



Library of California Board Meeting April 18, 2007

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April 18, 2007
2:00 – 4:00 p.m.

LoC Board Business Meeting
LSTA Advisory Council on Libraries Meeting
Immediately following Board business meeting

California State Library
914 Capitol Mall, Room 500
Sacramento, CA

A. BOARD OPENING

1. Pledge of Allegiance

Recite the Pledge of Allegiance

2. Welcome and Introductions

Welcome and introduction of Board members, staff, and audience

3. Adoption of Agenda

Consider agenda as presented or amended

4. Approval of September 2006 Board Minutes – *Document 1*

Consider minutes as presented or amended

5. Resolutions

a. Consider Board resolution for Sonia Levitin – *Document 2*

b. Consider Board resolution for Cameron Robertson – *Document 3*

B. REPORTS TO THE BOARD

- 1. Board President's Report**
Report on activities since last Board meeting
 - 2. Chief Executive Officer's Report**
Report on activities since last Board meeting
-

C. CLSA/LOC PROGRAM ITEMS FOR INFORMATION/ACTION

RESOURCE SHARING

- 1. Presentation: Ruth Metz, Ruth Metz Associates**
New Statewide Reference Model for consideration
 - 2. Interlibrary Loan (ILL) and Direct Loan Programs – Document 4**
Consider CLSA loan reimbursement rates for 2007/08
 - 3. LOC Regional Library Network Development – Document 5**
Consider applications for membership with Heartland Regional Library Network
 - 4. CLSA System Reference Program – Document 6**
CLSA System Annual Report Summaries for 2005/06
 - 5. CLSA System Communications and Delivery – Document 7**
CLSA System Annual Report Summaries for 2005/06
 - 6. CLSA System Advisory Board (SAB) Program – Document 8**
CLSA System Annual Report Summaries for 2005/06
 - 7. CLSA Consolidations and Affiliations – Document 9**
Update on new affiliations for 2007/08
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D. LEGISLATIVE

1. Consider support for SB-156, California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2008 – *Document 10*
 2. Consider other Legislative issues
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E. PUBLIC COMMENT

Public comment on any item or issue that is under the purview of the Library of California Board and is not on the agenda.

F. COMMENTS FROM BOARD MEMBERS/OFFICERS

Board member or officer comment on any item or issue that is under the purview of the Library of California Board and is not on the agenda.

G. AGENDA BUILDING

Agenda items for subsequent Board meetings.

H. ADJOURNMENT

Adjourn the meeting.

LSTA Advisory Council on Libraries Meeting (*immediately following business meeting*)

Presentation: Barbara Will

1. 2002-2007 LSTA five-year evaluation
2. 2007-2012 LSTA five-year plan

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1 *DRAFT*

2
3 **Library of California Board Meeting**
4 **September 14, 2006**

5
6 **California State Library**
7 **914 Capitol Mall, Room 500**
8 **Sacramento, California**

9
10
11 **CALL TO ORDER AND INTRODUCTIONS**

12 President Paymaneh Maghsoudi convened the Library of California Board Meeting on
13 September 14, 2006 at 8:36 a.m., by asking Member Kastanis to lead those in attendance in
14 the Pledge of Allegiance. President Maghsoudi then welcomed Board Members, staff and
15 audience members to Sacramento and called for introductions.

16 **Board Members Present:** President Paymaneh Maghsoudi, Anne Bernardo, Tyrone
17 Cannon, Victoria Fong, Linda Jewett, Penny Kastanis, Jane Lowenthal, Susan Steinhauser,
18 and Judy Zollman.

19 **California State Library Staff Present:** State Librarian Susan Hildreth, Tom
20 Andersen, Chris Berger, Rushton Brandis, Ira Bray, Jacquie Brinkley, Suzanne Flint,
21 Sandy Habbestad, Susan Hanks, Carla Lehn, Kathy Low, Cindy Mediavilla, Kevin
22 Saunders, and Cindy Tackett.

23 **ELECTION OF BOARD VICE PRESIDENT FOR 2006**

24
25 President Maghsoudi appointed Members Steinhauser and Fong to the Nominating
26 Committee. Chairing the committee, Member Steinhauser stated that the position for
27 Vice-President became vacant when Sarah Pritchard left the state to accept a position as
28 University Librarian at Northwestern University.

1 *It was moved by the Nominating Committee (Steinhauser) and carried*
2 *unanimously that the Library of California Board elect Penny Kastanis as*
3 *Vice-President of the Library of California Board to complete the 2006 term.*
4

5 **ADOPTION OF AGENDA**

6
7 *It was moved, seconded (Fong/Cannon) and carried unanimously that the*
8 *Library of California Board adopts the agenda of the September 14, 2006*
9 *meeting as presented.*

10
11 **APPROVAL OF MINUTES**

12
13 *It was moved, seconded (Fong/Jewett) and carried unanimously that the draft*
14 *minutes of the October 20, 2005 Library of California Board meeting be*
15 *approved as presented.*

16
17 **RESOLUTIONS**

18
19 Prior to the adoption of Board resolutions, several members read the resolutions
20 prepared for former members as they leave their position on the Board.

21
22 *It was moved, seconded (Fong/Lowenthal) and carried unanimously that the*
23 *Library of California Board adopts Library of California Board Resolution*
24 *2006-1 for Sally Tuttle; Resolution 2006-2 for Sarah Pritchard; and*
25 *Resolution 2006-3 for Lucy Lin. (See Attachment A)*

26
27 **REPORTS TO THE BOARD**

28
29 **Board President's Report**

30
31 President Maghsoudi reported that she continues to meet by conference call with staff
32 at the State Library, as needed.

33 **Chief Executive Officer's Report**

34
35 Susan Hildreth remarked on the number of new staff at Library Development Services.
36 She noted that Gerry Maginnity, Assistant Bureau Chief in LDS, was in Denver, Colorado
37 for a delivery colloquium entitled *Moving Mountains*. The State Library also supported
38 the travel of representatives from some of the CLSA Systems to participate in this event.
39 She hoped the Board would hear more about the colloquium at a future meeting.

1 Hildreth then invited the newly hired LDS Program Consultants Jacquie Brinkley,
2 Suzanne Flint, Susan Hanks, and Cindy Mediavilla, to briefly talk about their past work
3 experience and their current projects at the State Library. Hildreth continued her report
4 by highlighting some of the activities throughout the year relating to Resource Sharing and
5 the Library of California Board. She stated that Tom Andersen and herself participated in
6 the CLSA Focus Groups throughout the state, facilitated by Maureen Sullivan. She
7 reported that it was a worthwhile experience to travel throughout the state and see the
8 unique and continuing role that CLSA Systems play. Hildreth stated that the LSTA process
9 continues, as it is an ongoing process involving application review and monitoring of new
10 projects for success, in which she involves herself, to some extent, in an advisory capacity.
11 She reported that the Governor, in his May Revise, included an augmentation of \$7 million
12 to the CLSA Transaction Based Reimbursements (TBR) Program, and another \$7 million
13 to the Public Library Foundation (PLF) Program. She stated that in June, the library
14 community was saddened by the new of Proposition 81 not being passed by the voters.
15 Hildreth felt that this was due to a number of factors including low voter turnout and the
16 concern regarding bonds, in general. She stated that the California library community and
17 California Library Association are the driving force behind these issues, and they are
18 looking to see how the November bond votes fair. Hildreth reported that there is a huge
19 library construction need in the state of California and many projects are moving forward
20 in various formats, in spite of the bond defeat.

21 Hildreth stated that although funding was no longer available to support the Library of
22 California and Regional Library Networks, the Tierra del Sol Network submitted a 2006-
23 07 Plan of Service, with a budget of \$7,300 in reserve funds. Since the Plan of Service was

1 unsolicited by the Board, no action was needed. Also, the members of the Arroyo Seco
2 Library Network voted to dissolve as a non-profit public entity and distribute their
3 remaining funds, which were about \$10,200, to the California State Library Foundation.
4 Hildreth offered thanks to Arroyo Seco for the donation.

5 Hildreth concluded by saying that she is looking forward to working with Ruth Metz,
6 an independent library consultant currently from Portland Oregon, who would be
7 reviewing for the Board the scope of work on a study entitled, "Developing a New
8 Reference Model."

9 **Election of Board Officers for 2007**

10 President Maghsoudi called upon Member Steinhauser to report on Board Officer
11 nominations. Member Steinhauser stated that the committee, consisting of Members Fong
12 and herself, was charged with not only finding a replacement for Sarah Pritchard to
13 finishing out her term for 2006, but also for putting together a slate of officers for the 2007
14 year. The committee recommended Member Maghsoudi and Member Kastanis as Board
15 Officers for 2007.

16 *It was moved by the Nominating Committee (Steinhauser) and carried*
17 *unanimously that the Library of California Board elects Paymaneh*
18 *Maghsoudi as President of the Library of California Board for the Year 2007.*

19

20 *It was moved by the Nominating Committee (Steinhauser) and carried*
21 *unanimously that the Library of California Board elects Penny Kastanis as*
22 *Vice-President of the Library of California Board for the 2007.*

23

24 Member Steinhauser remarked that Penny Kastanis brings to her position over thirty
25 years of librarianship, and that Paymaneh Maghsoudi brings twenty-five years of
26 experience.

1 **Library of California Board meeting schedule and locations**

2 Sandy Habbestad reported that after surveying Board members regarding possible
3 dates to schedule two Board meetings in 2007, February 28th and August 8th were
4 proposed. The Board agreed upon those dates, and Habbestad informed the Board that
5 everyone would be duly notified. Hildreth commented that by proposing a meeting in
6 February, it was possible that development of a new Reference model would be far enough
7 along in the planning stage for the Board to discuss. Also, if budget change proposals
8 were to be considered for FY 2008/09, the Board would need to begin the discussion
9 process before the August meeting. Having a meeting in August would allow time to
10 further discuss, modify and submit a potential budget change proposal before the 2008/09
11 deadline. The Board agreed that August 9, 2007, be held in reserve should a second day of
12 business be required.

13 **Budget and Planning Report**

14 Habbestad reported that CLSA did not take any cuts this year, but received an
15 additional \$7 million in TBR funding; bring the total CLSA baseline to \$21.3 million.

16 *It was moved, seconded (Lowenthal/Bernardo) and carried unanimously that*
17 *the Library of California Board adopts the 2006/07 CLSA budget as displayed*
18 *in the chart entitled "Summary-- 2006/07 CLSA Baseline Budget*
19 *Recommendation by Program" and that the aforementioned chart be*
20 *included in the minutes of this meeting. (See Attachment B)*

21
22 Habbestad reported that the CLSA Plans of Service were received from all 15
23 cooperative systems. She stated that staff had concerns about a few of the proposed
24 activities in a couple of the Systems, but would be working with the Systems to resolve
25 those concerns. Member Lowenthal asked what the concerns were regarding the Plans.
26 Hildreth stated that Gerry Maginnity, along with Andersen and Habbestad, would be

1 looking at the Plans and identifying some areas that might need adjusting, and making sure
2 that the expenditure was in line with the regulations.

3 ***It was moved, seconded (Lowenthal/Jewett) and carried unanimously that the***
4 ***Library of California Board approves the CLSA Systems Plans of Service for***
5 ***each of the 15 CLSA Cooperative Library Systems submitted for fiscal year***
6 ***2006/07.***

7
8 Hildreth noted that the Focus Group report from the work done with Maureen Sullivan
9 was included in the packet. The report showed how varied and important the System
10 services are and has helped the State Library to begin drafting an approach to re-looking at
11 Cooperative Systems and their services. Member Steinhauser asked how the report would
12 be used. Hildreth responded that one of the key issues is how we are providing reference
13 services, either to our citizens or to our libraries through second-level reference from the
14 Systems. She stated that although our first priority is on reference, we also want to look at
15 the delivery component, since delivery is another key function that Systems provide
16 throughout the state.

17 Hildreth reported that the Systems are beginning to look at how they can possibly
18 consolidate, and they are also looking at how they can share resources for other kinds of
19 services. Andersen reported that the participants in the focus groups were able to talk
20 about the services and products they value as well as the ones that are not as important. He
21 stated that this would help the State Library position itself for further strategic planning.
22 Member Jewett stated that she would like to see school library districts become more
23 involved in these service programs. Andersen stated that although the statute is directed
24 toward the public libraries in terms of the financial assistance, each System can have

1 associate members from other types of libraries; however, CLSA monies can only be used
2 for public libraries.

3 **Resource Sharing Report**

4 **CLSA Consolidations and Affiliations**

5 Andersen briefly reported on the steps that need to be taken in order for a new library
6 jurisdiction to affiliate with an existing cooperative system. In regard to the City of
7 Moorpark affiliation, he stated that the Board, in previous years, waived the contiguous
8 boundaries requirement and approved two library jurisdictions—Thousand Oaks and
9 Oxnard—located in Ventura County to join MCLS rather than Black Gold where the
10 boundaries lay.

11 Patrick Hunter, Mayor of the City of Moorpark, provided reasons why the City of
12 Moorpark Library withdrew from the Ventura County Library System to become an
13 independent library jurisdiction. He also reported that the City of Moorpark requests to
14 join the Metropolitan Cooperative Library System (MCLS) because many of the Moorpark
15 residents work in the surrounding areas of MCLS libraries, rather than join the Black Gold
16 System in which the boundaries are contiguous.

17 *It was moved, seconded (Jewett/Fong) and carried unanimously that the*
18 *Library of California Board waives the contiguous boundary requirement of*
19 *20190(a) of the Code of California Regulations to approves the affiliation of*
20 *the Moorpark City Library with the Metropolitan Cooperative Library System*
21 *(MCLS) effective July 1, 2007, contingent upon the receipt of all*
22 *documentation required for this action.*

23
24 In regard to the affiliation of Monterey Public Library, Andersen stated that over a
25 decade ago the Monterey Public Library withdrew its membership in the Monterey Bay
26 Area Cooperative Library System (MOBAC) in order to charge non-resident borrowers a

1 library card fee. In July 2006 Monterey eliminated the library card fee for all California
2 residents and requested, once again, to become an official member of MOBAC.

3 ***It was moved, seconded (Cannon/Zollman) and carried unanimously that the***
4 ***Library of California Board approves the affiliation of the Monterey Public***
5 ***Library with the Monterey Bay Area Cooperative Library System effective***
6 ***July 1, 2007.***

7
8 Andersen stated that on July 1, 2006 the City of Victorville separated from the San
9 Bernardino County Library system and established an independent municipal library
10 jurisdiction. The city is currently in the process of transitioning from the county system to
11 a community public library. He stated that Victorville is waiting for system membership
12 approval from the Inland Library System Administrative Council.

13 ***It was moved, seconded (Steinhauser/Kastanis) and carried unanimously that***
14 ***the Library of California Board approves the affiliation of Victorville Public***
15 ***Library with the Inland Library System effective July 1, 2007, contingent***
16 ***upon the approval of the Inland Administrative Council and supporting***
17 ***documentation.***

18
19 Andersen reported that Shasta County and the City of Redding are working together to
20 construct a new library facility located in Redding. The City of Redding is in the process
21 of separating from the County of Shasta and establishing an independent municipal library
22 that will be operational in the new library facility. Andersen stated that the Redding
23 Municipal Library is requesting Board approval to join the North State Cooperative
24 Library System. Andersen stated that the State Library did not received notification of the
25 request prior to the deadline required by law and asked that the Board waive the filing date
26 requirement and approve the request contingent upon receipt of the required
27 documentation from both the City of Redding and North State.

28 ***It was moved, seconded (Steinhauser/Kastanis) and carried unanimously that***
29 ***the Library of California Board waives the filing date requirement of Section***

1 *20190(c) of the Code of California Regulations and approves the affiliation of*
2 *the Redding Public Library with the North State Cooperative Library System*
3 *effective July 1, 2007, contingent upon the receipt of all documentation*
4 *required for this action.*
5

6 **CLSA System Reference Program**

7 Habbestad reported that the motion for consideration is the annual approval of the
8 System Population and Membership figures that are required in order to calculate the
9 System Reference Program allocations. She stated that Exhibit A lists the public library
10 members for each CLSA Systems and the population of the Systems as determined by the
11 most recently published estimates from the Department of Finance. The population figures
12 for 2006/07 included the affiliation of Fullerton Public Library with Santiago, and the
13 Richmond Public Library's change of System membership from North Bay to BALIS.

14 **It was moved, seconded (Lowenthal/Steinhauser) and carried unanimously**
15 **that the Library of California Board approves the System Population and**
16 **Membership figures for use in the allocation of the CLSA System**
17 **Reference Program funds for the fiscal year 2006/07.**
18

19 Member Lowenthal questioned the two jurisdictions—City of Industry and Lassen
20 County—listed under the heading “Areas Without Service” on the last page of Exhibit A.
21 Hildreth responded that Industry does not have its own public library, and therefore
22 residents may use the libraries of the County of Los Angeles or direct service would be
23 provided from the California State Library, if it does not have a share in the local
24 jurisdiction. It was agreed that the language be changed to read “Jurisdictions that don't
25 provide service.” Habbestad stated that Exhibits B through G were excerpts from the
26 2006/07 System Plans of Service. The plans indicate that all Systems will provide the level
27 of service required by law for System Reference. Exhibits H through M are summaries of
28 the achievements for System Reference Programs as reported in the 2004/05 annual

1 reports. She stated that System Annual Reports for 2005/06 were being received at the
2 State Library and would be summarized for the Board's February meeting.

3 In response to a question about statewide reference by chat service, Hildreth replied
4 that it refers to *AskNow*, the live chat, interactive, on-line reference service program,
5 supported by the State Library through LSTA funding. Member Steinhauser asked if
6 anything unusual was found in the Plans of Service. Hildreth responded by pointing out
7 how the volume of reference questions had decreased at the System level in the last five to
8 ten years. The questions are becoming more in-depth and specific at that level because
9 people are satisfied with what they are finding on Google.com. Hildreth stated that
10 reference dollars are now being used effectively for training and other kinds of
11 enhancements for their local library and System Reference staffs. Member Lowenthal
12 requested clarification as to whether Google and other Internet service providers have been
13 empirically shown to decrease library reference questions. The response from staff was
14 that there is considerable evidence to that effect. Member Kastanis added that in schools,
15 students are Googling as an easy way to find information, rather than accessing designated
16 databases. Member Cannon pointed out that another issue in the academic settings is
17 whether students are searching effectively to find what they need, and whether they are
18 accessing accurate, scholarly information, by using Google.com.

19 **Guest Speaker's Report on Developing a New Reference Model**

20 Hildreth introduced Ruth Metz, an independent library consultant who was asked by
21 the State Library to identify a reference model or models, beyond the local level. Hildreth
22 stated that the model would be based on the current System Reference Centers, but would
23 involve a more direct approach.

1 Metz began her report by giving the Board a brief history of her work as a reference
2 librarian in California. During most of the 1980's and part of 1990's she was the System
3 Coordinator for BALIS. Prior to that she was the Director of Library Development at the
4 Colorado State Library, working with the Colorado Regional Library Service System, a
5 multi-type library structure. From 1976-1982, Metz was the Director of the Community
6 College Learning Resources Center in Michigan. The strengths that Metz brings to the
7 reference model project are her objectivity and experience working on a number of
8 development projects, collaborating and facilitating the development of programs and
9 services, and research and development programs to help promote library services. Metz
10 stated that in her most recent position as Deputy Director of Libraries for the Multnomah
11 County Library in Oregon, she championed the L-Net Program, Oregon's version of
12 California's AskNow project. She stated that the current structure of reference, as it now
13 exists in California, includes the local or first-level reference, the second-level reference,
14 AskNow virtual reference service, and second-level databases, including First Source. The
15 Nelson-Mayo focus groups that were conducted about a year ago resulted in three
16 recommendations: 1) to merge the second-level question answering; 2) to improve the
17 virtual model; and 3) to provide specialized databases and training.

18 Member Lowenthal asked for clarification on the terms *second-level reference* and
19 *second-level databases*. Metz responded that consumer questions directed to local public
20 libraries, which are known as first-level reference sources, may be referred to a CLSA
21 System, if the local library is unable to answer the question. The CLSA System Reference
22 Center library would be a second-level reference source. Hildreth commented that
23 historically there were a number of different mechanisms for answering reference

1 questions in California. For a number of years there were two LSTA-funded third-level
2 reference centers—the Bay Area Reference Center (BARC) located in San Francisco and
3 the Southern California Answering Network (SCAN) located in Los Angeles. LSTA
4 funding for BARC and SCAN was eliminated under State Librarian Gary Strong’s
5 administration. At present, there exist a few other resources, in addition to the first and
6 second level reference sources. Metz pointed out that there is a perceived need for a top-
7 level reference source in California—a place of last resort. Along with that is a further
8 question of where that reference source needs to be located. At present, the top CLSA
9 reference level is being handled by the second-level reference source. AskNow, another
10 reference service, has been added in recent years through the resources of the State Library
11 and MCLS. AskNow is a live, on-line chat-room service, where the public, as well as
12 library staff, can interact with a reference librarian to get help with question answering.
13 AskNow is accessed from a public library’s website. The System Reference Centers use
14 databases, such as the Los Angeles Public Library’s First Source databases, which contain
15 some commercial, as well as specialized databases, so that reference staff can utilize them
16 to handle second-level questions. Metz stated that she was asked to provide the Board with
17 the scope of her work for the reference study, which is to create a new reference model. A
18 very disciplined and defined approach has been taken in structuring this particular study,
19 recognizing that it fits into a larger context of resource sharing, which the Board will be
20 examining over the next few years. She stated that the intent is to have the central part of
21 the study completed by June 2007, and be ready to ramp up to the operational part as early
22 as March 2008.

1 Metz stated that the purpose of developing a new reference model is twofold: 1) to
2 improve information access, and 2) to enhance, refine, and tune up what we are doing in
3 California so that it is compatible with technology trends, and with the way that
4 information consumers are now using—and could be using—information in the
5 foreseeable future. She said that it is a given that reference technology is dynamic, and this
6 model iteration is not carved in stone forever, because the technology is changing, and
7 information consumers are using the information in different ways. Therefore, this new
8 model needs to be structured so that it is contemporary, efficient, and workable for the
9 public. But it must be fluid, and the Board will have to keep coming back and looking at it
10 to make sure it keeps up with current trends. Metz reported that the scope of the work is to
11 build on and tune up the reference referral protocol, the 24/7 direct public access, and to
12 determine what specialized databases are needed to make this structure work. This project
13 is not an attempt to turn everything upside down and start from scratch. Member
14 Lowenthal asked if specific database needs had been identified. Metz replied that, in order
15 to determine the need, she would find out what databases are presently being utilized, by
16 consulting with stakeholders and the people using the databases.

17 In order to put the entire concept into context, Metz turned the Board’s attention to a
18 graphic on page four of her written report entitled “Reference in Context of Resource
19 Sharing Discussion.” Metz explained that she has put question handling at the center of
20 the graphic, not because question handling is necessarily central to resource sharing, but
21 because it is the center of her focus for the reference study. She stated that there are a
22 number of issues that may be impacted; for example, if the reference protocol is changed,
23 it will most likely have an impact on CLSA Systems and the delivery program. Metz

1 commented that the AskNow reference service is an important feature of the library virtual
2 reference world, but as the consultant for this study, she would be looking into just how
3 effective it is. She stated that it may or may not be a part of the new reference model. Metz
4 explained that the AskNow service provides a mediated online 24/7 reference service,
5 including document delivery. The Metropolitan Cooperative Library System (MCLS)
6 administers AskNow through a three-year commitment of LSTA funds. Some research
7 and development on the AskNow service is currently being conducted. The information
8 gathered will be considered when developing a new reference model.

9 Hildreth clarified that no CLSA dollars have ever funded the AskNow reference
10 service; its funding is in partnership with MCLS through LSTA funding.

11 Metz continued that the LSTA grant for 2006/07 is the last in a 3-year State Library
12 commitment to transition from locally developed software to the OCLC Question Point
13 service. OCLC will provide many of the tasks previously done by the MCLS coordinator,
14 and will work with MCLS in marketing and training. OCLC's intent is to accomplish three
15 objectives: 1) to continue 24/7 reference services for California residents; 2) to develop a
16 pricing model for a sustainable future for AskNow services; and 3) to develop a procedure
17 for transitioning to the new service model, including establishing an AskNow Advisory
18 Board.

19 To clarify the role of OCLC with regard to AskNow, Metz stated that OCLC (Online
20 Computer Library Center) is a networking organization, which has a huge global database,
21 and which has developed the software that allows AskNow to function. AskNow is a
22 network of reference specialists throughout California who volunteer their time and
23 experience to respond to questions. MCLS coordinates the geographically dispersed

1 reference staff. OCLC has taken on the software, that MCLS developed in previous years,
2 in order to manage the network of referral. OCLC is in the process of fine-tuning this
3 software package, which Metz will be monitoring for progress.

4 Member Fong asked whether LSTA money had gone into funding any of the programs
5 associated with OCLC, and whether OCLC is now making money off of the MCLS
6 software. Andersen explained that MCLS is involved because LSTA originally supported
7 the development of the MCLS 24/7 reference software. It was then decided that federal
8 dollars could no longer be used to support software development. During this time OCLC
9 was interested in acquiring the 24/7 software. An agreement was reached and the 24/7
10 software was merged into the OCLC Question Point operating system. The State Library
11 agreed to provide adequate LSTA financial assistance for three years, to enable all of the
12 public library members of AskNow to have free access to the service. During this final
13 year of LSTA funding, the grant only paid for access to Question Point. Hildreth added
14 that during the three-year period, OCLC gave California public libraries very good rates
15 for its service; however, it's not known what the rates will be in future years. In developing
16 a new reference model now, it will help to determine what course to take in the future.
17 Member Steinhauser sought further clarification as to the future of AskNow. Andersen
18 responded that future-funding plans for LSTA had not yet been formulated.

19 Laurel Patric, Interim Executive Director for MCLS, Santiago and South State, stated
20 that an advisory committee was being formed to work with OCLC on issues raised, such as
21 the new pricing model. Patric called attention to the fact that the transition from the
22 AskNow software to the new Question Point software proved to be rather difficult,
23 primarily because not enough library staff being available for proper training. She also

1 pointed out that in addition to reference librarians in California, AskNow uses reference
2 librarians world-wide in order to maintain 24/7 coverage.

3 Metz returned the Board attention to the graphic in her report and the contextual issues
4 surrounding a new reference model. She pointed out that there may be legislative changes
5 made in relation to the new model. Metz stated that, to a lesser extent, statewide delivery
6 systems, multitype resource sharing, and the ILL and Direct Loan programs may be
7 affected by the change, as well as LSTA funding.

8 In August 2006 CLSA Systems statewide got together to discuss System consolidation
9 and a project that would test consolidation of systems and develop a process for moving
10 toward a merger of the four Bay Area Systems. All these issues are on the radar screen in
11 relation to the new reference model.

12 Specifications for a new reference model, which have been identified so far are:

- 13 1) A model that is efficient and cost effective
- 14 2) A statewide reference model which will serve all California residents
- 15 3) A flexible model, adaptable to changing technology, that is suited to the
16 information consumer
- 17 4) Something the public sees as an extension of the local library
- 18 5) A model that pays attention to the delivery component.

19 A discussion ensued among members about reference service delivery and training the
20 public about what services are available from the library. Metz responded to a question
21 about current delivery service, stating that people now have several alternatives. They can
22 go to their local library and get information in book or magazine form; or go online from
23 home, office or school and search there local public library database and download

1 materials; or the local library may provide a fax copy. Member Steinhauser asked about
2 answers being provided by text messaging or I-pod messaging.

3 Member Cannon raised an issue about less technologically savvy consumers who
4 might not be aware of TM (text messaging) or IM (I-pod messaging). Are libraries looking
5 at how they are going to train the user, and how they are going to market their services?
6 Metz acknowledged that the new reference model had to take into account everyone's
7 modality of accessing information. Member Kastanis cited the need to educate students,
8 teachers, and the public on what libraries have available to offer already, as well as the
9 newest technology advances. She has found that people are not aware of what kinds of
10 resources are currently available to them at their libraries. Metz stated that the public
11 information part of the new model is very important, and that her work plan, the *Ramp-up*
12 *or Implementation Plan* of the project, would address this issue.

13 Metz moved on to the work plan, of which there were four parts:

- 14 1) Preparation and startup would begin in October 2006;
- 15 2) Fact-finding would be done between November 2006 and February 2007;
- 16 3) The design phase would be done between February and March 2007; and
- 17 4) The ramp-up to implementation would be completed by June 2007.

18 Metz said the approach taken would be pragmatic, not a reinvention of the wheel,
19 recognizing there are some good things in place already. It will be direct, practical and
20 focused.

21 Metz then directed the Board's attention to the Reference Model graphic on page 8 of
22 her report. She said that she would be reporting to the State Library *Client Team*, a small
23 group consisting of Susan Hildreth, Tom Andersen, and Gerry Maginnity, as well as some

1 other key CSL informants. Her fact-finding and design process would be in consultation
2 with four teams, including the CSL *Client Team*. The *Consultant Cohorts* with whom she
3 would be working can be found on *libraryconsultants.org*, a network of exceptional library
4 consultants, and may include Sandra Nelson, Diane Mayo, and Maureen Sullivan, as well
5 as others from around the state of California. She would be utilizing *Expert Informants*
6 from California, as well as other states, on virtual reference and reference protocols. Also,
7 she would be consulting with *Current Service Providers*, e.g., MCLS, and other reference
8 service providers, such as OCLC and Los Angeles Public Library. In addition, *Alternative*
9 *Service Providers* like tutor.com, may be consulted.

10 Member Steinhauser asked whether Metz would be consulting with the private sector,
11 voicing concern that if only the public sector was used, the reference model may not bring
12 forth the best of what is available. Metz acknowledge that her plan included the concept of
13 utilizing the best assistance from the private sector. The *Client Team* would assist in
14 determining which avenues to pursue, and with whom to consult.

15 Member Steinhauser voiced her concern about the absence of academic reference
16 resources on the graphic. Metz explained that academic consulting was definitely included
17 under the headings of *Expert Informants, Elsewhere; Current Service Providers; Other*
18 *Service Providers* and *Alternative Service Providers*. Metz reminded the Board that she did
19 not have a blank check to operate, that a disciplined approach to consultant resources must
20 be taken, but it was doable with the assistance and direction of the *Client Team*.

21 Member Steinhauser expressed another concern about technology and how it becomes
22 obsolete so quickly that the basis of this study could be obsolete by the time Metz gets

1 back to the Board six months from now. Metz responded that she would be attentive to
2 that concern.

3 Member Fong asked whether other state library systems had been consulted from
4 whom California might integrate reference model components. Hildreth responded that the
5 California State Library keeps informed, so we have a pretty good feel for what is currently
6 available in other state library agencies. She stated that many states use Question Point;
7 there are two or three service providers, such as Tutor.com being used. Hildreth pointed
8 out that no other state has California's unique set of problems and challenges and level of
9 complexity. California's geographic size, population size and diversity, immigrant
10 population, the variety of library systems, and different resource levels are some of the
11 conditions making it challenging to establish a model for this state.

12 Member Cannon stated that one of the things the University of San Francisco Library
13 is doing, which belongs to a national consortium of 28 Association of Jesuit Colleges and
14 Universities, is to subscribe to tutor.com and 24/7 reference, by providing round-the-clock
15 access to its students. They are also developing in-house systems using yahoo, since many
16 of the students have yahoo accounts.

17 Member Steinhauser raised a point that it is important to identify who the user will be,
18 and that perhaps yahoo.com represents an easy means for a user to tap into library services.
19 Member Kastanis addressed Metz, saying that she had a daunting task, trying to hone
20 down the volume of expert information available, looking at what is going to be most
21 applicable to our communities, while working within the limited funding and time at her
22 disposal. Metz agreed, stating that the goal is to have a good, efficient, and effective
23 reference model for California now, and for the foreseeable future. While understanding

1 that technology changes, we are not aiming at state-of-the-art, but state-of-the-art will be
2 looked at to see what this model will need to be. She stated that one of the things librarians
3 around the country are questioning right now is the utility of virtual reference. Metz will be
4 looking into what the various experts have to say about it, keeping an open mind without
5 preconceived notions, and yet maintaining a disciplined approach. However, she does not
6 believe that there is an expert on this particular area of virtual reference, henceforth the
7 need to draw on the expertise of various people around the country, and to apply it to the
8 question in a disciplined way.

9 Member Jewett asked what consideration is being given to all the different languages
10 in California. Member Kastanis pointed out that there is new software that allows the
11 English speaker's language to be translated into the French language. She believes that
12 eventually it will be technologically feasible for library reference questions posed in one
13 language to be responded to in that same language. Metz assured the members that
14 language was under consideration as a part of this project.

15 Member Lowenthal asked how virtual reference could not be a component of any
16 reference model? Hildreth responded that it's a question of modalities of delivery, not that
17 of doing away with virtual reference altogether. Research and user surveys indicate that
18 present modes of offering virtual reference are not effective in meeting user demands. She
19 further clarified that users are not so much dissatisfied with the virtual content, as the mode
20 in which that content is accessed and delivered. Member Cannon gave an example, citing
21 tutor.com, who recently changed their software. Many librarians have complained that the
22 new software is less user-friendly, that students prefer easier access.

1 Member Lowenthal then asked why was state-of-the-art technology not being
2 considered for this study?. Metz restated that the goal of the project is not to do reference
3 and delivery for everyone in the nation in order to achieve state-of-the-art technology;
4 rather, the goal is to fine-tune the existing California reference model, to make it better,
5 more efficient and more cost-effective. Hildreth added that California is spending both
6 state and federal dollars in a number of different streams to support providing information
7 and reference to our libraries and the public. She is concerned that those dollars are spent
8 as strategically as possible. If additional funds are going to be requested for CLSA
9 operations, whether for reference, delivery or whatever capacity, she wants to insure that
10 the public library expenditures are justifiable, and funds are being spent as responsibly and
11 effectively as possible. Hildreth does not feel that expenditures could be adequately
12 justified and defended to the legislature until this study was completed. Andersen reminded
13 Board members to keep in mind the context of the discussion, and that the reason the
14 Board was hearing about the new Reference Model Project was that CLSA requires that,
15 by law, public libraries and Systems provide reference service to the public. This project
16 was formed to find the most efficient and economical means of providing reference
17 service. At the end of the study, it will be the task of the Board and the State Library to
18 find the funding to accomplish that.

19 Member Lowenthal asked if a public/private funding collaboration was considered to
20 the legal question, or was it legally possible or probable. Andersen responded that he did
21 not see any legal obstacles to public/private collaboration. There are, however, legal issues
22 as to how public money is spent.

1 Member Lowenthal asked what is the overall goal of the project. Metz responded that
2 the goal is to develop a new model for reference question handling in California that is
3 efficient and effective.

4 Member Steinhauser noted that Maureen Sullivan's research seemed to indicate that
5 the various Systems would prefer that second-level questions be answered by a third level
6 of reference, or a statewide reference level. She also questioned whether one of the
7 alternatives being looked at by Metz would possibility eliminate the second-level reference
8 service in favor of statewide reference. Hildreth responded that she would not characterize
9 the CLSA Systems as suggesting that the second-level Systems Reference be bumped up to
10 a statewide reference level. Rather, the information gathered from the field by Nelson and
11 Mayo suggested that perhaps the second level was not necessary. She went on to say that
12 we are living in an age when the public wants immediate access to information, and we are
13 looking to see whether libraries can provide the public with a very high level of question-
14 answering service. Hildreth stated that she did not want to create the impression that
15 statewide reference would necessarily be funded, or that the existing System Reference
16 program would be replaced. A statewide reference system, which is a virtual reference
17 service, is one of the things that should be considered, and eventually may be proposed,
18 but we are not there yet. She stated that Metz will not be dealing with this issue, although
19 her study should help the Board determine what is to be considered.

20 Member Steinhauser asked if there were fewer questions being asked of System
21 Reference staff, even if those questions are more difficult to answer, why are we spending
22 all this time and energy figuring out how to answer questions? Hildreth pointed out that
23 every individual has the right to get his or her questions answered. She hopes that question

1 answering at the statewide or CLSA level could be provided using a cost-effective method,
2 where individuals could get right to an expert to get their questions answered.

3 Member Lowenthal asked whether the third-level reference librarian, after exhausting
4 library resources for an answer, would be able to go to the expense of sources external to
5 the library to get the expert answers for the library user. Hildreth responded that she hoped
6 a model would be created whereby the user could directly access an expert, or if not, be
7 able to reach individuals who could directly access the relevant information. Andersen
8 stated that as a former reference librarian, he called all over the United States, and
9 sometimes outside of the States, to get answers for patrons. That is what reference
10 librarians have always done. He also asked Board members to understand that it is not the
11 number of questions that have gone down, but the number of questions directed to
12 libraries. People are getting more of their questions answered on their own, especially on-
13 line. Metz commented that second-level reference is already providing this high level of
14 question answering, which can be rather expensive.

15 Member Bernardino asked how could multitype libraries be brought into the fold of the
16 new reference model since it appears that this reference model would not represent the
17 multitype libraries. Metz responded that the second-level reference systems are now the
18 point of entry for the other types of libraries, and she does not see that changing. She
19 agreed with Member Bernardino that these information resource-sharing arrangements
20 were not necessarily formalized networks, and that these relationships varied from system
21 to system.

22 President Maghsoudi opened up the meeting to questions from the audience.

1 Gail McPartland, from Peninsula, Silicon Valley, BALIS and MOBAC systems, stated
2 that she was the instigator of the reference forums for the four Bay Area systems, and
3 supervisor of second-level reference for the same systems. She offered many thanks to the
4 State Library staff and the Board for carrying this conversation forward. She has about
5 seventy librarians in the bay area who have been waiting for an answer to the reference
6 dilemma. She asked if the recommendations were being accepted from the Nelson/Mayo
7 report. Hildreth responded by saying that consultants Nelson and Mayo provided
8 unsolicited recommendations; however, their recommendations would be considered in the
9 larger scope. Andersen agreed, stated that the Nelson/Mayo report was under
10 consideration, especially since it reflected what was heard in the focus groups.

11 McPartland voiced her concern that a “one size fits all” solution would work for
12 California. She foresees an infrastructure that includes choice of alternative models that
13 may work better for the various Systems, and System members. For about 18 months,
14 Peninsula Library System has been experimenting with outsourcing reference questions to
15 the North Bay Cooperative Library System. According to her reference staff, there has
16 been no degradation of service observed. A few questions are still being answered locally,
17 some going to local experts, some to the commercial sector and some to a few other
18 entities. All available resources are being exhausted.

19 Greg Atkins, Chair of the North Bay Cooperative Library System, which also
20 administers the North State and Mountain Valley Library Systems, voiced his concern on
21 the work plan, which he feels does not leave time for the various individual libraries and
22 systems to react to its proposed design, and to provide the input that would perfect the
23 design. Atkins stated that the plan allows for a February/March *Design* window, and then

1 discusses *Ramp-up to Implementation* beginning in March. He believes that more time will
2 be required for the CLSA Systems to react, to discuss the design proposals, and to provide
3 input. Hildreth addressed his concern, remarking that the timeline was constrained by
4 several factors: 1) Metz's time and scope of work needed to be limited; 2) the July 2007
5 new Reference Model implementation date, which may not be realistic and thus may need
6 to be adjusted; 3) the LSTA funding cycles; and, 4) the expiration date for the AskNow
7 contract.

8 Hildreth expressed the intention to make sure that the *Implementation Phase* is part of
9 the development of the implementation plan, and not the actual putting the model into
10 effect. Member Kastanis added that a very important piece of this process is giving the
11 CLSA Systems a chance to talk about it and contribute. Metz reiterated Hildreth's point
12 that the presented plan is her own work plan, in order that the project moves with all
13 deliberate speed to completion. She affirmed her intention to check in with the *Clint Team*
14 to keep them informed.

15 Hildreth expressed her awareness that whatever is done, some objections will be raised.
16 However, she does not want to railroad a design, but to make sure that some time is spent
17 with the various entities that would be impacted by it. Being very mindful of the role of the
18 Board, Hildreth stated that Metz was invited to make her kick-off presentation to the
19 Board. Hildreth cited upcoming plans to provide information about what is taking place to
20 the various stakeholders.

21 Member Steinhauser stated, as Chair of the Legislative Committee, she is concerned
22 about how CLSA legislation might be impacted by any changes to the reference model.
23 Because of the possible legal ramifications, she did not think that the *Ramp-up Phase* of a

1 new reference model would result in a too-hasty implementation. The Board does not want
2 to jeopardize the eighteen million dollars the government allocates to these programs by
3 ill-considered actions. Andersen agreed, affirming that looking into the legal aspects of the
4 new Reference Model would be an important step to take after a new design is completed.

5 Metz elaborated on the *Ramp-up to Implementation* final phase of her work. She will
6 be assisting the *Client Team* to think through and prepare for implementation. She will also
7 be assisting the consultants with such matters as service providers, how to get service
8 providers on board, what service specifications need to be met, the content of contractual
9 agreements, and helping them with how to craft a communication plan for the library
10 community.

11 Member Steinhauser asked for the cost and the funding source of this study. Andersen
12 responded that LSTA was the funding source through a Networking grant to the Peninsula
13 Library System, which looks at various resource-sharing activities that are done throughout
14 the state. Metz said that the initial cost, up to the present, had been about \$15,000. The
15 remainder of the study, from October 2006 to completion would be about \$50,000.
16 President Maghsoudi thanked Ruth Metz for her presentation, and turned to other Board
17 business.

18 **Interlibrary Loan (ILL) and Direct Loan Programs**

19 Habbestad reported that the annual cost studies that determine the proposed
20 reimbursement rates for Interlibrary Loan (ILL) and Direct Loan programs were completed
21 and the results sent to the Department of Finance as part of the ECP (Enrollment,
22 Caseload, Population) process. She stated that this year's study showed an increase in the
23 base rate for both ILL and Direct Loan programs. The total reimbursement rates, after

1 factoring in all the elements, were being proposed at \$5.22 per eligible ILL transaction;
2 and \$.95 for each net imbalance Direct Loan transaction.

3 ***It was moved, seconded (Lowenthal/Fong) and carried unanimously that the***
4 ***Library of California Board adopts, subject to the concurrence of the State***
5 ***Department of Finance, reimbursement rates for the 2006/07 fiscal year as***
6 ***follows: for CLSA interlibrary loans, a reimbursement rate of \$5.22 per***
7 ***eligible transaction; for CLSA direct loans, a reimbursement rate of \$.95 per***
8 ***eligible transaction; and that the Chief Executive Officer inform all***
9 ***participants of the 2006/07 reimbursement rates as soon as Department of***
10 ***Finance concurrence is obtained.***

11
12 Habbestad next reported on the prorating requirement, stating that even with the \$7
13 million augmentation in the 2006/07 budget, the TBR baseline would, most likely, fall
14 short of reimbursing participants at 100%. The proposed percentage to be withheld from
15 each reimbursement is based on three factors: 1) the reimbursement rate, adopted by the
16 Board; 2) the projected transactions levels for the ILL and Direct Loan programs; and 3)
17 the amount in the TBR appropriation.

18 Habbestad stated that staff is recommending that 35% be withheld from each quarterly
19 payment, reimbursing participants at 65% of their total costs throughout the year, and that
20 any remaining funds at the end of the fiscal year be calculated proportionately and
21 provided to participants in a fifth payment. Habbestad reported that if projected transaction
22 levels are realized, the 2006/07 CLSA ILL and Direct Loan program appropriation would
23 fall short of being sufficient to pay the full reimbursable cost of the program by 24%.

24 Andersen stated that the Department of Finance continues to approve the increased rate
25 of reimbursement, and that the \$7 million increase in the budget was a big help, although it
26 will not allow the library to fully catch up to the 100% level where it needs to be.

27 ***It was moved, seconded (Kastanis/Steinhauser) and carried unanimously that***
28 ***the Library of California Board directs its Chief Executive Officer to***

1 *withhold 35% from all CLSA ILL and Direct Loan Program reimbursement*
2 *payments throughout the 2006/07 fiscal year and that, after determining the*
3 *full State cost of the ILL and Direct Loan programs for 2006/07, directs the*
4 *CEO to pay the full amount remaining due to each participating library if*
5 *sufficient funds remain in the 2006/07 CLSA ILL and Direct Loan Program*
6 *appropriation, or to prorate the final payment equitably if insufficient funds*
7 *remain in the 2006/07 CLSA ILL and Direct Loan Program appropriation.*
8

9 Member Lowenthal asked how many more millions of dollars would be required to
10 achieve the full reimbursement rate. Andersen responded that it would take around three to
11 four million dollars more to reimburse all participants at 100%.

12 **CLSA System Communications and Delivery Program**

13 Habbestad reported that this is an information item only. She stated that System Plans
14 of Service for fiscal year 2006/07 indicated that all Systems would provide the level of
15 service required by law. Exhibits A-D in the Board packet are excerpted from those plans.
16 Exhibits E – H are summaries of the achievements for the System Communications and
17 Delivery program as recorded in their 2004/05 annual reports.

18 **CLSA System Advisory Board (SAB) Program**

19 Habbestad stated that the motion for consideration is a standard motion, which the
20 Board annually approves in order for one System Advisory Board (SAB) member from
21 each System to attend the California Library Association (CLA) conference in November.

22 *It was moved, seconded (Lowenthal/Jewett) and carried unanimously that the*
23 *Library of California Board approves the use of 2006/07 allocated SAB*
24 *Program funds, where available within each approved SAB budget, and*
25 *where requested, to reimburse one SAB member from each System for*
26 *expenses incurred in attending the November 2006 California Library*
27 *Association conference to be held in Sacramento.*
28

29 Habbestad presented an update on the CLSA System Plans of Service for 2006/07. She
30 reported that the System Advisory Board workload estimates and mandated activities are

1 summarized in the packet as Exhibit A. All but one System intended to accomplish the
2 duties specified by law. Some System members continue to have difficulty getting their
3 governing bodies to appoint SAB members. Inland Library System currently has no
4 members represented on its advisory board. Member Steinhauser asked if there was
5 anything the Board could do to help Inland. Andersen responded that appointing an SAB
6 member is up to the local jurisdiction. For several years, Kathy Aaron, System Coordinator
7 for Inland, has had a problem getting the library directors to make appointments. Hildreth
8 added that it has often proved very difficult to keep the SAB members involved, offering
9 the explanation that most members of the public are primarily interested in the local home
10 library issues.

11 Member Steinhauser suggested that due to the success of library service, it's possible
12 that individuals are not aware of the importance of the SAB; or perhaps after the 30-year
13 evolution of the legislation, a point has been reached where alterations to the legislation
14 has become necessary. In response to a question from Member Steinhauser regarding
15 making monies available for SAB attendance at the CLA conference, Habbestad stated that
16 only a few members attend the conference. She referred the Board to the exhibit in the
17 packet reporting this statistic. Andersen added that the purpose of this motion is to allow
18 CLSA funding to be used to reimburse System Advisory Board members to attend the
19 conference outside their service area.

20 **Unfunded components**

21 President Maghsoudi moved to the next item of business, the unfunded components of
22 CLSA for which there were no reports to be made. Hildreth stated that although these
23 programs are unfunded, it's possible they may come before the Board in the future.

1 Member Steinhauser reminded the Board that the good news about the Library of
2 California is that the statute is still in place, which gives us a place holder for multi-type
3 library systems.

4 **Legislative**

5 Member Steinhauser reported on legislation, referring to her memo on legislative
6 activities during the past year. She stated that the highlights have already been mentioned,
7 such as the funding increase for TBR and the Public Library Fund, and the defeat of
8 Proposition 81. Member Steinhauser commented that the CLA conference is November
9 10-13, 2006 in Sacramento. She urged Board members to attend the conference, although
10 members would not be reimbursement by the state. She invited anyone interested in
11 legislative information to e-mail her, or go to the CLA and ALAWAN websites for state
12 and federal legislation.

13 Vera Skop, the new System Coordinator for Serra Cooperative Library System,
14 brought forward a series of questions from Serra's Administrative Council regarding the
15 effects from the defeat of Proposition 81. Hildreth responded that Proposition 81 was a
16 CLA initiative, not an initiative of the Library of California Board, although the Board was
17 firmly in support of that legislation. She said that CLA would be waiting until after
18 November to begin formulating a new strategy, if there is any new strategy. It was
19 recommended that Skop seek the assistance of the CLA Legislative Committee to answer
20 questions posed by their administrative council.

21 Member Steinhauser thanked Skop for her support, and referred her to the information
22 contained in the legislation section of the agenda packet. She stated that the LoC Board
23 has a very limited jurisdiction regarding the legislation that it pursues. The Board does not

1 have jurisdiction over construction bonds, but because it had a related component about
2 library facilities, that allowed us to take a support position. This Board primarily takes
3 positions on bills relating to resource sharing and the federal Library Services and
4 Technology Act.

5 Member Steinhauser suggested that the agenda item, "Legislative Strategies," be
6 eliminated from future agendas.

7 **PUBLIC COMMENT**

8 No one from the audience rose to address the Board.

9 **BOARD COMMENTS**

10 Member Steinhauser thanked the staff for all their hard work in pulling together the
11 materials for this meeting after nearly a year's hiatus. She also thanked Susan Hildreth and
12 her staff for taking the initiative in putting together what could be the first steps in
13 evolving our reference service, and in possibly taking another look after thirty years at the
14 best way to offer cooperative library services.

15 Member Zollman thanked everyone for the warm welcome to her first meeting with the
16 Board. She was looking forward to working together in the future.

17 Member Fong expressed her pleasure in seeing old faces and new. She thanked the
18 staff for preparing the packet, and congratulated and encouraged Susan Hildreth for taking
19 the leadership in looking at some major components of library service.

20 Member Cannon stated that it was a pleasure to finally meet Board members, after
21 having been appointed by Governor Davis in 2003, but only just now being able to attend.
22 He looks forward to working with the Board and Susan Hildreth.

1 Chief Executive Officer Hildreth thanked the staff for the hard work in preparation for
2 the meeting.

3 Member Kastanis stated that she is amazed that there is still a feeling of excitement
4 about what is happening in the state of California. She leaves the meeting with the sense
5 that there is hope out there. She commends the leadership of Susan Hildreth and her staff,
6 as well as the Board.

7 Member Lowenthal thanked the staff for the packet of helpful materials. She welcomed
8 Member Cannon and the new staff in LDS, wishing them well in their new capacities.

9 Member Jewett thanked the staff, especially Sandy Habbestad and Tom Andersen, for
10 their availability. She congratulated the President and Vice-President, and expressed how
11 much she continued to enjoy working as a Board Member.

12 Member Bernardo thanked the staff for staying in contact with her. She congratulated
13 Susan Hildreth for her leadership and courage in bringing library services forward. She
14 said it was nice to know that special libraries are not out there by themselves, as they face
15 the same challenges as public libraries. She expressed her pleasure in working with the
16 Board to meet the challenges. She extended welcomes to the new members and
17 congratulated Barbara Will on her new retirement status.

18 President Maghsoudi added her thanks to Susan Hildreth, Tom Andersen and Sandy
19 Habbestad, for their help and leadership.

20 **AGENDA BUILDING**

21 Hildreth said that the Board should plan to meet in February to discuss the progress of
22 Ruth Metz and the new reference model, as well as any budget issues that may arise.

Library of California Board Resolution 2006-01

WHEREAS, the Library of California Board desires to recognize Sally Tuttle for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Sally for her outstanding public service representing the Public-at-Large since her appointment by the Senate Rules Committee on January 26, 1999 and her subsequent reappointment in May 2002; and

WHEREAS, the Board wishes to acknowledge Sally for her distinguished service as Vice President of the Board in 2004, and for her willingness to serve in the interim when there was a vacancy in the office of Board President; and

WHEREAS, Sally has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, Sally served with distinction on various Library of California Board committees, including the Literacy Committee (1999-2003), Access Services Committee (2000-2003), Ad Hoc Public Awareness Committee (2001-2002), and the Resource Sharing Committee (2003), and as the Chair of the Literacy Committee (2002-2003); and

WHEREAS, Sally is currently a commissioner of the Calaveras County Library and member of the Friends of the Calaveras County Library, which in 1962, she organized and became its first President, and also served as its President in 1987, 1988 and again in 1993 and 1994, as well as serving as a CLSA System Advisory Board member for the 49/99 Cooperative Library System from 1997-1999; and

WHEREAS, it should be noted that Sally is very active promoting the Friends of the Mokelumne Hill Branch Library, where she diligently keeps the doors of the library open through her volunteer efforts; and

WHEREAS, during the time when Sally was Fund Raising Chair (1989-1991), nearly \$700,000 was raised to enable Calaveras County to provide matching funds to qualify for a grant through the 1988 California Library Renovation and Bond Act, which built the **Central Library in San Andreas**; also, on September 11, 2002, **The Garden of Friends** park was dedicated in honor of Sally Tuttle and the Friends of the Calaveras County Library for all they have done for the Library System; and

WHEREAS, Sally chaired the Membership and Volunteer Committee for the Friends of the Library, and was volunteer coordinator for the Calaveras County Friends of the Library Literacy program in which she helped the program to receive a literacy grant from the California State Library; and

WHEREAS, it should be noted that in 1999 Sally was awarded **Woman of the Year** by three organizations, Soroptimist International of Calaveras County, Mokelumne Hill Lions, and the Calaveras Prospect; and

WHEREAS, the Board wishes to recognize Sally's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

SALLY TUTTLE

for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 14 September 2006

Library of California Board Resolution 2006-02

WHEREAS, the Library of California Board desires to recognize Sarah M. Pritchard for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Sarah for her outstanding public service representing Academic Libraries since her appointment by former California Governor Gray Davis on January 14, 2003; and

WHEREAS, the Board wishes to acknowledge Sarah for her distinguished service as its Vice President in 2005 and 2006, and for her leadership as Chair of the Budget and Planning Committee (2004-2006) and a member of the Resource Sharing Committee (2003-2004); and

WHEREAS, Sarah has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, it should be noted that she brought to the Library of California Board her valuable experience as an academic librarian, most recently as Director of the Library at the University of California at Santa Barbara; and

WHEREAS, her service and experience extended as a member of the Gold Coast Library Network Board of Directors representing academic libraries as she tirelessly worked to promote the vision of the Library of California; and

WHEREAS, the Board wishes to recognize Sarah's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

SARAH M. PRITCHARD

for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 14 September 2006

Library of California Board Resolution 2006-03

WHEREAS, the Library of California Board desires to recognize Lucy H. Lin for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Lucy for her outstanding public service representing School Libraries since her appointment by former California Governor Gray Davis on January 14, 2003; and

WHEREAS, the Board wishes to acknowledge Lucy for her distinguished service as a member of the Budget and Planning Committee (2003-2006); and

WHEREAS, Lucy has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, it should be noted that she brought to the Library of California Board her valuable experience as a school librarian and teacher for the Long Beach Unified School District where she served the children at Bixby Elementary and Lowell Elementary Schools for 35 years; and

WHEREAS, the Board wishes to recognize Lucy's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

LUCY H. LIN

for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 14 September 2006

**SUMMARY – 2006/07 CLSA BASELINE BUDGET
RECOMMENDATION BY PROGRAM**

PROGRAM	2005/06 BUDGET	2006/07 BASELINE	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	\$ 11,616,000	\$ 18,616,000	-0-
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	-0-	-0-	-0-
System Advisory Boards	27,260	27,260	-0-
System Reference	1,608,340	1,608,340	-0-
System Communications & Delivery	1,090,400	1,090,400	-0-
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
Total	\$14,342,000	\$21,342,000	-0-

Library of California Board Resolution 2007-01

WHEREAS, the Library of California Board desires to recognize Sonia W. Levitin for her distinguished contributions as one of its members on the occasion of the conclusion of her term of service as a Member of the Board; and

WHEREAS, the Board wishes to honor Sonia for her outstanding public service representing Special Libraries since her appointment by former California Governor Gray Davis on January 14, 2003; and

WHEREAS, the Board wishes to acknowledge Sonia for her distinguished service as a member of the Budget and Planning Committee (2003-2006); and

WHEREAS, Sonia has advocated for libraries at the state level on behalf of the Board and the greater library community; and

WHEREAS, it should be noted that she brought to the Library of California Board her valuable experience as an author of numerous books, guest lecturer throughout the country and instructor for the UCLA Writer's Program;

WHEREAS, the Board wishes to recognize Sonia's outstanding contributions to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

SONIA W. LEVITIN

*for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 18 April 2007*

Library of California Board Resolution 2007-02

In Honor of Cameron D. Robertson

WHEREAS, the Library of California Board desires to recognize Cameron D. Robertson for the many years of dedicated service on the occasion of his retirement on April 30, 2007; and

WHEREAS, Cameron Robertson served the people of California with great distinction, energy and devotion beginning with his appointment to the California State Library Braille and Talking Book Library in 1976, where he designed the library's first automated system which changed the way libraries served their customers; and

WHEREAS, in 1980 Cameron was appointed the Library Systems Specialist in the Library Development Services Bureau to work with a variety of public libraries on their federally funded information technology projects; and

WHEREAS, in 1982 Cameron was promoted within LDS and spent the next ten years as the California Library Services Act Program Manager where he became responsible for developing policy recommendations for the California Library Services Board; and

WHEREAS, during his tenure with CLSA, Cameron helped develop and implement the California Literacy Campaign and Families for Literacy Program, and in 1992 expanded his duties to include the responsibilities of Assistant Bureau Chief for Library Development Services; and

WHEREAS, in October 1992, State Librarian Gary Strong appointed Cameron Robertson to the position of Assistant State Librarian, and because of Cameron's exceptional leadership abilities, in December 1995, Governor Pete Wilson appointed Robertson Deputy State Librarian, a gubernatorial action which State Librarian Emeritus Dr. Kevin Starr encouraged; and

WHEREAS, the Library of California Board desires to honor Cameron Robertson for his many contributions to the California State Library and its services and staff, with good wishes to him and his family for the many years he served to enable Californians to learn and to obtain information through our libraries.

NOW, THEREFORE, BE IT RESOLVED, that

*the Library of California Board
extends its sincere appreciation and deep regard to*

CAMERON D. ROBERTSON

*For his distinguished leadership and contributions
To the libraries and people of the State of California
On this day of 18 April 2007*

AGENDA ITEM: CLSA Interlibrary Loan, Universal Borrowing, Equal Access Programs

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Consider 2007/08 ILL and Direct Loan Program reimbursement rates.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2007/08 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$5.29 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.97 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2007/08 reimbursement rates as soon as Department of Finance concurrence is obtained.

Consider 2007/08 ILL and Direct Loan Program reimbursement rates.

BACKGROUND:

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loan services. This effort led to the adoption of reimbursement rates for the 1984/85 Interlibrary and Direct Loan Programs based on three elements:

- 1) The weighted average per item handling cost of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their

internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.

- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2007/08 fiscal year with the following results:

- 1) A summary of the 2006/07 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was \$4.78. This is the recommended base rate for interlibrary loan.

For the Direct Loan Program, the study produced a base rate of \$0.55.

- 2) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.
- 3) Calculation of physical deterioration of materials:

The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, was not available in time to include prior calendar year data in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2005 calendar year. Data for 2006 will be included in the determination of reimbursement rates for the 2008/09 fiscal year.

Estimated price of the average library purchase = \$31.83

(Source: Book Industry Trends 2006, prepared by the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$9.55

(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$$\$31.83 + \$9.55 = \$41.38$$

$$\$41.38 \div 100 = \$.41$$

<u>Recommended 2007/08 CLSA Reimbursement Rates</u>				
Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	\$4.78	\$.10	\$.41	\$5.29
Direct Loan	\$.55	\$.01	\$.41	\$.97

Concurrence of the State Department of Finance

Education Code Section 18724(f) establishes in law that Interlibrary Loan and Direct Loan reimbursement rates, as determined by the State Board, are subject to the approval of the State Department of Finance. Exhibit B displays Board adopted and Department of Finance approved reimbursement rates over the last eleven years.

Recommendation: Staff is recommending that the reimbursement rates as determined by the annual cost studies be adopted by the Board.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: Since July 1, 1978, CLSA has supported three programs (there are other CLSA resource-sharing programs as well) specifically designed to encourage the sharing of publicly funded library materials throughout the state of California. The Interlibrary Loan and Direct Loan programs provide partial reimbursements of the increased costs realized when local public and specified non-public libraries extend loan services beyond their normal clientele. This program has greatly increased the individual public library user's access to library resources.

CLSA reimbursed loan services continue throughout the state with 177 public libraries and 84 non-public libraries participating. Reimbursement rates for the 2006/07 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance are:

\$5.22 per eligible Interlibrary Loan
 \$.95 per net imbalance Direct Loan

The 2006/07 State Budget Act contains a provision requiring the pro rata payment of reimbursement claims in the eventuality that actual claims exceed the amount appropriated for support of the program. In September 2006 the State Board considered alternatives for implementing this budget Act provision and directed its Chief Executive Officer to withhold a portion (35%) of each payment throughout the fiscal year, paying in full all amounts due at the end of the year if sufficient funds remained within the appropriation, and equitably pro rating all remaining amounts due, if the appropriation proved insufficient to cover the full

costs. A progress report on implementing this provision is included below. The data is based on actual and projected transaction activity for each program, as noted.

<u>2006/07 LOAN ACTIVITY</u>					
	1 st Quarter Actual	2 nd Quarter Actual	3 rd Quarter Projected	4 th Quarter Projected	2006/07 Total Projected
ILL Reimbursable Transactions	601,998	548,933	652,228	671,466	2,474,625
Direct Loans: Total	7,689,000	7,764,907	Actual 7,809,100	7,758,199	31,021,206
Direct Loans: Net Imbalance	2,934,686	2,737,910	Actual 2,720,263	2,925,420	11,318,279

Based on actual claims thus far, ILL transactions are projected at 2,474,625 (up 11% from the 2005/06 total), and net imbalance Direct Loan transactions are projected at 11,318,279 (an increase of 6.2%).

Pro Rata Projection: The chart below displays the full cost reimbursement of the actual activity in the ILL and Direct Loan programs thus far, and the amount actually paid to libraries, and the amount withheld.

Status of Payments as of 4/2/07			
	<u>Cost of Non-prorated Reimbursements¹</u>	<u>Paid to Libraries²</u>	<u>Amount Withheld</u>
ILL	\$ 6,007,860	\$3,905,109	\$2,102,751
Direct Loan	\$ 7,973,216	\$5,182,591	\$2,790,625
Total	\$13,981,076	\$9,087,700	\$4,893,376

¹ At rates approved by the Board and State Department of Finance.
² 35% withheld per September 2006 Board action.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE: Updates on actual and revised projections of Interlibrary and Direct Loan program levels and costs.

Relevant Committee: Resource Sharing
 Staff Liaison: Sandy Habbestad

Doc. 10836



April 13, 2007

Matt Aguilera
Department of Finance
915 L Street, 7th Floor
Sacramento, CA 95814 A-15

Dear Matt:

Enclosed you will find the cost study report for the Transaction Based Reimbursement Program for use with the May Revise. The report was prepared by CSL staff Sharon Croley (Budgets, 651-0978) and Sandy Habbestad (CLSA, 653-7532). If there are any technical questions regarding the report please feel free to contact staff directly for clarification.

As you review the data, please take into account the fluid nature of the program. The Direct Loan and Interlibrary Loan transactions are driven by public usage of this state's libraries, which vary in size from a four-person shop in the City of Imperial, to the Los Angeles County Library with 1,757 staff. The data is the best available but the program has been known to have substantial increases for reasons we cannot always anticipate or identify.

If you have questions or need additional information, please contact me at (916) 654-0188.

Sincerely,

Cameron D. Robertson
Deputy State Librarian

Enclosure

File: Budgets\TBR\Cost Studies\DOFLTR2007



To: Matt Aguilera
Department of Finance
915 L Street
Sacramento, CA 95814 A-15

Date: April 13, 2007

From: State Library - Sandy Habbestad, CLSA Administrative Assistant, (653-7532) *SH*
- Sharon Croley, Fiscal Analyst, (651-0978) *SC*

Subject: Transaction Based Reimbursements (TBR) Program of the California Library Services Act (CLSA), FY 2007/08 Budget

This memo and the attached information are part of the enrollment/caseload/population process which was negotiated April 1986 between the California State Library (CSL) and the Department of Finance (DOF). A copy of the memo from Bill Borden of DOF confirming the agreed upon arrangement is attached as Attachment I. As provided in that memo, the CSL is to annually provide the DOF, in the May Revision, current year TBR program information on: 1) transaction volume estimates based on the most recent actual data; and 2) cost study data relating to the rates to be used in FY 2007/08. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at its Spring 2007 meeting. Upon adoption by the LCB, the Chief Executive Officer, Susan Hildreth will submit the rates to DOF for final approval.

The following information is provided as part of this process:

- 1) Transaction Based Reimbursement Program Rate Development background and summary materials (Attachment II).
- 2) Actual FY 2006/07 cost study data used to calculate the FY 2007/08 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).
- 3) Actual data used as the basis for estimation of FY 2007/08 transaction volume in both the Interlibrary Loan and Direct Loan Programs (Attachment IV).
- 4) A copy of the cost study material used by the libraries involved in the study for both the Interlibrary Loan and the Direct Loan studies (Attachment V).

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2007, result in the following estimated figures for FY 2006/07: 1) for Interlibrary Loan, 2,474,625 reimbursable transactions at a cost of \$12,917,543; and 2) for Direct Loan, 11,318,279 reimbursable transactions at a cost of \$10,752,365. This is the current estimate based on the best data available but it must be reiterated that the program has exhibited growth in spurts which on a specific occasion put the actual transactions over our estimates by 21%. At the current time, based upon the above estimates, the CLSA TBR Program budget will have a negative balance of \$5,053,908. This fact will trigger the use of Provision #1 of Item 6120-211-0001 of Chapter 379 of Statutes of 2002. This 2002 statute, being used as a more recent act of the Legislature, supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, the statute does not set aside the provision of Education Code Section 28703 (f) to reimburse participating libraries equitably. As a result of this action, payments will be prorated so that the funding used to reimburse eligible transactions does not exceed the funding level shown in Item 6120-211-0001 (1) 20.30 for a total of \$18,616,000.

The estimates of total costs in the TBR Program for FY 2007/08 are based on the proposed FY 2007/08 TBR rates (Attachment III, page 5 of 5) and the estimated transaction volumes (Attachment IV, page 2 of 2). Based on these computed rates and projected transactions, the costs would be: 1) for the Interlibrary Loan Program, \$13,745,303; and 2) for the Direct Loan Program, \$11,417,880. If this level of expenditure actually occurs in FY 2007/08, then the program would need an augmentation of \$6,547,183 over the current appropriation shown above, or an augmentation of the same amount to budget item, 6120-211-001 (1) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor for FY 2007/08.

The projected transactions for FY 2007/08 are estimated to increase by 5% for interlibrary loans and increase 4% for direct loans. The study of handling costs, conducted annually, can produce an increase or decrease in the base rate in any given year. If the current reimbursement rates (\$5.22 ILL; \$.95 Direct Loan) are used in the calculation for determining cost based on projected workload for FY 2007/08, the TBR Program would need an augmentation of \$6,129,878 over the current appropriation of \$18,616,000.

Thank you for your assistance in this endeavor. If additional information is required, please contact either of us.

Attachments

cc: Susan Hildreth
Cameron D. Robertson
Sandy Habbestad

ATTACHMENT II
TRANSACTION BASED REIMBURSEMENT

PROGRAM RATE DEVELOPMENT

BACKGROUND AND SUMMARY

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loaned services. This effort led to the adoption of reimbursement rates for the 1984/85 Transaction Based Reimbursement (TBR) Program based on three elements:

- 1) The weighted average per item handling costs of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2007/08 fiscal year with the following results:

- 1) A complete description of the methodology employed and a summary of the 2006/07 updated data appears in Attachment III.

ATTACHMENT III
COST STUDY DATA

Results of 2006/07 Survey
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1)	0.1996
2)	0.3270
3)	0.3539
4)	0.3675
5)	0.3734
6)	0.3985
7)	0.4230
8)	0.5123
9)	0.5999
10)	0.7491
11)	0.8794
12)	1.3985
<hr/>	
ARITHMETIC MEAN	0.5485
<hr/>	
(average)	
MEDIAN	0.4107
<hr/>	

ATTACHMENT III
COST STUDY DATA

INTERLIBRARY LOAN FY 2006/07
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1)	2.218	(.96)	1.035	(.04)	2.170
2)	2.543	(.99)	1.441	(.01)	2.531
3)	3.080	(.99)	2.122	(.01)	3.070
4)	3.518	(.99)	1.994	(.01)	3.502
5)	4.042	(.74)	4.219	(.26)	4.087
6)	4.249	(.98)	2.699	(.02)	4.217
7)	4.322	(.97)	2.748	(.03)	4.274
8)	4.350	(.99)	3.688	(.01)	4.343
9)	6.565	(.99)	6.565	(.01)	6.565
10)	9.340	(.65)	8.026	(.35)	8.880
11)	8.912	(.99)	7.263	(.01)	8.895
TOTAL	53.139		41.800		52.534
ARITHMETIC MEAN	4.830		3.800		4.775

ATTACHMENT III
COST STUDY DATA

- A) The Interlibrary Loan (ILL) costs are prorated between the two major methods of ILL delivery, photocopy and actual monograph delivery. The final adjusted cost represents the final cost for a specific library after all costs and prorating factors have been considered. In FY 2006/07 the cost study produced a final base rate of \$4.78.

For the Direct Loan Program, the cost represents the final cost for a specific library based on 100% use of an automated circulation system. In FY 2006/07 the cost study produced a base rate of \$0.55.

- B) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.
- C) Calculation of physical deterioration of materials:
We were not able to get updated information for 2006 by April 15 thus we are using 2005 data for the ECP.

Estimated price of the average library purchase = \$31.83

(Source: Book Industry Trends, 2006, prepared for the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$9.55

(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$$\$31.83 + \$9.55 = \$41.38$$

$$\$41.38 \div 100 = \$.41$$

ATTACHMENT III

Recommended FY 2006/07 CLSA TBR Program Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	4.78	.10	.41	5.29
Direct Loan	.55	.01	.41	.97

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1996/97 to Present

	<u>96/97</u>	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>00/01</u>	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>	<u>04/05</u>	<u>05/06</u>	<u>06/07</u>	Proposal <u>07/08</u>
LCB Adopted Rates												
Interlibrary Loan	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29
Direct Loan	.69	.75	.71	.73	.77	.73	.78	.84	.87	.89	.95	.97
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	
Direct Loan	.55	.55	.55	.55	.63	.73	.78	.84	.87	.89	.95	

ATTACHMENT IV
INTERLIBRARY LOAN & DIRECT LOAN
TRANSACTION VOLUME

PROGRAM TRENDS

The chart on page two displays actual TBR Program activity levels for the period FY 1979/80 through FY 2005/2006 and projected levels for the current as well as budget year. In this process of reporting to DOF as part of the May Revise, we are unable to provide a full year of actual TBR data, so our projections are based on the latest available actual data for the current year. Both the ILL and Direct Loan projections are based on regression analysis of the prior five years' data and staff analysis of any current trends in the field which might affect the data.

The number of reimbursable ILL transactions for FY 2006/07 is expected to be 2,474,625 based on the first two quarters data. This is an estimated 11% increase relative to the 2,228,249 reimbursable ILL transactions that were recorded for FY 2005/06. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
2000/01	-5%
2001/02	+25%
2002/03	+10%
2003/04	+ 4%
2004/05	+ 31.2%
2005/06	+ 5.5%

The Direct Loan program shows an increase of 6.2% in total loan activity for FY 2006/07. Our projections to FY 2007/08 are based on actual Direct Loan activity for the first three quarters and projected activity for the fourth quarter of FY 2006/07.

Given the above data and the long term growth patterns these programs have experienced, the following projections for the TBR program have been made for FY 2007/08: 1) Direct Loan Program: The total loans in the program are expected to grow at a rate of about 4% or 32,262,054 total transactions and the net Direct Loan transactions are expected to also increase about 4%, so the net transactions is estimated at 11,771,010. 2) Interlibrary Loan Program: The ILL program will grow at the rate of 5% and have 2,598,356 reimbursable transactions.

A comparison of the FY 2006/07 Department of Finance approved reimbursement rates, ILL = \$5.22 and Direct loan = \$.95 and the proposed FY 2007/08 reimbursement rates, ILL = \$5.29 and Direct Loan = \$.97, shows a cost increase of 1.3 % in the Interlibrary Loan Program, and a 2% cost increase in the Direct Loan Program.

ATTACHMENT IV

TBR PROGRAM ACTIVITY

	ILL Reimbursable Transactions	Total Public Library Circulation	Direct Loans: Total	Direct Loans: Net Imbalance
1979/80	267,799	113,921,000	7,983,833	3,152,506
1980/81	301,307	119,279,000	9,668,836	3,975,769
1981/82	341,307	121,340,000	9,876,086	4,366,074
1982/83	349,098	125,107,000	11,070,748	4,912,803
1983/84	338,629	124,136,000	11,243,357	5,012,301
1984/85	361,015	125,140,000	12,160,892	5,691,851
1985/86	378,549	125,600,000	12,532,423	5,432,412
1986/87	416,509	131,955,000	13,060,534	5,355,373
1987/88	451,270	136,082,000	15,175,877	6,104,662
1988/89	452,540	140,223,000	15,953,733	6,734,868
1989/90	515,403	144,447,000	15,108,450	6,619,082
1990/91	602,767	150,547,000	19,651,418	8,100,318
1991/92	709,642	160,761,000	21,260,881	9,297,968
1992/93	715,948	158,802,000	22,004,106	9,722,634
1993/94	598,148	145,657,000	21,711,320	9,430,933
1994/95	651,979	146,722,000	21,545,856	9,572,561
1995/96	834,395	151,034,000	22,719,320	10,075,442
1996/97	996,825	159,670,000	23,271,736	10,486,183
1997/98	1,165,557	164,429,000	23,774,902	10,491,145
1998/99	1,223,800	162,965,000	24,874,552	11,056,055
1999/00	1,187,182	165,687,000	24,440,027	10,424,950
2000/01	1,128,006	171,822,000	25,347,765	10,296,586
2001/02	1,409,560	184,501,000	27,932,178	10,897,596
2002/03	1,549,221	198,528,000	29,477,741	11,363,394
2003/04	1,610,606	198,424,000	28,778,674	12,444,532
2004/05	2,112,814	198,886,000	30,096,937	11,209,197
2005/06	2,228,249	197,060,000	30,151,623	10,652,295
2006/07 P	2,474,625	204,942,000	31,021,206	11,318,279
2007/08 P	2,598,356	211,090,000	32,262,054	11,771,010

* P = This symbol is used to show data which has been projected by CSL.

CLSA TBR Program Reimbursement Rates from FY 1996/97 to Present

	<u>96/97</u>	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>00/01</u>	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>	<u>04/05</u>	<u>05/06</u>	<u>06/07</u>	Proposal <u>07/08</u>
LCB Adopted Rates												
Interlibrary Loan	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29
Direct Loan	.69	.75	.71	.73	.77	.73	.78	.84	.87	.89	.95	.97
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	
Direct Loan	.55	.55	.55	.55	.63	.73	.78	.84	.87	.89	.95	

ACTION

AGENDA ITEM: Regional Library Network Development

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider requests for network affiliation of new members.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the two requests for network affiliation for the members listed in Table A, with member services to begin immediately.

BACKGROUND:

Included in **Table A, Requests for Network Affiliation for New Members**, are the membership applications received from two potential new members of the Heartland Regional Library Network. The two (2) applications have been approved by the Heartland board of directors, and forwarded to the Library of California (LoC) Board for approval. These two members represent two participating libraries.

According to the LoC Regulations, Section 20313, all requests for affiliation with regional library networks shall be approved by regional library networks and forwarded to the State Board for approval. Board policy allows for members to begin receiving member benefits immediately upon Board action, although network compensation will be assigned annually upon funds being appropriated to the State Budget. Both applications listed below have met the requirements of this regulation.

**Table A
Requests for Network Affiliation for New Members**

HEARTLAND REGIONAL LIBRARY NETWORK

Member

UCSF Fresno Medical Library
West Hills College Lemoore

Participating Libraries

UCSF Fresno Medical Library
West Hills College Library Lemoore

Recommendation: Earlier in the development of LoC, the Board questioned their ability to limit accepting new members based on funding availability. General Counsel Paul Smith responded to the Board by advising that there is nothing in the Act or the Regulations that allows the Board this option. If libraries are approved by their regional library networks for membership, and if they meet all the requirements of the Act, the Board must approve their membership at some point in time. As there is no funding for either statewide or regional programs for the Library of California in the budget for this fiscal year, and as there is not a significant cost to adding these new members at this time, staff is recommending approval of both memberships, with service to begin immediately. Revised membership statistics, including these new members and participating libraries, are attached as Exhibit A.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: A summary of Regional Library Network status for fiscal year 2006/07 is included below.

Cascade Pacific: Inactive as of 2005/06.

Golden Gateway: Operations were suspended as of July 1, 2003.

Sierra Valley: Suspended its bylaws at its annual meeting in March 2005. No services are provided in 2006/07, and no future meetings are planned at this time. As of July 1, 2005, Mountain Valley Library System is no longer the fiscal agent for SVLN.

Arroyo Seco: Members voted to dissolve as a non-profit public entity.

Tierra del Sol: A Plan of Service and Budget were submitted for 2006/07. TdS continues to operate with minimal administrative support. No services are provided.

Heartland: The Board of Directors continues to meet regularly in 2006/07. They have a very dedicated group that still subscribes to the vision of the LoC. Their focus is on collaboration and offering support that does not carry a price tag. Some free workshops are being offered pertinent to members, using members who may possess a talent in a particular area. HRLN still has some prepaid Infopeople workshop scholarships and a number of unused searches on First Search. The Web site is maintained at: www.heartlandlibraries.org.

Gold Coast: Board of Directors continues to meet in 2006/07 to provide a multi-type dialog. No services are provided.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE: Consider additional membership/participating library applications from institutions and/or public library jurisdictions.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Regional Library Network Membership as of the April 2007 Board Meeting*

	Region I Cascade Pacific	Region II Golden Gateway	Region III Sierra Valley	Region IV Arroyo Seco	Region V Tierra del Sol	Region VI Heartland	Region VII Gold Coast	TOTAL
Academic								
Colleges/Universities	9	47	16	51	25	12	14	174
Participating Libraries	9	78	23	78	39	14	16	257
Public								
Library Jurisdictions	13	48	21	43	31	9	7	172
Participating Libraries	68	244	134	275	164	95	49	1,029
School								
Districts/Independent Schools	14	34	22	37	17	19	9	152
Participating Libraries	23	82	59	132	59	63	13	431
Special								
Agencies	4	27	21	18	23	16	16	125
Participating Libraries	4	29	23	25	27	17	17	142
Regional Totals:	Region I	Region II	Region III	Region IV	Region V	Region VI	Region VII	TOTAL
Members	40	156	80	149	96	56	46	623
Participating Libraries	104	433	239	510	289	189	95	1,859

*Subject to Board Approval at the April 18, 2007 meeting.

AGENDA ITEM: CLSA System Reference

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program continues to support regional reference services in all 15 CLSA Cooperative Public Library Systems. Three major service components are required under the provisions of Code of California Regulations Section 20154. These service components are:

- a) general improvement of local reference service;
- b) improvement of reference service to the underserved; and
- c) interlibrary reference.

For the interlibrary reference component the State Board has established statewide uniform performance objectives in Code of California Regulations Section 20157(b), as follows:

1. Answers shall be provided for 90% of all questions referred from member libraries.
2. 70% of answers 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.

The setting of performance objectives is also required for the other two service components of the System Reference Program. However, these performance objectives are set individually by each System.

A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, Communications and Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for Planning, Coordination & Evaluation (PC&E). Exhibit A to this agenda item displays administrative expenditures for the three system-level programs for fiscal year 2005/06.

Summary of 2005/06 System Annual Reports

Service Component: General Improvement of Local Reference Service

Exhibit B displays in summary form the performance objectives set by each System for this service component and the reported level of achievement of these objectives. In general Systems provided assistance to member libraries in the following areas: staff training, reference materials development and purchase, evaluation of local reference services, and specialized resource identification and location. Overall the achievement of these individually set performance objectives is impressive.

Service Component: Improvement of Reference Service to the Underserved

Exhibit C displays the performance objectives set by each System for this service component and the reported achievement levels in summary form. This service component remains the most difficult of the three System Reference Program components for Systems to implement. In large part this difficulty reflects the challenges faced by human service agencies at all levels of government in attempting to identify the needs of underserved populations and to either adapt existing service delivery mechanisms or design new ones to fill those needs.

Nonetheless, an examination of the 2005/06 System Annual Reports reveals that considerable progress is being made to provide services to the underserved. While the objectives and target populations of the 15 Systems vary considerably, there continues to be an increased focus to the activities undertaken in many of the Systems.

Service Component: Interlibrary Reference

In 2005/06 all Systems were able to meet the performance objectives of answering 90% of the questions referred to the System level, and all but one System (San Joaquin Valley) met the objective of answering 70% within 10 working days (see Exhibit D).

In 1988, the Board established procedures to ensure that Systems would meet the two statewide uniform performance objectives (fill rate; turnaround time) for interlibrary reference. These procedures request that any System failing to meet one or both of the required objectives, as documented in its final System Annual Report, file a Supplemental Plan of Service for the Interlibrary Reference component describing why the performance objectives were not met and outlining the System's plan for meeting them in the next fiscal year. In response to this shortfall, State Board Procedures to Ensure Meeting Interlibrary Reference Performance Objectives were put into place, and consequently, a letter from Susan Hildreth was sent to the Chair of the San Joaquin Valley Library System (SJVLS)

requesting that they file a Supplemental Plan of Service for its Interlibrary Reference component. A copy of the letter and Board policy is included as Exhibit E. Exhibit F is a letter from SJVLS and its Supplemental Plan of Service, which has been approved by Susan Hildreth.

Expenditures: Exhibit G displays CLSA and local funds expended in support of the System Reference Program in 2005/06. Overall, 69% of the total budgeted for System Reference was expended from CLSA funds, and 31% was expended from local funds. See Exhibit H for a summary of local member contributions to the System-level programs.

Developing a New Reference Model

State Library staff have been working with Ruth Metz, an independent library consultant, on a plan for developing a new reference model. Ms. Metz will present to the Board, at this meeting, her initial findings for improving the effectiveness and efficiency of reference service in California.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:

1. Review of the 2007/08 System Plan of Service summaries (August 2007).
2. Progress report on SJVLS meeting interlibrary reference compliance.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Doc.10859

Summary of System Administration Expenditures for FY 2005/06
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 32,101	\$ 164,407	\$ 196,508
BLACK GOLD	25,828	309,987	335,815
49-99	25,309	49,060	74,369
INLAND	56,115	2,609	58,724
MCLS	76,839	419,954	496,793
MOBAC	24,751	25,631	50,382
MVLS	42,931	94,305	137,236
NORTH BAY	41,117	144,852	185,969
NORTH STATE	43,018	28,485	71,503
PENINSULA	21,343	1,055,929	1,077,272
SJVLS	33,866	35,883	69,749
SANTIAGO	27,596	2,017	29,613
SERRA	41,239	28,984	70,223
SILICON VALLEY	23,799	158,656	182,455
SOUTH STATE	29,348	28,524	57,872
TOTAL	\$ 545,200	\$2,549,283	\$3,094,483

LSTA funds spent on System Administration: North Bay \$50,611

**SUMMARY OF IMPROVEMENTS OF LOCAL REFERENCE SERVICES - FY 2005/06
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
<p>BALIS</p>	<ul style="list-style-type: none"> a. The CSLA System Reference Center, which supports BALIS libraries, is in the process of developing a new master training plan. A series of forums have made clear that system library staff desire more training from the Center. The sessions currently offered will be expanded and more highly publicized. Training on use of print and internet sources for ready reference and for specific subject areas, the reference interview, and other areas to be determined, will be offered. Possible partnerships with Infopeople, the statewide library training program, will be explored. b. As part of the implementation of the Strategic Plan, market research of library use is to be conducted that can be used and shared by all system members. From this data, a centralized and coordinated public relations program promoting library services to the community. The feasibility of developing a public relations toolkit for use by all BALIS libraries will also be explored. It is likely that one of the points of the marketing plan will be the subscription databases, about which much of the public is unaware or misinformed. c. The BALIS Strategic Plan also calls for “the investigation and (if feasible) establishment of a fully functional integrated library system incorporating all or many of the BALIS libraries into one shared catalog. d. The BALIS member library staff will continue to participate in AskNow, a statewide reference by chat service. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions. e. Under the Strategic Plan, all committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will 	<ul style="list-style-type: none"> a. Objective met. The System Reference Center has been promoting use of Infopeople for training purposes. b. Objective met. The study was completed in 2005/06. The Council is currently considering next steps, including a PR audit and additional training tied to the study of outcomes. c. Objective met. The study was completed with an outside consultant. The consultant and study group found a shared catalog is not feasible due to the size, complexity, and shortage of viable vendors able to accomplish the project. The Council has decided not to pursue a shared catalog at this time. d. Objective met. Selected member libraries continue to participate in the service. e. Objective not met. The Council deferred this discussion to 2006/07, and will be taking up the issue in the coming months.

<p>BALIS (cont'd)</p>	<p>continue to meet bi-monthly in February, April, June, August, October, and December to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	
<p>BLACK GOLD</p>	<p>a. Offer two or more workshops aimed at both the professional and paraprofessional reference staff to improve library service and technology skills.</p> <p>b. Continue to familiarize staff with 'AskNow' Reference Service and encourage its use by the public.</p> <p>c. Increase use of Cat-a-Link Gold Virtual Catalog.</p>	<p>a. Objective met. Black Gold was able to sponsor three workshops for staff to improve their service and technology skills.</p> <ol style="list-style-type: none"> 1. Nancy Pearl, librarian and author, presented two sessions, the first on February 16th, at the Santa Maria Public Library, with approximately 65 staff attending. The second on February 17th, 2006, at the San Luis Obispo City/ County Library, with 84 present. Pearl discussed major book appeal characteristics, such as story, character, setting and language. Discussion ensued about how to match reader and book. She also offered reader's advisory tips to use at the reference desk. 2. "Reference Interview Skills: Looking for Questions in all the Right Places" was presented by Sallie Pine of Infopeople, in an all-day session on June 14, 2006. 22 attended the session at Santa Maria Public Library. Ninety-five percent found the workshop excellent overall. 3. "Desktop Publishing on a Shoestring" was presented on December 16, 2005, and facilitated by Sarah Houghton of Infopeople. 17 people attended the all-day training. The course was designed to provide a practical, low cost approach to desktop publishing using MS Word. Participants created a variety of documents and learned about resources. Eighty-three percent found the workshop to be excellent. <p>b. Modified Objective met. Question Point marketing information service, available on the QP website, was sent to Reference committee members for them to promote within their libraries. Black Gold had hoped to expand the hours of service, but because of unanticipated retirements and position openings, was unable to do so. However, several libraries are committed to continued participation.</p> <p>c. Objective met. The Cat-a-Link gold service was discussed at the meetings of the InterLibrary Loan Committee. Staff was enthusiastic about the product and used it to facilitate loans between the Ventura County Library and the six Black Gold libraries that share an automated library system. Usage of the system increased approximately 10% over the previous year.</p> <p>Unfortunately, the service was discontinued in May of 2006. The cost of keeping the hardware running exceeded the funds available. It is Black</p>

BLACK GOLD (Cont'd)		Gold's hope that the California Catalog will prove useful in filling the gap left by discontinuing Cat-a-Link Gold.
49/99	<p>a. 100% of System member public libraries will refer reference requests to the System Reference Center and relay the responses to their patrons.</p> <p>b. Reference staff of five System member public libraries will participate in training sessions to improve their ability to provide reference services to their patrons.</p>	<p>a. Objective met. All 7 System member public libraries referred requests to the System Reference Center on behalf of their patrons.</p> <p>b. Objective met. Staff from 5 public, 2 affiliate libraries and 49-99 headquarters participated in a total of 4 InfoPeople workshops January-June 2006. A total of 52 staff members received training I "Living with Change," "Increase Your Computer Competency," "Customer Friendly is More than an Attitude" and "Helping the Public Use Public Access Computers."</p> <p>Five member libraries' staff provided staff time to the AskNow (24/7 Reference) project so patrons of all 7 public and 6 affiliate libraries can access 24/7 online reference services.</p> <p>System staff provided ongoing training in reference question answering and referral through responses to reference queries sent to the System Reference Center. System headquarters also made available the CORE Reference Correspondence Course and training videos on answering reference questions.</p> <p>System staff helped to publicize Infopeople training sessions among member libraries throughout the year. Several libraries regularly sent staff to those sessions. The System will look for future opportunities to provide additional Infopeople and videoconference workshops within the region.</p>
INLAND	<p>a. Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections.</p> <p>b. Reference staff will be available to provide instruction, share information about web sites, search strategies and provide encouragement to the staff of member libraries in the use of the Internet and other electronic resources as reference tools.</p> <p>c. Standing committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products, and training</p>	<p>a. Objective met. Inland reference staff provided consultant services to member libraries.</p> <p>b. Objective met. Inland sponsored and helped present four programs: 1) "Maximize the Librarian's Index to the Internet" on July 12, 2005; 2) Tour of ESRI facility on January 10, 2006; 3) "Basic Book Repair" on April 25, 2006; and 4) "Protecting Library Collections", Day 1 March 29, 2006, Day 2, May 10, 2006.</p> <p>c. Objective met. The System sponsored meetings of the:</p> <ul style="list-style-type: none"> • Adult Readers and Information Services Committee

INLAND (Cont'd)	sessions.	<ul style="list-style-type: none"> • Children's Services Committee • Literacy Committee
MCLS	<p>a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS committees.</p> <p>12 issues of the <i>Reference Hotline</i> will be distributed via email to MCLS, SLS and South State libraries, all MCLS Associate Members, all System Reference Centers, and members of the LoC Board. The <i>Hotline</i> is also mounted on the MCLS Web site. The <i>Guide to Government Officials</i> will continue to be updated and mounted on the MCLS Web site.</p> <p>b. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral.</p> <p>c. MCLS will continue to provide Internet training sessions for member library staff. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Ready Reference," and a series of subject specific classes. MCLS will continue to offer Internet classes for member library staff in 2005/06.</p> <p>In addition, MCLS will arrange for the Librarians' Index to the Internet to offer half-day training sessions for System members.</p>	<p>a. Primary objectives met. In total, the System and its committees sponsored 45 continuing education programs. In addition, 11 structured exchanges were sponsored by the System Committees. These structured exchanges are planned to include broad participation, exchange of handbooks, policies, documents and written documentation, and are considered one of the most useful of the committee activities. Five committees held structured exchanges.</p> <p>Twelve issues of the <i>Reference Hotline</i>, which featured services provided by the MCLS Reference Center, were distributed by email to all member libraries, all Associate Members of MCLS, all CLSA System Reference Centers, and to members of the Library of California Board. The <i>Reference Hotline</i> was also mounted on the MCLS Web site.</p> <p>The MCLS Reference Center updated <i>Federal Government Officials</i> and <i>California Government Officials</i>, revising the 1995 SCAN publication. These publications are mounted on the MCLS Web site for the use of all residents of California. In addition, the MCLS Reference Center published the <i>2005 Tax Packet</i>, a guide to taxpayer assistance, sources of tax forms (including internet sources), and other information to assist libraries during tax season. This was sent to MCLS, SLS, and South State libraries by email; it was also posted on the MCLS Web site.</p> <p>b. Objective met. The MCLS Reference Center continues to encourage member libraries to use both the MCLS Web site and the Reference Center email to send in reference questions. In 2005/06, the MCLS Reference Center Supervisor met with most of the System's reference staff, in part, to highlight key features on the MCLS Web site.</p> <p>c. Objective met. The MCLS Reference Center continues to offer the Wednesday Web Workshop series, covering a variety of different topics. In FY 2005/06, 14 separate Wednesday Web classes were offered on 12 topics. "<i>Teach Your Patrons Well: Internet training for library users,</i>" sponsored by the MCLS Reference Center, was held on 2/7/06 at the Buena Vista Branch Library, Burbank. The materials for the Internet classes are posted on the MCLS Web site, so that staff who are unable to attend can access the materials through the Internet. Additional classes will be offered on new topics during FY 2006/07.</p>
MOBAC	<p>a. At least one reference workshop, the annual Hands-On, will be held in FY 2005/06, attended by at least 75 reference staff from all member libraries in the region.</p>	<p>a. Objective partially met. The Hands-On workshop was held in October and was attended by 37 staff members.</p>

<p>MOBAC (Cont'd)</p>	<p>b. The Reference Committee will be actively involved in the redesign of the MOBAC intranet, to be launched in the first quarter of FY 2005/06</p> <p>c. The Reference Committee will continue to work with other MOBAC committees to make recommendations for improvements to the MOBAC regional catalog. As improvements are added, reference committee members will provide training for member libraries' reference staffs on new functions and features.</p> <p>d. The Reference Committee will schedule 10 meetings, rotating among member libraries. At least 2 meetings per year will include a forum topic of discussion, designed to contribute to reference staff's knowledge, training, or development.</p> <p>e. Reference resources and union lists, including the <i>Survey of Publicly Available Technologies</i>, will continue to be updated.</p> <p>f. The Reference Committee will continue to identify and evaluate electronic resources for possible System purchase.</p> <p>g. MOBAC will sponsor two Infopeople workshops for staff of member libraries. The Reference Committee will choose from the list two Infopeople workshops that best fit the training needs of the area.</p>	<p>b. Objective met. WebFeet Creations successfully redesigned the MOBAC Intranet and held demonstrations at MOBAC committee meetings as well as the September 2005 Reference Committee Catalog.</p> <p>c. Objective met. The Reference Committee continued to work with other MOBAC committees during the year. MOBAC made the change from the MOBAC Regional Catalog to the OCLC California Catalog.</p> <p>d. Objective met. The committee met 10 times during the year.</p> <p>e. Objective met. Reference resources including the <i>Survey of Publicly Available Technologies</i> were updated, with changes that would assist non-technical library users. Reflecting that change, it was renamed <i>MOBAC Special Services Directory</i>.</p> <p>f. Objective met. Made recommendations for consortial purchase of databases that will meet the diverse needs of members of the MOBAC system. Specifically, the Gale package was recommended. Additions to the original databases include Gale Ready Resource Shelf, Gale Virtual Reference Library, Opposing Viewpoints Resource Shelf, and, pending a third-party content provider agreement, Legal Forms. Academic librarians recommended continuation of the AccessScience database.</p> <p>g. Objective met. Two Infopeople workshops were subsidized by MOBAC: "Extreme Googling" on February 24th, 2006, with 24 attendees, and 9 on a waiting list, and "Getting the Most from the Post-Google Web," held on May 5th at Cabrillo College.</p>
<p>MVLS</p>	<p>a. The Reference Committee and System staff will develop a multi-year training plan as follows:</p> <ol style="list-style-type: none"> 1. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. 2. Explore contracting with outside agencies for training services. 	<p>a. Training plan:</p> <ol style="list-style-type: none"> 1. Objective met. Staff presented a hands-on introduction to Open WorldCat and OCLC patron-initiated ILL in Fall 2005 2. Objective met. Joan Frye Williams presented a workshop – "Same Mission, New Methods" – in March 2006, in coordination with the Children's Services Committee, to whom she gave a separate presentation on the same day. Also, in March, CSUS staff presented "Search Smarter", a workshop on advanced Internet searching.

<p>MVLS (Cont'd)</p>	<p>3. Evaluate completed workshops in order to refine the training plan.</p> <p>4. Coordinate training with neighboring Systems and with the Children's Committee.</p> <p>5. Explore any advances in technology that might aid in the training sessions.</p> <p>b. Evaluate member use of AskNow service by September 30, 2005.</p> <p>c. Support access to databases via OCLC FirstSearch accounts.</p>	<p>3. Objective met. Evaluations are attached.</p> <p>4. Objective met. Coordination, as in (2) above.</p> <p>5. Objective met. Technology: We did not identify any new training technology this year.</p> <p>b. Objective met. The evaluation of AskNow was done. Member libraries decided to drop the AskNow service as of October 31, 2005, due to low usage.</p> <p>c. Objective met. The OCLC FirstSearch passwords were maintained. MVLS Council decided that other electronic subscriptions would be picked up by individual libraries.</p> <p>Local funds were added to meet the level of service provided.</p>
<p>NORTH BAY</p>	<p>a. NBCLS staff will have reference training workshops or round table discussions that meet the specific needs of individual member libraries and present these in conjunction with the Reference Committee meetings.</p> <p>b. NBCLS staff will coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government (such as census), or any other such workshops to be held in the NBC region.</p> <p>c. NBCLS staff can provide one-on-one brush-up training for individual member librarians for online databases at System headquarters.</p> <p>d. Member librarians will be invited to spend a day at the NBC Reference Center, observing and learning about reference tools available at the host library. As time allows, reference staff will visit local reference committees to discuss and promote reference services.</p> <p>e. NBCLS staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.</p> <p>f. Three System-wide committees will meet quarterly, 3 times annually, or semi-annually, to discuss matters of mutual concern, share</p>	<p>a. Objective met. NBC co-sponsored with vendors, and/or arranged on its own, at least four workshops or roundtable discussions.</p> <p>b. Objective met. See a. above.</p> <p>c. Objective met. One librarian and one associate librarian took advantage of the one-on-one brush-up training and came to NBC headquarters.</p> <p>d. Objective met. We promoted our reference service at all committee meetings and in Reference Coordinator's report to our Board of Directors.</p> <p>e. Objective met. Language needs were tracked, presented and discussed at the appropriate committee meetings.</p> <p>f. Objective met. Reference committee met 3 times with the average attendance of 9. The Children's Committee met 3 times with the</p>

<p>NORTH BAY (cont'd)</p>	<p>information, and participate in mini-workshops and library tours.</p> <p>g. The following publications will be produced or revised:</p> <ol style="list-style-type: none"> 1. NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. 2. NBCLS staff will publish on the Web page a monthly calendar of meetings and training events. Paper copies of the calendar will be distributed as needed. 3. The following Union Lists will be considered for revision as needed: <ul style="list-style-type: none"> - NBCLS Directory of Reference Librarians - NBCLS Union List of Periodicals 4. NBCLS staff will update the following handbooks and manuals as needed: <ul style="list-style-type: none"> - NBCLS Interlibrary Loan Manual - NBCLS Reference Manual - NBCLS Directory of Member Libraries - NBCLS Staff Foreign Language Skills Resource List - NBCLS Super Search/URSA User's Manual 5. The products noted above will be made available in electronic form via Web site and/or listserv. 	<p>average attendance of 11, and the Guadalajara group met twice.</p> <p>g. Publications:</p> <ol style="list-style-type: none"> 1. Objective met. Event calendars were produced, and news items were passed on to committee meetings. 2. Objective met. A monthly calendar of meetings and training events was published on the NBC Web page. 3. Objective met. Directory of Reference Librarians was updated. 4. Objective met. Directory of Member Libraries and the SuperSearch/URSA User's Manual were updated. 5. Objective met. The Directory of Member Libraries, events calendar, NBC manual, and Reference Webform have continued to be maintained on the Web site.
<p>NORTH STATE</p>	<ol style="list-style-type: none"> a. At least one workshop will be sponsored by the System on reference referral and improvement of local reference services. b. At least 12 member library employees will complete a C.O.R.E. Reference Online Course and/or view NBCLS distributed training or other training in the form of videos, DVDs, Webcasts, or Infopeople classes to improve general reference. 	<ol style="list-style-type: none"> a. Objective met. The System presented several Infopeople workshops during the year. In particular, the Public Libraries and School workshop offered training that will help local libraries better meet the reference needs of students. b. Objective met. Although only one member library employee completed the CORE course, many more employees viewed Infopeople webcasts throughout the year.
<p>PENINSULA</p>	<ol style="list-style-type: none"> a. There will be opportunity for professional and paraprofessional staff members to attend various training sessions, either arranged for or given by the Reference Coordinator. These sessions will include but not be limited to: 1) training on subscription databases, including the various components of the Gale database contract, StatUSA, Rand California, and others; 2) training on other reference-related topics, 	<ol style="list-style-type: none"> a. The system is working with Infopeople to promote continuing education among library staff.

<p>PENINSULA (Cont'd)</p>	<p>including the use of print and Internet sources, the reference interview and others. There will also be training opportunities for librarians staffing the statewide virtual reference service.</p> <p>b. PLS is currently in a migration phase from its old ILS, Dynix (Classic) to Innovative Interface's Millennium product. Millennium is expected to be live to the public shortly before the beginning of FY 2005-6. Through it, patrons will have access to the directory of local service resources (clubs, organizations, human resource agencies, etc), called the Community Information Program or CIP. The parts that most directly affect the public, the design and features of the OPAC, as well as training and self-help guides, will be made available to them after the migration is complete. The Multicultural Vendor list, a listing by language and by vendor of those businesses selling materials for libraries in languages other than English, is available on the system intranet at http://fido.plsinfo.org/committees/multicultural/multicultural.htm.</p> <p>c. As part of the implementation of the Strategic Plan developed by and for the PLS administration as approved by the Administrative Council, market research of library use is to be conducted that can be used and shared by all system members. From this data, a centralized and coordinated public relations program promoting library services to the community. The feasibility of developing a public relations toolkit for use by all PLS libraries will also be explored.</p> <p>d. PLS member library staff will continue to participate in the statewide reference by chat service, AskNow, which will enable their patrons to link to the service through the system and individual libraries' websites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference through monitoring of the QRC queues and following up to provide answers to unresolved questions.</p> <p>e. Under the strategic plan, all committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee, with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will continue to meet bi-monthly in January, March, May, July, September, and November to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>b. Objective Met. The new online catalog launched Aug 17, 2005, with multiple language interfaces, the CIP database, and other resources.</p> <p>c. The study was completed, and the various systems involved are determining next steps</p> <p>d. Objective met</p> <p>e. Study of the committee structure was deferred due to ongoing issues with the new catalog system. This activity is planned to be addressed in 2006/07.</p>
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<p>PENINSULA (cont'd)</p>	<p>f. The reference committee will evaluate and select a limited number of appropriate sources for system reference purchases. These will generally be database subscriptions available to the entire system. In addition to the collection of databases provided through the contract with Gale, there are also current subscriptions to StatUSA from the U.S. Department of Commerce, the RAND California database and Schoolwise Press, which evaluates local schools and school districts. A few selected print sources housed in the System Reference Center will also be purchased.</p>	<p>f. Objective met.</p>
<p>SJVLS</p>	<p>a. At least 30 local staff members will receive one-on-one training related to the answers of referred questions.</p> <p>b. The NEWS and CLUES newsletter, containing purchase suggestions and articles on effective use of local and Web-based resources, will be published once yearly on the System Web site and emailed to each member.</p> <p>c. Directory of regional libraries belonging to the Heartland Regional Library Network will be available on the Web.</p> <p>d. Use of long distance phone calls to answer reference questions will be paid for by System funds.</p> <p>e. 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>f. The Reference Committee will coordinate identification of online database needs and coordinate evaluation and selection of databases for System-wide purchase.</p> <p>g. Internet access is available to all branches. A system homepage is maintained.</p> <p>h. Locally produced databases to answer common questions, such as the sheet music/song book index, the vertical file index, and the index of antiques and collectibles magazine will be available on the Web.</p>	<p>a. Objective partially met. Some one-on-one training continues, especially with new staff hired without library training.</p> <p>b. Objective not met. NEWS AND CLUES suspended publication due to lack of staff to edit the publication.</p> <p>c. Objectives met. The Web pages for the SJVLS and Heartland Regional Library Networks were kept up to date. The SJVLS Web site (http://www.sjvls.org) provides links to tools developed to aid local libraries – including song and antiques indexes and Ben’s Almanac – Web-based access to materials from the vertical files of SJVLS.</p> <p>d. Objective not met. Most members ceased to need the System phone cards which were available in 2004/05. Their use was minimal and they will be eliminated.</p> <p>e.-f. Objectives met. The Reference Committee had a productive year. They evaluated potential new databases and were successful in adding Learning Express and Newsbank as new subscriptions for 2006-2007 for all but two system members. They also evaluated InfoTrac and its competitors, and chose to switch its general periodical database to EBSCO MasterFile.</p> <p>g.-h. Objective met. All locations can use the SJVLS-created databases such as the song index. SJVIS continues to receive collection from other Reference Centers, particularly music, which are added to the indexes.</p>
<p>SANTIAGO</p>	<p>a. SLS will contract with MCLS for interlibrary reference, with MCLS performance to be monitored by the SLS Reference Committee and System staff.</p>	<p>a. Objective met. SLS contracted with MCLS for interlibrary reference, which was monitored by the SLS Reference Committee and System staff</p>

<p>SANTIAGO (cont'd)</p>	<p>b. SLS will sponsor at least one continuing education program, which will be attended by a minimum of 20 staff (professional and non-professional) and classes on online reference resources:</p> <ul style="list-style-type: none"> - The workshop will be developed by SLS Reference Committee. - SLS will support staff development by sending member library staff to MCLS, CLSA Systems, California State Library and other library related workshops. <ul style="list-style-type: none"> - Classes on online reference resources will be conducted by MCLS Reference staff as part of contracted services. - <p>c. The SLS Reference Committee will meet 6 times per year to discuss topics of current interest in SLS libraries. The SLS Reference Committee and SLS member libraries will explore participation in cooperative reference projects with other Systems and attend other System Reference meetings when possible.</p>	<p>b. Objective met. The Reference Committee sponsored "Librarians' Internet Index – It's Better than Sliced Bread!" a presentation by Karen G. Schneider, Director of Librarians' Internet Index. Over 30 SLS staff members attended.</p> <ul style="list-style-type: none"> -SLS staff attended MCLS and Tri-System workshops as well as PLA and CLA with System support. -At least 10 SLS staff participated in Wednesday Web Workshops conducted by MCLS Reference staff during 2005/06. -At least 29 SLS Reference staff attended a Small Business workshop. -In addition, the MCLS Reference Center offered to contract with any SLS library for special staff workshops. <p>c. Objective met. The SLS Reference Committee met six times where they discussed the changing role of reference in libraries; the SLS Reference Directory; the California Libraries Catalog; CALIFA; LII and various topics of current topics was shared.</p> <p>The System and Reference Committee sponsored continuing education programs at their staff meetings where information on a variety of current topics was shared.</p> <p>Working with MCLS and SSCLS, SLS staff attended workshops on various aspects of reference service.</p>
<p>SERRA</p>	<p>a. Research Center staff will present orientation tours promoting reference services and explaining procedures, as requested by member libraries. Outreach to member libraries by Reference staff to promote system services, train staff, and get feedback from users.</p> <p>b. System staff will update the information on the Serra Web site.</p>	<p>Overview:</p> <p>Serra met its goal to deliver reference service to its clients in spite of personnel cuts from previous years, resignation of the System Coordinator in July 2005, a time-consuming search for a new coordinator, and its only full-time Resource Librarian taking on the duties of the System Coordinator as well as retaining her previous duties. The number of questions answered was higher than the previous year, with turnaround time averaging 3 days. There were several written and phone commendations from satisfied clients on a job well done.</p> <p>a. Objective met. Out reach efforts were continued from previous fiscal years with visits, tours and additional Serra committee meetings attended by staff.</p> <ul style="list-style-type: none"> -Orientation tours of the Serra Office were offered to member libraries. Eleven people took advantage of seeing the Serra Research Center and resources by visiting the Serra office. Outreach to the Imperial Valley Libraries was completed with a visit to two additional Imperial County library locations to promote Serra services. An informational reference guide was created for each location visited to remind staff that Serra is available to them. <p>b. Objective met. System staff continued to compile and update the "Answers" database and maintained it on-line. "Answers" covers local, state and federal elected officials, population and cost of living data.</p>

SERRA
(cont'd)

- c. Staff will be available five days per week to provide consultation on local libraries' questions.
- d. System staff will work with the Reference Committee on at least one workshop on some aspect of reference service for local library employees.
- e. Serra's Research Center will distribute information on resources and news of interest via Serra's Web site. Serra staff will enter the extensive Song Index into the online database maintained by the San Joaquin Valley Library System. Member libraries will have the ability to transmit reference requests and receive answers electronically.

- c. Objective met. Research Center staffing was maintained during business hours, five days per week.
- d. Objectives met. Heather Buettner of Califa was a guest speaker at the Reference Committee's July 2005 meeting.
- e. The Serra website was transitioned from its former host location of Escondido Public Library's city server to a commercial server. Based on feedback obtained during the System Coordinator interview process, Serra initiated the redesign of its website to make it more relevant, attractive, and functional for Serra members.

-One important and useful addition is the pass worded member area that was added to the web site. This creates a secure, centralized section for committee and member lists to be quickly accessible and easier to update.

Work was initiated on creating a Serra Song Index File online as part of the San Joaquin Valley Information Services Song Index. However, this project had to be put temporarily on hold because the Resource Librarian heading the project took on the System Coordinator duties for much of the fiscal year.

Serra participates in a disaster response network for libraries in San Diego and Imperial Counties (SILDRN). SILDRN sponsors a Web page and makes available stockpiles of disaster supplies in San Diego and Imperial County locations. The Resource Librarian is a member of the Board. In FY 2005/06, the SILDRN contract with the lead agency, UC San Diego, was updated. Serra renewed its own membership on behalf of all the member libraries. The Resource Librarian attended two disaster preparedness workshops. One was given by Julie Page and sponsored by California Preservation.Org: "Protecting Library Collections: Emergency Preparedness, Response and Recovery;" the other workshop was given by Louis Goldrich entitled "Identifying Risks and Protecting Your Collections from Man Made and Natural Disasters."

The online 24/7 reference project remains active as the AskNow service. Many Serra members in San Diego County are participating. The Serra Resource Librarian trained seven people from the San Diego Public Library so that they could participate in the project.

The federal grant administered by Serra provided Tutor.com live up until December 2005 for San Diego Public, San Diego County, Escondido, Oceanside and Carlsbad libraries and their combined 70 branches.

Serra staff took an active part in the Statewide Focus Groups on

<p>SERRA (cont'd)</p>		<p>Reference Service in July, attended the meeting of the California State advisory Council on Libraries and the Library of California Board meeting in October, and participated in the December forum for all System activities.</p> <p>90% of questions are submitted electronically via a reference request form on Serra's Web site. The form is available to member libraries, not the general public.</p>
<p>SILICON VALLEY</p>	<p>a. The CLSA System Reference Center will expand and more highly publicize its currently offered training sessions, which are arranged and given by the Reference Coordinator. In addition to previously offered training on subscription databases (e.g., Gale), training will be offered on other reference-related topics, such as use of print and Internet sources for ready reference and other specific subject areas, the reference interview, and internet resources in medicine and health. Possible partnerships with Infopeople, the statewide library-training program, will also be explored.</p> <p>b. Market research is to be conducted that can be used and shared by all system members for the purpose of a centralized and coordinated public relations program promoting library services to the community. The feasibility of developing a public relations toolkit for use by all SVLS libraries will also be explored.</p> <p>c. A "Library Partners Initiative" will be established, "creating a community dialog on the future of information delivery within the Silicon Valley business community and other organizations to bring expended and coordinated outreach to the communities and libraries throughout the system." This initiative will doubtless create opportunities for new modes of reference service ("information delivery") in support of local community organizations.</p> <p>d. SVLS member library staff will continue to participate in statewide reference by chat service, AskNow, which will enable their patrons to link to the service through the system and individual libraries' websites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions.</p> <p>e. All committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will continue to meet bi-monthly in January, March, May, July, September, and November to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>a. Objective met. The CLSA System Reference Center worked with Infopeople to offer training throughout the system.</p> <p>b. Objective met. The Godbe Study was conducted in Nov-Dec 2005 with the final report posted on the SVLS website.</p> <p>c. Objective not met. The SVLS Admin Council decided to postpone the Library Initiatives program in favor of addressing other activities in the strategic plan. However, SVSL has become a sponsor of "Silicon Valley Reads", contributing \$5,000 for the next two years to this program.</p> <p>d. Objective met. Selected SVLS members continue to participate in the virtual reference program.</p> <p>e. Objective met. Review of the committees was started in spring 2006 continuing in FY 2006/7.</p>

<p>SOUTH STATE</p>	<ul style="list-style-type: none"> a. Reference service will be provided by contracting with MCLS for interlibrary reference. b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to reference training needs of member libraries. Opportunities for joint efforts with other library related organizations will be utilized. c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased. d. Reports on reference service activities will be prepared for the SSCLS Administrative Council. 	<ul style="list-style-type: none"> a. Objective met. Interlibrary reference continues to be provided through a contract with the MCLS Reference Center. b. Objective met. Staff training opportunities were provided through various workshops such as "Teach your Patrons Well: Internet training for library users" (2/7/06), "Where did I come from? Digging for family roots in 'beautiful downtown Burbank'" (4/5/06), "Introduction to the LA County Law Library" (5/10/06), and a series of Wednesday Web Workshops. c. Objective met. Each library jurisdiction selected reference materials and/or services to enhance reference effectiveness. d. Objective met. Reports on reference statistics were prepared and distributed monthly to the SSCLS Administrative Council. These reports recorded the number of reference questions received, the number of questions answered, and the turn around time actually used to answer them.
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**SUMMARY OF IMPROVEMENTS OF REFERENCE SERVICES TO THE UNDERSERVED - FY 2005/06
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
<p>BALIS</p>	<p><u>Speakers of limited English or English as a second language.</u></p> <p>a. The BALIS libraries are now all subscribing to the Spanish language periodical database Informe. This resource will be the subject of promotional material produced by the reference committee, utilizing the resources of the Thomson/Gale Marketing Department. System staff will work with the vendor of the periodical databases to provide links to a Spanish-language interface for ease of navigation and searching.</p> <p>b. The Reference Committee will work with the BALIS Public Information Committee, and any consultants contracted, to develop a portion of the public relations program that will target limited English and ESL users. Program is to be launched by the last quarter of FY 2005/06.</p> <p>c. The BALIS Reference Committee will identify and evaluate for consortium purchase databases that serve diverse communities.</p> <p>d. A joint BALIS/SVLS Community Language Project has been formed to allow libraries without staff with specific language skills to purchase materials and have them catalogued in cooperation with a partner library with selectors and catalogers for that language. It will involve four libraries and two languages, Chinese and Russian. If successful, it will be expanded to include more libraries and more languages, and allow member libraries to offer better service to an expanding group of otherwise underserved community members. System and participating library staff will keep the committee informed regarding the success of the project.</p> <p><u>Persons with mobility problems (disabled, older adults, etc.)</u></p> <p>e. A designated member of the BALIS Reference Committee will act as liaison to the Bay Area Disability Services Librarians (BADSL), facilitating communication between that group and the Committee. A work team will meet at least once in person and communicate as needed electronically to develop a plan for promoting remotely available library resources and services to those with mobility issues.</p>	<p>a. Objective met. All members subscribe through BALIS. Spanish language periodical databases were produced.</p> <p>b. Objective met. The study was completed in 2005/06; the Council is considering next steps for the project.</p> <p>c. Objective met. BALIS Reference Committee regularly reviews the database marketplace to identify new and/or expanding resources for local use.</p> <p>d. Objective met. The Community Languages project was piloted in 2005/06 with Pleasanton and Contra Costa County participating from BALIS.</p> <p>e. Objective met. The liaison to BADSL has been identified and information is being shared between the two groups.</p>
<p>BLACK GOLD</p>	<p>a. Identify and present at least one training session for staff that directly addresses the underserved group—school aged children and</p>	<p>a. Objective modified. After discussion about potential training sessions and the “Books for Babies” project, it was decided by the group to use</p>

<p>BLACK GOLD (cont'd)</p>	<p>infants/toddlers and their caregivers.</p> <p>b. In conjunction with the System Advisory Board (SAB), create packets for new parents, which encourage them to help their children develop reading skills early on.</p>	<p>all available funds to purchase "Books for Babies," rather than spend funds on a training session this year.</p> <p>b. Modified objective met. The SAB and Children's Services Committee reviewed packets that were already available from library organizations rather than create new ones; the "Books for Babies" package from Friends of Libraries U.S.A. was selected. A total of 675 packets were purchased—425 in English and 250 in Spanish.</p> <p>Also, a template with local information on library hours, story times, etc., was created and customized for each library. Each member library jurisdiction did research to find a local organization with which to partner for distribution of the sets. Partners included: Santa Maria Well Babies program first time mothers in the SLO Literacy program and the Sojourn program in Santa Barbara, which does in-home visits for new mothers. The Library Foundation in Paso Robles donated additional money so that the program can be continued.</p>
<p>49/99</p>	<p>a. Answer 90% of questions referred on behalf of geographically isolated patrons.</p> <p>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.</p>	<p>a. Objective met. The Reference Center answered 96% of the reference questions referred on behalf of geographically isolated patrons.</p> <p>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. The System responds to requests for materials in Spanish and Asian languages using the host library collection, as well as the California State Library.</p>
<p>INLAND</p>	<p>a. At least 20% of our reference questions will be from members of underserved groups identified: Geography isolated, institutionalized, disabled, and children.</p> <p>b. Electronic and printed material will be provided in a timely manner.</p>	<p>a. Objective met. 42% of the reference questions were from members of the underserved groups.</p> <p>b. Objective met. Printed materials were provided in a timely manner.</p> <p>System staff participated in the coordination and distribution of printed materials for the Children's Summer Reading Program.</p> <p>Inland coordinated, purchased and distributed incentives for participating libraries in the ILS, MCLS, Santiago and South State CLSA cooperatives.</p> <p>In addition, the Children's Services Committee and Inland Library System staff planned, coordinated and presented the ILS Annual Performer's Showcase. The presentation had 116 attendees. 100% of the attendees rated their overall satisfaction as Excellent or Good. There were 40 performers who participated in the Showcase. 100% of the performers stated their overall satisfaction as Excellent or Good.</p>

<p>MCLS</p>	<p><u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u></p> <p>a. System-specific resources are intended to assist local reference staff in providing more effective reference service to the limited and non-English populations in the service area.</p> <p>b. The MCLS Reference Center provides 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>c. The MCLS 24/7 Reference Service now has a Spanish-language version of the Web-based Ask A Librarian Service. Bilingual librarians will handle questions both in real-time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish. This service began in June 2002.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. The majority of member libraries will participate in the Reading Program, which is an annual program designed to encourage reading in children of all ages. The majority of the libraries will be represented at the Reading Program Kickoff. 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.</p> <p>b. <i>The Southern California Program Resource List</i> will be continuously 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. Promotion of the MCLS Reference Center via articles in the <i>Reference Hotline</i> and meeting with the MCLS Children's Services Committee will continue to increase utilization of the MCLS Reference Center by Children's Services reference staff so that children's information needs can be met, instilling understanding and appreciation of library</p>	<p><u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u></p> <p>a. Objective met. The MCLS Reference Center updated the <i>Language Fluency and Collections</i> Directory in 2004, which includes foreign language proficiencies of MCLS member library staff. This System-specific resource is intended to assist local reference staff in providing more effective service to the limited and non-English speaking population in the service area.</p> <p>b. Objective met. MCLS continued to handle System requests for information that utilizes 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>c. Objective met. Bilingual librarians have been providing AskNow Reference Web-based Ask A Librarian service to Spanish-speaking patrons since June 2002.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. Objective met. Twenty-seven member libraries participated in the Reading Program. In addition, many MCLS libraries also participated in a fall reading program sponsored by In-N-Out, a winter reading incentive program in partnership with UCLA, and a spring reading program with Dream Works Animation SKG.</p> <p>Twenty-six libraries were represented (20 in attendance) at the local Share Fair, a workshop format emphasizing sharing programming, performer and craft ideas, and networking between the workshop participants.</p> <p>b. Objective met. <i>The Southern California Program Resource List</i> continues to be updated as new performers are identified.</p> <p>c. Objective met. The Children's Services Committee sponsored the MCLS Share Fair. Committee members also attended the performance showcase at LAPL, the SLS Performer's Showcase, and many also attended the Children's Literature Council's Fall Gala.</p> <p>d. Objective met. Promotion of the use of the MCLS Reference Center by Children's Services staff continues via articles in the <i>Reference Hotline</i> and meetings with the MCLS Children's Services Committee. The MCLS Liaison provides an update on Reference Center activities at each Children's Services Committee meeting.</p>
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<p>MCLS (cont'd)</p>	<p>services.</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 System-wide programs for young adult librarians.</p> <p>b. In conjunction with the MCLS Young Adult Services Committee, MCLS will conduct at least one workshop/information exchange 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><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. Objective met. The MCLS Young Adult Services Committee met 3 times in the past fiscal year for the purpose of planning and coordinating System-wide programs for young adult librarians.</p> <p>b. Objective met. The Young Adult Services Committee presented a spring Workshop: Anime + Manga Wakushoppu. Approximately 84 System members attended. The committee also had 3 structured exchanges: 1) Teen Volunteers, 2) Latchkey Kids, and 3) After-School Clubs. The young adult component of the Summer Reading Program is an integral part of the program and is always taken into consideration when the children's component of the program is discussed.</p>
<p>MOBAC</p>	<p>a. Members of the MOBAC Reference Committee will update the survey, which lists all types of technology. They will include which types of technology their library own that are available to the public. In addition, the survey is being expanded to include several non-technology services available to the public: online databases, local newspaper collections, significant language collections, other special collections, meeting rooms, exam proctoring, visitor parking, and eligibility for borrowing privileges.</p> <p>b. The completed list of publicly available equipment and services available on the MOBAC Internet will be printed and distributed to all MOBAC libraries. It is also being made available on the MOBAC Intranet.</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 Speed, voice recognition and Braille keyboard.</p>	<p>a. Objective met. The survey was updated.</p> <p>b. Objective met. The list of publicly available equipment was updated, distributed and posted on the staff Intranet.</p> <p>c. Objective met. The survey was updated to include information about specific equipment.</p>
<p>MVLS</p>	<p>a. 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>a. Objective met. 98% of questions were filled, 80% of the requests were filled within 10 working days, and 90% 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>NORTH BAY</p>	<p><u>ETHNIC MINORITIES</u></p> <p>a. NBCLS staff will continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees.</p>	<p><u>ETHNIC MINORITIES</u></p> <p>a. Objective met. Participation at the Guadalajara book fair, and subsequent discussion with the participating libraries and librarians was accomplished at the appropriate committee meetings.</p>

<p>NORTH BAY (cont'd)</p>	<p>b. The System will include items of interest on ethnic minorities on the reference and children's Listservs and the NBC Web page.</p> <p>c. NBCLS will continue to support and organize a purchasing project of Spanish language materials by sending at least one candidate to the Guadalajara Book Fair or other appropriate Spanish language book fairs or other vendors.</p> <p><u>CHILDREN</u></p> <p>a. NBCLS children's librarians will continue to explore shared program ideas for summer reading programs.</p> <p>b. NBCLS children's staffs will meet two to three times per year to share ideas on programming, collection development and children's and youth services management.</p> <p>c. The NBCLS Web page and children's listserv will be used to discuss resources and share ideas related to serving children.</p> <p>d. Workshops or round table discussions of interest to NBCLS children's staffs will be held as part of the Children's Services Committee meetings.</p> <p>e. NBCLS will facilitate meetings with County Offices of Education and the reference staff of school and public libraries.</p> <p><u>DISABLED</u></p> <p>a. 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 art and poetry experts.</p> <p>b. Access to more resources will be provided as more library catalogs are added to the SuperSearch system.</p>	<p>b. Objective met. All the activity associated with the fair was discussed on the committee Listservs and via direct mail.</p> <p>c. Objective changed. The vendor hired their own librarian who attended the fair and made selections for North Bay.</p> <p><u>CHILDREN</u></p> <p>a. Objective met. Information about shared summer reading programs was done at committee meetings.</p> <p>b. Objective met. This was done at committee meetings.</p> <p>c. Objective met. Items, as they came in, were posted on the NBC Children's listserv.</p> <p>d. Objective met. One roundtable discussion and two workshops were held in conjunction with the committee meetings.</p> <p>e. Objective met. Two meetings were held at the Sonoma County Office of Education's video conference site.</p> <p><u>DISABLED</u></p> <p>a. Objective met. Collections were developed to aid the disabled and their caregiver.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. Objective met. Continued effort was made to give special service to the geographically isolated, including reference delivery and discounted purchases of online databases with technical support. At least two Rural Initiative workshops were held.</p> <p>b. Objective met.</p>
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<p>NORTH STATE</p>	<p>a. Continue to provide member libraries with a list of resources and tips on serving individuals with disabilities.</p> <p>b. Sponsor a training workshop on working with individuals with disabilities.</p> <p>c. Publicize and promote materials for training member libraries' staff in service to people with disabilities</p> <p>d. Distribute brochures, lists and bibliographies to member libraries on services to individuals with disabilities.</p> <p>e. Continue to provide libraries with "Welcome to Your Library" pamphlets for distribution to special targeted groups.</p> <p>f. Explore availability of and distribute more information about adaptive technology to member libraries.</p> <p>g. Publicize, promote and train on virtual reference service to individuals with disabilities.</p>	<p>a. Objective met. The System Reference Center purchased several reference titles to aid in question handling on the topic of disabilities.</p> <p>b. Objective not met. System was unsuccessful in making the arrangements with Infopeople. A workshop is scheduled for early Fall 2006 to meet this need.</p> <p>c. Objective not met due to lack of workshop.</p> <p>d. Objective partially met. Several member libraries are on routing lists for periodicals purchased by North State.</p> <p>e. Objective met. Pamphlet supplies were furnished to libraries upon request.</p> <p>f. Objective met. The Reference Coordinator routed brochures to member libraries as well as emailed members with information from vendors.</p> <p>g. Objective met. Peer to peer training was provided by the Reference Coordinator on AskNow and the newly acquired Gale Health databases.</p>
<p>PENINSULA</p>	<p>a. The new Integrated Library System, Millennium, will be implemented with OPAC interfaces in Spanish and Chinese as well as English. Self-help guides for the new catalog in languages other than English will be produced as handouts for the public.</p> <p>b. System staff will work with the vendor of the periodical databases to provide links to a Spanish-language interface for ease of navigation and searching.</p> <p>c. PLS Reference funds will continue to support representatives' attendance at the International Book Fair in Guadalajara, where material will be purchased on behalf of all member libraries.</p> <p>d. The Union List of Non-English Language Materials will be updated periodically by the System's Multicultural Committee, as well as the "Public Libraries are For You" brochures. Staff members will be provided with orientations to the features of the Spanish and Chinese pages of the new catalog.</p> <p>e. The Spanish version of the brochure listing key government officials</p>	<p>a. Objective met. The Millennium system was launched August 17, 2005, with interfaces in English, Chinese and Spanish.</p> <p>b. Objective met. Staff worked with the vendor.</p> <p>c. Objective met. The Reference funds were used to supplement travel costs for staff members traveling to the book fair.</p> <p>d. Objective met. The Union List and brochures were updated, and announcements made.</p> <p>e. Objective met. The brochure listing key government officials was</p>

<p>PENINSULA (cont'd)</p>	<p>and addresses will continue to be updated with the English version.</p> <p>f. Online reference assistance will continue to be available in Spanish.</p> <p>g. Funding is being sought for a workshop, jointly sponsored by the PLS/SVLS Multicultural Committee, on communicating across cultural boundaries.</p>	<p>updated in Spanish and English.</p> <p>f. Objective met.</p> <p>g. Objective not met. Funding continues to be sought since this is a joint system project, and funding must be arranged in multiple budgets.</p>
<p>SJVLS</p>	<p>a. Reference questions from patrons in geographically isolated areas will be answered according to the same performance objectives set for the System Interlibrary Reference component – that is, there will be no difference in time or quality of the answer because a patron is geographically isolated.</p> <p>b. Questions from non-English speaking and handicapped patrons will be answered in a language or format they require.</p> <p>c. Questions from members on the availability of community services in the System service area can be channeled through the San Joaquin Valley Information System (SJVIS).</p>	<p>a. Objective met. All reference questions are answered according to the same performance objectives set for the System Interlibrary Reference regardless of geographic location.</p> <p>b. Objective met. Questions are answered in the appropriate format and accuracy is required. Spanish language sources are used when requested.</p> <p>c. Objective met. SJVIS makes members aware of the availability of community services in their local area when deemed appropriate.</p>
<p>SANTIAGO</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 2005/06 to discuss services to children and share ideas.</p> <p>d. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>e. The SLS Children's Services Committee will participate in a Children's Summer Reading Program to provide consistent, System-wide 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. The SLS Children's Committee will also partner with a local vendor on implementing a spring reading program.</p>	<p>a. Objective met. MCLS provided materials in appropriate languages and reading levels as requested by SLS, including Spanish, Korean and Chinese.</p> <p>b. Objective met. Objective was fulfilled by the sponsorship of the "2006 Performers' Showcase."</p> <p>c. Objective met. The SLS Children's Services Committee met 6 times during 2005/06.</p> <p>d. Objective met. The "Performers' Showcase" was held in January 2006. Over 100 staff attended.</p> <p>e. Objective met. Sponsored jointly by CLA and the State Library, SLS participated in a children's summer reading program, "Paws, Claws, Scales and Tales" and a YA/Teen program "Creature Feature." In addition, some SLS libraries participated in a spring reading program fully sponsored by In-N-Out Burgers, a winter reading program in partnership with UCLA and a spring reading program in partnership with Dream Works Animation SKG.</p>
<p>SERRA</p>	<p>a. The underserved group identified for FY 2005/06 was the geographically isolated in rural areas, specifically in and near the Imperial Valley.</p>	<p>a. Objective met. The Serra System Coordinator is a member of DVLMA (Desert Valley Library Media Association), and maintains an informal link to the activities of Imperial Valley libraries.</p>

<p>SERRA (cont'd)</p>	<p>b. Serra staff will offer training programs for the staffs of rural libraries, provide centralized interlibrary loan service, produce resource-sharing tools, and participate in local library organizations</p> <p>c. Contacts will be initiated with the appropriate groups to explore possibilities for cooperation and the promotion of library and System services.</p> <p>d. The availability of an electronic version of Serra Song Index should speed communication with rural libraries.</p> <p>e. Serra will use local funds to provide centralized interlibrary loan service. Interlibrary loan fill rate of 90% and average turn around time of 7 days for Imperial Valley libraries.</p>	<p>b. Objective met. All the Imperial Valley public libraries participated in the Summer Reading Program coordinated by Serra's Children's and Young Adult Services Committees to minimize cost and effort for the individual library and maximize quality and planning. This year a few staff members from the Valley shared their craft ideas and programming plans at the well-received Summer Reading Program Activities Workshop in January 2006. A videotape was made of the workshop and was available on the California Summer Reading Website which showcased the talent of Serra members to a wider audience.</p> <p>c. Objective met. After a one-year hiatus, the Multilingual Book Fair committee worked hard to reorganize its membership and sponsor a successful 9th annual Multilingual Book Fair in February 2006.</p> <p>d. Objective partially met. The Serra Song Index project was started but not completed in this fiscal year. A member section (with password) was added to the Serra Website, giving Imperial County members contact information for all committees and member libraries in one electronic location.</p> <p>e. Objective met. Interlibrary loan fill rate for Imperial Valley members using Serra's centralized ILL service was 90% with an average 7-day turn around. This service was well used by the Imperial Valley College faculty and students.</p>
<p>SILICON VALLEY</p>	<p>a. Update and promote the use of the "Welcome to the Library" brochure, which introduces library services to those whose primary language is not English.</p> <p>b. The "Language Resource List" will continue to be updated biannually and incorporated into the staff directory, which lists staff in all SVLS libraries.</p> <p>c. The SVLS libraries are now all subscribing to the Spanish language periodical database <i>Informé</i>, which will be the subject of promotional materials produced by the reference committee, utilizing the resources of the Thomson/Gale Marketing Department.</p> <p>d. System staff will work with the vendor of the periodical databases to provide links to a Spanish-language interface for ease of navigation and searching for those libraries that wish to implement this interface.</p> <p>e. The SVLS Reference Committee will identify and evaluate for consortium purchase databases that serve diverse communities.</p>	<p>a. Objective met. The "Welcome to the Library" brochure was updated and posted on the PLS staff Intranet, FIDO. They are now available in Chinese, English, Japanese, Korean, Persian, Russian, Spanish, Tagalog and Vietnamese.</p> <p>b. Objective met. The "Language Resource List" was updated and incorporated into the staff directory.</p> <p>c. Objective partially met. The SVLS libraries are now all subscribing to the Spanish language periodical database <i>Informé</i>.</p> <p>d. Objective met. System staff worked with Thomson/Gale to provide links to the Spanish language interface.</p> <p>e. Objective met. Databases were evaluated.</p>

<p>SILICON VALLEY (cont'd)</p>	<p>f. A joint SVLS/BALIS Community Languages Project has been formed to allow libraries without staff with specific language skills to purchase materials and have them catalogued in cooperation with a partner library with selectors and catalogers for that language. It will involve four libraries and two languages, Chinese and Russian. If successful, it will be expanded to include more libraries and more languages, and allow member libraries to offer better service to an expanding group of otherwise underserved community members. System and participating library staff will keep the committee informed regarding the success of the project. The goal is to further identify underserved populations and the means to improve service.</p> <p>g. The Reference Committee will strengthen its ties with the Multicultural Committee for the purpose of achieving the common goal of improving service to persons who speak English as a second language.</p> <p>h. The Reference Committee will work with designated staff from member libraries and any consultants retained to aid this effort, to develop a portion of the public relations program that will target the emerging majority ethnic groups.</p> <p>i. SVLS will sponsor the travel expenses of a Multicultural Committee member to attend the International Book Fair in Guadalajara to select material for local collections that would not be available through other means.</p> <p>j. SVLS will continue to participate in the statewide virtual reference service by offering patrons the ability to pose their questions in Spanish, being connected to a Spanish-speaking librarian and then receiving the answers in Spanish.</p> <p>k. The Multicultural Committee has identified a provider of training for library staff on serving diverse communities, and is pursuing grant and other funding possibilities in order to offer it.</p>	<p>f. Objective met. A joint SVLS/BALIS Community Languages Project was launched with Sunnyvale and Palo Alto participating as SVLS members.</p> <p>g. Objective met. Information was shared between the Reference Committee and the Multicultural Committee.</p> <p>h. Objective met. SVLS members participated in an updated market research study conducted by the Godbe Group. Results of the study are posted on the SVLS Website.</p> <p>i. Objective met. SVLS sponsored the travel of a Multicultural Committee member to attend the International Book Fair in Guadalajara.</p> <p>j. Objective met. Selected SVLS members continue to participate in the statewide virtual reference service.</p> <p>k. Objective not met. Funding was not obtained.</p>
<p>SOUTH STATE</p>	<p>One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on youth services.</p>	<p>Objective met. The System co-sponsored The Children's Literature Council of Southern California workshop in April 2006, titled "Inspiring the Next Generation of Teen Readers."</p>

System Interlibrary Reference Program Objectives
 System Program Annual Report – FY 2005/06
 (California Administrative Code Section 20157)

Exhibit D

- A. Answers shall be provided for 90% of all questions referred from member libraries.
 B. 70% of answers 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.

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	259	99.6%	96.9%	258	251
BLACK GOLD	109	100%	100%	109	109
49-99	48	98%	84%	47	40
INLAND	1174	99.8%	79.3%	1172	931
MCLS	2162	95%	99%	2054	2140
MOBAC	74	98.6%	93.2%	73	69
MVLS	311	98%	95%	305	295
NORTH BAY	687	100%	98.7%	687	679
NORTH STATE	329	100%	97%	329	319
PENINSULA	150	99.3%	98%	149	147
SJVLS	254	98%	64%	249	162
SANTIAGO	105	97%	97%	102	102
SERRA	969	98.9%	97.9%	958	949
SILICON VALLEY	626	100%	99.3%	626	622
SOUTH STATE	103	97%	98%	100	98
TOTALS	7,360	98.6% average (a)	93% average (b)	7,218	6,913

- (a) All systems were able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided 98% or 7,218 questions answered in total.
 (b) All but one system (San Joaquin Valley) were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 93% or 6,913 questions returned to the originating member library within 10 working days.



CALIFORNIA
STATE LIBRARY
FOUNDED 1850

March 1, 2007

Diane Duquette, Chair
San Joaquin Valley Library System
Kern County Library
701 Truxtun Avenue
Bakersfield, CA 93301-4816

Dear Ms. Duquette:

This is a request that the San Joaquin Valley Library System (SJVLS) file a Supplemental Plan of Service for its Interlibrary Reference component.

Section 20157 of the California Library Services Act Regulations states, in part, that "70% of answers 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." Upon review of the 2005/06 System Annual Report, it was noted that SJVLS met the ten-day objective for only 64% of its answers.

Policy adopted by the Library of California Board in February 1988 directs that upon receipt of such a report "the Chief Executive Officer shall, in writing, notify the System(s) Chair, with a copy to the Board President, requesting that the System(s) file, within 30 days, a Supplemental Plan of Service for the Interlibrary Reference component."

I understand that a position vacancy and an unusual flow of question may have caused the objective not to be met. Board procedures call for the Supplemental Plan of Service to address, at a minimum, the following topics:

- a. The reasons why the performance objectives were not met;
- b. The System's plan to meet the performance objectives;
- c. Significant barriers, obstacles, or constraints that may affect the plan's success.

I hope that your Supplemental Plan will be seen as an opportunity to share the steps you have taken to meet the performance objectives. This process is not intended as punitive or as an attempt to interfere with local control over System decisions regarding methods for providing reference service delivery. The intent is to take the first steps required under Board procedures to gather information that the Board may need to evaluate the situation and to establish appropriate actions should a System or Systems be unable to meet the established performance objectives.

A full copy of the Board's "Procedures to Ensure Meeting Interlibrary Reference Performance Objectives" is enclosed for your reference. As called for there I will respond, in writing, with my approval or disapproval of your Supplemental Plan within 15 days of its receipt.

Questions and requests for assistance and a copy of your Supplemental Plan should be directed to Sandy Habbestad, CLSA Administrative Assistant, (916) 653-7532, email shabbestad@library.ca.gov, P.O. Box 942837, Sacramento, CA 94237-0001.

Yours truly,



Susan Hildreth
Chief Executive Officer,
Library of California Board

cc: Paymaneh Maghsoudi, President
Library of California Board

Karen Bosch-Cobb, Administrative Librarian
San Joaquin Valley Library System

Tom Andersen, Bureau Chief
Library Development Services

Sandy Habbestad, CLSA Administrative Assistant
Library Development Services

Procedures to Ensure Meeting
Interlibrary Reference Performance Objectives

1. Upon receipt at the State Library of a System(s) Annual Report indicating that the required performance objectives for the Interlibrary Reference component were not met, the Chief Executive Officer shall, in writing, notify the System(s) Chair, with copy to the CLSB President, requesting that the System(s) file, within 30 days, a Supplemental Plan of Service for the Interlibrary Reference component.
2. The Supplemental Plan of Service will, at a minimum, address the following topics:
 - a. The reasons why the performance objectives were not met;
 - b. The System's plans to meet the performance objectives;
 - c. Significant barriers, obstacles, or constraints that may affect the plans' success.
3. Should the System(s) have anticipated not meeting the performance objectives and incorporated the information required in 2, above, in their Annual Plan of Service, the Chief Executive Officer may waive the requirement for a Supplemental Plan of Service for the Interlibrary Reference component, notifying the System Chair, System Coordinator, and CLSB President of the waiver and the Chief Executive's approval of the System(s) plan for meeting the performance objectives. Should the Chief Executive Officer not approve the System's plan for meeting the performance objectives, the Chief Executive Officer shall notify the System Chair, System Coordinator, and CLSB President of the reasons for not approving the plan and require a Supplemental Plan as in 2, above.
4. Within 15 days of receiving the Supplemental Plan of Service the Chief Executive Officer shall inform, in writing, the Chair of System, with copy to the CLSB President, of the Chief Executive's approval or disapproval of the Supplemental Plan.
 - a. If the Supplemental Plan (or Plan of Service) is approved, the System shall submit on the tenth of each month, for the remainder of the fiscal year, a report on the progress of the plan's implementation. To the extent possible the required monthly reports shall use the System's own internal records and management reports.
 - b. If the Supplemental Plan is not approved, the Chief Executive Officer shall inform the System Chair of the reasons for the disapproval and the issue will be placed on the agenda for the next meeting of the CLSB.

5. Should any System not meet the performance objectives for Interlibrary Reference for two consecutive fiscal years, the LOC Board shall consider the matter and take appropriate action. Such actions may include but are not limited to:
 - a. Granting an additional period of time to achieve improvement in performance.
 - b. Directing a specific change or changes in System operational methods or resource allocation.
 - c. Withholding CLSA funds allocated to the System until an acceptable plan is submitted.
 - d. Requesting additional State support for the CLSA System Reference Program to permit all Systems to achieve required performance objectives.
 - e. Revising or repealing the established performance objectives.
 - f. Revising the formula by which System Reference funds are allocated to Systems.
 - g. Any other action deemed appropriate by the LOC Board and within the authority granted to the LOC Board under the Act.



San Joaquin Valley Library System

Administrative Headquarters
2420 Mariposa Street Fresno CA 93721

March 21, 2007

Sandy Habbestad
CLSA Administrative Assistant
P.O. Box 942837
Sacramento, CA 94237-001

Dear Ms. Habbestad:

This letter is a reply to Susan Hildreth's letter of March 1, 2007 requesting that the San Joaquin Valley Library System file a Supplemental Plan of Service for Interlibrary Reference.

Supplemental Service Plan, CLSA System Reference Component: Interlibrary Reference

In 2005-2006 the average turnaround time for questions referred to SJVIS dropped below the performance objective of 70% of questions returned to the originating member library in 10 working days or less.

a. Reasons for the failure to meet the performance objective:

1. The Reference Center Coordinator Position continued to be vacant leaving direct supervision of the Information Service to the SJVLS Library Program Manager. As her primary responsibility is management of the shared ILS, the network, and technology issues, little time was available for oversight of SJVIS.
2. The person holding the Librarian III position left for another employer just before the beginning of the fiscal year, and the decision was made not to fill that position in light of discussions on the future of the CLSA reference program components. This left permanent staffing of SJVIS at a Reference Center Coordinator (vacant), a Librarian II, and a Senior Library Assistant.
3. The Senior Library Assistant (SLA) was enrolled in an MLS degree program, necessitating higher than average use of annual leave.
4. While the state-wide focus groups on the future of the CLSA reference programs were often complimentary of the service they provide, the overall message that they were no longer needed was demoralizing for the remaining staff.

b. Actions to address the performance issues in SJVIS include:

1. As of March 12, 2006, SJVIS has exceeded the performance objectives for the 2006-2007 fiscal years. Currently 92.4% of questions submitted by SJVLS member libraries are answered in under 10 working days, with an average turnaround of 4.9 days and the most common turnaround time being same day (mode = 0). Requests from other CLSA reference centers are

answered in less than 10 days 96.8% of the time, and the average turnaround time slightly over 1 day.

2. Workflows have been adjusted to better suit the existing staff level. The SLA position has temporarily dropped or reduced hours spent on activities such as cataloging of the SJVIS collection and indexing of periodicals in order to provide more direct support for the reference referral program.
3. Weekly reports on the status of outstanding questions and monthly monitoring of performance will be instituted.
4. Complicated questions from non-public members of the Heartland Regional Library Network are no longer accepted as we lack sufficient staff to provide that service without significant extra charges.
5. The Reference Center Coordinator position has been eliminated and a new Administrative Librarian position for all of SJVLS has been approved. While this will not be an easy recruitment, it should be more successful than filling a Reference Center Coordinator position, which by title is linked to a program viewed by many in the State as nearing its end. The Administrative Librarian will be able to more closely monitor turnaround time.

c. Significant barriers, obstacles, or constrains that may affect the programs success:

1. Should SJVLS be unsuccessful in recruiting an Administrative Librarian, the service will continue to be vulnerable to performance problems in the case of resignation or extended illness of existing staff.
2. Until the Library of California Board makes a decision on the future of the cooperative reference program, staff will continue to be impacted by the general sense of uncertainty regarding the future of their positions.

Sincerely yours, .



Diane Duquette
Chair, San Joaquin Valley Library System

Summary of System Reference Expenditures for FY 2005/06
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 85,763	\$ 46,119	\$ 131,882
BLACK GOLD	51,988	143	52,131
49-99	56,847	444	57,291
INLAND	127,351	982	128,333
MCLS	215,556	117,669	333,225
MOBAC	53,112	929	54,041
MVLS	93,218	30,513	123,731
NORTH BAY	97,406	47,571	144,977
NORTH STATE	68,393	52,376	120,769
PENINSULA	49,578	202,722	252,300
SJVLS	75,112	22,139	97,251
SANTIAGO	71,678	0	71,678
SERRA	101,435	11,309	112,744
SILICON VALLEY	59,812	40,757	100,569
SOUTH STATE	79,423	0	79,423
TOTAL	\$1,286,672	\$ 573,673	\$1,860,345

LSTA funds spent on System Reference: North Bay \$27,471

LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2005/06

System	CLSA System Reference			CLSA System Communications and Delivery		
	Percent of CLSA Expenditures for Reference	Percent of Local Funds for Reference	Total Expenditures for Reference	Percent of CLSA Expenditure for Comm. & Delivery	Percent of Local Funds for Comm. & Delivery	Total Expenditures for Comm. & Delivery
BALIS	65%	35%	\$ 131,882	80%	20%	\$ 53,093
BLACK GOLD	99%	1%	52,131	77%	23%	64,760
49-99	99%	1%	57,291	40%	60%	109,356
INLAND	99%	1%	128,333	97%	3%	98,292
MCLS	65%	35%	333,225	64%	36%	138,948
MOBAC	98%	2%	54,041	81%	19%	56,400
MVLS	75%	25%	123,731	62%	38%	123,214
NORTH BAY	67%	33%	144,977	26%	74%	259,719
NORTH STATE	57%	43%	120,769	89%	11%	110,901
PENINSULA	20%	80%	252,300	12%	88%	293,318
SJVLS	77%	23%	97,251	9%	91%	619,554
SANTIAGO	100%	0%	71,678	84%	16%	45,739
SERRA	90%	10%	112,744	85%	15%	72,204
SILICON VALLEY	59%	41%	100,569	70%	30%	49,077
SOUTH STATE	100%	0%	79,423	100%	0%	35,863
TOTAL PERCENT	69%	31%	100%	41%	59%	100%
TOTAL EXPEND.	\$ 1,286,672	\$ 573,673	\$ 1,860,346	\$ 872,320	\$ 1,258,118	\$ 2,130,438

2005/06 expenditures:

	CLSA	Local	LSTA	Total
Administration	545,200 (17%)	2,549,283 ¹ (81%)	50,611 (2%)	3,145,094
Reference	1,286,672 (68%)	573,673 ² (30%)	27,471 (2%)	1,887,816
Comm. & Delivery	872,320 (41%)	1,258,118 ³ (59%)		2,130,438
Advisory Boards (SAB)	19,024 (84%)	3,537 ⁴ (16%)		22,561
Total	2,723,216 (38%)	4,384,611 (61%)	78,082 (1%)	7,185,909

¹ all systems contributed local funds to support system administration

² all but two systems (Santiago, and South State) used local funds to support Reference

³ all but one system (South State) contributed local funds to support C&D

⁴ Three systems used local funds to support the SAB program. Inland returned all it's 2005/06 SAB allocations because no members were represented on the System Advisory Board.

AGENDA ITEM: CLSA System Communications and Delivery Program

GENERAL OVERALL PROGRAM UPDATE:

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems. A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, Communications & Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for Planning, Coordination & Evaluation (PC&E).

Summary of 2005/06 System Annual Reports

Performance Objectives: Under the policies adopted by the Board, each System is required to adopt two performance objectives for System Communications and Delivery in a format prescribed by the State Board. Additional performance objectives may be adopted by individual Systems to meet their own needs for management information and service improvement. Exhibit A displays performance objectives adopted by each System for the 2005/06 fiscal year and the degree of success in meeting each objective. In general, statistics are comparable to the previous year, with a slight increase in Internet usage (10%).

Workload: Exhibit B displays summary actual workload statistics for the 2005/06 fiscal year.

Expenditures: Exhibit C displays CLSA and local funds expended in support of System Communications and Delivery (C&D) services in 2005/06. Overall, 41% of the total budgeted for System C&D was expended from CLSA funds, and 59% was expended from local funds.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Review of the 2007/08 System Plan of Service summaries (August 2007).

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

**SUMMARY OF 2005/06 COMMUNICATIONS & DELIVERY PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.</p>	<p>a. Objective met. All members have email access allowing for near-instantaneous sending of intrasystem messages to and between System members.</p> <p>b. Objective met. The contract delivery service continues to provide efficient delivery service to System member libraries. The present route structure ensures delivery of materials with 2 to 4 working days.</p>
BLACK GOLD	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message).</p> <p>b. 98% of items sent by intrasystem delivery will be delivered within 2 working days.</p>	<p>a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. The Black Gold ATS office has had an internal web page for several years that posted committee minutes and other information for library members. During this year, the usage was expanded considerably by the addition of meeting agendas, the Circulation and Input Standards Manual for Cataloging, online workshop registration, and Council and Committee schedules and lists of members. This helps facilitate information among the library users while reducing the need for frequent paper updates. Remote access to the two online catalogs serving the seven Black Gold member libraries has been an effective communication tool for resource sharing for both the library staff and the public. In addition, Cat-a-Link Gold, a service of the Gold Coast Library Network, still being provided and supported by Black Gold, provided access between the Ventura County Library and the database shared by the other Black Gold libraries until it was discontinued in May 2006 due to hardware and financial considerations.</p> <p>b. Objective met. CLSA funds support only the delivery service essential to resource sharing. The delivery route is designed so there is no delay once an item has been picked up by the driver. Materials are sorted en route rather than returned to a central point for sorting. In 2006 a delivery run to Cal Poly was added to facilitate loans between Cal Poly and the Black Gold libraries.</p>
49/99	<p>a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt).</p>	<p>a. Objective exceeded, due in part to a fax machine with broadcast capabilities and internet email. Messages are sent to all members via fax and received more quickly. In addition, System staff will continue to utilize Internet email for communicating with members, greatly improving overall System communications.</p>

49/99 (con't)	b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 3 working days or less.
INLAND	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.</p>	<p>a. Objective met. 98% of intrasystem messages were received within 24 hours.</p> <p>b. Objective exceeded. 96% of items sent by intrasystem delivery were delivered within 1 working day.</p>
MCLS	<p><u>Communications</u></p> <p>a. 90% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of all messages requiring a response will be answered within 2 working days.</p> <p>c. 177,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, email and delivery).</p> <p>d. 400 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via facsimile.</p> <p>e. 5,000 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via email.</p> <p><u>Delivery</u></p> <p>a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days.</p> <p>b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days.</p> <p>c. 65,000 items will be transported among member libraries by the System delivery vans.</p>	<p><u>Communications</u></p> <p>a-b. Objectives met. The majority of the messages were transmitted electronically.</p> <p>c. Objective met. Over 300,000 messages were transmitted among member libraries.</p> <p>d. Objective met. Approximately 450 messages were transmitted between the MCLS Reference Center and member libraries via fax.</p> <p>e. Objective met. Approximately 6,400 messages were transmitted between the MCLS Reference Center and member libraries via email.</p> <p><u>Delivery</u></p> <p>a-c. Objectives met. Delivery continued on an alternating 5-day and 3-day a week schedule per route, carrying over 67,000 items during the year. Related non-CLSA activities of providing linkages with other systems were maintained.</p>

MOBAC	<ul style="list-style-type: none"> a. 100% of intrasystem messages will be received by addressees within 24 hours. b. 100% of items sent by intrasystem delivery will be delivered within 2 to 4 working days. c. 121,132 items will be delivered during the fiscal year. 	<ul style="list-style-type: none"> a. Objective met. All member libraries and staff have email and Internet connections. b. Objective met. The contract delivery service continues to provide efficient delivery service to System member libraries. The present route structure ensures delivery of materials within 2-4 working days. c. Objective partially met. 114,098 were delivered, which included all items placed in the delivery system.
MVLS	<ul style="list-style-type: none"> a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day). b. 100% of items sent by intrasystem delivery will be delivered within 3 working days. c. Develop a listing of workload factors and produce a spreadsheet that shows trends over a three year period. 	<ul style="list-style-type: none"> a-c. Objectives met. The communication and delivery methods continue to function adequately. The use of email and Web-based information has increased in support of all programs.
NORTH BAY	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax and electronic mail). b. 90% of items sent by intrasystem delivery will be received within 4 working days. 	<ul style="list-style-type: none"> a-b. Objectives met. Delivery has experienced another major increase--25.3% in one year. Resource sharing really works in North Bay. The large increase was spurred by the addition of delivery to Lake County library branches. Although the preferred method for delivery of documents is via emailed PDF files, the fax machine is still a vital tool.
NORTH STATE	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. 	<ul style="list-style-type: none"> a. Objective met. All libraries have fax machines and email accounts b. Objective partially met. Several libraries still have only one day per week delivery-- Del Norte, Lassen, Modoc, and Plumas counties. The rest of the North State member library met the objective.

<p>PENINSULA</p>	<p><u>Communications</u></p> <p>a. 98% of the intrasystem messages will be received within one hour.</p> <p><u>Delivery</u></p> <p>a. 98% of total items will be received within 2 working days (main library to main library).</p> <p>b. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the working day following pick-up (main library to main library).</p> <p>c. 2,700,000 items will be delivered during the fiscal year.</p> <p>d. 50% of all items to SVLS will be delivered within 3 working days.</p> <p>e. 50% of all items to BALIS will be delivered within 3 working days.</p>	<p><u>Communications</u></p> <p>a. Objective met. 100% of messages sent through the automated system and email were transmitted and delivered within seconds of origin.</p> <p>Legislative messages are emailed to System Administration. A listserv for Council members is used to transmit messages instantaneously.</p> <p><u>Delivery</u></p> <p>a. Objective met. 98-99% of total items were received within 2 working days.</p> <p>b. Objective met. 98-99% of items labeled "rush handling" were delivered to the receiving library by noon to 1:00 p.m. of the following day.</p> <p>c. Objective partially met. 2,261,544 items were delivered.</p> <p>d. Objective met. 50-75% of items to SVLS were delivered within 3 working days.</p> <p>e. Objective met. 50% of all items were delivered within 3 working days.</p>
<p>SJVLS</p>	<p>a. All System messages to be sent in the most cost effective manner to:</p> <ol style="list-style-type: none"> 1. Allow 80% of messages to be received within 4 hours and 100% of the reference and information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, and evaluation messages to be received in a form and manner to expedite decision-making and the efficient use of staff time. <p>b. To allow 100% of interloan and other materials to be delivered within 3 working days.</p> <p>c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.</p>	<p>a.-c. Objectives met. SJVLS operated 1 delivery van in 2005/06. Delivery between members continued to be stretched to capacity as use of the holds function increases and restricts on loans of materials are reduced. All member library staff have accounts on the System-run Exchange server, which allowed most messages to be delivered efficiently over the System network without going through the Internet. Most internet messages are communication with other reference centers, the State Library, and direct communication with patrons. Agendas and minutes for System meetings are noticed via email, placed on shared network drives for easy access by all system members, and supplemented with posting to the System Web page. Use of a Web-based form for submitting reference questions and use of email continues to reduce the reliance on fax and telephone for reference center communications.</p>

SANTIAGO	<ul style="list-style-type: none"> a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 4 working days. c. An online directory of staff at SLS libraries, hosted on the MCLS Web site will be maintained. 	<ul style="list-style-type: none"> a. Objective met. Use of email has ensured receipt of many messages in less than 24 hours. b. Objective met. SLS contracts with MCLS for delivery service. Bi-annual satisfaction surveys continue to rate services as good to excellent. c. Objective met. The SLS directory is hosted on the MCLS Web site and SLS libraries are assigned passwords to access this information.
SERRA	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 1 working day. 	<ul style="list-style-type: none"> a. Objective met. Messages sent by fax, email, or phone were received immediately. In other communications activities, two electronic newsletters were published of System and member library activities. In addition, the January 2006 Administrative Council/SAB meeting was videoconferenced, thanks to National City Public Library and the Imperial County Library. This saved travel time, especially for the members in the Imperial Valley. b. Objective met. 90% of items were delivered in one working day. Serra contracted with a vendor to provide 4 day a week delivery service to System libraries in San Diego County, the Serra offices at San Diego Public, and San Diego State University. Items going between Imperial Counties and San Diego had once a week service. The smallest and most remote branches may occasionally require a week. A total of 141,718 items were handled by all segments of Serra's delivery system.
SILICON VALLEY	<ul style="list-style-type: none"> a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. c. 50% of all items sent to PLS libraries will be delivered within 3 working days. d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days. 	<ul style="list-style-type: none"> a. Objective met. 90% of all intrasystem messages were received within 24 hours, because all libraries and staff have email and Internet connections. b. Objective met. 90% of items sent by intrasystem delivery were delivered within 3 working days. c. Objective met. 50% of all items sent to PLS libraries were delivered within 3 working days. d. Objective met. 50% of all items sent to BALIS libraries and to MOBAC libraries were delivered within 7 working days.

SOUTH STATE	<p>a. 90% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be received by the addressee within 3 working days.</p>	<p>a. Objective met. Extensive use of fax and email between SSCLS members and headquarters.</p> <p>b. Objective met. MCLS contracts the delivery between member libraries and MCLS.</p>
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System Communications & Delivery Program
2005/06 Service Methods and Workload Activity

	Actual Communications Workload (Messages)	Telecommunications Systems Usage					Actual Delivery Workload (Items)	Delivery Systems Usage					Actual Miles Traveled By All Delivery Vehicles
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other	
BALIS	3,668	NU	67%	33%	NU	NU	33,638	NU	98%	1%	1%	NU	35,000
BLK GOLD	476,198	NU	9%	0.04%	5%	86% ^(a)	896,090	98%	NU	1%	0.5%	0.5%	76,184
49-99	5,170	NU	23%	4%	73%	NU	410,200	99%	NU	1%	NU	NU	103,000
INLAND	4,647	N/A	77%	23%	N/A	N/A	134,607	NU	96%	1%	2%	1%	128,000
MCLS	310,061	N/A	2%	3%	48%	47% ^(b)	67,323	97%	2%	1%	NU	NU	82,755
MOBAC	1,310	NU	61%	39%	NU	NU	114,098	NU	99%	NU	1%	NU	25,802
MVLS	16,000	N/A	19%	19%	62%	N/A	276,000	98.5%	NU	0.5%	0.5%	0.5%	70,000
NO. BAY	48,452	NU	17%	2%	81%	NU	4,144,896	NU	98%	1%	1%	NU	204,152
NO. STATE	34,729	N/A	4%	9%	87%	N/A	485,407	97%	NU	1%	2%	NU	148,387
PENINSULA	281,238	NU	1.5%	0.5%	NU	98% ^(c)	2,261,544	96%	NU	1%	3%	NU	52,000
SJVLS	478,256	17%	0.5%	0.1%	25%	57% ^(d)	488,120	99%	NU	0.5%	0.5%	NU	57,400
SANTIAGO	100,500	N/A	85%	13%	2%	NU	13,000	NU	93%	7%	NU	NU	12,000
SERRA	14,506	NU	27%	4%	64%	5% ^(e)	141,718	NU	98%	1.5%	0.5%	NU	60,000
SVLS	7,975	NU	64%	36%	NU	NU	31,275	NU	98%	2%	NU	NU	N/A
SO. STATE	3,700	N/A	43%	22%	35%	NU	1,255	NU	99%	1%	NU	NU	9,670
TOTALS	1,786,410	4%	10%	2%	22%	62%	9,499,171	47%	49%	1%	2%	1%	1,064,350

N/A - Not Available

NU - Not Used

^(a) Holds placed on automation systems and Cat-a-Link Gold

^(b) Delivery and OCLC ILL Subsystem

^(c) Phone Renewal system

^(d) Horizon reserve messages

^(e) UPS, US Mail

Communications and Delivery Expenditures for FY 2005/06
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 42,312	\$ 10,781	\$ 53,093
BLACK GOLD	49,749	15,011	64,760
49-99	43,338	66,018	109,356
INLAND	95,589	2,703	98,292
MCLS	89,358	49,590	138,948
MOBAC	45,480	10,920	56,400
MVLS	76,958	46,256	123,214
NORTH BAY	66,316	193,403	259,719
NORTH STATE	98,567	12,334	110,901
PENINSULA	35,313	258,005	293,318
SJVLS	58,790	560,764	619,554
SANTIAGO	38,569	7,170	45,739
SERRA	61,594	10,610	72,204
SILICON VALLEY	34,524	14,553	49,077
SOUTH STATE	35,863	0	35,863
TOTAL	\$ 872,320	\$ 1,258,118	\$ 2,130,438

AGENDA ITEM: System Advisory Board

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The System Advisory Board (SAB) Program continues to make available to Systems a means for directly incorporating citizen advice in planning and delivering System services. A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, Communications and Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for Planning, Coordination & Evaluation (PC&E).

Summary of 2005/06 System Annual Reports

Exhibit A displays a summary of performance objectives adopted for the System Advisory Board programs in the 15 Cooperative Library Systems and the reported levels of achievement. Many Systems adopted and achieved performance objectives aimed at increasing the exchange of information between the System Administrative Councils, the System Advisory Boards, and the member communities. Among the methods adopted by various Systems for achieving this were: attendance by SAB members at Administrative Council meetings, written SAB reports on System activities and services to appointing bodies, and presentations by SAB members to community groups.

System annual reports also indicate that many SAB members are active in library advocacy through letters, phone calls, personal meetings and breakfast events with local, state and federal elected officials. SAB members are continuing to participate in annual events such as CLA Legislative Day in Sacramento, the annual CLA conference and CALTAC activities.

Expenditures: A few System Advisory Boards continue to be hampered in their efforts to develop an active SAB by the slowness of appointments by the governing bodies of member jurisdictions. Exhibit B displays CLSA and local funds expended in support of the System Advisory Board (SAB) Program in 2005/06.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Review of the 2007/08 System Plan of Service summaries (August 2007).

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

**SUMMARY OF 2005/06 SYSTEM ADVISORY BOARD PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
<p>BALIS</p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. An orientation will be held in September for new members and continuing members. 2. Administrative Council members will be invited to attend each SAB meeting. 3. At least 50% of the SAB members will attend workshops appropriate to serving as a Board member. 4. All SAB members will have the opportunity to attend local BALIS workshops. 5. SAB member will receive all Administrative Council agendas and may attend Administrative Council meetings. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Provide opportunities for on-going self-education through topical meetings, including: a) Friends and Foundation activities, b) State legislative initiatives and legislation. 2. Include time for SAB members to ask questions and/or exchange information about System services. <p>c. Presentations and Activities:</p> <ol style="list-style-type: none"> 1. The SAB will work with PLS and SVLS to develop a workshop focused on fund raising for friends' groups and foundations. 2. The SAB members from BALIS, SVLS and PLS will have a Saturday morning breakfast to discuss issues of mutual interest. 3. Schedule a dinner with the Administrative Council with a speaker on a current library issue. <p>d. Legislative Activities:</p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. Objective met. An orientation was held at the September meeting. 2. Objective met. Council members received all SAB agenda packets. 3. Objective met. SAB members attended a variety of workshops throughout the year. 4. Objective met. Workshops are open to all SAB members. 5. Objective met. Selected SAB members attended a number of Administrative Council meetings this year. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Objective met. Topical meetings included a) Friends and foundation activities, and b) State legislative initiatives and legislation. 2. Objective met. Each meeting included time to share information and ask questions. <p>c. Presentations and Activities:</p> <ol style="list-style-type: none"> 1. Objective partially met. The workshop was scheduled and announced. The program was cancelled due to lack of attendance. 2. Objective met. The multisystem breakfast was held. 3. Objective met. <p>d. Legislative Activities:</p> <ol style="list-style-type: none"> 1. Objective met. This issue was discussed in the information

<p>BALIS (cont'd)</p>	<ol style="list-style-type: none"> 1. Consider methods for building links with local, state and federal legislators in order to raise awareness of library issues both local and statewide. 2. Attend CLA Legislative Day and/or Day in the District. <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Participate in planning and evaluation of SAB objectives for FY 2006/07. 2. Evaluate activities for the year and make recommendations as appropriate. 3. Review the System annual Plan of Service and make recommendations to the Administrative Council. 	<p>sharing section at various meetings.</p> <ol style="list-style-type: none"> 2. Objective met. Various members attended both events. <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Objective met. A subcommittee of 2 SAB members worked on the planning and objectives for next year. 2. Objective met. Completed at May meeting. 3. Objective met. Completed at May meeting.
<p>BLACK GOLD</p>	<ol style="list-style-type: none"> a. Each member of the SAB will develop sufficient understanding of System services and funding to make brief presentations to community organizations. 100% participation is expected. b. Each member will become familiar with the System Plan of Service, FY 2005/06. 100% participation is expected. c. SAB will continue library advocacy and public awareness activities in the counties of San Luis Obispo, Santa Barbara and Ventura. 100% participation is expected. d. The SAB will support staff development training programs with Black Gold library staff committees. e. Black Gold will continue to display the photo essay exhibits, "Native Americans on the Central Coast," "Asian/Pacific Americans on the Central Coast," "African Americans on the Central Coast" and "Hispanics on the Central Coast," at member libraries and qualified 	<ol style="list-style-type: none"> a. Objective met. One SAB meeting was held for information exchange, discussion and familiarization. One SAB member attended the CLA conference as SAB representative. One SAB member planned and presented the 2006 CALTAC Spring Workshop in Library Leadership. b. Objective met. Members were familiar with the FY 2005/06 Plan of Service and were able to relate it to local library support efforts. The SAB drafted its objectives for the FY 2006/07 Plan of Service at its April 2006 meeting. c. Objective met. The library advocacy activity by the Black Gold SAB members was achieved through letters, phone calls, online broadcast email messages and personal meetings with local and state government officials, as well as attendance at CLA Legislative Day in Sacramento and at CALTAC meetings. d. Modified objective met. The SAB did not contribute funds to the training effort this year but supported the Books for Babies program. e. Objective not met. Though available, the photo essay was not displayed during the year. Two organizations have tentatively requested it for 2006/07.

<p>BLACK GOLD (cont'd)</p>	<p>institutions upon request.</p> <p>f. The SAB members will work with the Children's Committee to assist them in development of packets for new parents. The packets will contain materials encouraging the parents to help develop reading skills in their children early on.</p>	<p>f. Objective met. SAB members met with the Children's Committee in March to discuss the Books for Babies project. Prior to that, the SAB did considerable research into the packages already available from library support organizations such as ALA, FOLUSA, PLA, etc. Results were brought to the meeting and the combined committees decided that the FOLUSA (Friends of Libraries, USA) packet was of the most interest. The packet was purchased for both Spanish and English speakers.</p>
<p>49/99</p>	<p>a. 100% of the SAB members will review and contribute to the annual System Plan of Service.</p> <p>b. The SAB will send a representative to one 49/99 Administrative Council meeting and will inform the Council of community information needs if new information is available.</p> <p>c. SAB members will evaluate System services.</p> <p>d. SAB members will inform state legislators, local officials, and community groups about the needs of libraries.</p> <p>e. The SAB members will review and evaluate the SAB activities of the previous year and prepare a plan for the current year's activities.</p> <p>f. 100% of the SAB members will submit written reports of Board and System activities to their respective appointing bodies at the end of their appointed term.</p>	<p>a. Objective partially met. Only one SAB member remained in 2005/06 who was able to attend only one meeting, and then had to resign before the end of the year due to relocation. An additional SAB representative from Tuolumne County was appointed just before the end of the year and was able to review the 2006/07 System Plan of Service before it was submitted to the state. It is unknown when the other System member libraries will appoint Board representatives.</p> <p>b. Objective met. The SAB member was able to attend one System Council meeting in 2005/06 as SAB meetings continue to be held in conjunction with the Administrative Council meetings. This facilitates SAB members attending both SAB and System Administrative Council meetings.</p> <p>c. Objective not met. Due to lack of members.</p> <p>d. Objective met. The one SAB member was kept informed about current library legislation through distribution of legislative updates from CLA. The SAB member was encouraged to contact legislators and other policy makers to inform them about the needs of libraries.</p> <p>e. Objective met. See a. above. One member reviewed the plan.</p> <p>f. Objective not met. Board members have not been consistent about submitting reports to their appointing bodies. They continue to be encouraged to do so.</p>
<p>INLAND</p>	<p>a. 75% of SAB members will regularly attend Board meetings.</p> <p>b. 100% of SAB members will be able to understand System services well enough to give a brief presentation about the System to a local community group within one year of appointment.</p> <p>c. The SAB will attempt to heighten awareness of the System among residents of the ILS service areas.</p>	<p>a. Objectives a-c not met. System staffing shortages and related issues prevented Inland staff from planning, hosting and presenting the annual SAB meeting. SAB funds were returned to the State.</p>

<p>MCLS</p>	<p>a. 100% of SAB members will be able to provide reports on MCLS to local boards, City Councils and/or other local bodies, and local news media.</p> <p>b. 100% of SAB members will be able to provide input to the MCLS Council on new program development and on service priorities for their local libraries.</p> <p>c. 100% of SAB members will be able to inform legislators about the needs of libraries.</p> <p>d. 100% of SAB members will be knowledgeable on MCLS committees.</p>	<p>Objectives a-d were met. System Advisory Board members were invited to attend the September and May Administrative Council meetings. An orientation was provided at the September meeting, and SAB members were informed of MCLS activities, the needs of libraries, and committee activities during the reports and discussions that took place at the Council meetings. Minutes from the Council and committee meetings are posted on the MCLS Web site.</p>
<p>MOBAC</p>	<p>a. Meetings: At meetings of Commissions and Friends' group, Administrative Council member will discuss System services.</p> <ol style="list-style-type: none"> 1. A subcommittee will meet to assist with development of the System Plan of Service. 2. The Council and representatives from the public libraries' friends or commissions will meet to discuss, review and evaluate the Plan of Service. <p>b. Meeting Content: Commissions and Friends' groups of MOBAC member libraries will be made aware of MOBAC services and programs and how they impact member libraries.</p> <p>c. Legislative and Advocacy Activities: The libraries' Commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation.</p> <p>d. Planning and Evaluation: In May 2006 the MOBAC Council will evaluate the success of this change in the structure for presenting MOBAC services to public representatives.</p>	<p>a. Meetings: Objective met. System services were discussed at a meeting in May with Administrative Council and library (SAB) representatives.</p> <p>b. Meeting Content: Objective met. Through library directors' discussion of MOBAC services and programs with library Commissioners and Friends at local meetings.</p> <p>c. Legislative and Advocacy Activities: Objective met. The libraries' Commissioners and Friends groups were encouraged by library directors to attend CLA Legislative Day and Day in the District.</p> <p>d. Planning and Evaluation: Objective met at the May 2006 meeting with Administrative Council and library (SAB) representatives.</p>
<p>MVLS</p>	<p>a. Explore ways that the SAB members can assist the Administrative Council in the evaluation, development and implementation of services.</p>	<p>a. Objective not met. Although not all vacancies were filled during the reporting period, the SAB members contributed to the review of the Plan of Services.</p>

NORTH BAY	<ul style="list-style-type: none"> a. All public libraries will be represented on the SAB. b. All of the SAB members will understand NBCLS services well enough to give brief presentations about the System to local community groups and jurisdictional governing bodies. c. A representative from the SAB will attend the Board of Directors' meetings and any other committee meetings as appropriate. d. The SAB will review and contribute to the FY 2005/06 NBCLS Plan of Service. e. The SAB will review and evaluate activities of the 2004/05 SAB, and will plan a timeline for 2005/06 activities. f. The SAB will review CLSA System programs in NBCLS and make recommendations to the Board of Directors. 	<ul style="list-style-type: none"> a. Objective partially met. The System still lacks representation from all 16 public libraries. b. Objective met. SAB members' attendance at meetings with elected officials throughout the year was well attended. c. Objective met. In addition to Board of Director's meetings, a special luncheon was held with NBCLS Board and SAB members, plus representatives from various libraries' friends groups, commissions, and boards of trustees. d. Objective met. The SAB reviewed and contributed to the NBC Plan of Service. e. Objective met. The SAB reviewed and evaluated activities for 2004/05 and created a timetable for 2005/06 activities. f. Objective met. The SAB reviewed System programs in NBC and made recommendations to the Board of Directors.
NORTH STATE	<ul style="list-style-type: none"> a. 100% of the SAB members will submit written and/or oral reports of Board and System activities to their respective appointing bodies and memoranda to NSCLS Administrator. b. SAB members will present the Council of Librarians with information about their community service needs and library activities. c. SAB members will share information about library activities with other SAB members and local friends groups. d. SAB members will continue to learn about and contribute to the System by attending a combined 15 committee meetings, 3 training events, and 4 Council meetings. e. 100 % of SAB members will have the opportunity to review and contribute to the 2006/07 System Plan of Service and to evaluate System services. f. The SAB members will review and evaluate the activities of FY 2005/2006 and prepare a plan for FY 2006/2007's SAB activities. 	<ul style="list-style-type: none"> a. Objective met. The System provided detailed information to SAB members to present to their respective appointed bodies. b. Objective met. At least one SAB member was present at all council meetings. c. Objective met. Information sharing took place at each SAB meeting. d. Objective met. In addition, there was a tour of the System Headquarters conducted for new SAB members. e. Objective met. 100% of SAB members had the opportunity to review and contribute to the 2006/07 Plan of Service via email and the SAB planning session. f. Objective met. All SAB members were sent copies of the 2005/06 Plan of Service prior to the planning session for 2006/07.

<p>NORTH STATE (cont'd)</p>	<p>g. Individuals with disabilities are the target group for the year.</p>	<p>g. Objective not met. The workshop desired as a kick-off for activities was postponed until fall of 2006.</p>
<p>PENINSULA</p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. An orientation will be held in September for new members and staff. 2. Administrative Council members will be invited to attend all of the SAB meetings. 3. At least 50% of SAB members will attend workshops pertinent to serving as SAB members. 4. SAB members will receive all Administrative Council agendas and may attend Administrative Council meetings. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Time will be provided at each SAB meeting to discuss community needs and views for library service. 2. Time will be scheduled at each meeting for SAB members to ask questions and/or exchange information about System services. 3. Each SAB agenda will include the opportunity for SAB members to share local library information. <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> 1. Each SAB member will serve as public relations representative for local libraries. 2. 100% of SAB members will be able to understand System services well enough to give a brief report to the jurisdictions they represent. 3. The PLS SAB will work with the BALIS and SLVS SABs to develop a workshop for friends and commissions in the three System area. 4. The SAB members from PLS, BALIS and SVLS will have a Saturday morning breakfast meeting to discuss issues of mutual interest. 	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. Objective met. An orientation was held in September. 2. Objective met. Administrative Council members received all SAB agendas inviting them to attend. 3. Objective not met. SAB members were invited to attend all system workshops. 4. Objective met. SAB members were given Administrative Council agendas. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Objective met. The community needs of member libraries were discussed and how members approached meeting them. 2. Objective met. System projects/services were scheduled for discussion at each meeting. 3. Objective met. Each SAB agenda has time for sharing library news. <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> 1. Objective met. Each SAB member reports to his/her local jurisdiction on System activities. 2. Objective met. SAB members are informed of System services, and most report to their library commissions and /or Friends groups. 3. Objective met. 4. Objective met.

<p>PENINSULA (cont'd)</p>	<p>d. Legislative/Advocacy Activities:</p> <ol style="list-style-type: none"> 1. The SAB will co-host a System-wide library issues breakfast with the SAB from SVLS (federal, state, local lawmakers invited). 2. At least one SAB member will represent the SAB at CLA's Legislative Day or attend Day in the District. <p>e. Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.</p>	<p>d. Legislative/Advocacy Activities:</p> <ol style="list-style-type: none"> 1. Objective met. The System-wide library issues breakfast was held in April 2006. 2. Objective met. Various members participated in CLA's Day in the District. <p>e. Evaluation: Objective met. The SAB provided a self-evaluation at its May 2006 meeting.</p>
<p>SJVLS</p>	<p>a. 100% of SAB members will be knowledgeable about System services.</p> <p>b. 100% of SAB members will be able to give a presentation regarding System services in their local jurisdiction.</p> <p>c. 100% of SAB members will be knowledgeable about CLSA services.</p> <p>d. 100% of SAB members will be knowledgeable about their local library services.</p> <p>e. SAB members will provide information whenever necessary to help the Administrative Council in evaluating and in providing improved services at the System level.</p> <p>f. Continue to distribute public awareness program materials and evaluate program effectiveness.</p>	<p>a. Objective partially met. SAB members currently appointed were knowledgeable of System services through meetings, printed products, orientation, and site visits. Vacancies and poor attendance made it impossible to fully achieve this objective. Members who attended struggled with the role and need for an advisory council.</p> <p>b. Objective met. Members made informal contacts within their jurisdictional areas.</p> <p>c. Objective partially met. SAB members currently appointed (66% of total positions) were knowledgeable of CLSA services through meetings, printed products, orientation, and site visits. Vacancies and poor attendance made it impossible to fully achieve this objective.</p> <p>d. Objective partially met. SAB members were knowledgeable of local library services through meetings, printed products, orientations, and site visits. Vacancies made it impossible to fully achieve this objective.</p> <p>e. Objective met. SAB members provided information on services during regular Council meetings, and consultation with local librarians. Members were asked to participate in the 2006 Day in the District, but none participated; however, members participated in Kern and Fresno legislative visits.</p> <p>f. Objective partially met. At the Long Range Planning meeting, SAB members requested a SAB planning session for the Fall for the purpose of reviewing and discussing SAB activities.</p>
<p>SANTIAGO</p>	<p>a. The SAB will hold a meeting in April to review the Plan of Service for</p>	<p>a. Objective met. The meeting to review and approve the Plan of Service</p>

<p>SANTIAGO (cont'd)</p>	<p>2006/07.</p> <p>b. All SAB members will receive agendas for all SLS Council meetings and will be encouraged to attend at least one SLS Council meeting during the year.</p> <p>c. At least two SAB members will attend a CALTAC Workshop in Library Leadership and/or other library related events, to become more aware of the roles and responsibilities of advisory board members, and will report back to the SAB about the event.</p> <p>d. SAB members will, in consultation with their library directors, promote library services and educate community members about library services and the library's role in the educational system.</p>	<p>was held jointly with the SLS Council in April 2006.</p> <p>b. Objective met. At least one SAB member attended the four SLS Council meetings. The joint SLS Council/SAB meeting was attended by three SAB members.</p> <p>c. Objective met. Members of the SAB attended library-related events in their communities.</p> <p>d. Objective met. All SAB members represented libraries and promoted library services in their community.</p>
<p>SERRA</p>	<p>a. The SAB will report at each meeting of the System Administrative Council to provide citizen input on service, activities and needs.</p> <p>b. The SAB will collaborate with at least one Serra committee on a specific project(s).</p> <p>c. An orientation session will be scheduled to inform new SAB members of System operations and services.</p> <p>d. SAB will review the System Plan of Service and Budget.</p> <p>e. The SAB will seek local city and county legislative support of System programs.</p> <p>f. The SAB will recommend techniques for publicizing System programs and projects.</p> <p>g. The SAB will advise on all issues referred by the Administrative Council.</p>	<p>a. Objective met. The SAB met six times during the year with the Administrative Council. A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings.</p> <p>b. Objective met. The SAB supported the YA Services teen summer reading program, the "Superman Workshop" for libraries in San Diego and Imperial Counties. Funding provided for 13 workshop presentations and a supply of giveaway comics and graphic novels for each group for reading incentives. A favorable article on the program appeared in the Imperial Valley Press garnering publicity for the libraries and their Summer Reading Programs as well.</p> <p>c. Objective partially met. New representatives joined the SAB for Escondido Public and Imperial County Library. Each received an information packet about Serra and the SAB.</p> <p>d. Objective met. The SAB reviewed the Plan of Service and Budget at the May 2006 joint meeting.</p> <p>e. Objective met. The SAB member for San Diego Public Library reports on System activities regularly at the monthly meetings of the San Diego City Board of Library Commissioners.</p> <p>f. Objective met. See a. and b. above.</p> <p>g. Objective met. See a. above.</p>

<p>SILICON VALLEY</p>	<p>a. Meetings: An orientation will be held in September for new members. A subcommittee will meet in April to assist with the development of the Plan of Service. A meeting will be held in May to review the Plan of Service.</p> <p>b. Meeting Content: Orientation for new members (September) Development of 2006/07 Plan of Service (April) Review/approve 2006/07 (May)</p> <p>c. Legislative and Advocacy Activities:</p> <ol style="list-style-type: none"> 1. The SVLS SAB will co-host a System-wide Library Issues Breakfast with the SAB from PLS. This annual breakfast is a popular event for local elected officials. 2. The libraries' Commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation. <ul style="list-style-type: none"> • The SAB will work with the BALIS and PLS SABs to develop a workshop for friends and commissions in the three-system area. • The SAB members from SVLS, BALIS and PLS will have a Saturday morning breakfast meeting to discuss issues of mutual interest. <p>d. Planning and Evaluation: The SVLS SAB will evaluate the success of their activities in May 2006.</p>	<p>a. Meetings: Objective met. All meetings were held on schedule in a public format.</p> <p>b. Meeting Content: Objective met. All meetings were held on schedule in a public format.</p> <p>c. Legislative and Advocacy Activities:</p> <ol style="list-style-type: none"> 1. Objective met. The joint Library Issues Breakfast was held in April 2006. 2. Objective met. The libraries' Commissions and Friends' groups participated in CLA Day in the District and Legislative Day in Sacramento. The members were enthusiastic in the support and advocacy of library issues. <ul style="list-style-type: none"> • Objective partially met. A subcommittee of PLS and BALIS SAB members was formed to work on the workshop. SVLS SAB's were invited. The program was planned, a date was set, and speakers were chosen. After announcing the workshop, very few signed up so the workshop was canceled. The SAB's are hoping to proceed with the workshop next year, but the feedback so far is that people are too busy with local library activities to attend regional workshops. • Objective partially met. A date was selected, announced and all arrangements were made. The sign-ups were very low (fewer than 5) so the breakfast meeting was canceled. <p>d. Planning and Evaluation: Objective met. At the May 2006 meeting, members reviewed the SAB activities for the previous year and found all events successful.</p>
<p>SOUTH STATE</p>	<p>a. 100% of SAB members will familiarize themselves with the 2005/06 Plan of Service.</p> <p>b. SAB members will be encouraged to attend the System Administrative Council meeting and provide input on the need for and/or evaluation of</p>	<p>a. Objective met. 2005/06 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged.</p> <p>b. Objective partially met. SAB members were notified of each System Administrative Council meeting. No SAB members attended any of the</p>

<p>SOUTH STATE (cont'd)</p>	<p>services and programs.</p> <p>c. 100% of the SAB members will be able to understand System services well enough to give a brief presentation about the System to local community groups.</p> <p>d. All SAB members will communicate local library and service needs to the Administrative Council and to community leaders and government officials.</p> <p>e. The Advisory Board will make available material supporting libraries and library legislation.</p>	<p>Administrative Council meetings; however, the Administrative Coordinator reported on SAB activities.</p> <p>c. Objective met. All Advisory Board members understood SSCLS services well enough to give presentations about the System to local community groups. They shared appropriate System products with their community, such as the System brochure. The SAB members received notification of System activities, copies of System products, and legislative updates.</p> <p>d. Objective met. SAB members were encouraged to participate in CLA Legislative Day and annual CLA Conference.</p> <p>e. Objective met. The SAB continue to make available material supporting libraries and library legislation.</p>
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Summary of System Advisory Board Expenditures for FY 2005/06
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 327	\$ 830	1,157
BLACK GOLD	1,578	390	1,968
49-99	1,050	6	1,056
INLAND*	0	0	0
MCLS	2,440	0	2,440
MOBAC	413	0	413
MVLS	1,555	0	1,555
NORTH BAY	745	0	745
NORTH STATE	5,113	0	5,113
PENINSULA	479	2,311	2,790
SJVLS	300	0	300 **
SANTIAGO	138	0	138
SERRA	1,923	0	1,923
SILICON VALLEY	859	0	859
SOUTH STATE	2,104	0	2,104
TOTAL	\$ 19,024	\$ 3,537	\$ 22,561

*Inland returned SAB funds because member jurisdictions have not filled vacancies that are required by law.

**SJVLS returned \$1,264 in unexpended funds.

AGENDA ITEM: CLSA Consolidations and Affiliations

GENERAL OVERALL PROGRAM UPDATES: At its September 2007 meeting, the Library of California Board adopted several motions to accept new and existing library jurisdictions as members of cooperative systems beginning with the 2007/08 fiscal year. Three of the motions were contingent upon the receipt of all required documentation. Provided below is an update on the three new library jurisdictions.

Moorpark City Library: The City Council of the City of Moorpark withdrew from the Ventura County Library System, effective January 1, 2007 in order to form an independent public library jurisdiction. The Moorpark City Council has filed an ordinance establishing the Moorpark City Library (see Exhibit A). The Metropolitan Cooperative Library System (MCLS) Administrative Council approved the membership of the Moorpark City Library in MCLS, effective July 1, 2007 (see Exhibit B).

Redding Public Library: In March 2007, the Redding Public Library opened its doors in the new library building located in Redding, California. The County of Shasta will be contracting with the City of Redding for library services. The North State Cooperative Library System Administrative Council will consider the Redding Public Library for system membership at its May 11, 2007 meeting.

Victorville Public Library: The City of Victorville established an independent municipal library jurisdiction on July 1, 2006. On March 23, 2007, the Inland Library System Administrative Council approved the system affiliation of the Victorville Public Library with Inland, effective July 1, 2007.

No notifications of intent to consolidate or affiliate in the 2008/09 fiscal year have been received to date.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: The State Board will be notified of all proposed affiliations or consolidations at the Board meeting immediately following the receipt of notices of intent.

Relevant Committee: Resource Sharing
Staff Liaison: Tom Andersen/Sandy Habbestad

ORDINANCE NO. 341

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF MOORPARK, CALIFORNIA, ADDING CHAPTER 2.70, MOORPARK CITY LIBRARY, OF TITLE 2, TO THE MOORPARK MUNICIPAL CODE ESTABLISHING A PUBLIC MUNICIPAL LIBRARY

WHEREAS, the City Council wishes to establish a municipal public library; and

WHEREAS, the City of Moorpark has the authority to establish a public municipal library pursuant to the California Education Code § 18900 *et seq.* and the requirements therein.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MOORPARK DOES ORDAIN AS FOLLOWS:

SECTION 1. That the Moorpark Municipal Code is hereby amended by adding Chapter 2.70, Moorpark City Library, of Title 2, Administration and Personnel, to read as follows:

"2.70.010 Library System Established.

The City Council of the City of Moorpark hereby establishes the Moorpark City Library and adopts the provisions of an act of the legislature of the State of California entitled "Municipal Libraries" as set forth in Education Code Section 18900 *et. seq.* regarding the regulation and maintenance of a public library system. The establishment of the Moorpark City Library shall be effective January 1, 2007.

2.70.020 Library Board.

The Moorpark City Library shall be managed by the Moorpark Library Board. The members of the Moorpark City Council shall serve as the library board and shall comprise the entire Moorpark Library Board. The Moorpark Library Board may establish an advisory library committee or commission."

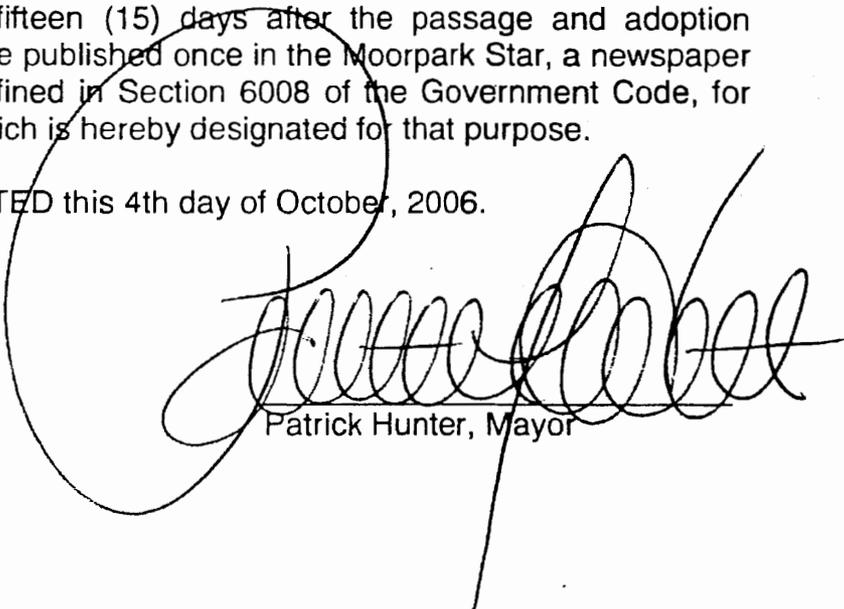
SECTION 2. If any section, subsection, sentence, clause, phrase, part or portion of this Ordinance is for any reason held to be invalid or unconstitutional by any court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of this Ordinance. The City Council declares that it would have adopted this Ordinance and each section, subsection, sentence, clause, phrase, part or portion thereof, irrespective of the fact that any

one or more section, subsections, sentences, clauses, phrases, parts or portions be declared invalid or unconstitutional.

SECTION 3. This Ordinance shall become effective thirty (30) days after its passage and adoption.

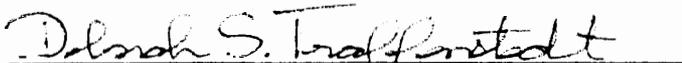
SECTION 4. The City Clerk shall certify to the passage and adoption of this ordinance; shall enter the same in the book of original ordinances of said City; shall make a minute of the passage and adoption thereof in the records of the proceedings of the City Council at which the same is passed and adopted; and shall, within fifteen (15) days after the passage and adoption thereof, cause the same to be published once in the Moorpark Star, a newspaper of general circulation, as defined in Section 6008 of the Government Code, for the City of Moorpark, and which is hereby designated for that purpose.

PASSED AND ADOPTED this 4th day of October, 2006.



Patrick Hunter, Mayor

ATTEST:



Deborah S. Traffenstedt, City Clerk



STATE OF CALIFORNIA)
COUNTY OF VENTURA)
CITY OF MOORPARK) ss.

I, Deborah S. Traffenstedt, City Clerk of the City of Moorpark, California, do hereby certify under penalty of perjury that the foregoing Ordinance No. 341 was adopted by the City Council of the City of Moorpark at a regular meeting held on the 4th day of October, 2006, and that the same was adopted by the following vote:

AYES: Councilmembers Harper, Mikos, Millhouse, Parvin, and
 Mayor Hunter
NOES: None
ABSENT: None
ABSTAIN: None

WITNESS my hand and the official seal of said City this 11th day of October, 2006.

Deborah S. Traffenstedt
Deborah S. Traffenstedt, City Clerk
(seal)





October 5, 2006

Alhambra
Altadena
Arcadia
Azusa
Beverly Hills
Burbank
Calabasas
Cerritos
Commerce
Covina
Downey
El Segundo
Glendale
Glendora
Irwindale
Long Beach
Los Angeles
Monrovia
Monterey Park
Oxnard
Palos Verdes
Pomona
Redondo Beach
San Marino
Santa Fe Springs
Santa Monica
Sierra Madre
Signal Hill
South Pasadena
Thousand Oaks
Torrance
Van Nuys

Ms. Mary Lindley
City of Moorpark
799 Moorpark Ave
Moorpark, CA 93021

Dear Mary:

We are pleased to inform you that at the September 28, 2006 meeting of the Metropolitan Cooperative Library System (MCLS) Administrative Council, the Council approved membership of the Moorpark City Library in MCLS, effective July 1, 2007.

As a member of MCLS, the Moorpark City Library agrees to abide by the following documents which are enclosed: CLSA Plan of Service, Amended Joint Powers Agreement of 1983, and Council Bylaws. By accepting membership of the Moorpark City Library in MCLS, it is the expectation of the Administrative Council that the Moorpark City Library agrees to abide by these documents.

Also, in order to complete the documentation to send to the California State Library, we will need a copy of the Moorpark ordinance creating the new library.

As we have discussed, the Moorpark City Library is welcome to become an Associate member in order to receive services from MCLS before full membership is effective. Associate member information was sent out in an earlier mailing.

Please feel free to contact me if you have any questions. Welcome to MCLS! We look forward to working with you.

Sincerely,

Laurel Patric
Interim Executive Director

Enc 3



October 26, 2006

- Alhambra
- Ardena
- Arcadia
- Arroyo
- Beverly Hills
- burbank
- Carlsbad
- Cerritos
- Commerce
- Covina
- Downey
- El Segundo
- Glendale
- Glenn Dale
- Irvingdale
- Long Beach
- Los Angeles
- Manizaba
- Monterey Park
- Ontario
- Palos Verdes
- Pasadena
- Redondo Beach
- San Marino
- South Gate Springs
- Santa Monica
- Santa Madre
- Signal Hill
- South Pasadena
- Thousand Oaks
- Torrance
- Whittier

Ms. Paymaneh Maghsoudi, President
Library of California Board
P.O. Box 942837
Sacramento, CA 94237-0001

Dear Paymaneh:

At the Library of California Board meeting held on September 14, 2006 the Board approved the affiliation of the Moorpark City Library with the Metropolitan Cooperative Library System (MCLS) effective July 1, 2007 contingent upon receipt of all required documentation.

Enclosed are the following documents to complete the requirement:

- Ordinance signed by appropriate officials creating the new library
- Documentation from MCLS to the City of Moorpark accepting affiliation of the Moorpark City Library in MCLS effective July 1, 2007 as approved by the MCLS Administrative Council on September 28, 2006

Please feel free to contact me or Jeri Takeda as listed below if you need further information. We look forward to working with the Moorpark City Library as a new member of MCLS.

Sincerely,

Laurel Patric
Interim Executive Director

Enc 2

- c Sandy Habbestad, CLSA Analyst
- Susan Hildreth, State Librarian
- Mary Lindley, City of Moorpark

**LIBRARY OF CALIFORNIA BOARD
LEGISLATIVE TRACKING**

CATEGORY I – ACTIVELY SUPPORT OR OPPOSE (*CLA SUPPORT OR OPPOSE*)

Legislation or funding of programs directly under the purview of the Board. Also includes Legislation sponsored by the Board and the Library Services and Technology Act, with the Board as Advisory Committee to the State Librarian.

- Library of California Act
- California Library Services Act
- Library Services and Technology Act

Actions:

- Legislative Committee recommends position to Board
- Board approves position
- Staff drafts letters for President in support of Board position
- Board members send additional letters
- Board members communicate directly with government officials
- Board members testify, as appropriate
- Board members use discussion lists and Web sites to follow legislative developments

CATEGORY II – SUPPORT OR OPPOSE (*CLA APPROVE OR DISAPPROVE*)

State and federal legislation or funding that significantly impacts resource sharing among California's libraries and/or library or library user access to Library of California statewide or regional services. Legislation or funding that significantly impacts one or more different types of libraries (academic, public, school, and special) statewide.

- PLF

Actions:

- Legislative Committee recommends position to Board
- Board approves position
- Staff drafts letters for President in support of Board position
- Board members send additional letters
- Board members communicate directly with government officials
- Board members use discussion lists and Web sites to follow legislative developments

CATEGORY III – WATCH (CLA: WATCH OR WATCH CLOSE)

State or federal legislation that affects local libraries or library issues in a general sense but not directly related to LoC resource sharing purposes or the access to LoC statewide or regional services. Legislation that may be of interest to the Board if amended to include libraries. Issues that may become legislation at a future date. Statutes or issues of interest to the library community in general.

- Internet filters
- ERAF
- Homework Centers
- Literacy programs
- UCITA
- Copyright

Actions:

- Board members use discussion lists and Web sites to follow legislative developments

Staff role: Staff members identify, analyze and track bills and legislative issues. Staff liaison updates the LoC Board Legislative Committee and the Board on relevant legislation at regularly scheduled meetings. As necessary, staff alerts/advises President and/or Legislative Committee Chair regarding legislative activity and recommends necessary action(s), including the drafting of letters. Staff members prepare educational or informational materials for Board member legislative visits.

Summary of Library of California Board (LCB) position on bills and other legislation:

Legislation

2/99 Adopted a position of support for full funding for the Public Library Foundation (PLF).

Adopted a position of support for telecommunication services for California libraries at the most affordable costs.

4/99 Adopted a position of support for SB 927, Newspaper Preservation.

4/00 Adopted a position of support for AB 2757, relating to telephonic reading system.

6/00 Adopted a position of support for SB 1774, Computer Access, *if* amended so that CSL administers the program for public libraries.

4/01 Adopted a position to authorize the Board President and the Legislative Committee Chair to take appropriate action regarding a state budget augmentation for FY 2001/02 for county law libraries.

8/01 Adopted a position of support in favor of the U.S. Senate revision of ESEA that identifies specifically support for school library services and that the Board President or his designee take appropriate action in support of the U.S. Senate version of ESEA, which includes support for school libraries.

Adopted a position of support of the California Teleconnect Fund and that the Board President or his designee be authorized to communicate the Board's support for expanding the services provided under the California Teleconnect Fund on behalf of California libraries, and to communicate this support position to members of the California Public Utilities Commission.

2/03 Adopted a position to endorse and support the California Library Association's campaign to retain CLSA funding for reimbursement for interlibrary loan, equal access and universal borrowing services; and, further, that the LoC Board will actively participate in this campaign.

Adopted a position of support for a strong California State Library, continuing the one hundred fifty three year tradition of information sharing services to California state government and the people of California, and providing leadership to and fostering resource sharing among the 8000 libraries statewide.

10/05 Adopted a position recommend and endorse all bills supporting librarians, in addition to those that support the teachers, parity and equity in their practices.

Library Construction/Facilities

- 2/99 Adopted a position of support for SB 3, public library construction and renovation bond act.
- 5/02 Adopted a position of support for SCA 10, the Senate Constitutional Amendment, which would amend the state constitution to allow the voters to approve a bond for public library facilities with a 55% majority, rather than a two-thirds majority, and would also allow ad valorem tax on real property to exceed the 1% limitation to pay for library facility bonds.
- 2/03 Adopted a position of support for SB 40 and AB 222 which propose a public library construction bond measure for 2004.
- 10/05 Adopted a position of support for SB 1161, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act, which is on the ballot for the June 2006 election.

Library of California

- 2/99 Adopted a position of support for increased funding for the Library of California Act.
- 2/01 Adopted a position to undertake activities to support a legislative augmentation of the Library of California programs and services consistent with the Board's overall goals of full funding for the LoC; and that the Board President and the Legislative Committee Chair continue to monitor the status of LoC funding for 2001/02.
- 2/03 Adopted a position of support for continued authorization for operation of the Library of California and continued funding, at a minimum, at the 2002/03 level.

Library Services and Technology Act (LSTA)

- 2/99 Adopted a position of support for adequate funding for the Library Services and Technology Act and work towards the equitable distribution of those funds in accordance with the State based nature of the statute.
- 8/01 Adopted a position to authorize the Board President or his designee to take appropriate action in support of increased funding for LSTA for fiscal year 2002/03 and for reauthorization of LSTA in 2003/04.
- 2/03 Adopted a position of support for the 2003 reauthorization of the Library Services and Technology Act (LSTA).

Literacy

- 2/99 Adopted a position of support for increased funding for the Families For Literacy Act and the California Library Literacy Service Act.
- 6/99 Adopted a position of support for SB 571, Family Literacy.

Rulemaking procedure

- 2/99 Moved to place the direct loan waiver provision on the table for discussion during the rulemaking procedure with the changes noted.

Moved to place the net imbalance reimbursement formula on the table for discussion during the rulemaking procedure, and direct the CEO to have a study taken to look at alternative cost containment measures as well as full reimbursement costs.

Moved to add a draft regulation comparable to Section 28 (d) (1) for academic, school, and special libraries that requires them to determine the eligibility of an individual as a member of their primary clientele before direct borrowing privileges are provided under the provisions of the Direct Loan program.

Moved to retain the draft regulation for reciprocity in the electronic direct access program.

Approved the proposed regulations for submittal to the Office of Administrative Law.

Adopted the hearing process as presented to the Board on the document titled "Public Hearings on the Library of California Proposed Regulations."

- 8/99 Moved to modify the proposed Library of California regulations and initiate a second public comment period.
- 11/99 Moved to submit the proposed regulation to the Office of Administrative Law.
- 2/00 Moved to make changes in the proposed regulations and notice them with cover letter summarizing the changes and indicating that they do not inhibit the authority of Regional Library Networks to develop protocols. If no public comment received, submit proposed regulations to the Office of Administrative Law.

School Libraries

- 4/99 Adopted a position to accept testimony on AB 1289, California School Library Media Teacher Expansion Program.

- 4/00 Adopted a position of support for AB 2311, School libraries: California School Library Media Teacher Expansion Program.
- 4/01 Adopted a position of support for AB 336, School Library Pilot Program.
- 2/02 Adopted a position of support that the LoC Board Legislative Committee support strong public school library services, including supporting the preservation of the California Public School Library Association (CPSLA) and the budgetary line item that supports it. *(This position was ratified by the full Board at its May 2002 meeting.)*
- 2/03 Adopted a position of support for the California Public School Library Act and the continuation of the budget line item to fund library materials for school libraries.

Young Adult Services

- 2/99 Adopted a position of support for the Board President, Access Services Committee Chair, and their delegates to make appropriate legislative contacts regarding development and implementation of the Statewide Young Adult Services Program; and reconfirm the Board's commitment to the Statewide Young Adult Services Program.

Doc#539v2
Updated 9/5/06



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RESOURCE SHARING PROGRAMS

ACTION REQUESTED

Fund Transaction Based Reimbursement (TBR) at the approved reimbursement rates and expected usage level. Approximately, \$5 million in additional dollars required over proposed program budget for 2007/2008.

GOAL

Increase funding for programs of the California Library Services Act (CLSA) and the Library of California Act (LOC) that support resource sharing in California libraries.

BACKGROUND

For 29 years Californians have had the opportunity to use any public library in the state to check out books and materials and use other library services through a CLSA program called Transaction Based Reimbursement (TBR). Because of TBR, library customers who reside in one city or county but choose to use the books, materials or services of another city or county library jurisdiction can do so without having to pay a fee. Similarly, a public library in one jurisdiction can borrow from another jurisdiction without paying a fee. Under the LOC Act, resource sharing is expanded to school, academic, and special libraries; this program is currently unfunded.

TRANSACTION BASED REIMBURSEMENT (TBR) PROGRAM

The TBR program reimburses local libraries for loaning books and materials to other libraries' residents. Both direct loan (where the customer comes into the library) and interlibrary loans (where materials are delivered to customer's library) are reimbursed. In 2005/2006, by investing less than \$0.36 per item, the State provided all Californians with access to the extensive information resources provided by libraries across the state. The proposed TBR program budget for 2007/2008 remains the same as the current year, at \$18,616,000 even though expected usage would require an additional \$5 million dollars to reimburse participating libraries.

DIRECT LOAN

- Over 32 million items loaned in 2005/2006
- 172 public libraries participated in Direct Loan

INTER LIBRARY LOAN

- Over 2.2 million items loaned in 2005/2006
- 168 public and 84 non-public libraries participated in Interlibrary Loan

OTHER CLSA PROGRAMS

The proposed program budget for 2007/2008 remains the same as the current year, at \$2,726,000.

- Programs include support for reference service, material delivery and communication networks and advisory boards comprised of members of the public and library users.



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SB156 – Library Construction Bond Bill

ACTION REQUESTED

Support SB-156, California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2008. SB-156 is a proposed statewide bond bill that would provide \$4 billion in state monies to fund public library construction and renovation projects.

BACKGROUND

- SB-156 provides \$4 billion for public library construction and renovation
- A requirement of a 35% local match to receive a 65% state match
- Competitive grants of \$500,000 to \$3 million will be awarded
- For every one library project funded by the statewide Library Bond Act of 2000, four projects were turned down
- The need to build new or renovate public libraries is estimated at over \$4 billion statewide
- Includes provisions for partnerships between public libraries and schools
- Includes provisions for joint-use projects serving low-income areas and where public schools have low scores on the Academic Performance Index

CALIFORNIA CITIZENS WILL BENEFIT

- Reading and literacy skills are fundamental to success in our economy and our society.
- Public libraries are a vital part of the educational system. They provide resources and services for all residents of California, including preschoolers, out-of-school adults, senior citizens, and those attending schools at all levels.
- In many cases, libraries serve as a community's only public point of access to resources for learning and by extension, self-sufficiency.
- The construction and renovation of public library facilities is necessary to expand access to reading and literacy programs in California's public education system and to expand access to public library services for all residents of California.
- The need for library facilities continues to grow. A recent needs assessment compiled by the State Library found that there is a need for over four billion dollars (\$4,000,000,000) in public library funding.

AMENDED IN ASSEMBLY MARCH 29, 2007

CALIFORNIA LEGISLATURE—2007–08 REGULAR SESSION

ASSEMBLY BILL

No. 1030

Introduced by Assembly Member Caballero

February 22, 2007

~~An act relating to literacy programs. An act to amend Section 18881 of the Education Code, relating to libraries.~~

LEGISLATIVE COUNSEL'S DIGEST

AB 1030, as amended, Caballero. ~~Literacy programs: promotion.~~
Libraries: literacy and English acquisition services.

Existing law establishes the California Library Literacy and English Acquisition Services Program (the Literacy Program) within the California State Library as a public library program designed to reduce illiteracy among children and adults by providing English language literacy instruction and related services to native and nonnative English speaking youth and adults residing in California.

The Literacy Program provides for its authorized uses, including, among others, authorizing a participating public library to establish an adult literacy instructional program that provides adult basic literacy instruction and related services and which requires the public library, in establishing and implementing the program, among other things, to certify that the local jurisdiction will provide the same level of local and private fiscal support as it did in the preceding fiscal year.

This bill would delete that certification requirement.

This bill would also authorize the Literacy Program to be used for services targeted to young adults 16 years of age and over who are not enrolled in school to improve their literacy skills by providing adult basic literacy tutoring and related services. A public library would be

required to perform certain functions in implementing this service program.

~~Existing law requires the Secretary for Education, subject to specified funding, to contract for the development and establishment of a public involvement campaign to inform Californians that promoting reading in the public schools as a key to success in life is the responsibility of all Californians, and requires the campaign to address, among other things, encouraging private sector support for child literacy programs.~~

~~This bill would declare the intent of the Legislature to enact legislation to promote and enhance literacy programs in an effort to reduce the incidence of gang violence in California.~~

Vote: majority. Appropriation: no. Fiscal committee: ~~no~~-yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 18881 of the Education Code is amended
2 to read:

3 18881. The California Library Literacy and English Acquisition
4 Services Program for public libraries may be used for any of the
5 following:

6 (a) (1) Services designed to reduce adult illiteracy by providing
7 English language literacy instruction and related services to adults
8 and youth who are not enrolled in school. A participating public
9 library may establish an adult literacy instructional program that
10 provides adult basic literacy instruction and related services.
11 Participant learning shall be evaluated on the basis of statewide
12 guidelines established by the State Librarian.

13 (2) The public library shall do all of the following in establishing
14 and implementing the program:

15 (A) Seek community and local government awareness of and
16 support for the program and develop a local commitment of
17 resources for the ~~program's~~ continuation *of the program*.

18 (B) Develop cooperative relationships with other local literacy
19 service providers and participate in existing community adult
20 literacy coalitions, in order to address the wide variety of literacy
21 needs of the community and ensure an effective utilization of
22 resources. The public library shall assist in the establishment of a
23 community adult literacy coalition if none currently exists.

1 (C) Recruit and train volunteers to provide tutoring and other
2 services in public library and other community settings.

3 ~~(D) Certify that the local jurisdiction will provide the same level~~
4 ~~of local and private fiscal support as it did in the preceding fiscal~~
5 ~~year.~~

6 (b) (1) Services to prevent illiteracy through coordinated literacy
7 and preliteracy services to families that include illiterate adults
8 and young children. The program shall provide reading preparation
9 services for young children in public library settings and shall
10 instruct parents in reading to their children. In addition, the program
11 shall provide technical assistance, parent support, and any resources
12 and materials necessary for its implementation.

13 (2) A public library implementing this service shall meet all of
14 the following requirements:

15 (A) Offer new services to families with young children with the
16 goal of helping the children become successful readers by
17 increasing their general competence, self-confidence, and positive
18 emotional associations with reading as a family experience and
19 familiarity with the lifelong use of library resources. Recruitment
20 of parents not previously included in public library literacy
21 programs is a high priority.

22 (B) Families eligible for the program shall include, but not be
23 limited to, those with young children up to the age of five years.

24 (C) Program meetings shall be held in public library settings.

25 (D) The public library literacy program staff and children's
26 services staff shall work in close coordination with the State
27 Library in administering the program to assure maximum
28 integration of literacy services to parents and preliteracy services
29 to their children.

30 (3) Services offered by a public library under this subdivision
31 shall include the following:

32 (A) Acquisition of books, of appropriate reading levels for, and
33 containing subjects of interest to, children for ownership by young
34 children of families participating in the program.

35 (B) Regular meetings of parents and children in public library
36 settings during hours that are suitable for parents and their children.

37 (C) Storytelling, word games, and other exercises designed to
38 promote enjoyment of reading in adults and children.

39 (D) Use of children's books and language experience stories
40 from the meetings as material for adult literacy instruction.

1 (E) Instruction for parents in book selection and reading aloud
2 to children.

3 (F) Services to enhance full family participation and to foster
4 a family environment conducive to reading.

5 (G) Assistance to parents in using services in order to access
6 books and other materials on such topics as parenting, child care,
7 health, nutrition, and family life education.

8 (H) Other services, as necessary to enable families to participate
9 in the program.

10 (c) Services for pupils in kindergarten and grades 1 to 12,
11 inclusive, and their families in local English language learner and
12 literacy programs. Local libraries may offer year-round literacy
13 and English language tutoring in collaboration with nonprofit and
14 other local organizations.

15 (d) (1) *Services targeted to young adults 16 years of age and*
16 *over who are not enrolled in school to improve their literacy skills*
17 *by providing adult basic literacy tutoring and related services.*

18 (2) *The public library shall do all of the following in*
19 *implementing this service program:*

20 (A) *Develop cooperative relationships with other local youth*
21 *service providers and participate in existing community youth*
22 *coalitions, in order to reach out to young adults in the community*
23 *who would benefit from adult basic literacy instruction and related*
24 *services.*

25 (B) *Recruit and train volunteers to provide tutoring and other*
26 *literacy services for young adults in public library and other*
27 *community settings.*

28 (C) *Seek community and local government awareness of and*
29 *support for English language literacy services for young adults*
30 *and develop a local commitment of resources for the continuation*
31 *of the program.*

32 ~~SECTION 1. It is the intent of the Legislature to enact~~
33 ~~legislation to promote and enhance literacy programs in an effort~~
34 ~~to reduce the incidence of gang violence in California.~~

O