

# Maine



# Technology



*A publication featuring the Information Services technology of Maine State Government*



## Partnering to Promote Music Access and Education

BY MARILYN LUTZ

The Raymond H. Fogler Library at the University of Maine initiated the Maine Music Box partnership with the Bagaduce Music Lending Library, a unique, nonprofit organization that collects and lends printed music to professional musicians and educational institutions, and the Bangor Public Library, which serves as the music library for the Bangor Symphony Orchestra (the oldest continuously performing community orchestra in the U.S.).

This project grew out of the University of Maine's desire to leverage its investment in information technology infrastructure by supporting access to significant public library music collections in a digital learning environment for educators, scholars and students. The partnership envisioned broadening access to music literature through digitization. As of last December, musicians, scholars, educators, students, and the general public are able to:

- search textual data and retrieve images of scores or sheet music and cover art,
- link to the full text of lyrics,
- hear selected-computer generated sound files, and
- link to other digital versions of a piece from any location in Maine or the world.

The Maine Music Box is enhanced with software options that enable users to view a formatted score within a

web page and listen to the score as a cursor follows the sound played back. The user has options to re-arrange it, transpose it, and extract it. The Maine Music Box is a resource that has the potential to change the way in which educators approach the teaching of music and to affect the way in which students learn.



Title	"Curly": March-Two-Step
Composer	Charlotte Blake
Publisher	Jerome H. Remick & Co
Place Pub.	New York
Copyright	1907
Physical Description	1 score (8 p.) : ill. ; 31 cm.
Subjects	
LCSH:	Marches; Piano music
LCTGM:	Women
Notes	
	Contains advertisements and short musical examples of pieces being sold by publisher.
Music files	Midi

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## VersaTran Software and E-911 Road Centerline Data Improve School Bus Routes and Save Money

BY LENNIE GOFF

*Approximately 2,100 students from MSAD 47 (Rome, Oakland, Sidney and Belgrade) ride 34 buses on 48 single routes every school day morning and afternoon. The fleet averages 400,000 miles annually. Our first year using VersaTran routing software, over 22,000 miles were eliminated, and a newly budgeted route was postponed. During our second year, an established route was totally eliminated. District two year savings approximate \$80,000!*

**How Messalonskee came to use routing software:** Seven years ago, new Superintendent Dr. James Morse asked how long it would take to tell him which students rode which bus. Unsatisfied with my response of "weeks" (all drivers had to query all students, and data had to be entered and compiled into report form), Dr. Morse ordered me to find a better way to provide this, and other critical information. Since SAD 47 has experienced considerable growth in recent years, routing software was an obvious solution.

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## Maine Music Box, cont.

It is an interactive tool that enriches the learning experience. Discussions with music faculty at the University and teachers from area K-12 schools are ongoing in an effort to integrate the music digital library locally into teaching and supporting music education anywhere.

For more information, see <http://mainemusicbox.library.umaine.edu/musicbox/index.asp>.

*Marilyn Lutz is the Director of Information Technology Planning at the University of Maine's Fogler Library in Orono, Maine. Marilyn is also a member of the InforME and GeoLibrary Boards, and may be reached with questions by e-mailing Lutz@maine.edu or calling 207-581-1658.*

## VersaTran Software, cont.



**Benefits:** The VersaTran software has enabled us to look at how effective<sup>1</sup> we were being with our routes. Using VersaTran and E911 road centerline data we examined routes and discovered some were very short while others were lengthy. Changes were made to make the routes more equitable, and while a majority of students experienced a slight increase in ride time, the lengthiest trips were reduced. Simultaneously, the efficiency of the district's routes was examined using the software. For example, by reducing the routes that caused busses to cross paths, miles (and costs) were reduced.

VersaTran, using E911 road centerline data has provided previously unavailable information, which is available to many. In the past, if someone called to ask which bus a new student would take, only I could answer. If I were out, the caller had to wait for my return call. Today, office personnel can look up the address on-line and answer the caller directly.

VersaTran also enables us, in a couple of hours, to efficiently evaluate many different route scenarios, which provides more options when planning bus routes. Projecting load capacities and planning next year's budget effectively is essential to spending the District's money wisely. In past years, we would plot bus stops on a huge 4'x 8'

map and look at making adjustments to individual routes. This task would often take up the better part of the summer and many times was put off, or rushed, because of the many tasks that need to be accomplished prior to school starting!

Like all routing software programs VersaTran costs money, and has a substantial learning curve to be used effectively. In many school districts routing software may be considered as a non-essential extra – particularly when administrators are trying to keep current programs intact. MSAD 47 is fortunate to have a Superintendent who is supportive of routing software. Cost savings have more than paid for VersaTran in two years of use.

As for the learning curve, it took us nearly a year to really learn the software; and what a valuable tool it became after we paid the price of learning it. It's very important to have the hardware capable of running the software and the people capable of managing it. I felt VersaTran was more user friendly than their competitors' products, and they sent a sales representative directly to my office to present/support the software. I also came to value their technical support when they worked with the Maine Office of Geographic Information Services (MeGIS) to incorporate the E911 maps of our four towns. MeGIS provided excellent digital maps and VersaTran provided an excellent finished product using the maps. This software incorporates the following information.

**Student File** This contains each student's information (student ID number, addresses and telephone and emergency contact information). Also included is the student's bus information, (route and bus number, and ride time). On the lower right of the screen, the actual map can be opened to identify the individual's stop. The location of each student was determined by "Address Geocoding" their home address using the E911 road centerline database.

**District Map** Obtained through MeGIS, this map outlines the bus route boundaries of individual schools throughout the district.

**Route Directory** VersaTran enables us to incorporate all the necessary route parameters, and when we surpass them, the directory automatically red flags the area. This directory also helps us to study the running times and distances of all routes. The software also allows you to double click on any route to receive a detailed, specific map, which displays all the stops and the

number of students at each stop. If you select a specific stop, it will give you the students' names that board the bus there. If you highlight a specific student, the software will return to the student file and provide all that detailed information.

**Bus Loads** This function enables anyone to click on any particular part of the route and it will give approximate pick up and drop off times. The software also provides a detailed list of students picked up prior to this stop. This feature enables the transportation office to obtain information for new students, or students that need to ride a different bus than their normal destinations.

**Driver Directions** VersaTran provides printed driver directions for each route, and also supplies an approximate pick up/drop off time, mileage between each stop, names and additional information specific to students.

**Fleet Scheduling** Fleet scheduling provides a view of the overall schedule of all the buses at one time, and what buses are in use at certain times during the day. This is a good tool when planning future routes.

**School Reports** These reports are a valuable tool to administrators and office personnel at each of the schools, and saves many calls to the transportation department with questions regarding students' transportation information.

**End Results** The overall saving of using VersaTran over a period of two years was close to \$80,000! This savings is not a guarantee that the program will achieve this goal each year; however I do believe that sometimes you must spend money to save money. This was a prime example of a school district and their administration willing to invest in the latest technology, and it paid off in big savings.

Change for school bus drivers does not come easy, but making them an important part of the process, and keeping them updated on the progress, makes the transition much easier. I believe that the majority of school districts in the future will utilize computerized routing, just as two-way radios are used in school district fleets today.

*Questions? Contact M.S.A.D. 47 Transportation Director, Lennie Goff by e-mailing [lgoff@msad47.org](mailto:lgoff@msad47.org), or calling (207) 465-2102, or writing 32 Williams Court, Oakland, ME 04963.*

<sup>1</sup> quality and ride times of each student on the buses

## Maine Archives Interactive

By RENEE LORING

*Maine State archive records now available 24/7 from the Web.*

The Department of the Secretary of State will soon launch the on-line Maine Archives Interactive, the 25<sup>th</sup> on-line service offered by the Department of the Secretary of State: <http://www.maine.gov/archives>.

"This is a great example of providing better customer service through technology," said Secretary of State Dan A. Gwadosky. "Customers can now search for descriptions of millions of historical records from their home or office. This online research room is open all day, every day." With records dating back to 1639, the Maine State Archives holds nearly 93 million archival State government records, and some local government records.



From the left: Archives Research Room employees: Anthony Douin, Anne Small, and supervisor Art Dostie will supply customers' requests for copies of Archive's treasures. Copies of George W. French's (1882-1970) Maine photographs are especially popular, and make wonderful gifts (<http://www.state.me.us/sos/arc/exhibits/Frenchpgp.htm>).

"The Archives already serves more than 5,000 people and processes more than 12,000 requests every year through its Research Room in Augusta. In addition, 500,000 inquiries are made on its Internet accessible vital records databases and that number is sure to grow with this new service," said Maine State Archivist James Henderson. "Testing has greatly improved the accuracy of the search service and we'll be making more improvements based on customer feedback."

With a simple keyword search, a customer may query nine databases real time using a Web browser. Once a description of a record is located, the Archives staff provides a quote for copying and delivery, and the customer may pay with a credit card or by mailing in a check. Upon receipt of payment, the Archives staff mails or e-mails the record to the customer.

Maine State Archives records are useful for tracing genealogy, legislative history and intent, land surveys, Civil War history, military service, and governmental policy such as mental health, public health, education, labor, welfare and corrections.

*Maine Archives Interactive is a service of the Department of the Secretary of State, in cooperation with InforME, the State of Maine's private-sector partner and official web portal provider. All on-line services and official State of Maine web pages can be accessed from the state portal: [www.Maine.gov](http://www.Maine.gov).*

## Check Out and Read Over 8,000 Library E-Books On-line!

By DEBORAH V. ROLLINS

*In 2000, the Maine State Library and the University of Maine System Libraries partnered in a consortium with other New England libraries to purchase a collection of electronic books from a company called netLibrary. Though on-line, the books are in fact "owned" by the libraries, just like the volumes lining the shelves of your local public library.*

**What's in the collection?** The netLibrary collection has something for everyone. There are children's books, how-to books, scholarly monographs, and reference directories from major publishers like Harvard Business School Press, McGraw-Hill, O'Reilly, PowerKids, and many more. Most of the titles from such commercial publishers were published from 1990 to 2000 (when the collection was purchased). But netLibrary also includes approximately 3,400 public-access titles from Project Gutenberg, which covers the classics from Aristotle to Emile Zola, as well as numerous political texts such as the Constitution of the United States, inaugural addresses of the presidents, and treaties.

**Are people using the state's netLibrary e-books?** Looks like it! Statistics show that thousands of Mainer link to the netLibrary database each year. Some of the most popular titles are SAMS Teach Yourself Visual C++ in 21 Days, Eating Disorder Sourcebook, and 101 More Best Resumes.

**How can I use the e-books?** Search and link to Maine's netLibrary books from MARVEL! Maine's Virtual Library at <http://libraries.maine.edu/mainedatabases/>. Click on netLibrary in the list of databases. You can search by title, author, or subject. (Depending on your connection location, you may be asked to enter your town's name and zip.) If you have not already created a netLibrary user account, you will need to do so. After you have a valid user name and password, you can view or checkout netLibrary e-books on-line!

Happy reading!

*Questions? Please contact Maine State Library Reference by calling 207-287-5600 or on the web at <http://www.maine.gov/msl/services/ask.htm>.*

*Deborah V. Rollins, M.L.S., is the head of the Collection Services Department at the Raymond H. Fogler Library, University of Maine, Orono, ME. She may be reached by e-mailing: [deborah.rollins@umit.maine.edu](mailto:deborah.rollins@umit.maine.edu).*

## Maine DEP Joins South Carolina in Environmental Information System

By CARMEL RUBIN

Maine and South Carolina have signed a five-year agreement to share an environmental information system, with an expected development cost savings between \$100,000 and \$300,000 per year. "This joint venture will allow the states of Maine and South Carolina to establish new and innovative information management capabilities — and at the same time save monies for taxpayers of both states by cooperatively sharing work-product and software," said Maine DEP Deputy Commissioner David P. Littell.

"The pact between the Maine Department of Environmental Protection (MDEP) and South Carolina's Department of Health and Environmental Control (DHEC) will benefit both states by serving as the framework for future additions and updates to the existing information system," according to Robert W. King, DHEC's Deputy Commissioner for Environmental Quality Control. King said, "We are very excited about this agreement and the opportunities it presents for the states of Maine and South Carolina." Under the agreement DHEC will retain all ownership, rights, title, and interest in EFIS (Environmental Facility Information System) and has granted to MDEP a non-exclusive, non-transferable license to allow MDEP to use EFIS for their environmental information management system, and to extend and modify the system for both agencies' use. MDEP has begun to provide developmental services by converting EFIS to a multi-state system. The work includes segregating the code base, upgrading to Oracle 6i and installing EFIS in Maine's test and production environments.



DHEC and MDEP will share internal EFIS and EFIS-related progress reports and schedules, and coordinate and share work on their respective Network Nodes, GIS, and Internet applications that interface with EFIS. EFIS was selected as the best fit for use at DEP by staff who tested three products in late 2002. The first phase of implementation will include the following program areas:

- Water (e-discharge monitoring reports),
- Air (application, licensing, compliance),
- Hazardous Waste (application, licensing) and
- Water (Maine Pollutant Discharge Elimination System and overboard discharge application, licensing, compliance, and monitoring).

When fully implemented EFIS will consist of core capabilities such as a common facility identifier information, enable license condition tracking, assist in permit generation and will support compliance and enforcement activities and will ultimately be GIS-interfaced.

*Carmel Rubin is Director of Special Projects in the Office of the Commissioner at the Maine Department of Environmental Protection and is currently serving as the One Stop Project Manager. She may be reached by e-mailing [carmel.a.rubin@maine.gov](mailto:carmel.a.rubin@maine.gov) or by calling (207) 287-7823.*

## Geolibrary Offers Parcel Grants to Municipalities

By LARRY HARWOOD

*It order to acquire as much digital municipal tax parcel data as possible, the Maine Library of Geographic Information Board (MLGIB) has announced up to \$350,000 will be available for grants to municipalities during FY 2005. These grants will assist municipalities in creating, upgrading and converting digital parcel data to Board standards.*

Planning for economic development, growth management, environmental resource protection, delivering local and state government services, managing transportation infrastructure, and many other government functions require information about property boundaries. Having convenient access to this local information in a standard format, and in a central repository, assists individual communities and regional planners in various planning activities. In addition, municipalities will also be able to develop a regional outlook for whatever data are being studied.

Grant applications are due May 1, 2004 at 2:00 pm, and may be submitted in either of two categories.

**Rapid Development Grants** are designed to move parcel data from qualified applicants into the Maine Geolibrary as quickly as possible. Municipalities will be reimbursed for 100% of the cost of providing at least Level 1 Standard data<sup>1</sup> up to a maximum of \$1,000.00. Fully completed applications will be evaluated on a first come, first served basis subject to available funds.

**Standard Development Grants** target more extensive upgrades and improvements to existing or creation of new parcel data. Municipalities will be reimbursed at the rate of:

- \$3.00 per parcel for providing Level 2 Standard data up to a maximum of \$10,000.00, and
- \$4.00 per parcel for providing Level 3 Standard data or the Engineering Level Standard data up to a

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## Geolibrary, cont.

Most municipalities have paper parcel maps and have not made the transition to digital parcel maps for a variety of reasons. One of these is the cost of generating accurate base maps.

The state-wide digital orthophotography program will provide accurate base maps suitable for municipalities seeking a basic level of parcel map creation.

Assisted by this grant program, the cost of converting to digital parcel maps should now be within the reach of most municipalities.

maximum of \$10,000.00. Municipalities awarded grants must submit an itemized account of conversion and upgrade activities.

Proposals will be evaluated against pre-determined criteria by a review team composed of a representative of the State Planning Office, Maine Revenue Services, Maine Association of Assessing Officers, Maine Office of GIS, and Department of Economic and Community Development. By majority vote, the team will recommend grant awards to the Board for final action. Projects are anticipated to commence in July, when the timetable for FY05 Round 2 Awards will be published.

For more details, and the application form, visit the Request For Proposals for Digital Parcel Mapping Projects portion of the GeoLibrary's website: <http://www.maine.gov/geolib/>.

<sup>1</sup> State of Maine Standards for Digital Parcel Files, Version 1.2, available on the Maine Geolibrary website at <http://www.maine.gov/geolib/> or from the Maine Office of GIS, 145 State House Station, Augusta, ME 04333.



## Emerging Technologies – A Conversation with BIS Network Services Director Ellen Lee

By MARY N. CLOUTER

*Wireless networks and Instant Messaging (IM) technologies are both needed by State workers, and both present challenges to Maine State Government technology managers. As with nearly any new technology, the key challenges to implementing IM and wireless networks revolve around the provision of secure, reliable and cost effective service.*

**Wireless Networks<sup>1</sup>**: In December 2003 the Bureau of Information Services (BIS) presented an outline of its enterprise wireless service strategy to the Information Services Policy Board (ISPB). An enterprise approach to support communications between laptop/desktop computers, handheld mobile devices such as PDAs (provided users can be authenticated), and cordless telephones (possibly in the future) would:

- enable State workers with wireless authorization to gain network access from any wireless access point in any State facility and roam between such points,
- ensure interoperability and position the State to integrate future technologies as desired, and
- adhere to industry standards.

Not surprisingly, Ellen Lee and her team wish to ensure the deployment of wireless networks 1) protects existing state systems and assets, 2) is consistent with the State's IT Security Policy, 3) encrypts data during transmission, and 4) enables the detection and disabling of rogue access points. To date BIS has tested multiple vendor access points and authentication methods against requirements, and will finalize the strategy in cooperation with the Information Systems Managers group and the ISPB. Outstanding issues (see <http://www.state.me.us/bis/wireless.htm>) remain to be resolved, but Ellen feels confident that wireless services will be available this summer for agencies wishing to deploy this technology.

**Instant Messaging<sup>2</sup>**: Currently state employee IM users utilize free, Internet based services (e.g. AOL's Buddy List). While the price initially appears to be right, Internet use has hidden costs e.g. bandwidth usage, and exposure to viruses and spam.

An IM needs assessment survey was recently conducted. Results indicated a

business need for IM functionality, and an interest in BIS developing an enterprise strategy to use IM. BIS is putting together an Enterprise IM Service that will allow Instant Messaging within the state's network. Since it is anticipated that a need for IM type communication with external partners exists, BIS is looking to deploy an Intrusion Prevention System (IPS) in Q4 to filter Internet-based IM traffic in order to enhance security by detecting and preventing virus, worms, etc., from entering the network. As with wireless networks, deployment issues remain, including limiting Internet-based IM to only those who have a legitimate business need.

Ellen anticipates the above issues – and all the others - will all be addressed later this year. Feel free to contact her with questions by e-mailing [ellen.lee@maine.gov](mailto:ellen.lee@maine.gov).

<sup>1</sup> Wireless Network A network that transmits information over public airwaves (the same used by television, radio, and cell phones). The signal transmissions actually occur through air rather than through copper or fiber-optic cables. It's hard to conceive at times, but much of our information is traveling via satellites. These networks are supposed to be protected by a built-in security feature (WEP), but it is a known fact that wireless networks can be easily accessed and monitored by outsiders. (They are crackable.)

<sup>2</sup> Instant Messaging, commonly known as: IM (pronounced: I-M) A technology that gives users the ability to identify people online and to exchange messages with them in real time. Referred to by many as the "coolest way to communicate online since e-mail," it typically works like this: The instant messaging system alerts you whenever somebody on your "buddy list" is online and trying to contact you via your computer; you can then initiate a chat session with that person and type text messages back and forth.

Instant messaging is considered more spontaneous than e-mail or chat rooms, and you can even surf the Web together while having a real-time text conversation at the same time. There are several competing instant messaging services, and unfortunately, there's no standard; the people you want to "instant message" with must use the same IM system that you use. Another downside is that instant messaging is not yet designed for secure use.



# Spoof Goes the Weasel

By BOB WITHAM

Beginning in January of this year, W32/Mydoom@MM virus began circulating on the Internet via e-mail. One of the particularly confusing aspects of this virus is that it "spoofs" the senders address. By "spoofing" we mean using someone else's address other than your own.

The Mydoom virus does this by searching the MS Outlook address book on the infected machine, and selecting an e-mail address at random. It then plugs that address into the FROM field of the e-mail message, and selects another random address to send the e-mail TO. The virus is clever enough to avoid using the infected machine's MS Outlook e-mail address. This should explain why so many of you may have received e-mails from one source or another saying you had sent them an e-mail infected with the Mydoom virus. Generally these e-mails have left people scratching their heads, because they just don't remember sending anything to this person, nor do they even know the person named in the message. It is just the virus selecting random names from someone's address book. Moreover, there is no way of telling who is really infected.

Spoofing can also be accomplished by manually modifying the FROM address field. You need to play a little bit outside of the rules to accomplish this, but it can be done. I'm even willing to bet that many of you have accidentally spoofed an e-mail address without realizing it. For example, when you establish a new computer to use MS Outlook Express e-mail, one of the required tasks is to enter your e-mail address in the setup. If your e-mail address is *Jdoe@yahoo.com*, and you incorrectly enter *Jdoe@yahoo.org*, then you have spoofed your own e-mail address. You can send e-mails, but people can't reply

because this is not your actual address. Worse yet, if you entered your address as *Djoe@yahoo.com*, the replies might actually go to a real address. Not likely I know, but it could happen. Those with impure motives purposefully enter a different e-mail address!

If you send unsolicited e-mail (SPAM), just imagine how handy it is to use a FROM address that either doesn't exist, or is not yours. You can send out gobs of e-mail from *gwbush@whitehouse.gov*. If anyone replies to it, you don't worry, because it certainly isn't arriving in your in-box! Virus writers make use of this situation for a couple reasons. One, it makes it more difficult to track down where viruses are actually coming from. Secondly, by using faked e-mail addresses, more e-mails are sent. This suits the virus writer's intention because s/he wishes to generate extra e-mail to "clog" the Internet. It is all about being as destructive as possible. The more people who notice a slowdown, the bigger the psychological reward to the virus writer. Most of us can't imagine why anyone would want to waste their time and talent in such pointless endeavors. It is rather like trying to empty the ocean with a teaspoon; but all of us have seen toddlers at the seashore try to do just that. We can only hope that these virus writer toddlers soon will grow up and cease their "weasel-like ways"!

**© DID YOU KNOW?**  
Spoof is a pub game invented in the 19<sup>th</sup> century by British comic (Sir) Arthur Roberts? You can find out all about playing Spoof at [www.spoofers.org](http://www.spoofers.org).

## FROM OUR READERS

Thanks so much for the reference to the Maine State Library's MARVEL research portal in the February issue of your newsletter. What a useful "value-added" research tool! I had no idea this existed.  
*Jeffrey Frankel, Staff Attorney, Office of Licensing and Registration, Department of Professional and Financial Regulation*



# Challenge

By LESTER DICKEY



Which set of numbers would logically come next in this sequence?  
10 1 9 2 8 3 7 4 6 5 5 6 4 7 3 8 2  
a) 9 1    b) 9 3    c) 8 5    d) 6 7

For an additional challenge but no chance for a pizza, which set of numbers would logically come before the above sequence?  
a) 9 1    b) 11 2    c) 11 0    d) 9 0

Please e-mail **Lester Dickey** with your answer and your name, phone number, and the organization for which you work. Or call **Barbara Buck** at **624-9501**. The winner will be drawn from all the correct entries and will receive a **FREE** donated pizza, either from **CJ's Pizza** or from the **EDOC Cafeteria**. All answers must be in no later than the **14th** of the month.

Last month's challenge brought 97 submissions, with all being correct answers. The winner, chosen by random drawing, is **Sonya Weed-Berry of MRS.**

The answers to last month's Challenge: The possible answers were **CLAY** and **CABLE**.

*Enjoy*  
**Good Health**  
**HEALTHY EMPLOYEES JUST MAKE GOOD BUSINESS SENSE...**  
"Healthy people are appreciating assets and healthy people make healthy companies. Good health is high on everyone's list of personal priorities. It is also a business priority because a healthy, growing, competitive enterprise depends on the health, vitality and energy of individuals."  
- Robert Allen, President and CEO, AT&T

# You Can't See Yourself Sitting There!

By MARION BOWMAN

*As one of several Department of Administration and Financial Services (DAFS) ergonomic volunteers who conduct work station evaluations (WSE) for employees, I have noticed that the cause of most problems are identifiable as I enter an employees' work space.*

Because no one can see themselves sitting in their office work environments, ergonomic volunteers can often simply "take a look" to see what employees cannot. DAFS' ergonomic process begins with submitting a request to



your supervisor. The request is forwarded to DAFS for entering into a database, and thereafter is routed to Occupational Health and Rehabilitation (OH&R) staff who further process the request. They then contact

members of the volunteer resource pool to visit the work station.

The Work Station Evaluation (WSE) process itself begins with an initial "before" photograph. Measurements of work surfaces, chair, elbow and eye heights, as well as monitor height, and distance to the eye measurements are routinely taken. There are guidelines in the work sheet for the measurements. Once the measurements are taken and needed adjustments made, recommendations specific to the evaluation are drafted into report form. A final "after" photograph is taken to document change. The report and both photographs are reviewed by OH&R therapist, Deana Kane, who can request additional measurements or information. Once Deana is satisfied, the finished report returns to DAFS and is forwarded to the employee and their supervisor. If assistive equipment is needed, the supervisor will initiate this process.



DAFS employees may request a WSE at any time from their supervisor. New employees need to have a review conducted within 30 days of hire, or transferring or relocating. The Bureau of Employee Health posts information for new employees at: <http://www.state.me.us/beh/Safety/NewEmployee/index.htm>.

If you'd like to check on the ergonomics in your own work space, there is an on-line course available from the Department of Labor on-line training library. Check it out at: <http://www.state.me.us/labor/bls/saftwkr.htm>.

*Marion Bowman has been a DAFS ergonomic volunteer for three years, and also serves as the Bureau of Information Services' Safety Officer. She may be reached with questions by e-mailing [marion.bowman@maine.gov](mailto:marion.bowman@maine.gov).*



On February 11, 2004, Governor John E. Baldacci and the First Lady announced that her Internet web site was available. The web page offers information about the First Lady's initiatives on behalf of children, health care, literacy, the arts and Maine products and produce. Maine citizens can access detailed information on nutrition and education. A number of important State programs to assist health care consumers, students and parents can also be obtained from the site.

The First Lady's web page is accessible from the State of Maine Internet site

<http://www.maine.gov/firstlady/>

and the Governor's page

<http://www.maine.gov/governor>

## Finding "Fone" Numbers Fast

Do you ever call directory assistance? If so, you can use Internet web sites to locate telephone numbers and save your agency some money. The State of Maine spent \$19,419 on directory assistance calls last year. So, take a couple of minutes to look up the number on these sites:

<http://directory.superpages.com/people.jsp?SRC=>

<http://people.yahoo.com/>

<http://www.switchboard.com/>

and save your agency some money!

Long time State employees will remember the State used to print its own telephone directory – which of course was out of date in a few days. Nearly all the information included in those directories is today maintained on-line and is available at: <http://www.state.me.us/bis/phone/phone.htm> - the Maine State Government Electronic Directory Listings. This site also includes instructions and forms for:

- Telephone service orders, access code, and calling card requests
- List of the State's Telco Coordinators
- State House Station Numbers and
- "How To" Assistance.

State employees can also look up their colleagues' telephone numbers in the e-mail's Global Address List properties screen.

# Barbara Michaud – A Voice Behind the Phone

By JANEY BARTON

*Ever wonder what someone looks like after you hang up the telephone? If you call the general statehouse number or someone at BIS (Bureau of Information Services), you may be speaking with Barbara Michaud. Barbara is a clerk typist III, working at the BIS front desk with Barbara Buck.*

Barbara Michaud has only been at BIS since September 2003, but she has been working for the state of Maine for almost 30 years. She was born and grew up in Windsor but now lives in Belgrade. She graduated from Erskine Academy, and later earned an AS in Photography at the University of Maine at Augusta (UMA).

Barbara's career with the State began as a clerk typist I in 1975 at the Bureau of Motor Vehicles. Later she worked for Maine State Energy Resources. Thereafter Barbara lived out of state for a couple of years. In those years she and her husband lived in Las Vegas, NV; Ashburn, GA; and Houston, TX. She said she only lasted one month in Houston and decided it was time to come home to Maine, where she has lived ever since.

From 1981-1984, Barbara worked several acting capacity clerk typist II jobs, until she began working for the Department of Human Services in a handicapped children's program. For a few years, back problems forced her to be on disability. While recuperating, Barbara attended the Maine Photographic Workshop in Rockport and University of Maine at Augusta, where she earned an Associate's degree.

She worked for a long time for Professional and Financial Regulation, where she was a clerk typist II. From there she went to work as a clerk typist III for Pat Beaudoin of the Department of Administrative and Financial Services as the board clerk for the Property Tax Review Board. This was a challenging position, and one she really enjoyed, but it was only part-time.

Since September 2003 Barbara has been working for BIS as a full-time clerk typist III. Part of her job responsibilities include working on job performance evaluations for managers, dealing with the telephone (calling card, collect, conference, and legislative calls), handling supply requests, sorting BIS mail, scheduling conference rooms, handling contract releases and travel requests, and various other tasks. "The new job is challenging. Dealing with all sorts of things and keeping up with answering the phone is a constant challenge. I do enjoy the people at BIS, and there are lots of wonderful people here."

For years Barbara has been taking classes in social services, photography, and accounting, as well as classes honing clerical and secretarial skills. She wanted to become a social worker at



one time and took quite a number of classes in that direction. Photography is still an avocation dear to her heart, and she has done some wedding photography.

Barbara also runs a small construction business in partnership with her son. They build garages, install windows and siding, and do other small jobs. In her leisure time, she accompanies a friend who is a fan of horseshoe tournaments. To date they have traveled to world tourneys in Wisconsin and Alberta, Canada, with a planned trip to Pocatello, Idaho in July. Barbara also likes to travel within Maine. This past summer she went Downeast to Jonesport and Beals Island with her granddaughter, who is 12. They enjoyed biking and hiking on that trip, and also go snowshoeing together in the winter. Barbara is also a self-proclaimed "fair weather" hiker.



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