

**Summary of Improvements of Reference Services to the Underserved - FY 2001/02  
(California Administrative Code Section 20156)  
CLSA System Program Annual Reports**

System	Performance Objectives	Achievement of Performance Objectives
<b>BALIS</b>	<ul style="list-style-type: none"> <li>a. The Public Information Committee will maintain its Bay Area media list to include media outlets that will reach a multicultural audience.</li> <li>b. The Reference Committee will develop a publicity plan that will be used to publicize the Informe Spanish-language database. This database is available in all of the BALIS member libraries.</li> <li>c. Staff from various BALIS member libraries will participate in the five-system staff development committee. This year the committee intends to survey all staff members regarding training needs. The result of this survey will be the basis of training programs for the next few years.</li> <li>d. The Reference Committee will identify and evaluate new databases, which will help them fulfill their goal of providing databases that have a focus on the informational needs of specific ethnic and minority communities. The 2000 Census has highlighted the multi-ethnic nature of the BALIS service area, and the committee will address these needs.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met.</li> <li>b. Objective met.</li> <li>c. Objective met.</li> <li>d. Objective met.</li> </ul>
<b>BLACK GOLD</b>	<ul style="list-style-type: none"> <li>a. Provide at least one workshop to train library staff in the use of online resources for the target population (Hispanics).</li> <li>b. Provide programs or materials to familiarize staff and patrons with the new Spanish OPAC available at Black Gold.</li> </ul>	<ul style="list-style-type: none"> <li>a. Modified objective met. Black Gold Children's Committee sponsored a program called "Books in Spanish for Young Readers". The evaluations of this workshop by the fifteen participants were very high.</li> <li>b. Objective met. The Spanish OPAC on the library automation system used by six of the seven Black Gold member libraries was made available to the public in the spring of 2002. Library staff members from several libraries and a commercial firm worked together on the translations of help screens and headings needed to serve the Spanish-speaking community. Enhancements will be ongoing.</li> </ul>
<b>49/99</b>	<ul style="list-style-type: none"> <li>a. Answer 90% of questions referred on behalf of geographically isolated patrons.</li> <li>b. Respond to 100% of requests for non-English language materials using resources available at the host library or by referring member libraries to the State Library and other collections.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met. 95% of the reference questions referred were answered by the Reference Center.</li> <li>b. Objective met. The System's host library has discarded most of its popular materials in European languages other than Spanish, but the collection of Asian language materials has expanded.</li> </ul>

<p><b>INLAND</b></p>	<p>a. At least 25% of our reference questions will be received from the members of the targeted underserved groups (i.e. geographically isolated, institutionalized, handicapped, and children).</p> <p>b. Printed material will be provided in a timely manner.</p>	<p>a. Objective met.</p> <p>b. Objective met.</p>
<p><b>MCLS</b></p>	<p><u>SERVICE TO THE LIMITED &amp; NON-ENGLISH SPEAKING</u></p> <p>a. System-specific resources are intended to assist local reference staff in providing more effective service to the limited and non-English populations in their service area.</p> <p>b. Use and promotion of the MCLS Multilingual Resource Center has been adopted to provide System members access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. The Reading Program is an annual program designed to encourage reading in children of all ages. At least 27 member libraries will participate. The purpose of the Kickoff program is to showcase model programs and performers, as well as offer a networking forum for the exchange of ideas. At least 20 will attend the kickoff.</p> <p>b. The <u>Southern California Program Resource List</u> will be updated by the Children’s Services Committee members.</p> <p>c. At least one workshop on a topic relevant to the needs of Children’s librarians/staff will be coordinated by MCLS staff working with the Children’s Services Committee.</p> <p>d. The Reference Center will continue to promote use by Children’s Service staff via articles in the <i>Reference Hotline</i> and meetings with the MCLS Children’s Services Committee.</p> <p><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. The MCLS Young Adult Services Committee will meet at least 3 times in the coming year for the purpose of planning and coordinating systemwide programs for young adult librarians.</p>	<p><u>SERVICE TO THE LIMITED &amp; NON-ENGLISH SPEAKING</u></p> <p>a. Objective met. MCLS published <i>MCLS Survey of Special Collections and Staff Expertise</i>, in 2000, which includes foreign language proficiencies of MCLS member library staff.</p> <p>b. Objective met. MCLS continues to handle System requests for information that utilize the resources of the International Languages Department of LAPL, and made available throughout the System any multilingual library finding tools, bibliographies, flyers, etc. that were produced by the International Languages staff at LAPL.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. Objective met. The System sponsored the Reading Program, and is underwriting the cost of the Kickoff Program. 29 libraries participated in the Reading Program. 30 libraries were represented at the kickoff.</p> <p>b. Objective met. <u>The Southern California Program Resource List</u> continues to be updated as new performers are identified.</p> <p>c. Objective met. The Children’s Services Committee co-sponsored a workshop titled “The Business of Books.”</p> <p>d. Objective met. The MCLS liaison provides an update on Reference Center activities at each Children’s Services Committee meeting.</p> <p><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. Objective met.</p>

<p><b>MCLS</b> (cont'd)</p>	<p>b. In conjunction with the MCLS Young Adult Services Committee, at least one workshop/information exchange will be conducted to further the professional skills of staff involved in service to young adults, focusing on developing community partnerships. The young adult component of the Reading Program will be discussed in at least one Children's Services Committee meeting.</p>	<p>b. Objective met. The committee presented one workshop, "Teen Literature 2002." The committee also had four structured exchanges: 1) Teen Programming, part 1; 2) Teen Programming, part 2; 3) Graphic Novels; and 4) Grant Programming.</p>
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<p><b>MOBAC</b></p>	<p>a. Members of the MOBAC Reference Committee will complete a survey, which lists all types of technology. They will indicate which types of technology their own library owns that are available to the public, including typewriters and scanners for computers.</p> <p>b. The completed list of publicly available equipment will be printed and distributed to all MOBAC libraries. It will also be uploaded to the MOBAC Intranet where staff will have another source of access.</p> <p>c. The survey will include information about equipment which is wheelchair accessible and whether the equipment includes any of the following capabilities: screen magnification; Kurzweil or Text to Speech; voice recognition; and Braille keyboard.</p>	<p>a. Objective met.</p> <p>b. Objective partially met. No additional sites were identified for the Web page.</p> <p>c. Objective met. The list of publicly available technology includes assistive technology.</p>
<p><b>MVLS</b></p>	<p>Answers shall be provided for 90% of all questions referred from member libraries for geographically isolated patrons; 70% of answers to their questions shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure; 90% of patrons surveyed will express satisfaction with the service.</p>	<p>Objective met. An estimated 92% of questions were filled, 76% of the requests were filled within 10 working days, and 91% of patrons responding to the survey said their requests were completely answered.</p> <p>Local funds were added to meet the level of service provided.</p>
<p><b>NORTH BAY</b></p>	<p><u>ETHNIC MINORITIES</u></p> <p>a. Workshops will be presented as needed on topics identified by the Multicultural Services Committee.</p> <p>b. The NBCLS Multicultural Services Committee will continue to meet annually to discuss collection development and share information on serving the North Bay area's ethnic minorities.</p> <p>c. The NBCLS NORTH BAY CONNECTIONS newsletter will include items of interest to Multicultural Services staff.</p> <p>d. NBCLS will continue to support and run a purchasing project of Spanish Language materials by sending a candidate to the Guadalajara Book Fair.</p> <p><u>CHILDREN</u></p> <p>a. NBCLS will continue to organize the children's book selection pack so that children's librarians will have better access for selecting literature in their special areas of interest.</p> <p>b. NBCLS children's librarians will continue to explore shared program</p>	<p><u>ETHNIC MINORITIES</u></p> <p>a. Objective met. Discussions were held at the appropriate committee meetings by the librarians who went to the Spanish language book fair in Guadalajara.</p> <p>b. Objective met. The Guadalajara book fair committee met after the fair in San Francisco.</p> <p>c. Objective not met.</p> <p>d. Objective met.</p> <p><u>CHILDREN</u></p> <p>a. Objective met.</p> <p>b. Objective met.</p>

<p><b>NORTH BAY</b> (cont'd)</p>	<p>ideas for summer reading programs.</p> <p>c. NBCLS children's staff will meet two to three times per year to share ideas on programming, collection development and children's and youth services management.</p> <p>d. The NBCLS NORTH BAY CONNECTIONS newsletter will be used to direct children's services' staff to resources.</p> <p>e. The NBCLS will photocopy and distribute the "South State Express" newsletter to children's services staff.</p> <p>f. One or two workshops of interest to NBCLS children's services staff will be presented.</p> <p>g. NBCLS Children's librarians will develop bibliographies of appropriate children's books selected by the NBCLS Children's Committee.</p> <p><u>DISABLED</u> North Bay libraries will continue to develop their collections to aid the disabled and their caregivers.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. All questions received from geographically isolated areas of the North Bay service area will be answered at the NBCLS Reference Center and other outside sources such as Virtual Reference Centers, First Source at LAPL, or contracted sources such as Pat Guy in Washington.</p> <p>b. Access to more resources will be provided as more library catalogs are added to the SuperSearch system.</p>	<p>c. Objective met. Committee met 3 times.</p> <p>d. Objective not met.</p> <p>e. Objective met. One issue was distributed; however, South State stopped production of their newsletter due to staff reductions.</p> <p>f. Objective met. Two workshops and on informal discussions was held.</p> <p>g. Objective not met. No bibliographies were requested.</p> <p><u>DISABLED</u> Objective met.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. Objective met.</p> <p>b. Objective met.</p>
<p><b>NORTH STATE</b></p>	<p>a. Provide member libraries with a list of resources and tips for serving children from birth to age five.</p> <p>b. Sponsor a training workshop on serving children from birth to age five by May 2002.</p> <p>c. Distribute 500 "Servicios Gratis" brochures to Spanish speaking clientele.</p> <p>d. Distribute 500 "Share a Book at Home" brochures to "Limited English Speaking" and "English as a Second Language" and other families.</p>	<p>a. Objective met. A article was published in the regional newsletter.</p> <p>b. Objective met. A workshop on "Toddler Time" was sponsored by the NSCLS Children's Services Committee.</p> <p>c. Objective partially met. 300 "Servious Gratis" brochures were distributed.</p> <p>d. Objective partially met. 200 "Share a Book a Home" brochures were distributed.</p>

<p><b>NORTH STATE</b> (cont'd)</p>	<p>e. Distribute "Welcome to Your Library" pamphlet to 50 "Limited English Speaking" and "English as a Second Language" and other families.</p> <p>f. Enhance understanding of at least 30 library staff members of special needs of children from birth to age five through articles in the NSCLS "UPDATE" newsletter. The system would continue to monitor use of training videos on various aspects of library service.</p>	<p>e. Objective not met.</p> <p>f. Objective met.</p>
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<p><b>PENINSULA</b></p>	<p>a. PLS Multicultural Committee will offer advice on the most appropriate non-English language videos to be added to the PLS Video Center.</p> <p>b. "How To Reach The Lawmakers," our locally produced list of key government officials, will be updated to reflect current appointments and a translation into Spanish will be updated. 1000 copies of the brochure will be made available through local library reference desks.</p> <p>c. The list of non-English language materials will be updated by the multicultural committee working together with the multicultural committee of the Silicon Valley Library System. This current list is posted on the PLS Intranet.</p> <p>d. PLS Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected system libraries. PLS sponsors the travel expenses of one committee member to attend the International Book Fair in Guadalajara.</p>	<p>a. Objective met.</p> <p>b. Objective met. "How to Reach the Lawmakers" was updated and reprinted as elected officials changed. This year the graphics were redesigned.</p> <p>c. Objective met.</p> <p>d. Objective met. Four librarians attended the book fair in Guadalajara.</p>
<p><b>SJVLS</b></p>	<p>a. At least 100 local staff members will receive training.</p> <p>b. 10 information packets of vertical file material will be distributed.</p> <p>c. NEWS &amp; CLUES containing purchase suggestions will be distributed monthly.</p> <p>d. HEARTLAND DIRECTORY will be available on the Web.</p> <p>e. Use of long distance phone calls to answer reference questions will be paid for by system funds for each member.</p> <p>f. Expert help in collection development will be made available upon request.</p> <p>g. The Reference Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings.</p>	<p>a. Objective partially met. Training relating to a grant for digitization of library materials provided training to 20 participants for digitization/scanning and to 20 participants for preservation of materials. Additional training was funded by the Heartland Regional Library Network, including orientation to SJVLS services (73 participants) and FirstSearch training (46 participants).</p> <p>b. Objective met. Material previously distributed in information packets is now available on the SJVLS Web site.</p> <p>c. Objective partially met. News &amp; Clues is now in Web format as a quarterly publication of both SJVLS and Heartland.</p> <p>d. Objective met. An interactive director of Heartland Members is available from the system Web site.</p> <p>e. – h. Objectives met.</p>

	h. Internet access is available. A System homepage is maintained.	
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<p><b>SANTIAGO</b></p>	<p>a. The vendor for SLS reference services, MCLS, will provide materials in appropriate languages and reading levels as requested by SLS reference librarians.</p> <p>b. SLS Children's Services Committee will conduct one staff training workshop focusing on some aspect of services to children; a minimum of 20 staff will attend.</p> <p>c. The SLS Children's Services Committee will meet at least 6 times during 2001/02 to discuss services to children and share ideas.</p> <p>d. SLS will hold a half-day "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>e. SLS Children's Services Committee, working with the other Systems in Southern California, will develop a theme and slogan for the 2001 Children's Reading Program to provide consistent, systemwide encouragement of reading-related activities. The Children's Services Committee will utilize, wherever possible, the support of local vendors or other public/private partnerships in developing the program.</p>	<p>a. Objective met. MCLS provided materials in Spanish, Korean and Chinese as well as appropriate reading levels.</p> <p>b. Objective met. SLS Children's Services Committee sponsored a workshop entitled "YA Attitudes: Fiction and Non-Fiction". 67 staff attended.</p> <p>c. Objective met. The Committee met 6 times.</p> <p>d. Objective met. 118 staff attended.</p> <p>e. Objective met. SLS worked with 4 other CLSA Systems to sponsor "Books and Beyond: Take Me to Your Reader" and a YA program, "A Book Odyssey: Boldly Go Where Reading Takes You." Sponsorship in funds or services was received from the Los Angeles Times Reading by 9, California Federal, and The Press-Enterprise. In addition, SLS libraries participated in a winter reading program fully sponsored by In-N-Out Burger.</p>
<p><b>SERRA</b></p>	<p>One session each of the three-day CORE Effective Reference Performance Workshop, the one-half day Refresher Workshop, and the Basic Tools Workshop will be taught at an Imperial Valley location.</p>	<p>Objective partially met. The Tierra del Sol Library Network sponsored a session of the three-day Effective Reference Performance Workshop. 18 people attended. There is no longer a Refresher session to match the new material produced by the creators of ERP, Transform, Inc. Serra's original CORE teaching team presented a half-day version of the CORE Basic Reference Resources Workshop. 22 staff members attended from Imperial County.</p> <p>Also, all Imperial Valley public libraries participated in the coordinated Summer Reading Program.</p>
<p><b>SILICON VALLEY</b></p>	<p>a. The Non-English System brochures will be updated and distributed to all System libraries.</p> <p>b. The Language Resource List is part of the Staff Directory which is updated every year and which includes staff in all of the SVLS libraries. It is a valuable addition to our local multi-language resources.</p> <p>c. The System will allocate at least \$1500 to print and distribute the non-</p>	<p>a. Objective met.</p> <p>b. Objective met.</p> <p>c. Objective met.</p>

	<p>English System brochures which will be in local libraries for use with underserved client groups. Funds will also be allocated for the materials distributed at the ethnic festival in which the libraries will participate this year.</p> <p>d. A Spanish-language version of the brochure listing lawmakers, federal, state and county, who represent Santa Clara County will be updated following each election. The Spanish language version complements the English language version, which is widely distributed throughout the county.</p> <p>e. Multicultural Committee members plan to participate in one ethnic festival in the coming year. Each year they try to find an event celebrated by a different cultural group.</p> <p>f. The committee will organize a Performer's Showcase. The showcase will feature performers who specialize in ethnic programming. This is a highly successful program that is anticipated by library staff members.</p>	<p>d. Objective met.</p> <p>e. Objective met.</p> <p>f. Objective met. Committee members attended the Diversity Fair at ALA Conference in June 2001 and participated jointly with San Jose Public Library in multicultural events, distributing brochures and raising awareness of library services.</p>
<b>SOUTH STATE</b>	<p>One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on at least one of the following topics and will be valuable for underserved services:</p> <p>Serving our multicultural communities  Cultural issues and diversity  Young Adult Services  Accessibility for the Disabled  Internet and WWW use and issues such as the digital divide  Information literacy for youth and families</p>	<p>Objective met. The workshop, Access for Everyone: ADA and Library Services, was presented. It was highly rated by the attendees. The System co-sponsored: The Children's Literature Council of Southern California workshop, The Business of Books: the Marketing and Reviewing of Books for Children &amp; Teens. This met the needs for serving children and young adults.</p>