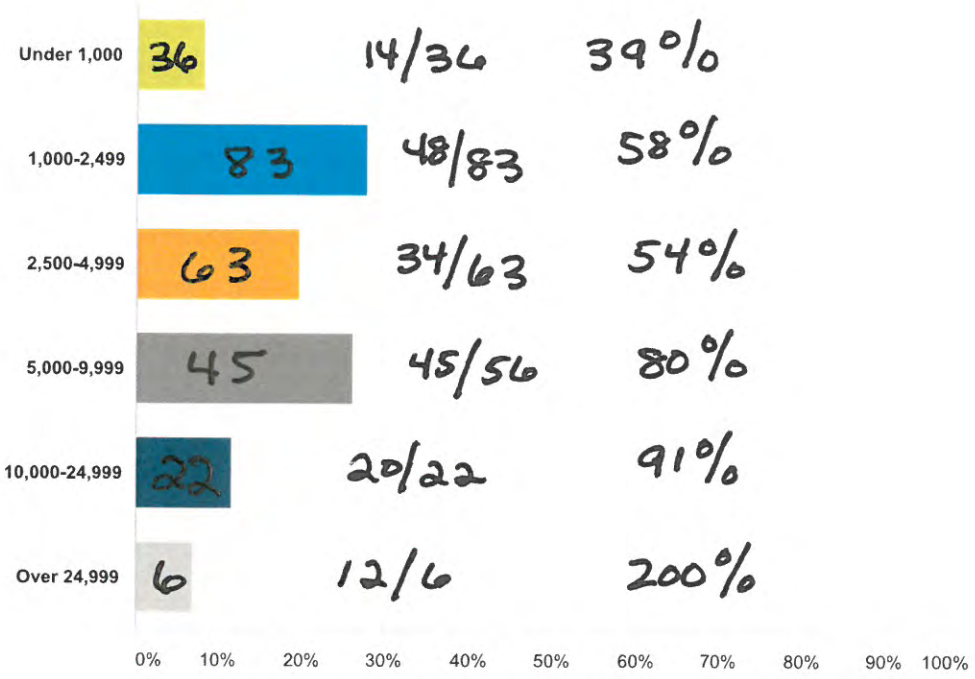
Q1 Library Service Area Size (LSA)

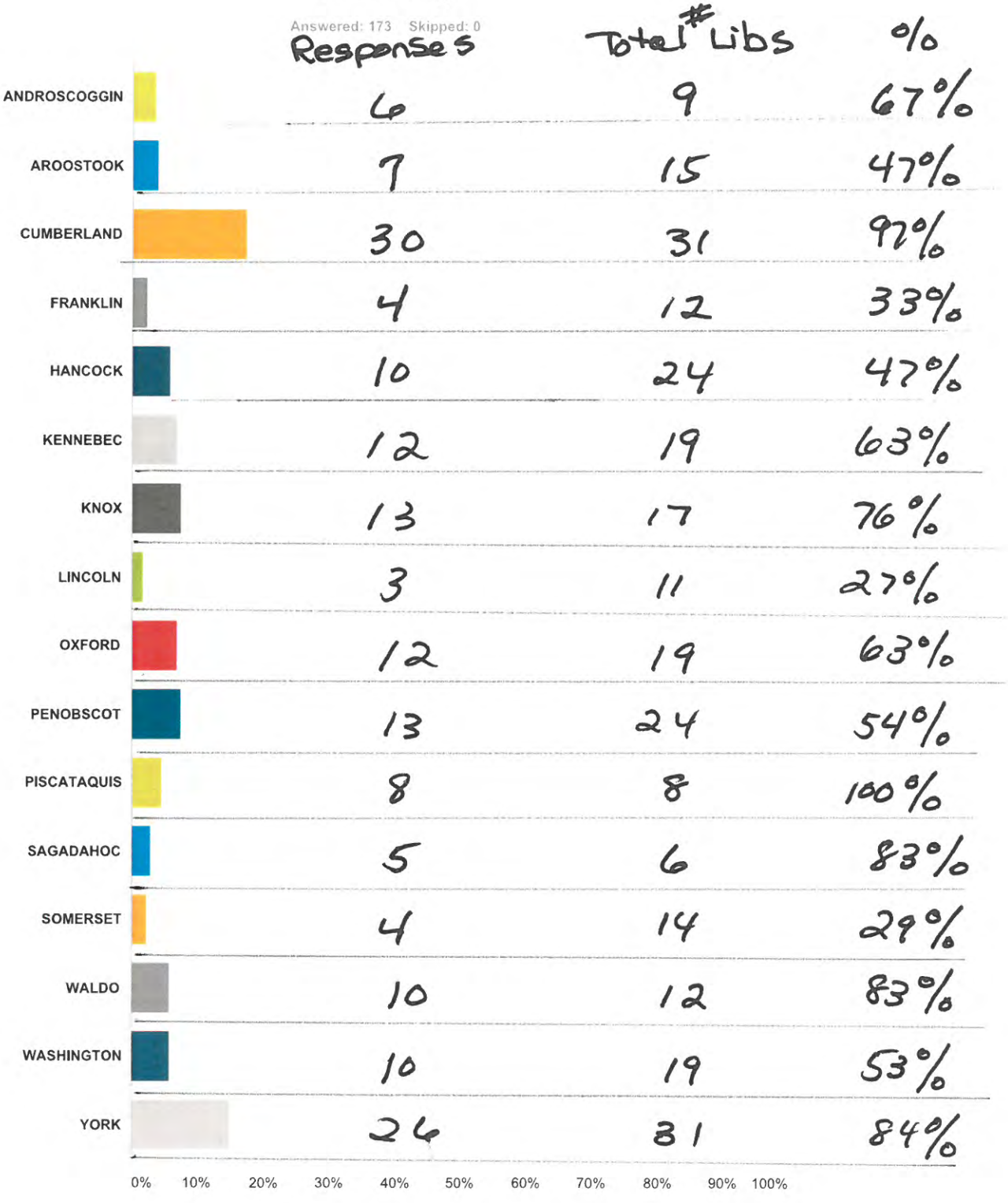
Answered: 173 Skipped: 0



Answer Choices	Responses	
Under 1,000	8.09%	14
1,000-2,499	27.75%	48
2,500-4,999	19.65%	34
5,000-9,999	26.01%	45
10,000-24,999	11.56%	20
Over 24,999	6.94%	12
Total		173

Q2 County

Answered: 173 Skipped: 0



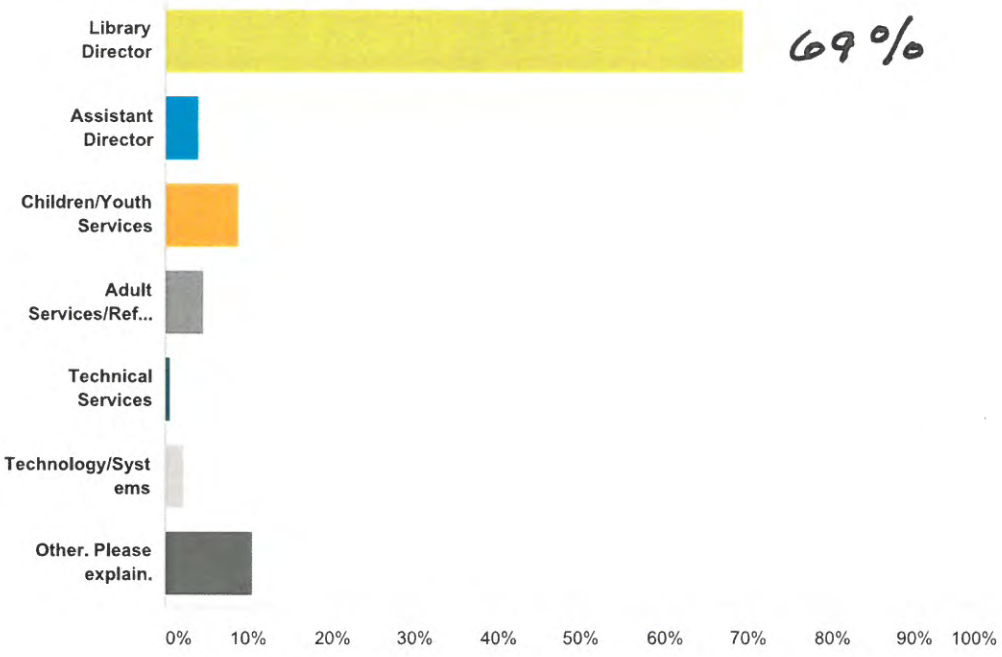
	Responses	Total # Libs	%
ANDROSCOGGIN	6	9	67%
AROOSTOOK	7	15	47%
CUMBERLAND	30	31	97%
FRANKLIN	4	12	33%
HANCOCK	10	24	42%
KENNEBEC	12	19	63%
KNOX	13	17	76%
LINCOLN	3	11	27%
OXFORD	12	19	63%
PENOBSCOT	13	24	54%
PISCATAQUIS	8	8	100%
SAGADAHOC	5	6	83%
SOMERSET	4	14	29%
WALDO	10	12	83%
WASHINGTON	10	19	53%
YORK	26	31	84%

Answer Choices	Responses	
ANDROSCOGGIN	3.47%	6

AROOSTOOK	4.05%	7
CUMBERLAND	17.34%	30
FRANKLIN	2.31%	4
HANCOCK	5.78%	10
KENNEBEC	6.94%	12
KNOX	7.51%	13
LINCOLN	1.73%	3
OXFORD	6.94%	12
PENOBSCOT	7.51%	13
PISCATAQUIS	4.62%	8
SAGADAHOC	2.89%	5
SOMERSET	2.31%	4
WALDO	5.78%	10
WASHINGTON	5.78%	10
YORK	15.03%	26
Total		**173**

Q3 What is your major role at your library?

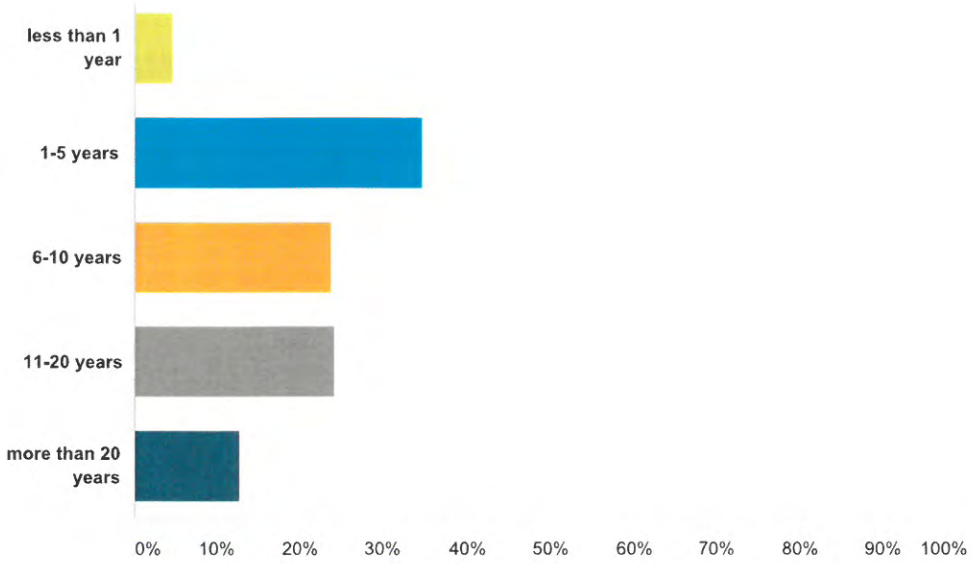
Answered: 173 Skipped: 0



Answer Choices	Responses	
Library Director	69.36%	120
Assistant Director	4.05%	7
Children/Youth Services	8.67%	15
Adult Services/Reference	4.62%	8
Technical Services	0.58%	1
Technology/Systems	2.31%	4
Other. Please explain.	10.40%	18
Total		**173**

Q4 How long have you been in this role?

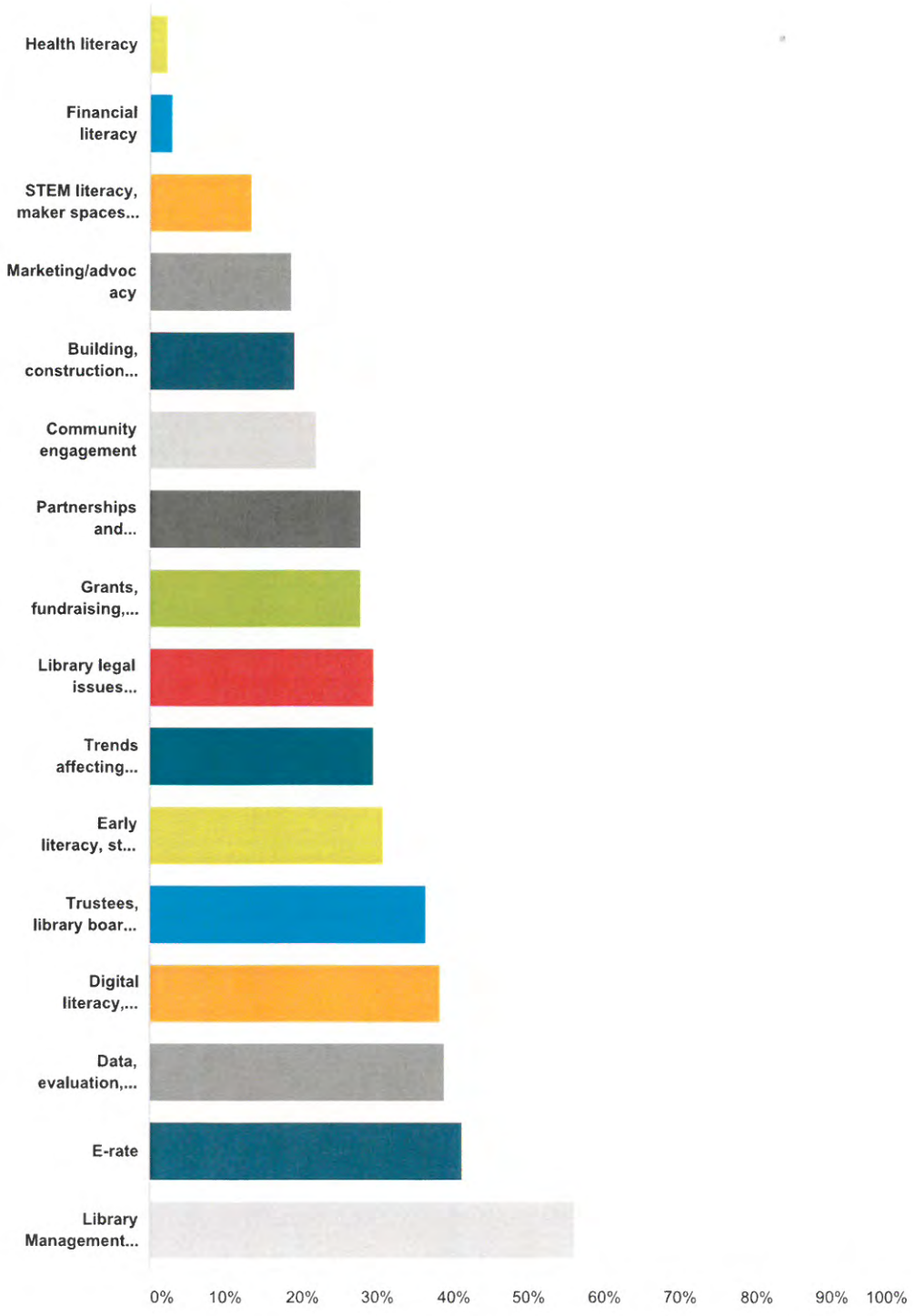
Answered: 173 Skipped: 0



Answer Choices	Responses	
less than 1 year	4.62%	8
1-5 years	34.68%	60
6-10 years	23.70%	41
11-20 years	24.28%	42
more than 20 years	12.72%	22
Total		173

Q5 Please tell us what topics you reached out to the consultants for help within the last 1-2 years. Choose all that apply.

Answered: 173 Skipped: 0



Answer Choices	Responses

Health literacy	**2.31%**	4
Financial literacy	**2.89%**	5
STEM literacy, maker spaces, etc.	**13.29%**	23
Marketing/advocacy	**18.50%**	32
Building, construction, space utilization	**19.08%**	33
Community engagement	**21.97%**	38
Partnerships and collaboration	**27.75%**	48
Grants, fundraising, capital campaigns	**27.75%**	48
Library legal issues (including questions about personnel, non-profit and municipal issues, and tax issues)	**29.48%**	51
Trends affecting libraries	**29.48%**	51
Early literacy, story times, etc.	**30.64%**	53
Trustees, library boards, governance	**36.42%**	63
Digital literacy, technology assistance	**38.15%**	66
Data, evaluation, statistics	**38.73%**	67
E-rate	**41.04%**	71
Library Management issues (strategic planning, policies, budget, etc.)	**56.07%**	97

Total Respondents: 173

Q6 Please tell us what other topics, important to you, that you reached out to the consultants for help that are not listed in question #5.

Answered: 60 Skipped: 113

Q6- Other Topics Important to you not listed in Question #5

5 for 5 book review Summer Reading

A person to be a sounding board.

Being a new librarian I have not had the opportunity to fully check out all the resources offered by the MSL, but am eager to see all that's available. I can definitely see all of them being of high value to any librarian or aide. I did just start the Voluntary Certification Program at the basic level and am very excited to do the classes.

Book group books - multiple copies in requestable bags

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cataloging, weeding

Children's Book Review, Reading Round-Up, Friends of Maine Libraries consulting

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Collaboration with historical societies; digital archiving; preservation

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collection development

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collection development, technology issues such as webpage development, QR codes, etc.

Connections with other librarians.

Continuing education

Continuing Education. Moral support.

I have not reached out personally to a consultant. I know that the director of the library has and I am expecting that he will put the topics on his survey.

I have to admit, I under-utilize our consultant.

I was about to ask Valerie to guide me in dealing with my board of trustees.....

Info on online library schools Help choosing automation systems

job descriptions

Just knowing there is someone to talk to who knows my library and our area of Maine is helpful. There may not be a specific question or problem but just having a conversation with someone as knowledgeable as a consultant can be comforting and reassuring.

Librarian mentoring program, collection development strategies

Librarian mentoring program, collection development strategies

Library interior design/best use of space

NA

Networking with other libraries & Professional development

Networking with other libraries.

networking, professional development-- essential!

Starting a new job and get an idea of how a small library works in a community like this. Also with help compiling information for the MSL report.

State laws pertaining to employment

The existence of libraries as part of a community center with parks and rec.

The trends in Maine libraries--or just finding out what other libraries were doing Personnel issues (not legal)

To see if our library can get delivery service

User Experience, perhaps as part of the Digital Literacy/Tech Assistance line.

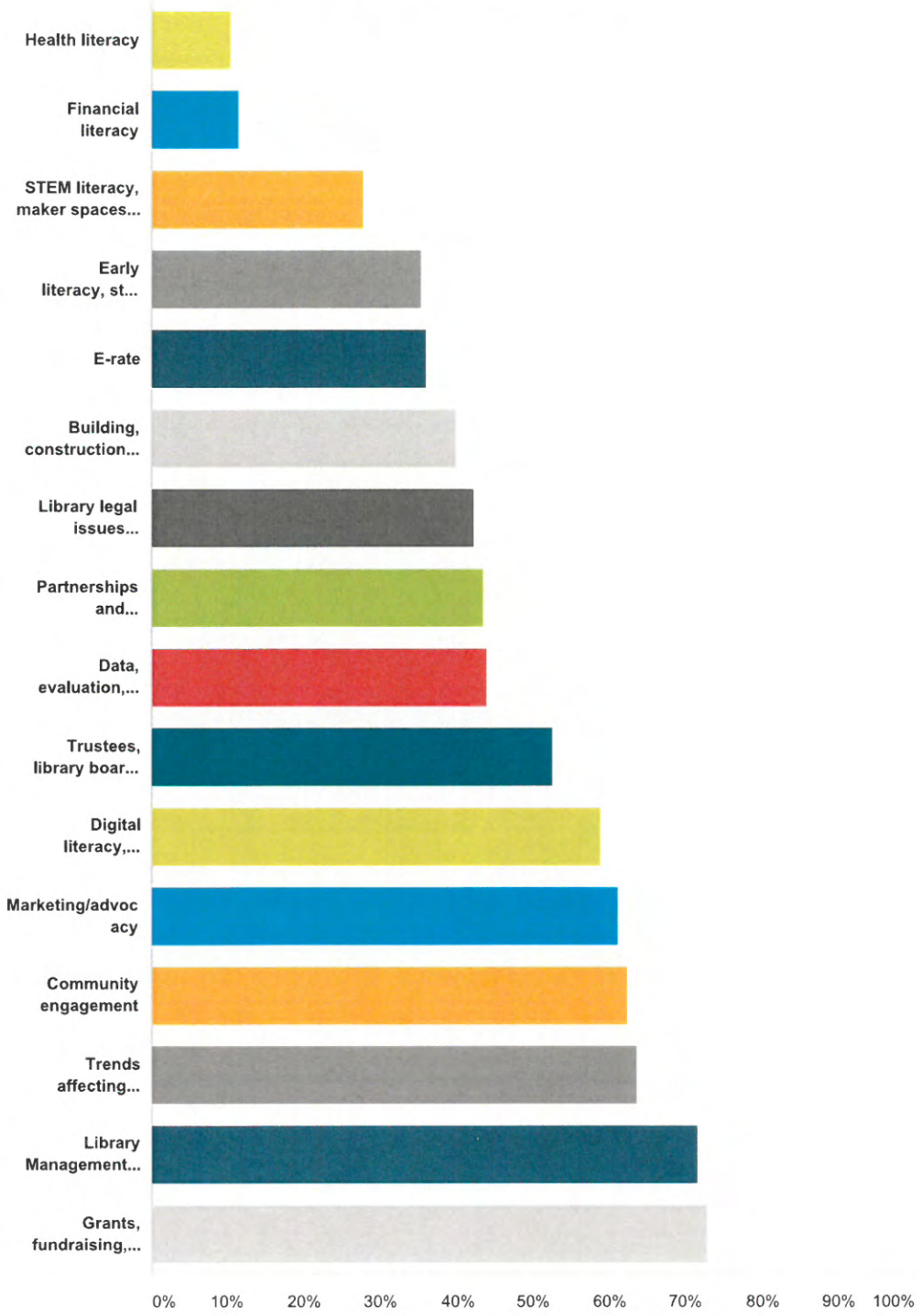
We contacted Valerie Osborne soon after deciding four years ago to try to start a new library in our town and she was a huge help, advising us on all the steps necessary to get established and be commissioned as a public library. She visited the library several times once it opened and continued to be a wonderful (and now greatly missed!) advisor to us.

We shared about grants available to our community.

youth services programming time management limited resources / collaboration or cohort creation

Q7 Of the topics listed in question 5 above (and listed below) please choose up to 10 of the most important as a subject knowledge area needed for you and your library going forward in the next 5-10 years.

Answered: 173 Skipped: 0



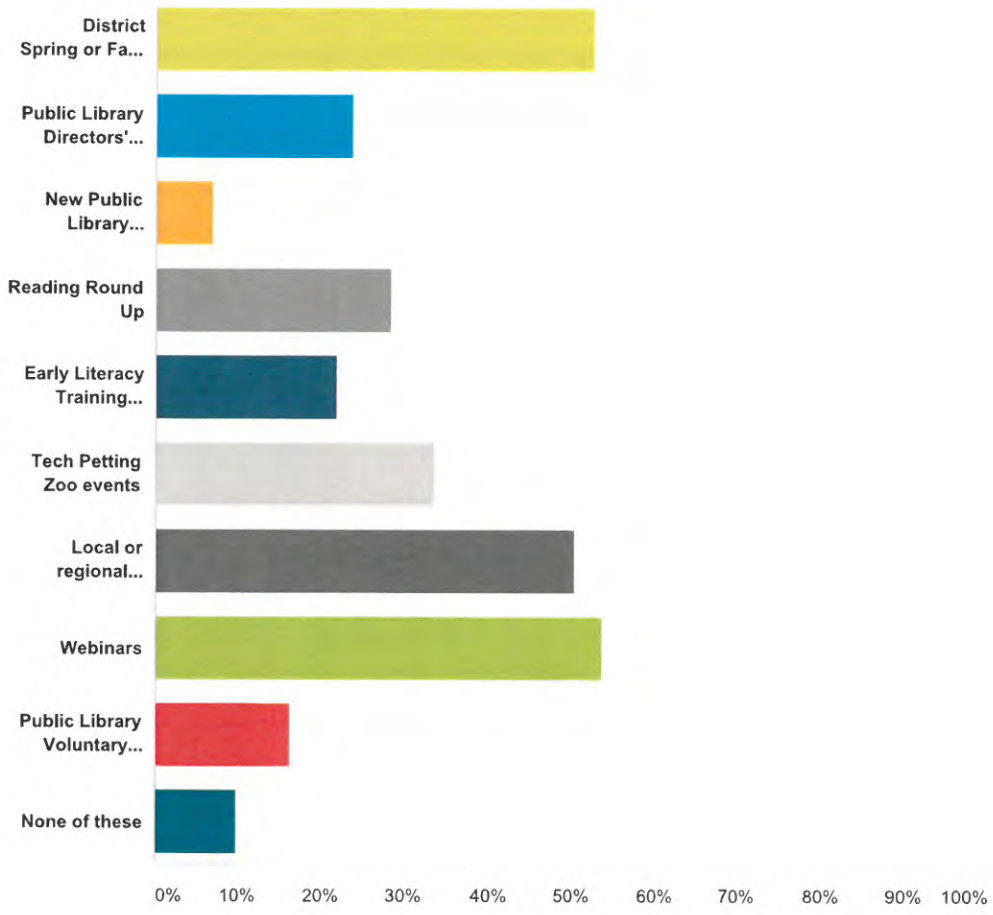
Answer Choices	Responses	
Health literacy	10.40%	18
Financial literacy	11.56%	20
STEM literacy, maker spaces, etc.	27.75%	48
Early literacy, story times, etc.	35.26%	61

E-rate	**35.84%**	62
Building, construction, space utilization	**39.88%**	69
Library legal issues (including questions about personnel, non-profit and municipal issues, and tax issues)	**42.20%**	73
Partnerships and collaboration	**43.35%**	75
Data, evaluation, statistics	**43.93%**	76
Trustees, library boards, governance	**52.60%**	91
Digital literacy, technology assistance	**58.96%**	102
Marketing/advocacy	**61.27%**	106
Community engagement	**62.43%**	108
Trends affecting libraries	**63.58%**	110
Library Management issues (strategic planning, policies, budget, etc.)	**71.68%**	124
Grants, fundraising, capital campaigns	**72.83%**	126

Total Respondents: 173

Q8 A significant part of the Maine State Library's focus in the Library Development Division is the delivery of Continuing Education and Professional Development. The consultants plan these events. In the last 12 months, have you attended or participated in any of the following (Choose all that apply):

Answered: 173 Skipped: 0



Answer Choices	Responses	
District Spring or Fall Council meetings	52.60%	91
Public Library Directors' Institute	23.70%	41
New Public Library Directors' Orientation	6.94%	12
Reading Round Up	28.32%	49
Early Literacy Training Programs	21.97%	38
Tech Petting Zoo events	33.53%	58

Local or regional meetings	**50.29%**	87
Webinars	**53.76%**	93
Public Library Voluntary Certification Program	**16.18%**	28
None of these	**9.83%**	17

Total Respondents: 173

Q9 If you answered None in Question # 8 and have not attended any events, please explain why.

Answered: 20 Skipped: 153

If You answered None in Q8 and have not attended any event - Please explain Why

As a trustee I was not aware of these. There is or was a trustee meeting but it was beyond my travel distance.

Conflict with other job

Funding can be an issue for rural schools ... and getting time away (especially if there is not support staff in the library), but, so far, my admin has been supportive.

Health issues

I attended district meetings in the past and have never found them to be worth the time.

I attended New public Library Directors' Orientation within the last 18 months. In addition to being Library Director I work part time elsewhere and have school age children. I wish I could attend more events though!!

I have attended some, but with public desk coverage it is often difficult to get away from the library.

I would love online programs geared to trustees...capital campaigns, grant writing etc. If they are available, I don't even know where to look.

It was scheduling issue not disinterest.

Librarian will not attend. I don't think it the Presidents job to attend.

Many seem irrelevant. Trustees made no response to my request for funds for one that did.

No funding.

No money, no time. I am the only employee and my budget has been slashed.

only three of us working and if on a Friday, two of us are doing storytime downstairs, while third is working front lobby desk...

Our director did, I believe, attend some of these meetings, but she left suddenly.

Our library is on an island with limited access to the mainland, and is a volunteer library, including the director. I think the webinars will be very useful as we become accustomed to them.

Petting Zoo came to me and certification I do online. I have no transportation so I don't go to events

Several programs were offered during library hours and I felt I needed to be here. Other programs were not of interest to me.

These things have been to far for us to travel and with fundraising issues we just can not afford to go and with no one to fill in when needed that makes it hard for us to attend these things.

Very small library; limited scope

Q10 Do you have suggestions for any continuing education that would better suit your needs?

Answered: 47 Skipped: 126

Q 10: Do You Have suggestions for any continuing education that would better suit your needs?

A focus on the issues faced by small and very small libraries.

A repeat of the Black Belt Librarian training. As E-Rate shifts to funding internal connections, meetings on how to best use that funding. Maybe MARVEL training? A training session on mobile apps.

A variety of meeting days and times. A lot is centered on lunch in the very southern area of our district, which is impossible to attend.

At reading round up, I wanted a more high school focus and also and ability to have a "cool ideas" exchange. This would be a time to share activities, display, speaker, reader advisory ideas.

At this time, no. If my situation changes I hope to attend more of the events you offer as they are great!

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availability of online presence for meetings/workshops... as smaller libraries often do not have the staff available to cover for leaving.

Cataloging, new technology (circulating mobile hotspots & devices, new devices/software to have at library, etc)

Collection Development in the changing world of Online Resources. Community Involvement with Program Development. Offering Adult Literacy Services and Lifelong Learner Programs.

Continue to provide the opportunity to hear speakers from outside the state, exposure to new technologies and services and support for traditional services. Also provide in-person or options for online classes, links to webinars, etc. MELIBS is a very helpful source of information and input from consultants and experienced librarians on shared issues is a great benefit. This also substitutes for a Jobs board which has been helpful to staff throughout the state.

fewer trainings - consolidate the offerings

Grant writing refresher course. Dealing with difficult patrons for entire staff. First Aid.

How to move on from Athena...We would like to have someone explain the best solutions for this and where, how to find it.

I am in most need of detailed, in-depth information on how to deal with e-books @ $85 apiece with a small budget. It is a collection development issue. We have the state Overdrive and patrons use it but we are losing patrons because the state service has so many holds on it. I thought about the local Overdrive option but @ $85 apiece it's too expensive. My patrons want the bestsellers.

I am retiring and our new librarian needs help with most library practices as she is not a trained librarian She loved the afternoon session.

I appreciate all of the online opportunities as my professional development budget has been cut to almost nothing

I have benefited greatly from the library events that have been offered.

I just recently found the Certification program and am excited about that. But now am excited about serveral other programs listed above that I didn't even know about.

I know Maine is a unique state with very different libraries in the North from the South, but having workshops on topics that educate librarians with a high degree of technology literacy is important, especially to meet the challenges and questions coming from our patrons and community, we need to be better equipped to handle them.

I need to learn how to troubleshoot my library computers.

I really see a great need for nonprofit management assistance, and I think possible collaborations with MANP would be good. Sometimes in the past when we were discussing personnel issues, the assumption was entirely that we all worked in municipal organizations, and the applicable regulations are very different between nonprofits and municipal orgs.

I would love one on Minecraft.

In our academic library we often have college students who may have an interest in pursuing a library career. How might we foster these interests? The same is true for library staff who do not yet have an MLIS.

Marketing--using the media, social media, displays--what works for who today. In-depth information.

More technology training for the entire staff.

Need support for more collaborative opportunities / partnerships between school and public libraries.

---

no

No

No

NO.

None at this time.

Non-profit management, volunteer support,

Not so much continuing education, but networking possibilities. I realized in filling out this survey that I have heard nothing about our district unless I was attending a meeting. There is no information proactively shared about board meetings, etc.

not sure... staff say they want specific job related skill based sessions because of limited access to conferences

Organizing files, photos, documents - a basic understanding.

Positive ways to represent the library in the wider community that is not library-friendly. When we tried to build in Waterboro, some folks were very negative about spending anything.

Regional meetings that do not require a whole day off and are not more than an hour travel time. 2-3 hours, focused on a single topic, with time for for sharing follow-up ideas with others in the local area.

See above

---

something that would be a mixer for different kinds of libraries. Like - opportunities to collaborate across different library types.

Statewide events focusing on library management, working in the political arena, etc.

This does not really fit as CE but there is nowhere else to mention this - we need better statewide Public Relations and Advocacy for all libraries (possibly through MLA), and we need to work closer with MLA to promote librarianship as a profession

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To have for example Public Library Directors Institute, Reading Roundup information and programs shared on the internet via webinar, you tube, pdf files for handouts for one-staff librarians who aren't able to attend some of these events. Just a thought.

To have things closer for those in Washington County.

Using statistics/data to advocate for the library

We need to learn more about future trends in libraries that very small libraries can apply to our needs and how these trends are important to our patrons.

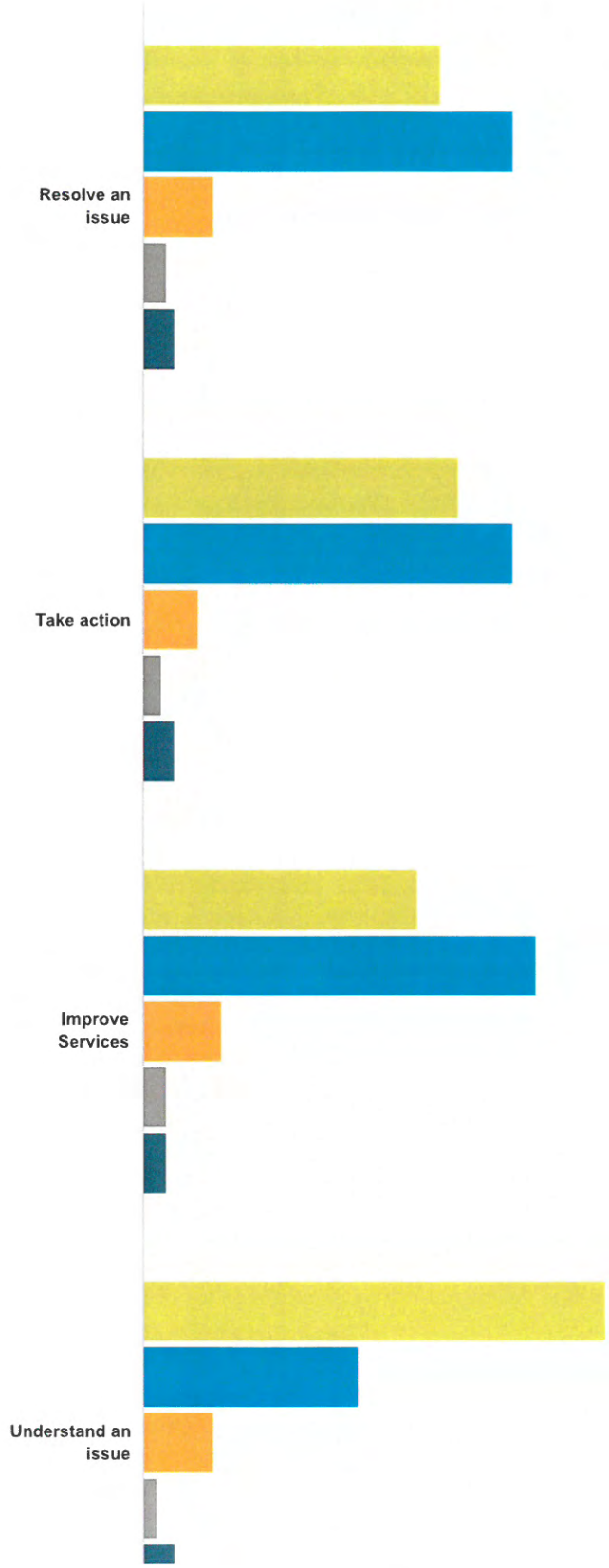
We would love to attend more, but the cost of travel and time involved makes it difficult to coordinate in a cost effective way. Its three hours, one way, to Bangor, were the nearest C.E. events are usually held.

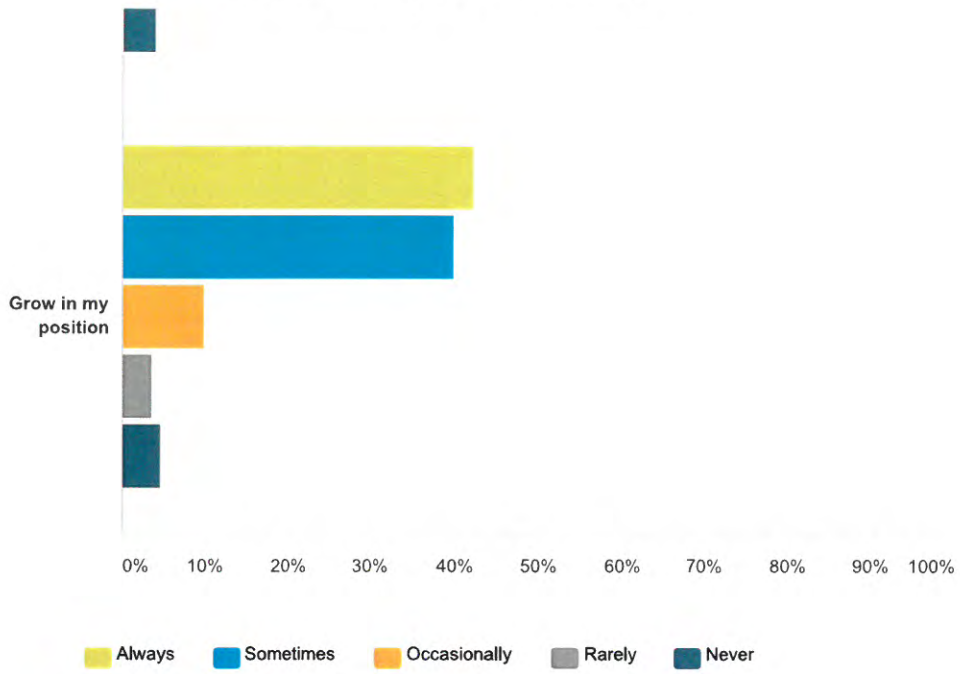
Workshops where we actually do/work on some of the things suggested, such as formulating disaster plans, writing publicity, etc. Not as exercises, but real work. Time to do the task while the teacher is present would help with questions, and also prevent the problem of hearing it, thinking it's a good idea, and then going home and letting it languish under a pile of other things to do. More intensive and focused, less lecture.

Yes, I think Maine needs to be more current in keeping abreast of Library trends.

Q11 Speaking with a consultant helps me to

Answered: 173 Skipped: 0





	Always	Sometimes	Occasionally	Rarely	Never	Total
Resolve an issue	**37.57%** 65	**46.82%** 81	**8.67%** 15	**2.89%** 5	**4.05%** 7	173
Take action	**39.88%** 69	**46.82%** 81	**6.94%** 12	**2.31%** 4	**4.05%** 7	173
Improve Services	**34.68%** 60	**49.71%** 86	**9.83%** 17	**2.89%** 5	**2.89%** 5	173
Understand an issue	**58.38%** 101	**27.17%** 47	**8.67%** 15	**1.73%** 3	**4.05%** 7	173
Grow in my position	**42.20%** 73	**39.88%** 69	**9.83%** 17	**3.47%** 6	**4.62%** 8	173

Q12 If you answered "Rarely" or "Never" in question # 11, please tell us what areas you are not receiving the help you need.

Answered: 19 Skipped: 154

Q12- If you answered Rarely - or never- in Q11 - What areas do you need Help?

A mid range answer is based on my years of experience and the depth of our library's professional staff not the value of the consultant overall - I believe our library is an outlier.

As a librarian in SMLD I've actually gotten a lot more assistance from the NMLD and CMLD consultants because of the topics we've discussed so I think the that taking out the regional aspect to let them focus on specialties is a great idea.

As I said before I have never reached out to our consultant , only have had brief conversations at conferences. Perhaps the consultants- if to be effective to all libraries should travel around more and be in contact with librarians like myself who program and engage with their communities .

could have used some help during renovation/construction/relocation

I am delighted that the Early Literacy position was added at MSL. Hooray! The technology help is great, too. Guidance on construction/physical plant/space use; human resources/personnel; and how to meet a library's internal and public technology and computer needs would be welcome.

I have not needed help from the consultants.

I have not reached out to a consultant in my role, so I can not answer that.

I have not reached out to the consultant very much in the last few years. My perception is that their efforts are geared to the smaller libraries and that little is offered for the larger, service center libraries. This is no fault of the consultants themselves. I think it is the outdated system under which they work and a lack of focus or mission on the state level. This survey is a good first step in a long-needed assessment of the model we have had since the 1970's.

I haven't personally reached out to a consultant so I based my answers on what I have witnessed.

I really do not feel that I/my organization has much - if any - need for these services.

I've never asked a consultant about these things.

Just now learning about the availability of the consultants, but plan on using them in the very near future!!

N/A

Related to comment in question #10, it is challenging to relate a lot of the topics to what our community is seeking.

The phrasing of these questions are problematic. Rather than "understand" or "resolve" an issue and be the absolute authority, it is more likely that a consultant provides one or more different perspectives about an issue.

There's always room for improvement, but we feel we adequately deliver the services needed by our community and don't have much occasion to need help. However, it's very reassuring to know assistance is available just a phone call or email away.

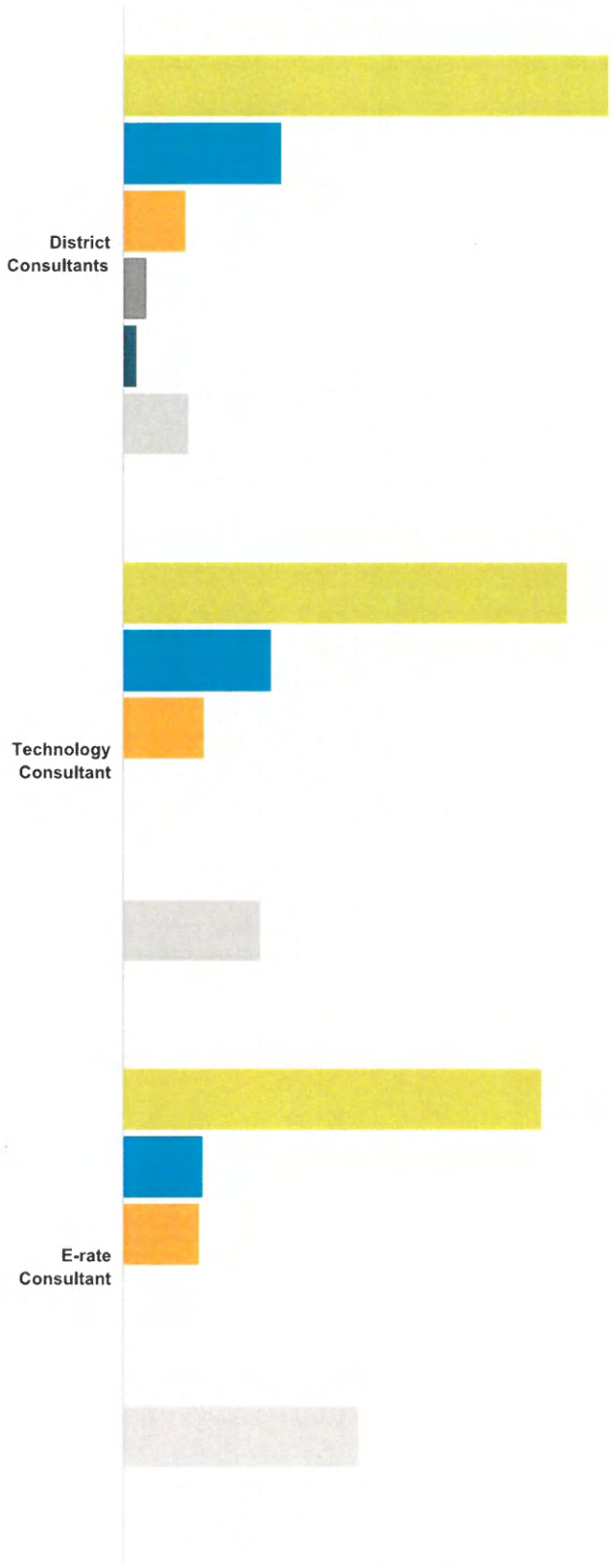
These are not my area of responsibility or activity, thus far anyway.

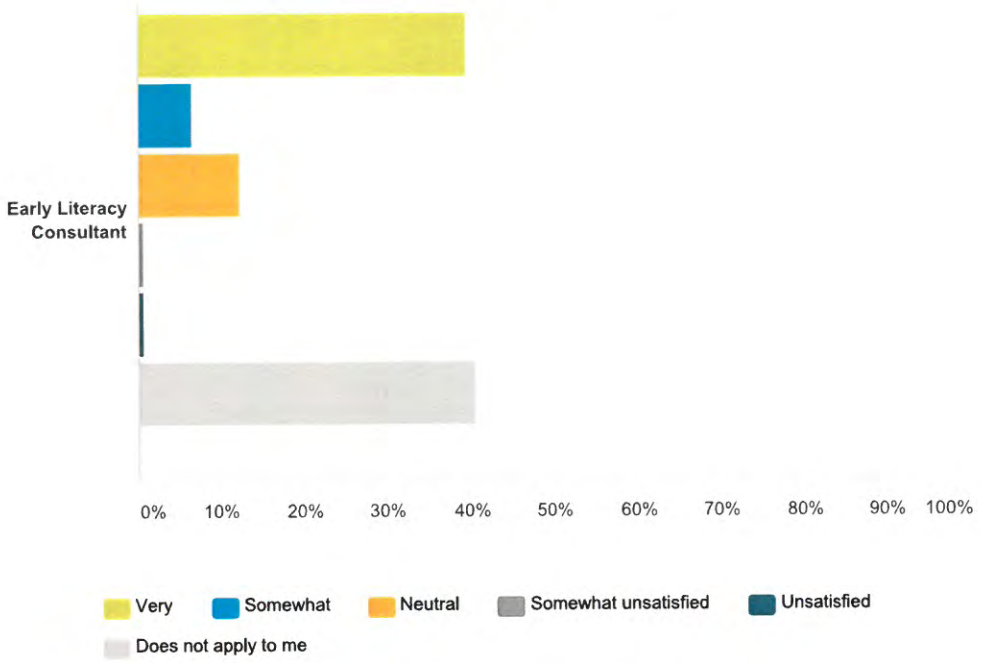
This is only because I have not reached out to a consultant.

What happened to "Usually"

Q13 Overall, how satisfied are you with the MSL's consulting services?

Answered: 173 Skipped: 0





	Very	Somewhat	Neutral	Somewhat unsatisfied	Unsatisfied	Does not apply to me	Total
District Consultants	**60.00%** 102	**19.41%** 33	**7.65%** 13	**2.94%** 5	**1.76%** 3	**8.24%** 14	170
Technology Consultant	**54.97%** 94	**18.13%** 31	**9.94%** 17	**0.00%** 0	**0.00%** 0	**16.96%** 29	171
E-rate Consultant	**51.74%** 89	**9.88%** 17	**9.30%** 16	**0.00%** 0	**0.00%** 0	**29.07%** 50	172
Early Literacy Consultant	**39.41%** 67	**6.47%** 11	**12.35%** 21	**0.59%** 1	**0.59%** 1	**40.59%** 69	170

Q14 Think about a recent interaction with one of the consultants. Please tell us how the advice or guidance you received helped you resolve an issue, take action, improve library services or raised your understanding of an issue.

Answered: 111 Skipped: 62

Q14-Recent Interaction

A recent talk with Valerie help me to clarify an issue and someone to discuss options with.

A space utilization consultation was very helpful and we immediately made some positive changes in response and still have more to do.

Able to get advice about book club formation, policies.

Advise was given on how to make our circulation area safer and more efficient. We changed the direction of the check-out desk and made it ADA compliant.

Again, these are all good people with relevant skills. I think they could be better deployed with a project specific or subject area specific approach. I don't reach out to the consultant as much as I used to because I don't feel they can help me with the specific issues I've been dealing with in the last few years -- capital campaign, architecture, construction. That said, I know they are very helpful to the smaller libraries and newer directors who have more basic needs.

Any problem with the E-rate is better after having spoken with Jared Leadbetter. I have also been helped by Michelle Sawyer, and I found her to be easily reached.

Assisted in suggestions ways to improve a grant application.

Computer assistance.

Consulting with e-rate helped us acquire funding for our wifi infrastructure.

Could not attend a meeting where the new Trustees Handbook was handed out, but was told where to send for it. Very helpful.

Deb Clark provided some articles to help me defend building a new library as part of a community center as we meet with select board members about our new comprehensive plan action steps.

Director's meetings should be just that not a time to promote Maine Humanities or anything else. I stopped going because our group was disbanded without consultation with the group and the time was being used to reinforce MSL agendas. I need director-to-director time more than a repeat of what I get on Me-Libs and other listervs.

District consultant is a person I can turn too whenever I have any question about any topic. She knows who to ask and how to phrase a question so that I will get the most complete answer to my questions.

Early Literacy consultant encouraged us to get our story time back up and running. The children that attended throughout the winter have become regular patrons.

Early literacy training helped us take a better look at our children's programming and gave us food for thought for future planning.

E-books question E-mail question still pending

Every time I have had any contact with my district consultant at any time she has been a huge help. Always responsive. She does her best to give direction but the rest is up to me.

Every year I need clarification and guidance to fill out the E-Rate forms. Jared Leadbetter is always helpful and gives me the correct information in order to fill out the many forms that E-Rate requires from libraries.

Have not had the opportunity to consult them yet, but now that I know they are available will definitely be contacting them. I hope this program never goes away.

Helped clarify the difference between lobbying and educating.

Helpful to be able to ask any question related to technology.

I am often in contact with our District Consultant and people from the State Library. I can't mention any one time in particular as there have been so many. E-Rate and MiFi issues with Jared. Computer and management issues with Janet. Management and Board Issues with Valerie. The list could go on and on.

I asked Valerie Osborn on how to handle a patron who has caused issues in the library. Her suggestions were very helpful and gave me a different thought on how to handle the patron.

I attend Library / I.T. meetings in public libraries. These meetings make me aware of current library technology trends. They give insight into what more we can do in our library to better serve those patrons with technological needs.

I attended an Early Literacy workshop that has improved my story time skills. Also, I attended a regional meeting with a district consultant and was given helpful advice about a personnel issue.

i believe Stephanie helped in all issues we discussed.

I called to speak with Deb about an issue we had with our local Adult Ed department. They were concerned about duplication of services and Deb offered some good advice about collaboration and smoothing the waters.

I completely understand the E-rate process. I wish I worked more hours to use the district and early literacy consultant. They share great resources, but I feel I'm not able to use much, working 15 hours per week and doing "everything" as director.

I could not manage e-rate without Jared. I could not maintain all of our computers without Susie Strout's guidance. Stephanie Z. provided great when we were grapplnig with policy up-dating. When I need a quick answer--for example, a Trustee asks me something about "what other libraries do when..."--a quick call to the consultant is efficient and a godsend.

I emailed with an e-rate question and was answered within the day. IT was a quick response that allowed me to complete my forms and get them off of my desk. I was then able to put them out of mind and move on with the next issue. You have to LOVE being able to put a period to paperwork.

I felt empowered to start promoting hotspots.

I found the suggestion to keep track of and report actual patron activities (i.e. - resume, unemployment, lost dogs, etc.) rather than just numbers of users to be a very good idea. I think it will be helpful when writing the annual report for the town - and for presenting the budget request.

I frequently call Jared for help with erate. He makes even the confusing government forms easy to understand.

I had a quick conversation at a meeting that helped me to clarify my thinking about a request that had been made of me and how I could convey that request to my board.

I have not received advice or guidance from a consultant.

I have only been in this job about 6 weeks; have met our district consultant and she seems great

I have only reached out to the district consultants, the technology and early literacy are recent positions. I did attend a petting zoo presentation with the technology individual. I appreciate the Rogue Librarian group very much. It tells me what is happening in other libraries our size.

I haven't contacted one recently but I can tell you every one has been very helpful and follows through to resolution.

I needed clarification on how to manage the patron database to be current and have my statistics be meaningful. I probably could have found the answer to how many years to keep a name before purging but it sure freed me up to get the answer from Deb Clark who also reminded me that Jennifer Melvin would know.

I rarely interact with the consultants, and have no examples. Sorry.

I was able to hear the (past) director of Portland Public Library talk about his sebbatical year and how that experience influenced some of the important aspects of library work ... which included time and space for creative THINKING about literature, community connections, collections, and programming .... I was inspired.

I was being driven crazy by an E-Rate audit. Jared told me what to do, reassured me, and even offered a plausible explanation of why we might be audited (we are a statistical outlier).

I was helped in filling out e-rate forms which helped me understand the issue and then be able to take actions successfully and thus improve our library services.

I was visited by Sherry Wyman which was wonderful because she reassured me that I moving in the right direction, offered technology assistance and updated me on several new things at the Maine State Library.

I would consider interactions with consultants more along the lines of colleague to colleague, featuring collaboration and sharing. The interactions tend to be more informal than a request for services and depend upon the consultant having built a relationship over time. I also took an online class facilitated by consultants. I find that providing gateways or conduits to content, such as health resources is more important than providing the actual content themselves, with the exception of technology support and

Improved statistics gathering, to be ready for budget hearings.

In the past the CMLD consultant made an effort to meet with area school librarians throughout the school year. These meetings were usually after school in one of the school libraries and were an opportunity to discuss a variety of topics of concern to those of us in schools. It was always helpful to hear suggestions and new info from the consultant and we looked forward to these meetings as an opportunity for professional development. I don't think this has happened in a number of years, unfortunately. It appears that the focus is primarily on public libraries, leaving those of us in schools high and dry.

Info on library schools helped a patron wishing to become a librarian.

invaluable help in the E-rate process. Grant writing assistance. Program development

It helped me focus on what could be changed and she offered several ideas that I hadn't thought of.

I've been here such a short time that I hadn't had much interaction with Valerie before she left. What little experience I've had with her and others has been positive.

Janet and Jared help tremendously with navigating e-rate and technology issues; I do think we need more support with tech issues (thinking of things like recommending wifi usage stats devices here - I am still very unclear on what to buy for my library)

jared has been very helpful to me as I sorted out the new e-rate program.

Jared helped me to evaluate whether or not it was in my library's interest to continue with the erate program. Also, Stephanie directed me to some data collection tools that were on the MSL website that I wasn't aware of. And those were just two of many interactions.

Jared keeps me on the clock with E-Rate filing, Shannon brings tremendous input and support for our Children's Librarian, and Deb connects us with various organizations for Genealogy based programming.

Jared Leadbetter always is prompt in answering my questions that involve eRate so I can properly submit my paperwork.

Jared solved a problem I was having submitting an eRate form. I don't know what I would have done if he hadn't been able to fix it.

Just today I needed help in trying to balance a patron's needs with staff availability for reference. I got some great advice from Deb (and Janet) almost immediately. Quick replies is something that I can always count on. (I guess you all know who is responding!)

Last year, I had to replace all the public computers in our library. I called Jared for advice on what to look for and what to avoid, different options, etc., and his advice was very useful to me.

Many interactions with two consultants have been invaluable to the success of my efforts to breathe new life into a dying little library. Perhaps the most critical instance was Valerie meeting with our trustees to help me clarify issues and options. She met with us a second time to hammer out a grant proposal, then she helped me finalize and submit the application. Getting the grant has revitalized the trustees!

most of my guidance I get is for computer problems and my consultant helps me understand and fix my computer problems. I do use Melibs a lot for library questions and find this service a great help

Most of my recent interactions with consultants have been around the Technology Fair that I run, and the Maine State Library has been very helpful in supporting it with the logo creation, as well as having a presence there and bringing devices.

Most of my recent questions have been existential in nature. I think my consultant affirmed my concerns and pointed me in several directions for further study. For small libraries, I think it is important to have someone we can go to to discuss the hows of consolidation, collaboration, regionalization, etc. if library services are to be available in the poorer rural areas.

Most recently, I received advice on handling a very tough budget process

My specific questions about library advocacy were answered well and guided me to further research. I have a far better understanding of our advocacy role.

n/a

New to the PUBLIC sector (previously in SCHOOLS) I was unfamiliar with Trustee & Select Boards as well as Friends groups. Conversations with my consultant raised my understanding of interacting with the groups to better benefit my community

No advice or guidance ever received. My limited interaction with our district consultant - years ago - left me with a sense of having not been heard (whatever the concerns were at the time) and that the consultant - and office - were simply vestiges of a need no longer truly needed by most libraries.

No recent interaction

Policy information that I was able to share with our board to revise our internet appropriate use policy.

Provided assistance in connecting with the Supercharged story time class.

Received technology advice from the Help Desk in resolving an issue with the computer. The consultant talked me through correcting the problem. Susie Strout them came down and took care of many issues which appeared when we installed a new router.

Recent interaction with Early Literacy Consultant resulting in improving our Story Time for young people, better understanding of how to set up Story Time and what resources to have available for children.

Requested help for a neighboring isolated library, received background about the ongoing issues with that library, heard suggestions for improving to library, was handed some of the consultant's stash of free books to take to library, now visiting the library monthly and feel that some progress is being made to improve the issues.

Shannon always provides great suggestions and ideas for storytime.

Shannon came and did a storytime at my library. It was a blast. I learned how to more intentionally include the "six skills" that help young children learn.

Shannon recently talked me (an a whole bunch of others) into doing the Supercharged Storytimes class. I was hesitant due to the time restraint, but Shannon was so passionate about this opportunity, and so informed, that I jumped on board with no hesitation. She even helped me figure out how to talk about it with my director. Having her on the cutting edge of what's happening in the youth field and fighting for Maine to be a part of all of those things has been a huge help to all of us.

Shannon Schinagl's ability to bring Supercharged Storytimes! to the youth services community of Maine has helped to improve my story times and connect with other youth services folks who have great ideas to share.

So important to have someone with years of experience to bounce ideas off of.

Somehow, our ipad had gotten locked in a loop and wouldn't let me enter the passcode to undo the change I had made. The tech consultant called someone else (Janet I think?) and got back to me and solved the issue. YAY!!

Specific recommendations to keep our library in compliance with the E-Rate program.

Susie Strout is indispensable to this library. Her advice and assistance with technology issues always helps us resolve issues and improve service.

technology consultant was extremely quick to respond to my query and had my issue resolved within five hours

technology consultant was extremely quick to respond to my query and had my issue resolved within five hours

The best interaction I have had is with the technology consultant Jared Leadbetter who does a great job with the Appy Hour and presenting to the public.

The best part of visiting or talking with a consultant is the ability to vent in a neutral place. Often after venting I can see things in a different perspective--usually the consultant has information to help me go forward.

The consultant gathered comparative information on library hours of operation that enabled me to convince our trustees and town manager that our hours needed to be changed.

The consultant had helpful resources related to outcomes. It is hard to keep up with trends while coping with day to day operations. It's helpful to have the consultant track and communicate these trends and resources.

The consultant helped me with very specific strategies in dealing with an issue. (Like many times and many issues before) VERY HELPFUL!!!

The consultant was the catalyst for developing Policies and Procedures.

The early literacy workshop helped to jumpstart our summer Story Time and really brought it back to life!

The E-rate advice/assistance is invaluable.

The new trustees' handbook is a great resource for both public and private libraries

The only recent interaction I had with a consultant was to ask Valerie about how to get a Webcam. She said she had one and she sent it.

The technology consultant has not been able to come to our library yet this year and that is a distinct disadvantage for us. And since we can't contact her directly, we never know if she actually received the message.

They helped me to wrap my mind around an issue...and I was able to move forward.

Those we have contacted are generally very helpful--Jared and Suzie Strout are great, Janet McKenney has been particular helpful, and Jennie at the BPL is always responsive. We don't see or hear from our District Consultant unless we contact her--and we don't often do so.

Through early literacy training, I have been able to improve the quality of the story times I am providing by including more techniques that will be beneficial to the children that attend story times.

Valerie has helped us understand the process of applying for a King grant. She also worked with staff and trustees to foster support for our summer literacy camp for children. It is expensive to run and we don't charge admission; she helped us convey the importance of it and early literacy.

Valerie helped me become compliant with the Children's Internet Protection Act Policy from beginning to being compliant.

Valerie Osborne and Jared Leadbetter have both been indispensable in helping us to establish our new library and work through the challenges of filing state and federal forms such as e-rate, meet the guidelines to be commissioned as a public library, get approved as a nonprofit organization, set up a cataloging system, and lots more.

We asked Stephanie for help with salary information from surrounding libraries as well as other libraries in the state that were similar to our size. She was quick and extremely informative. We received the information we needed.

We depend heavily on E-Rate Consultants. Services clicked off below are due to forms we needed help with

We had hoped for more input than "Make your library a community center."

We need a new wireless router in order to take advantage of the faster internet speed. Jared told me what to purchase to meet new guidelines and also told me of plans for statewide initiative in the works so perhaps should wait to see what might be available soon.

we needed information about other libraries to present to our town. It showed the town the level of services we were offering.

We were thinking about doing a mass mailing and considering the implications of the new privacy law. The consultant informed me that using the patron database was not in violation of this law. This allowed me to approach the trustees and answer their questions about whether or not it was legal to do.

When a power surge took out our connection to the internet, Suzie Strout was a great help in suggesting what to buy to get us up and running again.

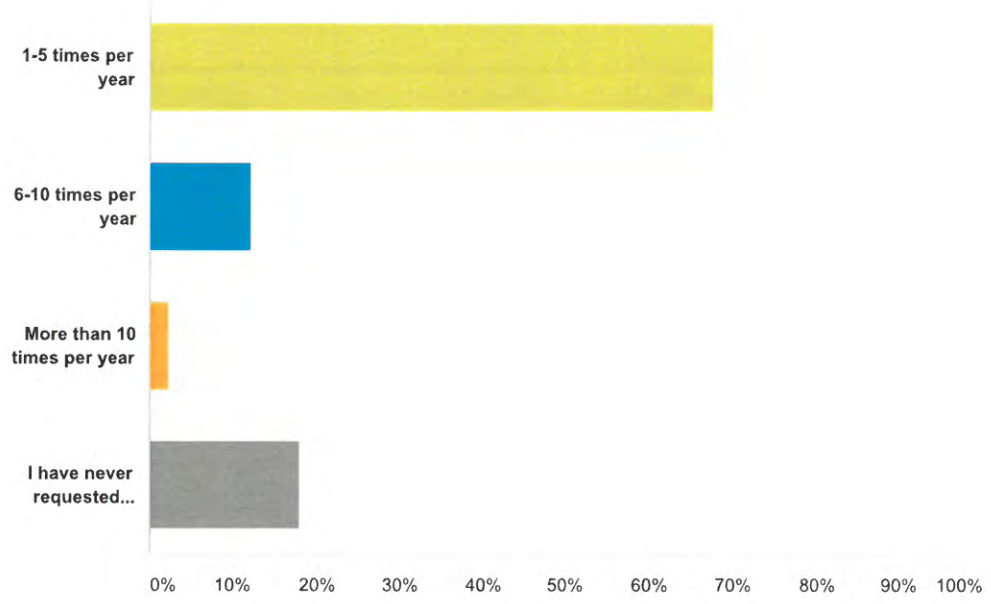
When I was undergoing major staff issues the consultant help me walk through the best approach to deal with the issues and gave me strength to continue to move forward in spite of staff issues

When Valerie Osborn tells "the story" on a program or project from her past, it motivates me to try something that I thought I couldn't do.

Workshop with Early Literacy consultant gave me enough practical information to finally offer a weekly toddler program. It is going well.

Q15 Approximately how many times per year do you request services or a visit from a consultant?

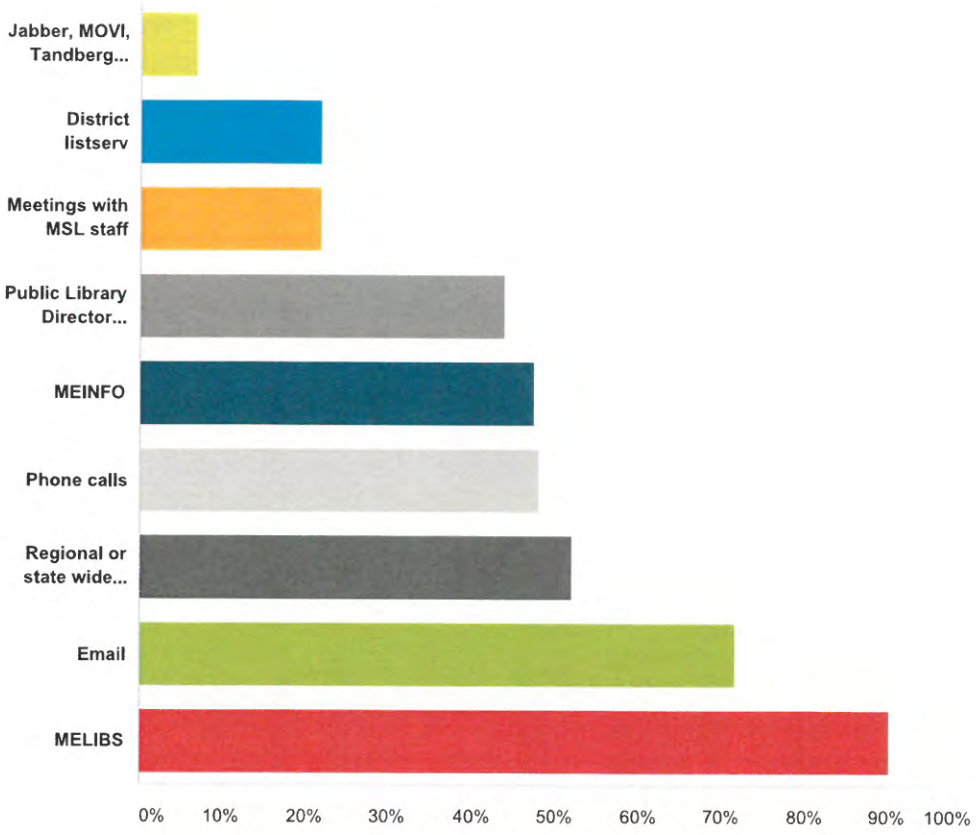
Answered: 173 Skipped: 0



Answer Choices	Responses	
1-5 times per year	**67.63%**	117
6-10 times per year	**12.14%**	21
More than 10 times per year	**2.31%**	4
I have never requested consulting services	**17.92%**	31
Total		**173**

Q16 How do you get information from the Maine State Library? (Choose all that apply)

Answered: 173 Skipped: 0



Answer Choices	Responses	
Jabber, MOVI, Tandberg videoconferencing, or Skype	6.94%	12
District listserv	21.97%	38
Meetings with MSL staff	21.97%	38
Public Library Director listserv	43.93%	76
MEINFO	47.40%	82
Phone calls	47.98%	83
Regional or state wide meetings	52.02%	90
Email	71.68%	124
MELIBS	90.17%	156
Total Respondents: 173		