

MSLN Annual Report

January 17

2013

Report from the Maine State Library and the Maine Department
of Education to the Maine Public Utilities Commission for
Funding Year 2013 (July 1, 2013 through June 30, 2014)

Maine School
and Library
Network

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Overview

The Maine Public Utilities Commission (MPUC) requires that the Maine State Library (MSL) and the Maine Department of Education (MDOE) present to the MPUC an annual plan that addresses how Maine Telecommunications Educational Access Fund (MTEAF) funds will be spent to address the connectivity needs of Maine schools and libraries. The Executive Director of Networkmaine was tasked with this responsibility on behalf of the MDOE and MSL by the Networkmaine Council and respectfully submits this Annual Report for FY 2013-2014. This report highlights the successes of the Maine School and Library Network Project over the past year, details how the requested funds will be spent to address the connectivity needs of Maine Schools and Libraries in the year to come, and includes the MDOE and MSL's request for Maine Telecommunications Educational Access Fund (MTEAF) funds.

Great progress has been made in the past year. The circuit upgrades from FY 2012-2013 were completed by the transport providers and twenty nine (29) schools and libraries chose to return to the MSLN Project after having left in previous years because their bandwidth needs were not being met. These twenty nine (29) locations include five (5) school districts, twenty seven (27) schools and two (2) libraries. A number of additional schools and libraries have already indicated that they are interested in returning to the MSLN Project in the coming year as their existing contracts expire.

Not only is the MSLN Project enjoying a regrowth in its number of participants, it is also experiencing growth in overall usage. This past year, one hundred and twenty one (121) MSLN participants required upgrades to faster connections based on their previous bandwidth utilization and projected needs. In response to the rapidly growing demand for bandwidth, Networkmaine released a Request for Proposal in January of 2012 for Dark Fiber Service which recently became eligible for E-Rate support. Twenty nine participants, twenty six (26) schools and three (3) libraries, have had dark fiber service installed allowing Networkmaine to increase the speed of their connections up to one hundred (100) times their previous capacity with lower ongoing costs. Much of this demand for increased bandwidth is driven by the new and innovative ways the MSLN Project is being leveraged to bring benefits to the students and communities that Maine's schools and library serve.

Grant work for the *Maine Public Library Information Commons Project*¹ continued this year through the Maine State Library's continued partnership with the Maine Department of Labor's Career Centers and through a new partnership with the *Maine Volunteer Lawyers Project*² on the *Lawyers in Libraries Project*³. With these projects bandwidth becomes more and more vital to Maine public libraries as the use of video conferencing units, desktop video conferencing and video based instruction continues to grow.

The *Lawyers in Libraries Project* utilizes video conferencing units to provide legal clinics on a monthly basis in libraries across the state. This spring the project will transition to using desktop video conferencing to connect lawyers with low income Maine citizens for one to one legal sessions. This project would not be possible without the video infrastructure provided by Networkmaine and the robust bandwidth provided through the MSLN Project for public libraries.

¹ <http://maine.gov/msl/recovery/index.shtml>

² <http://www.vlp.org/>

³ <http://www.maine.gov/msl/commons/legal/lawyers.htm>

Expanded bandwidth in public libraries has also enhanced the use of the Maine InfoNet Download Library. The use of e-readers has exploded and now 201 libraries in Maine offer access to more than 5,000 audio and e-books for their patrons. In the past year, there were 197,304 checkouts which is a 113% increase from last year.

Cherryfield - Milestones of Flight

The Cherryfield Public Library recently hosted a video conference to connect local 7th and 8th graders to the Smithsonian Institution for a lecture on the Milestones of Flight. Not only did the students hear and see the lecture, but since the museum was open, both the students and the video conference were "on display" to the museum visitors. It was a great learning experience. The kids asked great questions and everyone loved the experience.

The Maine State Library has just finished 11 regional meetings with libraries across Maine to discuss digital literacy efforts in public libraries. The importance of the robust connections at libraries was discussed at every meeting as libraries see an increased use of the *Learning Express Library*⁴ and Popular Software Tutorials learning portal as a key tool for their digital literacy efforts. The increased use of on-line learning and network enabled tools is also common for schools.

Maine schools continue their transition from traditional print-based materials to digital materials. This past year, sixty-seven (67) middle schools and high schools made digital library reference materials available to students through a special arrangement with the Department of Education and publisher Gale-Cengage⁵. This arrangement provided aggressive pricing models that allowed even the smallest schools to take advantage of the opportunity.

While Gale-Cengage printed reference materials are common in school libraries, the new digital editions provide improved opportunities for students. Access to the materials is not limited to the number of printed copies in the library as the new virtual editions allow unlimited simultaneous users from a participating school. The high school virtual collection includes over 250 volumes while the middle school collection includes nearly 100 volumes of rich digital content.

Many of these new digital library resources will help students prepare for this spring's first Maine Comprehensive Assessment System (MeCAS) Online Science Test. Working with other New England states, this next generation assessment will leverage broadband delivery and is the leading edge of change in assessments. The MeCAS Online Science Test will be piloting next generation question types that could not be done with number two pencils and bubble sheets. Along with online reference materials and testing, Maine school districts are moving toward a more consolidated and efficient management of information technology enabled by the flexible configuration of network connectivity increasingly available throughout Maine.

As of FY 2012-2013 the majority of school districts participating in MSLN are now able to have their transport service configured to support direct intra-district communications enabling more efficient use of their connectivity and support for district-wide services such as VoIP and course management systems. Twenty two (22) districts currently have intra-district networks configured and new requests for intra-district network configurations continue to be received. While this configuration has been supported in some regions not all of the contracted transport service providers were able to offer intra-district networks until early 2012. There are still a few regions in the state where such services are not supported but great progress was made this past year.

⁴ <http://www.maine.gov/msl/commons>

⁵ <http://www.gale.cengage.com/>

The MDOE and MSL recognize the central role Maine's schools and libraries play in their local communities and how vital high speed Internet access is in enabling them to fulfill their missions. Therefore, for Funding Year 2013 (July 1, 2013 – June 30, 2014), the MSL and MDOE respectfully submit the following recommendations for funding to the Commission for its consideration:

Recommendations for Funding Year 2013-2014

I. Continued Funding for Services

The MSL and the MDOE ask continued funding for services to all qualified schools and libraries pursuant to 35-A M.R.S.A. § 7104-B(1) (referred to as MSLN) as further described below.

A. Transport Services

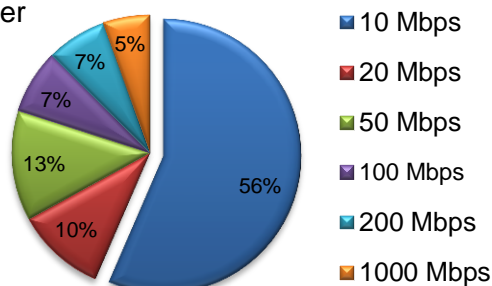
The demand for bandwidth continues to increase despite major improvements in the bandwidth delivered through the MSLN Project over the past couple of years. This fact is demonstrated by the sheer number of MSLN participants, more than 10%, requiring bandwidth upgrades for FY2012-2013. At the current pace, the demand for bandwidth will outgrow available funding at both the state and national levels in the coming years.

The FCC's E-Rate program is very heavily utilized and has long struggled with being able to provide funding for much more than Priority-1 services (Internet and Telecommunication). The FCC has taken some initial steps to slow the increase in funding requests for Priority-1 services by implementing changes in the program to allow more competition and low cost bandwidth delivery models. One such step was to make dark fiber services eligible for E-Rate funding.

In Maine, similar steps have been taken. Opening up the MSLN Project to multiple transport providers in 2009 created a more competitive bidding process which allowed Networkmaine to secure more aggressive pricing for transport services. Additionally, Networkmaine released an RFP for Dark Fiber Services this past year to add to the available transport options for MSLN Project participants. Networkmaine received multiple responses to its RFP and ultimately awarded a contract to Maine Fiber Company.

In an initial pilot of this service offering, twenty nine (29) participants have had the Dark Fiber Service installed. The provisioning of the Dark Fiber Service, up to 1,000 Mbps, requires only minor upgrades to the existing routers at the schools and libraries and has a lower recurring service fee than other transport services. For the pilot, the Dark Fiber Service fee averages about 30% of the cost for 10 Mbps metro-Ethernet service from our largest transport provider. The overall stability, manageability, and effectiveness of this transport service will be evaluated to determine if it is a viable local-loop option at a larger scale in the future.

MSLN Bandwidth Distribution



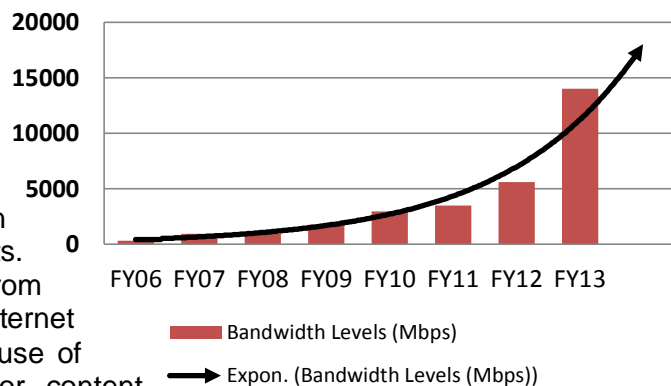
Assuming Federal E-Rate will pay a minimum of 68% for approved schools and libraries, it is anticipated that Transport Services will be provided at a cost to the MTEAF that is 8% above the actual transport costs for the 2012-2013 funding year. This increase in cost is due to the anticipated increase in number of MSLN Project participants and projected bandwidth upgrades based on historical increases in demand by existing schools and libraries.

Anticipated impact on MTEAF is \$2,207,000

B. Internet Access Services

Networkmaine's existing contracts for Internet Access expire June 30, 2013, as such; Networkmaine has released an RFP for Internet Access Service starting in FY2013-2014. Networkmaine anticipates being able to contract for more Internet Access Service at the same or lower rate than available on their existing contracts. The MSLN Project is benefiting from the decreasing unit cost of Internet Access Service and an increased use of settlement free peering with major content providers such as Google.

Internet Bandwidth



Settlement free peering slows the rate of growth in the needed Internet Access Services by redirecting traffic from content providers across multiple private peering points rather than across the commodity Internet. Networkmaine is leveraging Internet-2's Commodity Peering Service (CPS) to help manage the growth in Internet Access Services needed to support the MSLN Project. Between 30% - 40% of traffic coming into MSLN currently comes across CPS.

Assuming Federal E-Rate will pay a minimum of 68% for approved schools and libraries, it is anticipated that Internet Access Services will be provided at a cost to the MTEAF that is the same or below the budgeted cost for FY 2012-2013.

Anticipated impact on MTEAF is \$75,000

C. CIPA Compliant Content Filtering

The MTEAF currently supports the full cost of providing a centrally managed content filtering solution that helps meet the requirements of the federal Children's Internet Protect Act (CIPA) while minimizing the administrative and technical burden on the schools and libraries. While CIPA compliance is a requirement to receive E-Rate reimbursement for Internet Access Service, solutions for meeting the requirement are not eligible for E-Rate funding.

Networkmaine is using a cloud-based solution offered by OpenDNS to provide content filter for the schools and libraries. This service eliminates both the fiscal and administrative burdens of maintaining servers to run content filtering software. Networkmaine's use of OpenDNS for the MSLN Project was recently featured in *Converge*⁶ magazine as the first state-network to leverage cloud-based technology to provide a CIPA compliance solution for its participants.

The MSL and the MDOE request that MTEAF funds be made available for the continued funding of content filtering for funding year 2013-2014.

Anticipated impact on MTEAF is \$87,600

D. Content Databases and E-Discovery Solution

The MSL and the MDOE recommend the continued subscription of electronic databases and E-Discovery solution to provide statewide access for citizens through MARVEL!, Maine's Virtual Library, as permitted by 35-A M.R.S.A. § 7104-B.

MARVEL!

Funding for the MARVEL! databases comes from most of its patron base. MTEAF provides funding on behalf of the public libraries and K12 schools. Additional funding is also provided by the University of Maine System, Bates, Bowdoin and Colby colleges, and the state general fund through the Maine State Library.

E-Discovery

Prior to the implementation of OneSearch, located online at <http://maine.gov/onesearch>, library users in Maine faced challenges in selecting the appropriate resource for their research – to the average researcher, the MARVEL! databases present an often confusing array of options. OneSearch, powered by Serials Solutions' SummonTM technology, provides residents of the state a much needed 'Google-like' single starting point from which the full depth and breadth of the collection – both licensed electronic content and physical items – can be discovered. Combining content from the MARVEL! databases with the MaineCat statewide catalog, OneSearch not only provides a single-search-box interface to the wealth of content available at Maine libraries, it provides a consistent look and feel to researchers, and allows advanced researchers to refine the combined result sets in ways never before possible.

The SummonTM technology and the breadth of indexing that powers OneSearch far outstrips previous technologies that attempted to provide a unified search interface, particularly in areas of user experience and satisfaction, speed of results, consistency of results, completeness of results, and ability to manipulate result sets for further searching.

One unique aspect of this service is the ability to include and highlight locally important content. For example, Maine Historical Society's Maine Memory Network collection of digitized photographs is now available through OneSearch which has never previously been discoverable through MARVEL! or other statewide library resources. Other important features of OneSearch include a mobile interface, putting library resources into

⁶ <http://www.convergemag.com/infrastructure/Maine-Moves-to-Cloud-Based-Internet-Filtering-for-Public-Schools-Libraries.html>

the hands of cell phone internet users, and the ability for libraries to add search boxes to their own websites providing access to the full breadth of statewide library resources.

OneSearch is a cutting edge service that remains the only statewide implementation of the technology that is typically found only at top tier universities and colleges.

The MSL and the MDOE recommend maintaining the same funding level for the MARVEL! content databases and Summon™ E-Discovery Solution this year as was provided last year.

Anticipated impact on MTEAF is \$702,600

E. Technical Services

Expenses for technical services that are not E-rate eligible are included as part of this Technical Services category if they are not specifically spelled out in a separate funding request. These services include but are not limited to, constituent premise equipment (CPE) (\$120K), construction costs for fiber optic entrances to schools and libraries (\$25K), Internet 2 Secondary Group Participant fees (\$34K), IPv4 address space (\$5K), hardware and software maintenance fees for core networking equipment (\$50K), colocation fees (\$49K), core network equipment and software upgrades and replacements (\$113K).

In addition, the MSL and the MDOE leverage MaineREN, Maine's Research and Education Network, as the optical backbone for MSLN (\$69K). A 2.5 Gbps optical transport is dedicated for aggregating the traffic to/from the K12 schools and public libraries between MaineREN's optical nodes. Participating schools and libraries also share a 10 Gbps optical transport with other MaineREN participants to connect to both Internet 2 and one of the two contracted Tier 1 Internet Service Providers out of Cambridge, MA.

Anticipated impact on MTEAF is \$464,000

F. Operational Services

Networkmaine provides the day to day operation and end user support for MSLN. These Operational Services involve Network Operations Center support services including but not limited to:

- network monitoring
- problem tracking and resolution
- constituent premise equipment (CPE) configuration
- transport and Internet access vendor management
- network upgrade and installation management
- technical security services
- onsite technical support through the "Circuit Rider" program

In addition Networkmaine provides schools and libraries with network design consultation, unlimited e-mail accounts with spam and anti-virus scanning, web site hosting, web content filtering, Domain Name Services, DHCP services, and IP address management.

\$542,000 of this request will go towards the salary and benefits of the Networkmaine personnel who provide these services with the remainder to be used for travel (\$30,000), as well as shipping and miscellaneous office expenses (\$3,000). The MSL and the MDOE request that MTEAF funds be made available to cover the costs to operate MSLN.

Anticipated impact on MTEAF is \$ 575,000

II. Administrative Services

The MDOE contribute \$437,000 towards the administrative costs of MSLN through a Cooperative Agreement with the University. Along with this direct financial contribution, MSL provides in-kind contributions through staffing the State E-Rate Coordinator position for libraries.

A. Fund Administrator

The MSL and the MDOE ask that the Commission re-authorize the expenditure of funds to pay for a fund administrator to assess carriers, collect funds from carriers and make payments from the Fund (as permitted by 35-A M.R.S.A. §§ 7104-B(2) and 7104(3)).

Anticipated impact on MTEAF is \$ 25,100

B. E-Rate Support

Networkmaine acts as the E-Rate filing Consortium lead on behalf of participants in the MSLN Project for all eligible services associated with the project. In that role, Networkmaine manages the entire filing process and certification of the federal E-Rate paperwork. In addition, Networkmaine has taken on the role of State E-Rate Coordinator for Maine's schools. Networkmaine's involvement in assisting schools with the E-Rate filing process for both MSLN Project and non-project E-Rate eligible services will include providing training, information dissemination, answering questions about the E-Rate filing process, and assisting schools with Program Integrity Assurance requests from USAC.

As in the past, Networkmaine will be using its web-based E-Rate Assistance Tool⁷. This tool allows Networkmaine to greatly computerize and automate the data collection and form completion process. No longer are the schools and libraries asked to manually fill out information on paper forms that are readily available in both federal and state government data sources. Instead this data is automatically incorporated into the forms greatly reducing the chance of human error. The participating schools and libraries only need to fill out their site specific information on the web site and confirm various certifications. Once completed the schools and libraries download the various forms (Letters of Agencies, Form 479s, etc...) from the web site which are already filled out with all the appropriate and provided information ready for them to sign and return to Networkmaine.

The E-Rate Assistant tool has been well received over the last few years. Networkmaine makes improvements to the tool each year to incorporate feedback received in the

⁷ <http://www.networkmaine.net/erate>

previous year. Modifications are also made to reflect any changes in the E-Rate Program for the coming funding year.

Anticipated impact on MTEAF is \$ 0

C. Contract Management

Networkmaine successfully negotiated five year contracts for transport services with three services providers; FairPoint Communications, Oxford Networks, and Time Warner Cable New England and a three year contracts for Internet Access Services with Time Warner Cable New England and Dark Fiber Service with Maine Fiber Company. The entire procurement process from writing the RFPs to final contract negotiations is managed by the University of Maine System's Strategic Procurement Office. As the University of Maine System is the customer of record on all of these contracts, its Strategic Procurement Office will continue to ensure that the contracts are adhered to and will maintain all required documentation related to the contacts for seven years after their service term as required by the E-Rate program rules. It will also manage all procurement efforts for additional services in the future include the rebidding for Internet Access Services starting July 1, 2013.

Anticipated impact on MTEAF is \$ 0

D. Invoicing

Networkmaine handles all invoicing activities related to MSLN. These activities include receiving the invoices from the contracted service providers, verifying their accuracy, submitting the invoices for reimbursement from both the MTEAF and the E-Rate Program, reconciling payments, and maintaining records for the time frame required by the E-Rate Program rules. Networkmaine leverages UMS' Accounts Payable department and their electronic document management and imaging system for many of these activities.

Anticipated impact on MTEAF is \$ 0

E. Budgeting and Financial Management

Networkmaine is being assisted by the University of Maine System's Director of Sponsored Programs and Administration. The MSLN Project is being fully budgeted and accounted for by the Director of SPA.

Anticipated impact on MTEAF is \$ 0

Appendix A

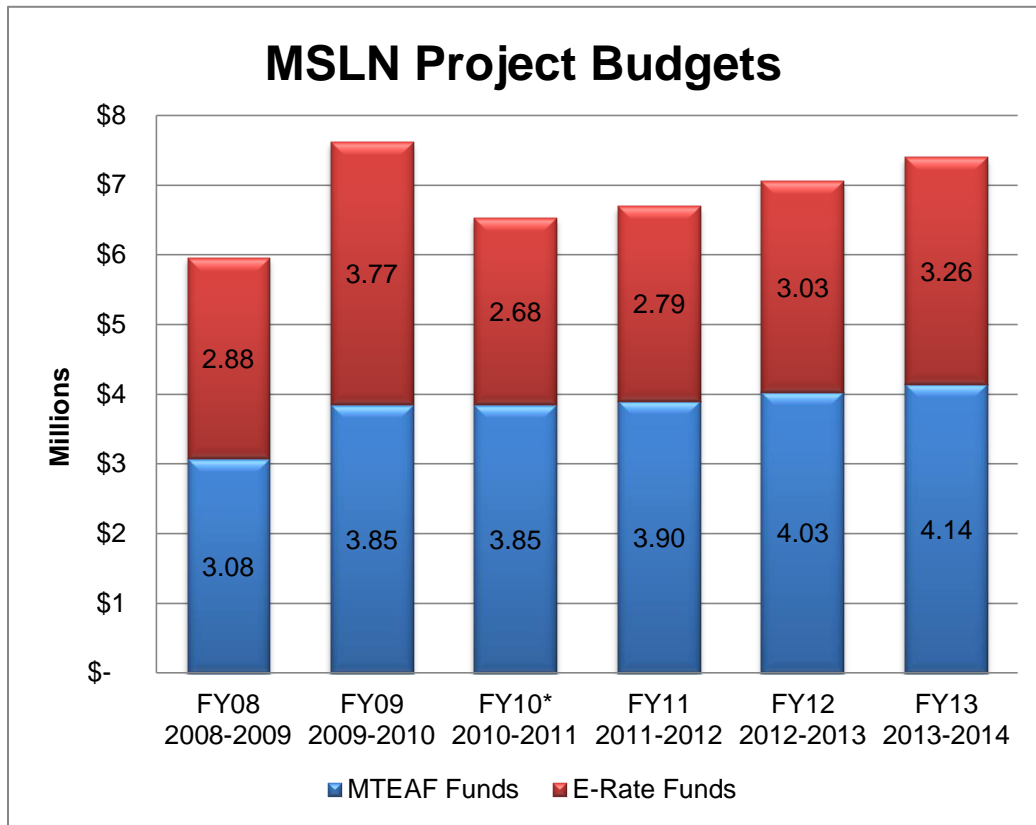
Comparison of MTEAF Funding: Funding Years 2011 - 2013

Services	2011-2012 Actual	2012-2013 Budgeted	2013-2014 Requested
Transport Service ⁸	\$1,819,344	\$2,043,547	\$2,207,000
Internet Service	\$ 73,115	\$ 75,120	\$ 75,000
CIPA Compliant Content Filter	\$ 87,552	\$ 87,600	\$ 87,600
Content Databases & E-Discovery	\$ 699,110	\$ 702,599	\$ 702,600
Technical Services	\$ 470,975	\$ 518,466	\$ 464,000
MTEAF Fund Administrator	\$ 25,080	\$ 26,400	\$ 25,100
Operational Services	\$ 531,371	\$ 575,000	\$ 575,000
Totals:	\$3,706,547	\$4,028,732	\$4,136,300

⁸ Cost prior to expected E-Rate reimbursement: 2013-2014 - \$6,896,875

Appendix B

MSLN Project Budgets - Funding Years 2008 – 2013



Appendix C

Maine Libraries: Snapshot 2012



MAINE LIBRARIES SNAPSHOT

A Day in the Life...

On a typical day in October 2012, a representative selection of Maine libraries reported that they:

- » Welcomed 33,407 people
- » Loaned 40,041 books, movies & more
- » Helped 9,108 people use computers to access the internet
- » Answered 2,946 questions
- » Assisted 43 job seekers
- » Offered 240 programs for all ages
- » Taught 693 people computer skills

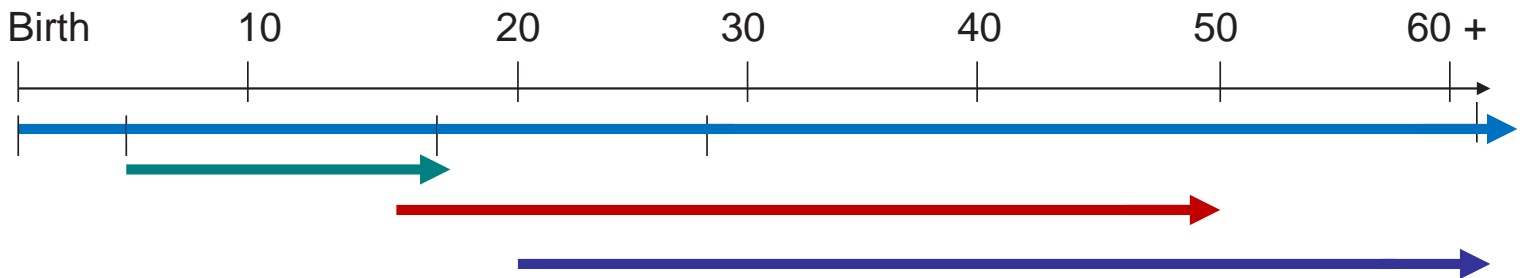


The total value of the day's activities was \$861,051.

Source: Library Value Use Calculator: www.maine.gov/msl/services/calculator.htm



Libraries: Lifelong Learning Institutions



Public Libraries:

Literacy
 Infant lap sit and preschool story-times
 Summer reading programs
 Digital literacy
 Leisure pursuits
 Lifelong learning
 Social connections
 Information needs

K-12 Libraries:

Curriculum support /
 Resources for teaching
 Literacy
 Information literacy/
 Research skills
 Reading for pleasure
 Technology literacy
 Digital citizenship

Academic Libraries:

Literacy
 Information literacy
 Advanced research skills

Special Libraries:

Information related to professional work
 Information related to a special interest (health, etc.)



Early Literacy



School readiness

"...toddler and children times have included fantastic developmentally appropriate crafts and/or activities. Both are superb in building a child's confidence, independence, and developmental language, hand skills and physical well-being." - Parent



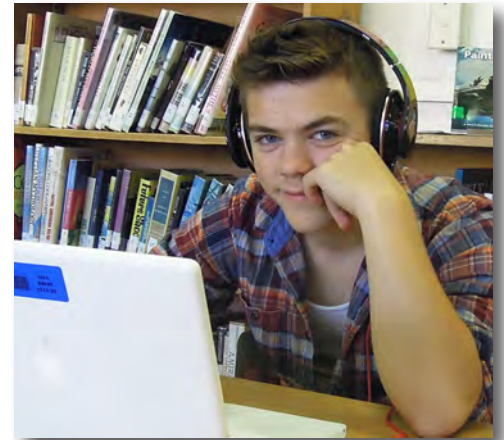
"The library gives us an opportunity to read early reader books, use computers, and go to storytime." - Parent

Integrating Independent Learning Skills



Digital literacy

"I don't have the internet at home, and the librarian shows me how to use the computer." - Student



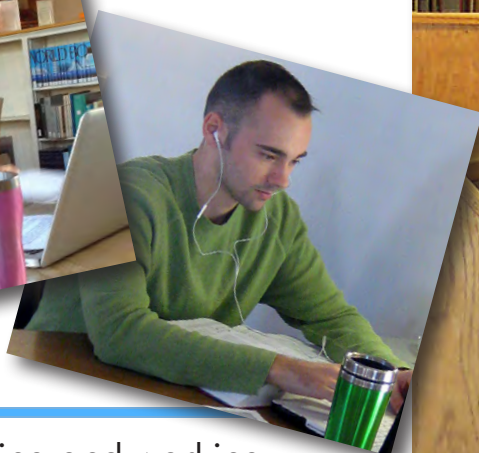
"If we did not have a school library, what book would we spend the week with?"



Research skills

"It's the Knowledge Integration Center of our school. The students love to congregate and work collaboratively. The setting is conducive to a positive learning center." - Teacher

Advanced Research Skills



"I love studying and working in the library! It's such a great place for different people to come together.

Even though you may come into the library alone, you are always sure to find a classmate, friend, professor or staff member there to help you, uplift you, and teach you something."



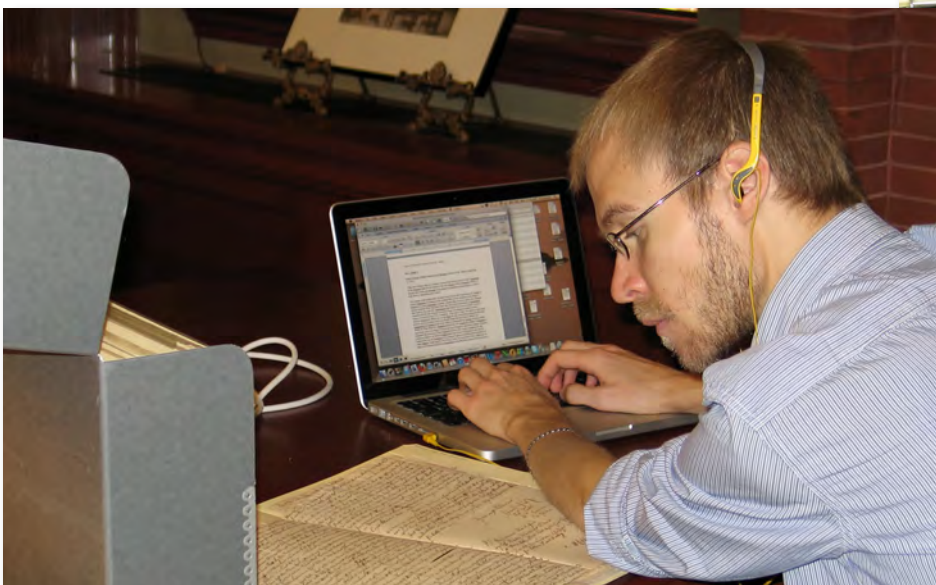
Digital Information at Work



"...research patient records, print needed materials, use computer to research online."



"I have access to many medical journals both in print and through online subscriptions which is a crucial component to my education."



"The library is a sanctuary where I do my most productive research. "

Work Place Digital Skills



"The library is the only place I can submit a job application online for free."



"I was happy to find out about workforce resources. A staff person met with me to help me fine tune my resume and interview skills. I did not realize some of the key pieces of information that I was missing.

He really made sure I felt confident answering some more difficult interview questions and let me practice my responses with him. After his workshop I was able to go home and do some more preparation beforehand which led to my landing the job!"

On the Web:

Information Commons for job resources and LearningExpress
www.maine.gov/msl/commons/

Discovery & Learning



LearningExpress Library is an online learning platform featuring resources related to basic skills improvement in reading, writing, and math, for all ages, including job search and workplace skills.

"My sons and I read a ton of books but we could never afford to purchase them. We love the variety and being able to pick a pile of books without worrying about money."



"The library is the best learning tool our family has."



"The library is the major hub of community activity - learning in all formats for citizens of all ages and interests."

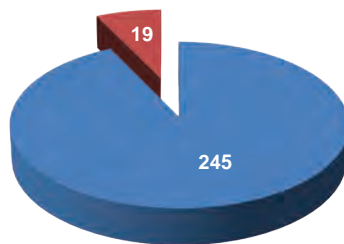


Free Computers & Wi-Fi Access



"A library is very important for me in doing a job search on the computer. ...offers easy, free internet services."

Public Libraries



■ With WiFi ■ Without WiFi

Source: 2011 Public Library Annual Report



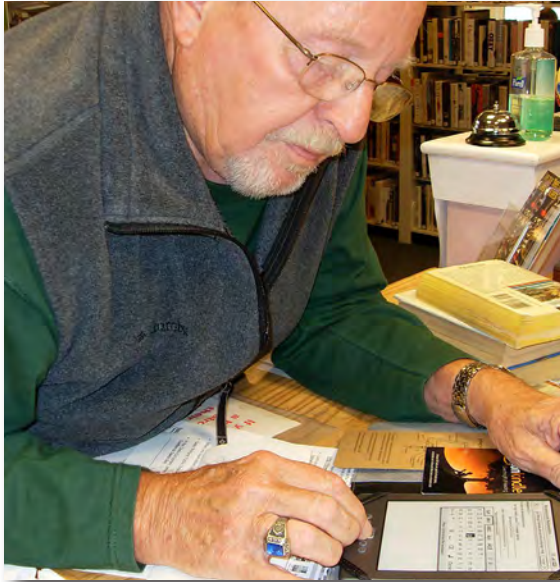
"I do not have internet availability at home, plus I am not really computer literate. I get help when needed."



On the Web:

Libraries with wifi:
www.maine.gov/msl/services/wifilibs.shtml

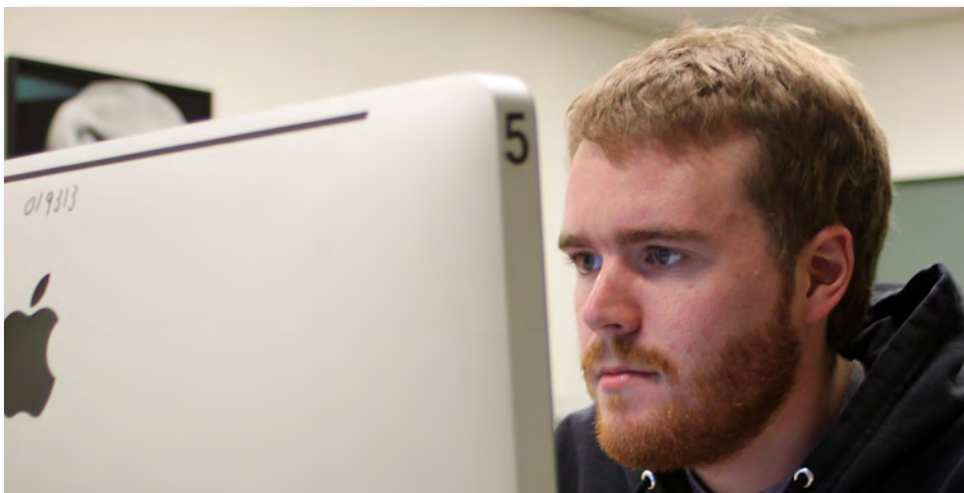
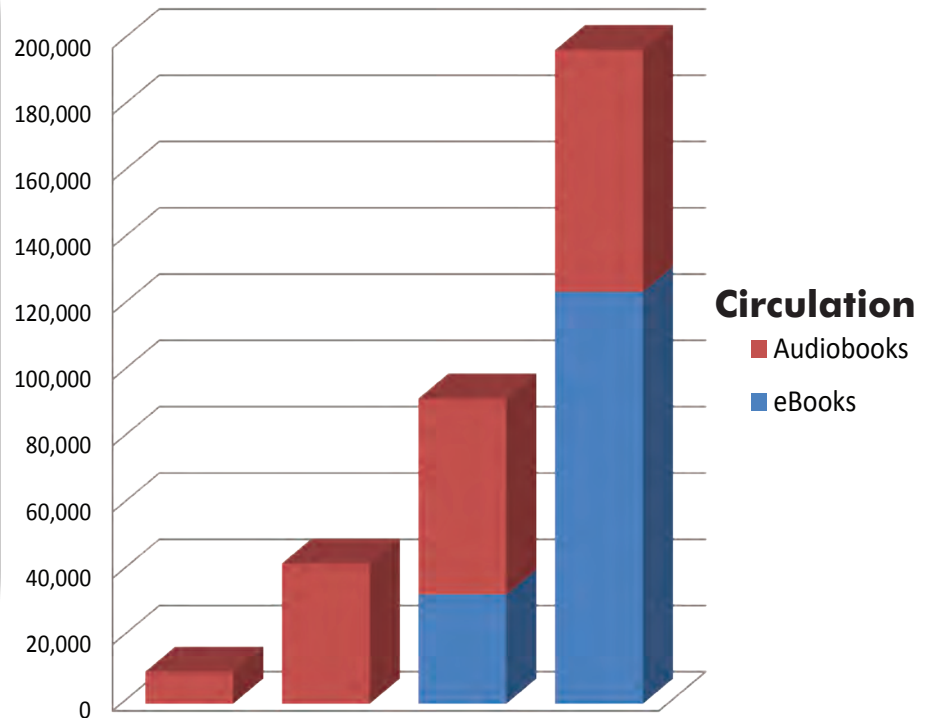
Embracing Digital Skills



Test drive mobile devices;
learn how to download
ebooks through Maine's
Download Library

Early literacy - iPads help
build vocabulary and reading
fluency - "apps" for teaching
letters, phonics, and numbers.

Free downloadable ebooks
for children.



On the Web:

Maine's Download Library
download.maineinfonet.org

Early Literacy
[www.maine.gov/msl/mrls/
resources/childliteracy.htm](http://www.maine.gov/msl/mrls/resources/childliteracy.htm)

Community Hub

connections



"The library is like my second living room - a place I can relax, a place I'm sure to meet old and new friends and at the same time share a book, a cup of coffee and often a laugh."



"It is a local community building that is full of kindness, community spirit, friends, knowledge, learning, and is a safe haven to grow in."

Creating

"The library is a major and wonderful resource for me as a budding writer, for my young children and my family as a whole. There is so much in the children's area for growth and development."

"The library is a treasure trove of stories, people, and possibilities. It's a fabulous resource for families, job hunters, seniors, young adults—for anyone who wants to learn and grow."



- idea stimulation
- success by doing/tinkering
- content creation
- preservation of personal and community history

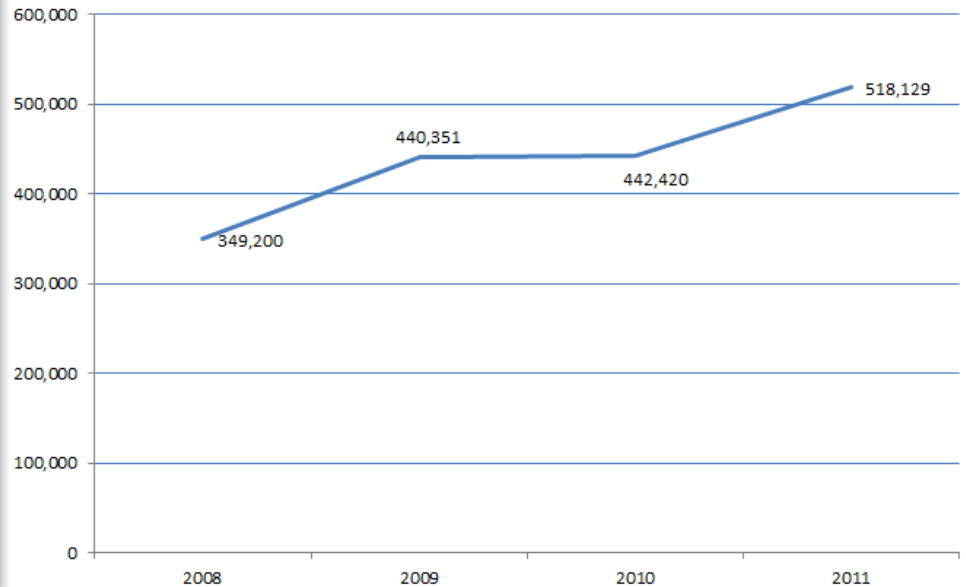
Capturing local history and providing new ways for people to use, access, and share digital collections.



Delivery



Number of Public Library Interlibrary Loans per Year



“The library staff is willing to go the extra step in finding books of interest to you; obtaining them from another library and notifying you that they are in.”

Through interlibrary loan, users from one library can borrow books or other materials that are owned by another library.

Improving Children’s Literacy Skills

The use of trained therapy dogs in reading programs can result in children who feel comfortable reading out loud, read more often, attempt more difficult books, and actually look forward to reading.

As they improve their literacy skills, they’re not just learning how to read, they’re learning to love to read!

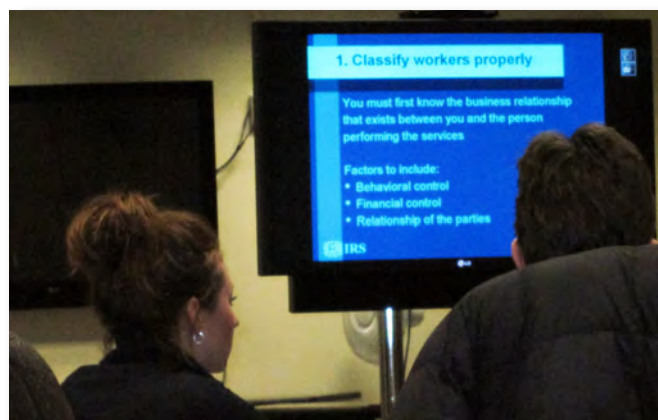


Reading program using therapy dogs

Technology

Video Conferencing

Cherryfield Public Library hosted a program “To the Moon and Possibly Mars” presented by the Smithsonian’s Air and Space Museum in Washington, DC, using new BTOP funded video conferencing hardware.



The Lawyers in Libraries project uses video conferencing technology allowing volunteer lawyers to provide legal information via clinics held in libraries.

A goal is to provide one-to-one meetings between lawyers and patrons who are eligible for free legal services.

The Maine State Library via the Broadband Technology Opportunity Program (BTOP) established regional video conferencing hubs in 11 counties. These hubs serve over 1,030,714 Maine citizens. This project provided training in technology skills and information skills to local librarians so they can assist others. This video conferencing technology is critical in Maine where geography and distance are constant challenges.

The information contained in this booklet reflects the activity of 20% of all types of Maine libraries: Public, Academic, School, and Health Science libraries that provide library services across Maine.

Data was captured on Maine Libraries Snapshot Day, October 2012, or collected via the 2011 Public Library Annual Report for fiscal years completed December 31, 2011.

All quotes used throughout this booklet were gathered from Maine citizens at libraries on Snapshot Day in October 2012. Most photos were taken at Maine libraries on Snapshot Day.



LIBRARIES MATTER BECAUSE

There is just no other public institution like a library.

1. Starting place for whatever you want to be next
2. Economic incubator for job search and small business acceleration
3. Place for people to go for help during life transitions and personal reinvention
4. Valued source of free computers and internet access
5. Trusted institution for the preservation of local and cultural history
6. Professional help finding information in an increasingly complex world
7. Gathering place and hub for the community (when few if any alternatives exist)



Snapshot 2012 is sponsored by the Maine State Library, Maine Library Association and Maine Association of School Libraries

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