



informME
Information
Resource
of Maine



2019 Annual Report

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2019 - A Year of Success

InforME provides a variety of resources to citizens and businesses allowing for easy access to information and resources through one-stop services, convenient notification options, and excellent customer service. After two decades in partnership with the State of Maine, InforME continues to focus on combining advanced technologies with user-friendly design to meet the service needs of citizens, businesses and state government.

The State of Maine first adopted the concept for a self-funded digital government portal in 1997 with the creation of the InforME legislation, a unique state initiative resulting in the creation of Maine.gov. Now celebrating its 20th year, InforME continues to find innovative ways to provide access to services to the citizens of Maine.

Maine.gov Milestones

2019 was a record year for InforME service usage, with more than 51,000,000 visits to Maine.gov website content, and over 1.2 million securely processed credit and debit card transactions. In addition, over 175,000 vehicle registrations were renewed online across 256 participating municipalities, and more than 200,000 hunting and fishing license authorities were purchased online.

This year also saw the continued adoption and expansion of a content management system (CMS) for website development and maintenance. A content management system leverages modern technologies and completely enhances the website creation and editing process for state program administrators. In total, 18 new sites were launched in the platform including the Office of the Governor, Department of Economic and Community Development, and the Office of Policy Innovation and Future. A website redesign of the Department of Health and Human Services and the Office of Professional and Financial Regulation are also under way with deployments scheduled in 2020.

Innovative Solutions and Enhancements

2019 also saw the deployment of a new service for the Bureau of Corporations, Elections and Commissions. The Boards and Commissions Annual Report Filing and Management service allows the agency to create and manage boards and also assists clerks of the boards with filing reports online and maintaining board information.

Express Forms, an online form building tool, was also introduced this year. This enterprise tool streamlines the process for creating simple electronic forms. To date, forms have been created across seven agencies, including the Office of Governor Mills Internship Application Form, Department of Agriculture, Conservation and Forestry Trade Show Reservation Request, Tree Ailment Reporting Form, and Maine Open Farm Day Photo Submission.

Looking Forward to 2020

In the coming year, InforME will expand access to state and local government services and information by leveraging chatbot technologies and by investing in enterprise solutions that allow program administrators to quickly transition new services online. With the deployment of several new services and websites already on the roadmap for 2020, InforME is looking forward to another year of progress and successful achievements.

Strategic Plan Update

After two decades as the State's eGovernment service provider, InforME has reached a new level of maturity with more than 170 unique online services, a consistently award-winning Maine.gov website and a variety of enterprise solutions. This maturity, along with changes to the landscape of the Internet, brings challenges and opportunities. New strategies need to be developed in order to ensure that InforME continues to achieve its vision for serving both state government and the public.

To address these challenges and opportunities, the InforME board held its biennial strategic planning retreat in September 2017. At the retreat, board members and InforME staff discussed the key issues facing InforME and strategies to address those issues during the time period covering 2018-2020.

The group agreed that over the next two years, InforME should find ways to:

- Strengthen the message of InforME's benefits to state agencies and the public;
- Identify barriers to online service usage;
- Create user guides and demonstrations to assist users in navigating online services;
- Evaluate emerging technologies and the effect those technologies can have on digital government;
- Evaluate the existing funding and pricing models, service costs, and revise accordingly to remain self-sustaining;
- Create case studies of digital government success stories and present those to government leaders; and,
- Manage complex security concerns.

The four primary goals below provide the basis for the Strategic Plan. InforME staff and the Board must work together to:

1. Continue the long-term financial stability and viability of InforME.
2. Provide continued marketing and education to position InforME as the primary resource for online solutions for State and Local government.
3. Position InforME to proactively respond to the ever-changing landscape of Internet security threats.
4. Promote the benefits of Maine eGovernment services to both citizens and businesses.

These goals will be achieved through a concentrated focus on completing several objectives and identified strategies. The completion of these goals, objectives and strategies will further position InforME as Maine's premiere eGovernment services provider.

Current and Future eGovernment Services

Current Fee Services

Interactive applications with full online transactions of agency business that have launched since the portal began.

Department of Agriculture, Conservation and Forestry

Dog Licensing

\$7 per altered dog; \$12 per unaltered dog. Jun-03

Burn Permit Online Purchase

\$7 per permit. Jun-05

Conservation Easement Registry

\$80 per account. Mar-09

Campground Reservation Solution

Various Fees. Feb-10

Park Passes Online

\$55 per individual park pass/\$105 per vehicle park pass ordered. Jun-11

Secretary of State: Bureau of Corporations, Elections, Commissions

Change of Registered Office Address

Corporations, LPs, LLCs, LLPs: \$35 Non-Profit: \$15. Mar-06

Corporate Records or UCC Bulk

\$600 current data; \$1,200 current and expired data; \$300 weekly updates; \$1,500 collateral images; \$500 weekly image updates. Mar-00

Trademark Bulk Database

\$300 download. May-00

UCC Searches

\$12 per search; \$5 additional to certify. May-02

UCC Filing

UCC 1: \$10 per statement; \$30 if filed in connection with a public-finance transaction; \$20 if filed in connection with a manufactured home transaction; UCC 3: \$10 per continuation; \$10 per correction statement. May-02

Interactive Corporate Searches

Filed documents \$3 per record; \$5 additional to certify. Certificate of Good Standing \$30 for short and long. Aug-01

Annual Reports Filing

Non-Profit: \$35 per year filing, \$25 additional for late filings; \$25 additional per year (up to three years) for suspended filings; Corporations, LPs, LLCs, LLPs: \$85 per filing; \$50 additional for late filings; \$150 additional per year (up to three years) for suspended filings. May-02

Annual Reports Online XML

Non-Profit: \$35 per year filing, \$25 additional for late filings; \$25 additional per year (up to three years) for suspended filings; Corporations, LPs, LLCs, LLPs: \$85 per filing; \$50 additional for late filings; \$150 additional per year (up to three years) for suspended filings. Apr-04

Designation of Trustee Process

\$25 per filing; free search. Jan-04

Late Filing Penalty Payments

\$50 for profit companies; \$25 non-profit companies. Jun-06

Change of Registered Office Agent

\$10-\$70 depending on the entity filing. Nov-06

Notary Public Commission Renewal and Update

\$50 renewal fee. Jun-08

Commercial Clerk and Commercial Registered Agency Online Listing and Management Service

\$50 update fee, \$150 new listing or listing termination fee. Jul-08

Corporate Fraud Monitoring

\$35 per entity. Feb-14

Secretary of State: Bureau of Motor Vehicles

Interactive Driver Records Search

\$7 per record. Aug-99

Interactive Title and Registration Records Search

\$6.50 per record. Aug-99

BMV Special Request

\$.06 per record for a specified search; \$.02 per record for full file. Sep-99

Rapid Renewal Auto Registration Renewal

Various Fees. Dec-00

Rapid Renewal Manual Towns

Various Fees. Aug-00

Vanity Plate Ordering

Free search; \$25 vanity plate order fee; \$20 specialty plate order fee. Apr-06

Driver's License and ID Card

\$30 per 6-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. Jun-04

Current and Future eGovernment Services

Driver's License and ID Card -AAA Access

\$30 per 6-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. May-12

Driver Record Check

\$7 per 3-year record; \$12 per 10-year record. Nov-04

Driver Record Cross Check

\$15 per 10 driver's checked; \$1 for each additional driver. Sep-00

Overlimit Consortium Permits

Various Fees. May-05

Statewide Trailer Registration Renewal

\$12.50 for 1 year or \$24.00 for 2 years for trailers weighing less than 2,000 pounds; \$22.00 for 1 year or \$43.00 for 2 years for trailers weighing 2,000 pounds or more. Feb-07

Unified Carrier Registry

Various Fees. Sep-07

Taxis and Limos Registration Renewal

Various Fees. Oct-07

Non-Resident/Military Registration Renewal

Various Fees. Jul-08

Duplicate Registration

\$3 per duplicate registration. Sep-09

Motor Vehicle Title Replacement

\$46 per title ordered. May-15

Bicentennial Plate Webshop

\$25 per plate ordered. Nov-18

Maine Revenue Services

Tax Lien Filings

Various Fees. Mar-06

Real Estate Transfer Tax Declaration

Various Fees. Apr-11

Department of Inland Fisheries and Wildlife

IF&W Special Request

\$25 minimum purchase subject to 5% sales tax; \$.05 per record single use or \$.05 per record unlimited use. Apr-00

IF&W Online Store

Various Fees. Oct-01

Moose Permit Lottery

Resident: \$15 for one chance; \$0 for one chance for superpack license holders; Non-Resident: \$15 one chance; \$25 three chances; \$35 six chances; \$55 ten chances. Dec-02

MOSES-Maine Online Sportsman Electronic Service

Various Fees. Mar-03

Any Deer Swap

\$7 per swap. Oct-03

Moose Permit Data

\$25 minimum purchase subject to 5% sales tax; \$.05 per record. Oct-03

ATV/Snowmobile Registration

\$34 for a resident snowmobile renewal; \$54 for a non-resident temporary snowmobile renewal; \$69 for a non-resident snowmobile renewal; \$36 for a resident ATV renewal; \$44 for a non-resident temporary ATV renewal; \$89 for a non-resident ATV renewal. Feb-06

Boat Registration Renewal

Various Fees. May-09

Camp North Woods Lottery

\$5 per entry. Apr-15

Moose Permit Purchase

Various Fees. Jul-18

Professional and Financial Regulation

Professional License Renewals

Various Fees depending on license being renewed. Jul-00, Sep-11

Registered Professional Nurse, Licensed Practical Nurse Renewal

\$75 per RN renewal; \$50 per LPN renewal. Nov-05

Professional Engineer Renewal

\$80 two-year renewal; \$10 late fee. Sep-03

Physician License Renewal

\$400 per renewal. Sep-07

Medical Doctor and Physician Assistant Licensee Special Request

Various Fees. Apr-09

Physician Assistant License Renewal

Various Fees. Sep-09

New Professional License Transactions

Various Fees. Sep-11

Osteopathic License Renewal

Various Fees. Apr-13

Consumer Credit Protection Online Licensing

Various Fees. Mar-17

Department of Public Safety

Public Criminal Records Search

\$21 per record for in-state subscribers; \$31 for out-of-state subscribers and non-subscribers; \$10 notarization fee. May-03

Current and Future eGovernment Services

Crash Report Ordering
Free search; \$10 per report ordered. Oct-04

Inspection Sticker Sales
Various Fees. Dec-16

Inspection Technician and Station Licensing
Various Fees. Feb-18

Department of Health and Human Services

Health and Environmental Testing Laboratory, Water
Test Kit
Various Fees. Jun-03

Health Inspection Program License Renewals
Various Fees. Aug-11

Radiation Control Board License Renewals
Various Fees. Nov-12

Drinking Water Program License Renewal
Various Fees. Nov-16

Judicial Branch

PayTixx Payments by Phone
Various Fees. May-02

Court Fine Payments Online
Various Fees. Jul-09

Court Fine Payments by Phone
Various Fees. Dec-10

Maine Ethics Commission

Lobbyist Registration
\$200 Associate Registration Fee, \$400 Lobbyist
Registration Fee. Jan-08

Qualifying Contributions for Clean Election Candidates
\$5 donation on a candidate's behalf, various donation amounts
to Clean Election Fund. Mar-08

Penalty Payments
Various Fees. Apr-08

Department of Corrections

Offender Money Deposit Service
Various fees apply depending on amount deposited. Dec-10

Bureau of Alcoholic Beverages & Lottery Operations

Wine and Malt Beverage Label Registration
\$1 per renewal, \$10 per new label. Sep-12

Alcohol Seller/ Server Training
\$18 per certification. Nov-11

Certificate of Approval Licensing
Various Fees. May-18

Sales Representative License Form
Various Fees. Dec-18

Maine Board of Overseers of the Bar

Attorney Registration
Various fees. Jul-15

Enterprise Services

Enterprise Shopping Cart and Payment
Various Fees. Sep-06

PayPort Payment Processing Tool
Various Fees. May-09

One Stop Background Check
Various Fees. May-09

Vital Records
Various Fees. Jul-11

Municipal Property Tax and Utility Payments
Various fees. Aug-13

Parking Ticket Payments
Various Fees. June-16

Department of Marine Resources

Elver License Lottery
\$35 per entry. Nov-17

Scallop License Lottery
\$2 per entry. Sep-18

Department of Environmental Protection

Bottle Bill Label Registration Service
Various fees. Dec-17

Current and Future eGovernment Services

Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency Static Website Hosting
- Air Quality Monitoring System
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Attorney General Breach Reporting Form
- AutoForms Enterprise Tool
- Bureau of Motor Vehicles Guest User System for Agencies
- Bureau of Motor Vehicles Motor Vehicle Title Lien Release
- Bureau of Motor Vehicles Municipal File Transfer
- Bureau of Motor Vehicles Organ Donor Registry
- Bureau of Motor Vehicles Suspended Driver System
- Bureau of Motor Vehicles Vanity Plate Availability Check
- Board of Medicine Online Training & Jurisprudence Exam
- Boards & Commissions Annual Report Filing
- Boards and Commissions Online Directory
- Bureau of General Services Public Improvement Project Application
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- Business Answers One Stop Licensing Assistant
- Code Enforcement Exam
- ConnectME Broadband Coverage Form
- Corrections Offender Search Service
- Data.Maine.gov
- Debtor Name Search
- Department of Public Safety Statue Search
- E911 Kids Page
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Flag Notification Alerts
- Game Tagging
- Hazardous Oil Spill System
- HireME Maine State Job Application
- Home Heating Calculator
- Judicial Courts Mediator Search
- Labor Contact Form
- MaineEARNs Data Submission Site
- Maine Municipal Portal
- Maine Open Checkbook
- Maine Sex Offender Registry, Law Enforcement Access Version
- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine.gov Bing Search Engine
- Maine.gov Citizen Alert System
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov Help Center
- Maine.gov Language Translation Service
- Maine.gov Live Help
- Maine.gov Live Streaming Media
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Media Gallery
- Maine.gov Microformats
- Maine.gov News System
- Maine.gov Photo Gallery
- Maine.gov Predictive Search
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory
- Maine.gov Twitter
- Medical Marijuana Certifications
- Maine State Employees Combined Charitable Appeal Online Donation Solution
- MyBoard Access
- MyMaine Connection
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Sales, Use, Income and Withholding Tax Registration
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Secretary of State Kid's Page
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Secretary of State Student Mock Election Results Tracking System
- Secretary of State Submit a Tribute to a Veteran and Order a Vote in Honor of a Veteran button
- Septic Permit Search
- Sex Offender Registry
- Simple Data Transfer Tool
- Standard Maine.gov Website Header
- Treasurer's Next Generation CD Auction
- University of Maine System Combined Charitable Appeal
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

Current and Future eGovernment Services

New Services

Office of Governor Mills, Internship Application Form

The new service allows individuals to complete the Governor's internship application and attach accompanying documents. No Fee. *April 2019*

Boards and Commissions Annual Report Filing and Management

The new service provides the Bureau of Corporations, Elections and Commissions with the ability to create and manage boards as well as clerks of the boards the ability to file reports online and maintain board information. No Fee. *June 2019*

Bill Presentment

The new service allows users to view their property tax and/or utility district balance and make payment online with participating municipalities. Various Fees. *August 2019*

Department of Agriculture, Conservation, and Forestry, Maine Open Farm Day Photo Submission

The new service allows families who attended Open Farm Day to simply upload their photos and submit them directly to the agency. No Fee. *July 2019*

Department of Agriculture, Conservation, and Forestry, Trade Show Reservation Request

The new service allows users to fill out a reservation and location request. No Fee. *August 2019*

Department of Inland Fisheries and Wildlife, WebShop

The Department migrated their online store to InforME's new enterprise storefront, WebShop. This offers a fresh new design, and the ability for the agency to manage orders and inventory. Various Fees. *September 2019*

Department of Agriculture, Conservation, and Forestry, Tree Ailment Reporting Form

The new service allows users to report tree ailments the Maine Forest Service. No Fee. *September 2019*

Department of Agriculture, Conservation, and Forestry, Brown Marmorated Stink Bug Sighting Submission

The new service allows users to report sightings of this invasive species. No Fee. *November 2019*

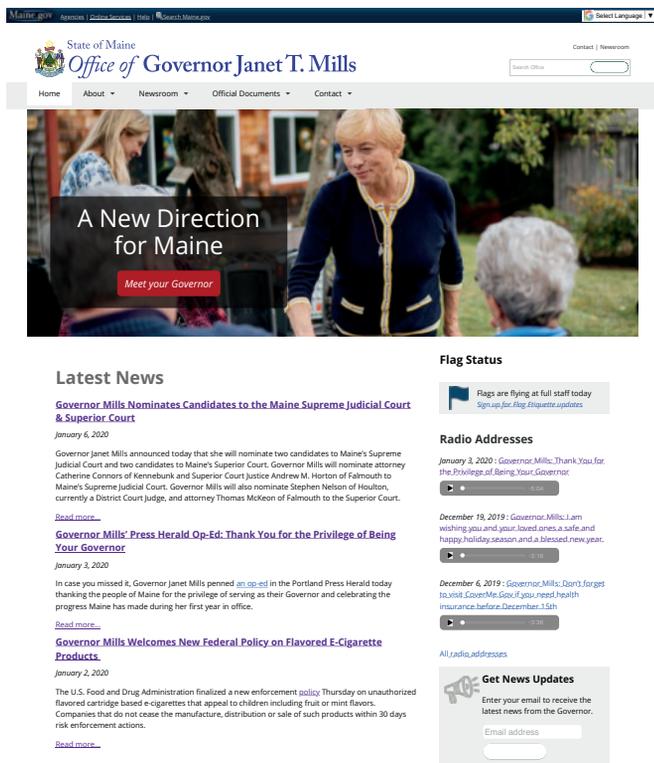
Department of Agriculture, Conservation, and Forestry, Forest Service Contact Form

The new service allows users to contact the Maine Forest Service. No Fee. *November 2019*

Department of Agriculture, Conservation, and Forestry, Forest Service Report Problem Form

The new service allows users to report problems to the Maine Forest Service. No Fee. *November 2019*

Current and Future eGovernment Services



New and Enhanced Websites

Office of Governor Janet T. Mills
Website Redesign – January 2019
www.maine.gov/governor

Bureau of Business Management
Website Launch – January 2019
www.maine.gov/dafs/bbm

Emergency Services Communication Bureau
Website Redesign – January 2019
www.maine.gov/maine911

Workday Maine
Website Launch – January 2019
www.maine.gov/workday

Maine State Police
Website Redesign – February 2019
www.maine.gov/dps/msp/home

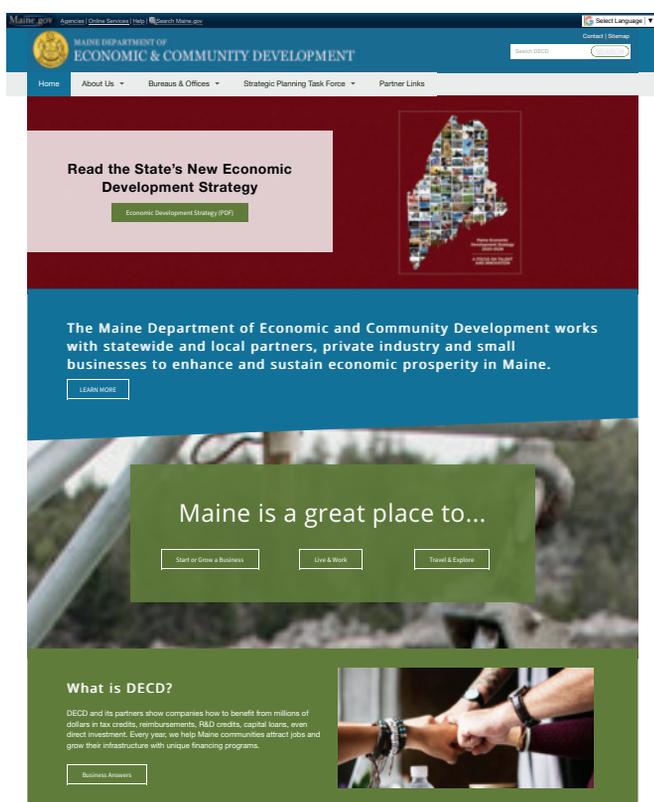
Maine Human Rights Commission
Website Redesign – March 2019
www.maine.gov/mhrc

Maine Historical Preservation Commission
Website Redesign – April 2019
www.maine.gov/mhpc

Department of Economic and Community
Development
Website Redesign – May 2019
www.maine.gov/decd/

Office of the State Fire Marshal
Website Redesign – May 2019
www.maine.gov/dps/fmo/

Central Services
Website Redesign – July 2019
www.maine.gov/dafs/bbm/centralservices/home



Current and Future eGovernment Services

Maine Ethics Commission
Website Redesign – July 2019
www.maine.gov/ethics

Maine Wildlife Park
Website Redesign – August 2019
www.maine.gov/ifw/wildlife-park/index.html

Department of Secretary of State – Kids
Website Redesign – August 2019
www.maine.gov/sos/kids/home

Board of Osteopathic Licensure
Website Redesign – September 2019
www.maine.gov/osteo

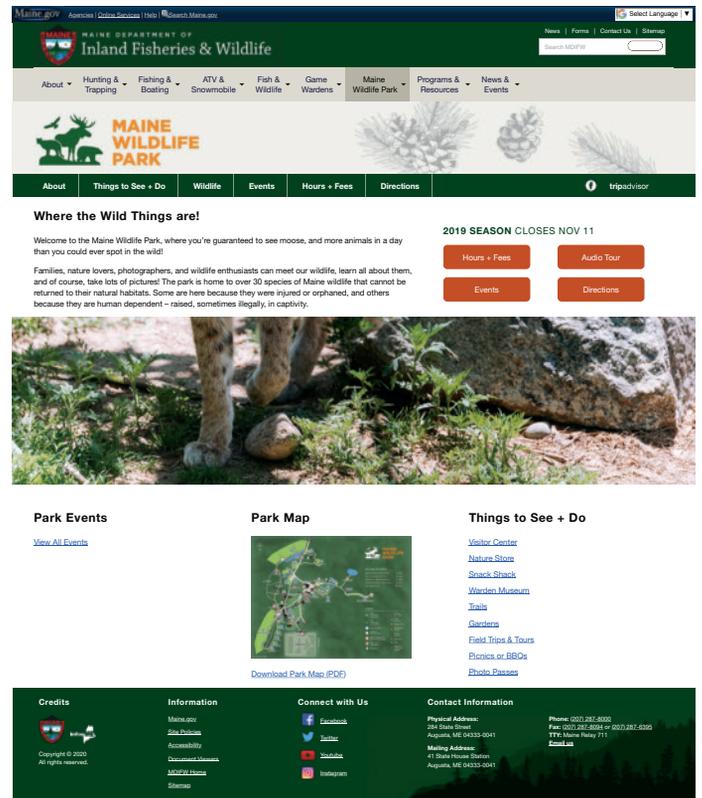
Maine Length of Service Award Program
Website Redesign – September 2019
www.mainelosap.gov

Office of Marijuana Policy
Website Redesign – September 2019
www.maine.gov/dafs/omp

Maine Charter School Commission
Website Redesign – September 2019
www.maine.gov/csc

Board of Licensure in Medicine
Website Redesign – October 2019
www.maine.gov/md/home

Office of Policy Innovation and Future
Website Redesign – October 2019
www.maine.gov/future



Current and Future eGovernment Services

Future Services

InforME consistently seeks new opportunities to deliver online services to the citizens and businesses of Maine. InforME is currently working on several of the projects listed below, while others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

WEBSITES

- Department of Health and Human Services
- Maine Emergency Medical Services
- Maine Revenue Services
- Office of Professional and Occupational Regulation

Child Abuse Registry

ONLINE SERVICES

- BABLO: Wholesaler Licensing and Tax Payments
- DHHS: Pre-Employment Child Abuse Background Check Request
- DECD: Live, Work and Learn in Maine Research Portal
- IFW: Education Provider Management
- IFW: Trapping and Guide License Renewals
- Municipalities: One-Stop Forms Library
- Revenue Services: Real Estate Transfer Tax Declaration Public Search
- Veterans' Services: Veterans' Cemetery Search



Maine Department of Economic and Community Development Honored with a Gold Marcom Award (December 2019)

The Maine DECD website was honored with a Gold Marcom Award in the 2019 Awards program for the Government Website Category. The Marcom Awards Program, administered by the Association of Marketing and Communication Professionals, is an international creative competition that recognizes outstanding achievements by marketing and communication professionals.



Maine Information Network Named One of the Best Places to Work in Maine

Maine Information Network, (MIN), the State of Maine's official digital government services provider, was recently named one of the 2019 Best Places to Work in Maine for the third consecutive year. The annual survey and awards program was created by the Society for Human Resources Management of Maine and Best Companies Group. It was designed to identify, recognize and honor the best employers in Maine benefiting the state's economy, workforce and businesses. The 2019 list is made up of 100 companies, including MIN.



Maine Department of Economic and Community Development Honored with a Gold W3 Award (October 2019)

The Maine DECD website was honored with a Gold W3 Award in the 2019 Awards program for the Government Website Category. The W3 Awards, sanctioned and judged by the Academy of Interactive and Visual Arts (AIVA), celebrates digital excellence by honoring outstanding Websites, Web Marketing, Video, Mobile Sites/Apps & Social content created by some of the best interactive agencies, designers, and creators worldwide.



Maine.gov named a finalist in the Government Experience Awards (September, 2019)

The Government Experience awards recognize the achievements and best practices of states, cities and counties that have gone to the web and beyond to radically improve the experience of government and push the boundaries of how citizen services are delivered.



MEMA Website Wins AVA Digital Gold Award (February, 2019)

The MEMA website was honored with an AVA Digital Gold Award. The AVA awards is an international competition that recognizes excellence by creative professionals responsible for the planning, concept, direction, design and production of digital communication.

Actions of the Board

January

No Board meeting was held.

February

The Board approved the following items in February:

- Maine State Library, Payment Processing for Library Event Registrations Statement of Work and Schedule A.
- Department of Inland Fisheries and Wildlife Website Maintenance Agreement Statement of Work and Schedule A.

March

No Board meeting was held.

April

The Board approved the Governor's Office Internship Application Form Statement of Work and Schedule A.

May

No Board meeting was held.

June

No Board meeting was held.

July

The Board approved the following items in July:

- Department of Health and Human Services, Website Redesign Statement of Work and Schedule A.
- Department of Administrative and Financial Services, Office of Marijuana Policy, Online Professional Licensing, Statement of Work, Schedule A and Schedule B.
- Department of Agriculture, Conservation and Forestry, Open Farm Day Photo Submissions and Tree Ailment Submissions AppEngine Forms, Statement of Work and Schedule A.

August

No Board meeting was held.

September

- The Board approved standard pricing for the use of the Portal's Enterprise AppEngine Form Builder tool.

October

No Board meeting was held.

November

No Board meeting was held.

December

The Board approved the following items in December:

- Department of Health and Human Services, Pre-Employment Screening Statement of Work and Schedule A.
- Department of Health and Human Services, Prescription Drug Monitoring Statement of Work and Schedule A.

Topics of Discussion

- InforME Contract
- Content Management System
- AppEngine

2019 Board of **DIRECTORS**

Matthew Dunlap, *Secretary of State*

Dawna Pease, *Director, Computing Infrastructure & Services*

Michael Cyr, *Director, Architecture and Service Management, University of Maine System*
Representing the University of Maine

Tim Poulin, *Deputy Director, Bureau of Alcoholic Beverages & Lottery Operations*
Representing the Department of Administrative & Financial Services

Adam Fisher, *Web Coordinator/Special Projects*
Representing the Maine State Library

Dan Andrews, *General Manager, InforME*
Representing InforME (non-voting member)

David Packard, *Chief Information Officer*
Representing the Judicial Branch (non-voting member)

Anne Head, *Commissioner, Department of Professional & Financial Regulation*
Representing Major Data Custodians in the Executive Branch

Vacant

Representing Major Data Custodians in the Executive Branch

Vacant

Representative of a non-profit or user association advancing citizens' rights of access to information

Kathy Montejo, *City Clerk & Registrar of Voters, City of Lewiston*
Representing a Statewide Association of Municipalities

David Simsarian, *Director, Business Technology Solutions, Department of Health and Human Services*
Representing Major Data Custodians in the Executive Branch

Anne Davis, *Library Director, Gardiner Public Library*
Representing a Statewide Association of Public Librarians

Vacant

Representing a User Association

Christopher W. Pinkham, *President, Maine Bankers Association*
Representing a User Association

Jeremy Cluchey

Public member appointed by the Speaker of the House

Kelly Hokkanen

Public Member appointed by the President of the Senate

STAFF TO THE BOARD

Jason Tourtelotte, *Clerk of the Board, Office of Information Technology*



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