public library construction is the federal LSCA, Title II program. Although nearly \$200,000 has been available in matching funds in past years, the federal budget does not include any funds this year for this purpose.
- FACT: Last year 28 communities applied for LSCA construction funds requesting \$5.1 million dollars and only \$194,910 was available in matching funds.
- FACT: Many public libraries are among the oldest buildings in their communities.
- FACT: Several are Carnegie libraries built nearly a century ago.
- FACT: Most local municipalities do not have the resources to undertake a major library construction project without some outside financial assistance.

### PRIORITY #3 MAINECAT SUPPLEMENTAL REQUEST

GOAL: Additional funds are needed to cover higher than expected software costs.

FACT: The unit costs of processing data has increased including the cost of an interlibrary loan form printing function.

FACT: Technical adjustments are required to allow for more efficient processing.



MAINE STATE LIBRARY  
Annual Level of Activity

1. 76,000 items are circulated to library users statewide; over 83,000 items are used by patrons in the library, for a total book use of 159,000.
2. Over 23,000 subject requests were processed last year.
3. 18,000 books are mailed to school, public and special libraries.
4. 33,000 requests for books and periodical articles are processed through the automated interlibrary loan system.
5. 1,000 computer-based citations are provided.
6. 65,533 sets of catalog cards are provided to 135 public libraries.
7. 60,000 books-by-mail items are mailed to 17,420 users throughout rural Maine.
8. 140,000 talking books are circulated to over 3,700 blind readers.
9. 60,000 large-print books are circulated to over 345 individuals and 110 public libraries.
10. 12,000 film/video programs use the State Library collection - for over 200,000 viewers. Also, over 8,400 items are circulated from video packets.
11. The Maine Regional Library System provides over 55,000 interlibrary loan items - one of the highest per capita rates in the country.
12. Library consultant services are provided for nearly 500 member libraries of the Regional Library System.
13. 2,000 educational videotape programs are available to schools and public agencies - 30,000 programs are distributed to schools.
14. 100 different schools are visited for consultation and workshops.
15. The Information Exchange processes 2,000 computer-based searches to help locate resources for solving problems in classroom instruction.
16. 100 school tours were conducted, benefiting more than 3500 Maine students.

# MAINE STATE LIBRARY

## POLICIES FOR READER & INFORMATION SERVICES DIVISION

### Introduction

The following policies have been developed by the Reader and Information Division. Exceptions should be made only after careful review of the situation and individual needs of those involved, keeping in mind that service to our patrons is a priority.

### Programs

The Reader and Information Division includes the following programs.

Public Services staff provides assistance and information to patrons. The clientele served includes libraries in the Central Maine Library District and MaineCat participants; walk-in and telephone patrons, rural Maine citizens not served by local library collections, and state government agencies.

#### Activities:

Reference librarians respond to written, walk-in and telephone information requests, instruct patrons in the use of the library, and select materials for the collections.

Circulation staff lends material from the collection, monitors reserves and overdues, registers patrons, reshelves books and periodicals, staffs the circulation desk and assists patrons with photocopiers and microform machines.

Documents staff gathers and maintains state-produced publications and acts as a designated selective depository of federal government information of all kinds.

Collection Services acquires and maintains the library's collection and provides access to resources not available in-house through interlibrary loan.

#### Activities:

Collection Services staff acquires, catalogs, maintains, and preserves the library's collections. Advice and assistance is available for librarians with questions related to technical processing, acquisitions, cataloging and preservation.

Interlibrary Loan staff processes title requests received by the library for books, microforms and periodicals. Items not available in-house are made accessible through a computer network.

### Library Users

#### Patrons - In Person

Anyone who walks into the library is welcome to use all resources in-house. Residents of Maine who come in person may borrow material and utilize the interlibrary loan service if they pick up material at the State Library.

#### Patrons - Through the Mail

Mail services are provided to Maine residents having an RFD, RR or HCR address or living in areas not served by libraries open at least 5 days a week. Students should make requests through their school/college library (or teacher or principal if there is no school library).

Materials are not mailed to state agency employees at their workplace, except for self-development cassette tapes.

Patrons - Out-of-state

Materials are not loaned directly to out-of-state individuals. Requests should be made through their local libraries.

Patrons - via telephone

Ready reference service is available to anyone. Telephone reference service is provided from 8:00 AM until closing, Monday - Friday, and during Saturday hours.

Libraries

School, public and special libraries which are located in the counties of the Central Library District (Androscoggin, Franklin, Kennebec, Lincoln, Oxford, Sagadahoc and Somerset) or are members of the district are served directly by the Maine State Library. Libraries in other districts may borrow materials if they are MaineCat participants (for more details see Central Maine Library District ILL Policies and MaineCat Procedures in appendix).

The WATS telephone line (800#) is available to libraries to request a return call from a Reference Librarian, or for emergency ILL requests. If there is time to reserve materials or borrow from another library, the request is not considered an emergency.

Out-of-State-Libraries are also served through ILL, ready reference, and mail subject requests pertaining to Maine or genealogy. Requests from in-state libraries have priority. Out-of-state requests which involve photocopying are charged a minimum of \$4.50. We discourage requests for anything over 30 pages. On the rare occasion that we do such lengthy copying (e.g. for another library), we charge \$4.50 for the first 30 pages plus the usual \$.15 per page for each page beyond the first 30.

Registration of borrowers

A library card is issued to eligible patrons/libraries. Walk-in patrons should supply registration information, including date of birth.

Cards may be issued to:

Individuals upon proof of residency.

Items accepted for identification must include Maine address, for example:

Driver's license

State ID

Shopping card - Shaws, etc as long as an address is included

Fishing and hunting license

Utility or tax bill with address

Checkbook with address on checks.

Children 12 years of age or younger with parental approval.

Children 13-17 years of age with parental approval or proper ID.

Families (if parents desire) with all members listed on one card and one parent indicated as primary borrower.

Organizations (i.e. private corporations, summer camps, etc.) if one person is indicated as responsible for borrowed materials.

Temporary residents, e.g., summer residents, someone working and living in the area for a short time, etc., may be granted borrowing privileges by a reference librarian or the head of circulation. Factors to be considered:

1. Access to other libraries
2. Length of stay
3. Personal references

### Restriction of borrowing privileges

Patron registration cards are tagged when material is overdue. They are not allowed borrowing privileges until overdue materials are returned.

Libraries that are delinquent in returning material may not borrow books until account is cleared.

Exceptions should not be made to this policy.

### Renewals

Maine State Library books must be brought in or mailed to the library to be renewed. Books cannot be renewed by phone.

### Unacceptable conduct

A patron who is disruptive or violates state or city regulations and statutes may be asked to leave the library. Capitol Security should be called if there is a serious problem. The following activities are unacceptable:

1. Smoking, eating, or drinking;
2. Disruptive noise or behavior;
3. Abusive or profane language;
4. Behavior that endangers oneself or others;
5. Actions that result in damage to the library building, furniture, equipment, or materials;
6. Any act forbidden under federal law, the statutes of the State of Maine, or the ordinances of the City of Augusta.

### Reference Services

It is the objective of the Maine State Library Public Service staff to provide accurate information and reference assistance in a prompt and courteous manner. All requests are given equal consideration, and answered as completely as possible within a reasonable time limit.

Because of the size and diversity of the Library's clientele and the limited number of staff, assistance to patrons, apart from ready reference types of inquiries, ordinarily takes the form of providing guidance in the pursuit of information, rather than the provision of the information itself. Reference Librarians exercise their own judgment in determining the application of this policy in specific situations, weighing such factors as the needs of the individual patron, the amount of time available, and the resources available.

Service to the public takes precedence over other duties, and because Library users who have come in person to the Library have expended special time and effort, service to the walk-in patron takes precedence over telephone inquiries.

Subject requests through the mail and over the telephone are handled by Reference Librarians. A limit of 30 minutes may be spent per subject request, at the librarian's discretion. Requests from out-of-state relating to Maine information, history, or genealogy will be answered as time allows. Non Maine-related requests from out of state will be returned with the suggestion that the patron contact his/her local or state library, or other appropriate source.

### Telephone Calls

- a. Telephone reference service should be used for short, factual information questions which do not require extensive reading or interpretation on the librarian's part. Time limitations for staff work on telephone questions will be at the discretion of the librarian and dependent on the appropriateness of the question for telephone service and the busyness of the library at the time. This includes limitations for puzzle and contest questions and for genealogy questions.
- b. Telephone callers may be asked to leave their names and numbers for reply by reference librarians when the answer to their request cannot be immediately provided or when the reference librarian is unavailable.
- c. Legal, medical and drug questions will be answered by telephone only when simple, short definitions or descriptions are requested from identified sources. No interpretation will be provided.
- d. Service to walk-in patrons takes precedence over telephone inquiries.
- e. Callers with subject requests will be encouraged to come in and select their own materials. When necessary, Reference Librarians will select and either send materials, or hold materials for a patron at the Circulation Desk. Periodicals and reference or LUO materials will not be held, since they are available on the shelves.

### TALIMAINÉ

Online database searches are provided for residents with subject requests which require more technical, detailed or up-to-date information than is available in more routine sources, on a fee-for-service basis. Users pay for the direct costs and any off-line printing charges. Payment may be made when the search is picked up, or when billed by the Business Office.

Reference librarians, at their discretion, may search online for ready reference questions not easily answered in other Library sources. The Library will absorb all costs for ready reference TALIMAINÉ use.

### Collections of the Maine State Library

The Maine State Library has a variety of collections that are made accessible to patrons and libraries through the Reader and Information Division of the library.

The General Collection is housed in the library's second floor and consists of general reference and reading materials. The stacks in this area are open to the public. Selected items are limited to use in the library and are marked "Reference" or "Library Use Only". Restricted material includes standard reference works, genealogies, some Maine and New England items, periodicals and microforms.

Maps are located in the room next to the Documents Office. Part of the collection includes manuscripts and commercially published maps from early periods of Maine history through the present. An index to these maps is kept at the Reference Desk and in the Map Room. Reference librarians on duty assist patrons in locating maps.

The remaining part of the collection contains government produced maps which are accessible through the Documents Office. This is a non-circulating collection. Patrons should be encouraged to use the maps inside the room. Reproduction is usually possible but requires special techniques. Arrangements may be made through Collection Services if a patron desires a photocopy or print. Physical condition and size of the maps determines the method and cost of this reproduction.

The Safe contains rare and valuable material about Maine and New England. This non-circulating collection includes manuscripts, books, charts, photographs, and broadsides. Material is cataloged and classified. Bound material is shelved in the stack area of the safe, unbound manuscripts and small items in file boxes and larger items in the metal case. Location is indicated on the catalog cards. In a few instances, copies of items have been made and are shelved with the original works (e.g. Indian Treaties, Ballard Diaries, Bulfinch plans of the Capitol, etc.). The copies, not the originals, are to be used by patrons. Items in the safe must not be photocopied. Arrangements can be made with Collection Services for microfilming or photographing by Archives if condition allows. Patrons are not admitted to the safe. Circulation or reference staff retrieves material following procedures in the front of the notebook at the Circulation Desk.

The Maine Room contains a representative collection of Maine literature including one copy of books by Maine authors and artists or books about Maine by out-of-state authors with the exception of town histories, genealogies and reference books. The room also houses the Governor Baxter Collection of scrapbooks and personal correspondence (Archives has his papers related to state government); the Avery Collection of articles, correspondence and photographs of lumbering and the Appalachian Trail in Maine; and a selection of Mosher and Anthoensen imprints and Maine author correspondence with the State Library.

The Maine Room is open to anyone who requests use or examination of the collection. It is not available as an audiovisual listening room, a conference room, or a study room. The reference librarian on duty will let the patron into the room, record the following information in a log book kept at the reference desk: patron's name, address, and telephone number, the specific part of the collection the patron is using, and times of entry and exit. The room is kept locked at all times. Patrons using the Maine Room collections for study and research should not remove material from the room. Reproduction (photocopy, microfilm or printing) of any material, bearing in mind copyright laws, should be arranged with Collection Services. The condition and nature of the material determines the feasibility and cost of reproduction. Books and materials used should be left on the table for later shelving.

The Documents Office houses the collection of both state and federal government publications, in closed stacks. Access is provided through the card catalog, the U.S. Monthly Catalog on CD-Rom, and the Checklist and Index to state publications. Reference librarians on duty assist patrons in locating documents. Other than periodicals or items designated as "Library Use Only", documents may circulate. If there is no copy of a state publication on the shelf, a Reference Librarian or Documents staff member may retrieve the archival copy from first floor. Archival copies do not circulate.

The Genealogy Collection includes individual family histories as well as local histories and published vital records. All of these are available for responsible use within the State Library by any patron. Genealogical materials from the 929 section must be used in the State Library, with the exception of a few pocketed heraldry and



"how-to" books. Local histories (974...), which are distinguished by a "c" or a "t" before the cutter number, may circulate if pocketed and if the Library Use Only copy is on the shelf. Volumes of published vital records (974...v) are marked with a "v" before the cutter number. All vital records, Maine as well as other states, do not circulate. Many of these genealogical sources are fragile, and if so designated must not be photocopied. Arrangements for reproduction are sometimes possible through Collection Services.

Bulletin board - Materials to be posted at the Maine State Library include (in order of priority):

1. Maine State Library events.
2. Library oriented events.
3. Educational and informational events.
4. Cultural events.
5. Non-profit events.
6. Social events (depending upon remaining space.)

Materials not allowed for posting include:

1. Political advertising.
2. Advertising for profit (promoting car sales, lawn sales, business services, etc.).
3. Oversized posters when space is limited.

Within each category, priority is given to events within reasonable driving distance of the Augusta area.

Materials to be posted are given to the reference librarian assigned to maintaining the bulletin board. Final discretion for posting materials lies with the State Librarian or the Director of the Reader and Information Division.

Handouts - The Maine State Library has limited space for the distribution of multiple copies of pamphlets, brochures, and fliers. Priority is given to the following:

1. Library and library service promotional materials (bibliographies, bookmarks, information which compliments a library-sponsored display or program).
2. Local educational information (announcements of adult education and college courses, workshops, seminars, etc.).
3. Local cultural information (schedules and announcements concerning performing and visual arts events.)
4. Government information (items of a public service nature issued by federal, state, or local government agencies.)

Materials not accepted for distribution include:

1. Political advertising
2. Advertising for profit (promoting business services, etc.)
3. Proselytizing literature.

Materials for "hand-out" are given to the reference librarian assigned to maintaining the bulletin board. Final discretion for what is acceptable lies with the State Librarian or the Director of the Reader and Information Division.

The Sound proof room is available to persons needing a quiet area for library-related research and/or activities (such as "note-taking" onto a tape recorder or portable computer).

It is also available to persons using the library's public typewriter. The Maine State Library will supply erasers and white out, but will not supply typewriter paper. In the event that more than one person wants to use the typewriter, the staff will work out an arrangement to satisfy all involved.

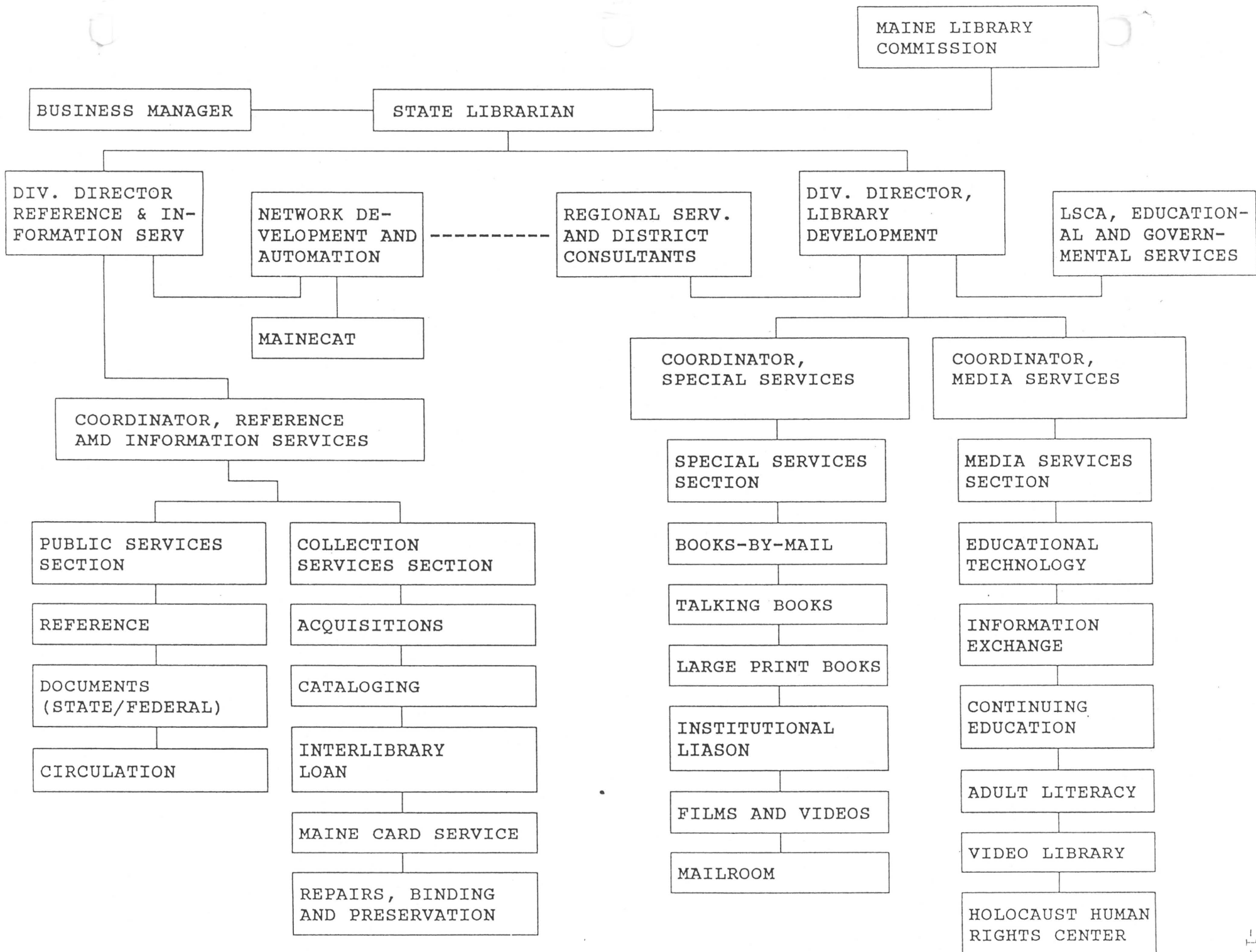
This room is only available as a private study room (not a conference room) if it is not needed by another person as a sound proof room or a typing room.

Food or drinks are not allowed in this room or in the library.

Tours - Reference Services at the Maine State Library welcomes the opportunity to provide guided and/or instructional tours. Groups are expected to call in advance to set up their tour. Tours are coordinated and scheduled by a designated member of the reference staff. Scheduling two groups simultaneously is avoided, and an effort is made to keep the size of the group workable. Large groups (40 or more) are discouraged. The reference staff is under no obligation to provide tours on demand when a group appears without first having scheduled a tour. Under these circumstances, a brief, "abridged" tour will be given only if a reference librarian is available to give a tour at that time.

When a group simply wants to do research in the library without receiving a tour, they are expected to schedule their visit ahead of time with the designated member of the reference staff. If an unscheduled group arrives to do research at the same time that a scheduled group is using the research facilities, the unscheduled group may be asked to come back at another time. This decision will be made by the reference librarians on duty, depending upon whether there is enough staff, seating, and access to materials and facilities to accommodate both groups.





# THE MAINE STATE LIBRARY

## CHRONOLOGY

- 1836 Legislative resolve authorizes Secretary of State to spend \$500 to purchase a library under the direction of the Governor for the use of the Legislature.
- 1839 Legislative act authorizes a State Library. The books belonging to the State by purchase or donation are collected and deposited in the south wing of the State House. Secretary of State takes charge of the Library.
- 1839 First printed catalog lists 3,349 volumes.
- 1861 Legislative act puts State Library under the direct control of the Governor and Council as a board of trustees with authorization to appoint a State Librarian.
- 1862 Civil War interrupts book exchanges with other states, a prime source of material for the Library which has an annual book budget of about \$500.
- 1865 Librarian reports "all classes of persons without distinction" have free access to books. Borrowing is still limited.
- 1866 Exchanges resume with southern state libraries. Governor Chamberlain orders eighty-three volumes of laws and documents sent to South Carolina to replace those "destroyed by fire during the rebellion."
- 1877 Librarian reports new catalog is "pressing need." Since printed catalog supplement of 1867 only listing of books is contained in annual reports.
- 1880 Librarian reports 3,000 books borrowed annually.
- 1889 Legislature votes \$150,000 to enlarge State House and provide new library facilities.
- 1891 Law imposes on Library duty of distributing laws of Maine and state reports totaling 10,000 books and pamphlets yearly.
- 1891 After thirty-one years on the top floor of the south wing of the State House, the Library moves to new quarters in the west wing of the enlarged building.
- 1891 Cataloging and classification by the Dewey Decimal System is begun.
- 1893 Maine State Library is made legal recipient of state documents.
- 1893 Legislature enacts law to encourage establishment of free public libraries by providing state aid for this purpose.
- 1894 Card catalog is completed.
- 1895 Library makes first statistical report on libraries in Maine, noting fifty-two free public libraries.
- 1897 After thirty-seven years of operation with a librarian and later an assistant librarian, a second clerk is requested.
- 1899 Legislative act extends the work of the State Library by providing that books can be lent to any responsible citizen and to free public libraries.
- 1899 Legislation establishes Maine Library Commission. Traveling libraries are authorized also.
- 1910 Library is moved to second floor of north wing of enlarged State House.
- 1915 Governor and Council authorize addition of legislative reference clerk to State Library staff.
- 1917 Legislative Reference Bureau is established by act of the Legislature.
- 1917 Commission is formed by the Legislature to investigate need for State Library building.
- 1919 Legislature authorizes an Index to Private and Special Laws and Resolves. Indexing begins in fall of 1919.
- 1921 All library laws are revised and consolidated in one chapter. The Library Commission is discontinued and its functions carried on by the State Library.
- 1931 First bookmobile service is offered with a Dodge truck donated by the Business and Professional Women's Clubs.
- 1932 Bookmobile service is discontinued due to lack of funds.
- 1953 Legislative act authorizes State Librarian "to provide bookmobile service for residents of the State, especially to rural schools and farm homes."
- 1957 Entire first floor of north wing of State House is turned over to the Library.
- 1958 Library room on second floor of north wing of the State House is renovated.
- 1966 Legislative act authorizes construction of new building to house Library, Archives and Museum.
- 1968 Ground-breaking ceremonies are held for new building.
- 1968 Library services are provided for the visually and physically handicapped.
- 1968 Telephone-teletype network is established linking the State Library, college and public libraries.
- 1969 Traveling libraries are discontinued.
- 1970 Library collection totals 521,259 volumes. Staff totals fifty-five.
- 1971 Library moves to new building. Law Section remains in State House.

- 1972 Library becomes a bureau under the Department of Educational and Cultural Services
- 1973 Regional Library System law enacted
- 1986 Library closed for over a year for asbestos abatement
- 1987 Statewide Automation (MaineCat) legislation enacted
- 1989 Major building renovations completed
- 1990 Library becomes an independent agency. Cultural Affairs Council formed
- 1991 Public access terminals and library automation completed

# MAINE LIBRARIES OFFER

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- Over 5,000,000 books
- Thousands of journals and periodicals
- Educational and recreational videotapes
- Access to the information resources of academic libraries
- Computerized access to over 350 technical data bases
- Over 200 public libraries with over 45% of the state's population as registered borrowers
- Over 400 school libraries serving 150,000 students
- 22 post-secondary libraries
- 100 special libraries in hospitals, businesses and other organizations
- A strong State library with:
  - *Back-up resources for all libraries*
  - *A books-by-mail program for the thousands of Maine residents living in area without local libraries*
  - *A collection of special books, tapes and magazines for the visually and physically handicapped*
  - *A highly successful resource sharing network through the Maine Regional Library System*
- Computer-based networks for interlibrary searches
- MAINECAT - Instant LOCAL access to millions of volumes in Maine libraries
- URSUS - University Resources Serving Users Statewide - the automated public access catalogue of the University of Maine System libraries



MAINE STATE LIBRARY





