

Compilation of 2002/03 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BALIS	BALIS shares a reference center with PLS/SVLS. The main reference center is located at San Jose Public Library and a branch center is at San Francisco Public Library. Use of the Oakland Public Library collections as well as San Jose State University Library and Stanford University libraries will continue.	Use tallies, evaluations, surveys, and interviews to determine the degree of use and what difference the service has made to those for whom it is intended. Document the subject nature of referred questions.
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to another CLSA reference center that has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked at the local level. Staff at the remote Information Center completes the question and sends the answer back to the patron via the local library. All questions are logged on a computer; status is tracked by computer; questions are grouped by subject; inquiries are prioritized by deadline, if given. Research sources include information files, collection of the host public library, FirstSource and online databases, computer databases and Internet access, experts in the field, and collections of area libraries.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. The Administrative Council reviews the reference service provided by Black Gold. Monthly reports and an annual compilation of statistics are analyzed.
49-99	Questions will be referred to 49-99 Reference Center via delivery, fax, e-mail and telephone; and relay answers to patrons. The Reference Center, staffed by a professional reference librarian and an office assistant, will use collections in Stockton--the public, academic, & special libraries--as well as online sources and services of LAPL FirstSource to answer questions referred from member libraries.	Survey a sample of patrons on how well information met their needs. Maintain other data as appropriate.
INLAND	System staff will provide a coordinated reference service with the Serra Cooperative Library System and the Tierra del Sol Regional Library Network. Staff will use the collections at the Riverside Public Library, the University of California at Riverside (UCR), San Diego Public Library and other member libraries. Use online resources & direct telephone contact. The Reference Center will be available through direct telephone contact using two 800 numbers, one for voice & one for fax communications and electronic mail and via a form on the Tierra del Sol Regional Library Network Web site. Refer questions to outside agencies when appropriate. An office is maintained at UCR to facilitate use of the UCR collections.	Use library staff & patrons evaluations on a sampling basis.
MCLS	Unanswered questions at the local library level may be referred via telephone, fax, e-mail, webform on the MCLS Web page, or MCLS delivery to the Reference Center, located at LAPL Central. Staff regularly access materials at UCLA, thus giving access to their 18 libraries & vast resources. Reference Staff will continue to utilize certain special collections of member libraries such as the Glendale-Brand & Long Beach Public Libraries. Special libraries & outside sources are also regularly consulted. Through the 24/7 Reference Project, member libraries have access to art librarians at the Smithsonian Museum of American Art, education experts at the AskERIC clearinghouse located in Syracuse, NY, and the public law libraries of California. The MCLS Reference Center is a member of the Library of Congress Collaborative Digital Reference Service, which allows members to access the subject expertise of hundred of librarians from Australia, the United Kingdom, and throughout the United States. The Reference Center provides access to over 300 online databases through	System Reference Librarians routinely call local librarians to follow up on particular reference questions to verify satisfaction & completeness of answer. The MCLS Reference/Adult Services Committee will monitor the performance of the Reference Center.

	DIALOG, OCLC, ORION, MELVYL, the LAPL databases, and the Internet.	
MOBAC	MOBAC will contract with BALIS/PLS/SVLS for reference services. Reference staff will make use of the Oakland Public Library collections as well as San Jose State University Library and Stanford University Libraries. Patrons' questions from MOBAC libraries will be sent to the System Reference Center for answers.	Gather information through various means, which can include tallies, evaluations, surveys, and interviews. Staff will document the subject nature of referred questions.
MVLS	Two FTE reference librarians and 3/5 library assistant will use resources of Sacramento Public Library; CSU, Sacramento Library; California State Library; MVLS Regional Library; RLIN; DIALOG; OCLC; LAPL FirstSource; and the Internet for question answering.	Use user satisfaction survey to determine number of questions referred/answered/ unanswerd and response time.
NORTH BAY	System staff will answer questions sent by member library staff using the area reference center at the Sonoma County Library, Sonoma State University Library and local hospital and law libraries, and other member library staff where special skills have been identified. The services of an information broker, Guy Wired, will also be used as needed. Questions will be referred to other second level reference centers or other facilities when resources directly accessible to System staff are inadequate. NBCLS will share collection development information through discussion at Reference Committee meetings. NBCLS will expand access to resources by participating in a Virtual Reference Center which includes the staffs, collections and other resources of other cooperative reference centers. This will provide a more complete and timely reference service.	Compiled and analyzed statistics on the number of questions referred, answered, not answered, response time & turnaround time, & the type of questions received, answered with local resources, & answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Surveys of patrons & member library reference staffs will be taken regularly during the year to solicit evaluations on the quality of reference work by NBCLS staff.
NORTH STATE	NSCLS will: 1) utilize Chico State University Library collection to improve the answer ratio & to strengthen networking with academic affiliates; 2) utilize the fax network among the public libraries & academic affiliates to provide answers to some of the questions that cannot be answered readily with the host library resources which will significantly reduce the problem of geographic isolation users in each jurisdiction. Enhance interlibrary reference service by using DIALOG, OCLC's First Search service and LAPL's FirstSource to search a variety of databases. After exhausting local & systemwide resources, refer questions to CLSA System Reference Centers, U.C. Cooperative Extension, Sutro Library, California State Library, & other resource centers.	NSCLS will monitor the contract & expenditures to determine fulfillment of goals & objectives for answer ratio, cost per answer, etc.; monitor reference logs at the Reference Center and member libraries to determine answer ratio, turnaround time for answers, & general performance of the reference program; monitor the number & cost of telefacsimile messages & interview staff using fax to determine satisfaction with the fax network. Monitor user satisfaction by using periodic user satisfaction forms. Share results of monitoring the contract, logs, fax costs, & user survey results with the member & affiliate libraries, Reference Committee, Advisory Board, Council of Librarians, & State Library.
PLS	The operation of the PLS Reference Center together with Silicon Valley (SVLS) and BALIS has increased the ability of all three systems to provide the best possible service to all patrons within the system service areas. The main Reference Center remains at San Jose Public Library and a branch center at San Francisco Public Library. Staff will use the collections of all the member libraries in all three systems & the information & vertical file collections of the combined reference center in the initial search for the correct answer. Other sources used may include online databases, the Internet, telephone calls, fax transmissions & letters to organizations & government agencies, information files from other systems, Stanford	Questions answered by the Reference office will be sent periodic evaluations to assess & rate the work done on their question. Use informal reviews to determine the value of reference materials purchased for members. Conduct a formal evaluation of the System Reference Center to examine the services that will assist the librarians to provide cost effective and efficient service to the user.

PLS (cont'd)	University libraries, San Jose State University Library, & the connection with LAPL and the FirstSource project.	
SJVLS	Maintain the System Reference Center at the Fresno County Library. Questions are referred from member libraries to the Reference Center via a Web-based form, fax, telephone, and e-mail. Telephone calling cards will expedite question answering. Reference Center staff will contact libraries and subject experts beyond the region when necessary to answer submitted questions. System Reference Center will use the resources of the "FirstSource" system to access databases at LAPL, the OCLC FirstSearch Service, and the Dialog online database service. An office is maintained at the library at California State University Fresno to expedite use of that collection. Encourage orientation visits for the staff of member libraries.	Use patron satisfaction forms based on the Statewide Reference Performance Measures Project & provide detailed statistical analyses of data gathered. The SAB will comment on the importance and benefit of the service to the community. The System Reference Committee will monitor the service and benefits and advise and make recommendations to council.
SANTIAGO	SLS will contract with MCLS for Reference service. Contract terms & monitoring provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment is provided by System staff and the SLS Reference Committee.	Selected SLS patrons and librarians will be provided a questionnaire from MCLS's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided. MCLS will review completed questionnaires before forwarding to SLS for Reference Committee review.
SERRA	Serra Research Center staff use the library resources at San Diego Public Library, University of California San Diego, & San Diego State University. Refer questions to the State Library and other CLSA systems as necessary. Research Center staff will use the expanded services available such as online databases, indexes, and document delivery from the FirstSource Project for statewide reference centers at LAPL. The Research Center subscribes to the OCLC online databases and also searches extensively on the Internet. Operations of the Research Center are merged with the Inland Reference Center in Riverside to form the Tierra del Sol Network reference services, expanding the resources and staff expertise available.	Use statistical reports and patron satisfaction questionnaire.
SILICON VALLEY	System staff will be primarily responsible for performing the activities necessary to achieve performance objectives & to coordinate efforts with local member libraries' reference staff to insure the highest possible fulfillment in the shortest amount of time, & in the most cost efficient manner. The operation of the Reference Center together with PLS and BALIS has increased the ability of the systems to provide the best possible service to all patrons within the system service areas. The main Reference Center will remain at San Jose Public Library with a branch center at San Francisco Public Library. The use of collections at both ends of the Bay provides greater resources for returning answers to patrons in the least amount of time. The System Reference Center now serves the needs of all Golden Gateway Library Network members.	Gathered information through various means including tallies, evaluations, surveys, and interviews. Staff will document the subject nature of referred questions.
SOUTH STATE	SSCLS will contract with MCLS for second/third level reference service. MCLS will use telecommunications, electronic databases, the Internet, and the collections of the multitype libraries in the region to provide the service. Contract terms and monitoring will provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment will be provided by System staff and the SSCLS Steering Committee.	The MCLS Reference Center will provide monthly and quarterly statistical records on the questions asked and conduct periodic patron and librarian satisfaction surveys.