

Library of California Board Meeting October 20, 2005

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October 20, 2005
LSTA Advisory Council on Libraries Meeting
8:30 a.m. – 10:00 a.m.
California State Library
914 Capitol Mall, Room 500
Sacramento, CA

October 20, 2005
LoC Business Meeting
10:30 a.m. – 4:00 p.m.
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 attendees
- 3. Adoption of Agenda**
Consider agenda as presented or amended
- 4. Approval of October 2004 Board Minutes – Document 1**
Consider minutes as presented or amended

B. REPORTS TO THE BOARD

- 1. Board President's Report**
Report on activities since last Board meeting
 - 2. Board Vice President's Report**
Report on activities since last Board meeting
 - 3. Chief Executive Officer's Report**
Report on activities since last Board meeting
 - 4. Guest speaker: Maureen Sullivan**
Discussion on the future of cooperative services
 - 5. Election of Board Officers for 2006 – Document 2**
 - a. Report from the Nominating Committee
 - b. Consider nominations for Board President and Vice-President for 2006
 - 6. Library of California Board meeting schedule and locations – Document 3**
Discussion of dates for 2006
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C. BOARD COMMITTEES

LEGISLATIVE COMMITTEE

- 1. Report from the Chair**
- 2. Federal Legislative Issues – Document 4**
- 3. State Legislative Issues – Document 5**
- 4. Legislative Strategies**

BUDGET AND PLANNING COMMITTEE

- 1. Report from the Chair**
- 2. CLSA Baseline Budget – Document 6**
Consider 2005/06 CLSA baseline budget by program
- 3. CLSA System Plans of Service – Document 7**
Consider System Plans of Service for fiscal year 2005/06

RESOURCE SHARING COMMITTEE

Action Items:

- 1. Report from the Chair**
- 2. Interlibrary Loan (ILL) and Direct Loan Programs – Document 8**
 - a. Consider CLSA loan reimbursement rates for 2005/06
 - b. Consider prorating the CLSA loan reimbursement program for 2005/06
- 3. CLSA Consolidations and Affiliations – Document 9**
 - a. Consider Richmond Public Library change of System membership
 - b. Consider affiliation of Fullerton Public Library with Santiago Library System
- 4. CLSA System Reference Program – Document 10**
 - a. Consider CLSA System population and membership figures for 2005/06
 - b. Update on CLSA System Plans of Service for 2005/06

5. **CLSA System Advisory Board (SAB) Program – Document 11**
 - a. Consider SAB member attendance at CLA annual conference
 - b. Update on CLSA System Plans of Service for 2005/06
6. **Regional Library Network Development – Document 12**
Consider application(s) for membership with Regional Library Networks

Information Items:

1. **CLSA System Communications and Delivery – Document 13**
Update on CLSA System Plans of Service for 2005/06
 2. **CLSA Statewide Communications and Delivery – No Report**
 3. **LoC Reference – No Report**
 4. **LoC Statewide Information Databases – No Report**
 5. **LoC Telecommunications Infrastructure – No Report**
 6. **Resource Library Development – No Report**
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D. 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.

E. 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.

F. AGENDA BUILDING

Agenda items for subsequent Board meetings.

G. ADJOURNMENT

Adjourn the meeting.

1 *Draft*
2 **Library of California Board Meeting Minutes**
3 **October 21, 2004**

4 **California State Library**
5 **914 Capitol Mall, Room 500**
6 **Sacramento, CA**

7
8 **CALL TO ORDER AND INTRODUCTIONS**

9 Vice-President Sally Tuttle convened the meeting on October 21, 2004 at 11:10 a.m., by
10 welcoming Board members and the audience to Sacramento, and led those in attendance in the
11 Pledge of Allegiance. Following the call for introductions, Acting President Tuttle turned the
12 meeting over to State Librarian Susan Hildreth to proceed with the election of Board President
13 for the remainder of the 2004 calendar year.

14 **Board Members present:** Acting President Sally Tuttle, Dr. Conchita Y. Battle, Anne R.
15 Bernardo, Victoria F. Fong, Linda N. Jewett, Penny G. Kastanis, Sonia W. Levitin, Lucy H. Lin,
16 Jane F. Lowenthal, Paymaneh Maghsoudi, and Sarah M. Pritchard.

17 **California State Library staff present:** State Librarian Susan H. Hildreth, Tom Andersen,
18 Rushton Brandis, Ira Bray, Barbara Will, Sandy Habbestad, and Kris Rich.

19 **ELECTION OF BOARD PRESIDENT FOR 2004**

20 Susan Hildreth spoke to the procedure for the election of Board president for the remainder
21 of the 2004 calendar year. She stated that the position of president became vacant when Mr.
22 Gaines was not reappointed to the Board. Library of California (LoC) Regulations Section
23 20304(b) state that, "Should a vacancy occur in the office of president or vice-president, the state
24 board shall elect one of its members to fill such vacancy for the remainder of the term. The state
25 board shall take this action at its next regular meeting following the occurrence of the vacancy."
26 She stated that Vice-President Tuttle has served in the interim, when there was a need to have a

1 spokesperson for the Board, but she is not automatically president. Hildreth stated that Vice-
2 President Tuttle appointed a Nominating Committee for the election of Board president to fill the
3 2004 term, and then turned to the Nominating Committee to give its report.

4 Member Victoria Fong stated that Susan Steinhauser was appointed as chair of the
5 Nominating Committee along with herself as a committee member. In the absence of the chair,
6 Member Fong made the committee report. Fong reiterated the LoC Regulations Section 20304.
7 The Nominating Committee was pleased to put forth the name of Paymaneh Maghsoudi for
8 Board President to complete the term for 2004.

9 *It was moved by the Nominating Committee (Fong) that the Library of California*
10 *Board elect Paymaneh Maghsoudi as President of the Library of California Board to*
11 *complete the 2004 term.*

12
13 Nominations were then opened from the floor.

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15 *It was moved, seconded (Lin/Levitin) that Jane Lowenthal be elected President of the*
16 *Library of California Board for the remainder of the year.*

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18 After the votes were tallied, Paymaneh Maghsoudi was elected President of the Library of
19 California Board for the remainder of the 2004 calendar year. The official ballot tally was
20 Maghsoudi 7 votes; Lowenthal 4 votes.

21 Hildreth stated that Vice-President Tuttle appointed a Nominating Committee for the election
22 of 2005 Board Officers, and that the report from the committee would take place later in the
23 agenda.

24 ADOPTION OF AGENDA

25 *It was moved, seconded (Fong/Tuttle) and carried unanimously that the Library of*
26 *California Board adopts the agenda of the October 21, 2004 meeting as amended.*

27 28 APPROVAL OF MINUTES

29 *It was moved, seconded (Levitin/Kastanis) and carried unanimously that the draft*
30 *minutes of the October 16, 2003 Library of California Board meeting were*
31 *approved as presented.*

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RESOLUTIONS

It was moved, seconded (Fong/Tuttle) and carried unanimously that the Library of California Board adopts Library of California Board Resolution 2004-01 for John Kallenberg; Resolution 2004-02 for Maurice Calderon; Resolution 2004-03 for Fred Gaines; and Resolution 2004-04 for Dr. Kevin Starr. (See Attachment A)

ADOPTION OF THE CONSENT CALENDAR

It was moved, seconded (Fong/Pritchard) and carried unanimously that the Library of California Board approves the Consent Calendar included with the agenda of October 21, 2004.

Budget and Planning Committee

By consent, the Library of California Board adopts the 2004/05 CLSA Budget as displayed in the chart entitled "Summary—2004/05 CLSA Baseline Budget Recommendation by Program" and that the aforementioned chart be included in the minutes of this meeting. (See Attachment B)

By consent, the Library of California Board approves the CLSA System Plans of Service for each of the 15 CLSA Cooperative Library System submitted for fiscal year 2004/05.

Resource Sharing Committee

By consent, the Library of California Board adopts, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2004/05 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$5.59 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.87 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2004/05 reimbursement rates as soon as Department of Finance concurrence is obtained.

By consent, the Library of California Board directs its Chief Executive Officer to withhold 50% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2004/05 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2004/05, directs the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2004/05 CLSA ILL and Direct Loan Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the 2004/05 CLSA ILL and Direct Loan Program appropriation.

By consent, the Library of California Board approves the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2004/05.

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2 *By consent, the Library of California Board approves the use of 2004/05 allocated*
3 *SAB Program funds, where available within each approved SAB budget, and*
4 *where requested, to reimburse one SAB member from each System for expenses*
5 *incurred in attending the November 2004 California Library Association*
6 *conference to be held in San Jose.*

7
8 *By consent, the Library of California Board approves the allocation of 2004/05*
9 *funds for payment of CLSA Statewide Data Base annual subsidies in the amounts*
10 *of \$69, \$550, \$800 and \$5,500, and instructs its Chief Executive Officer to invite*
11 *claims for such payments.*

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13 *By consent, the Library of California Board approves the allocation of any*
14 *2004/05 CLSA Statewide Data Base funds not required for payment of annual*
15 *subsidies, for competitive grants up to \$7,500 each to individual public libraries*
16 *for Z39.50 server software acquisition and installation; and that the Board*
17 *instructs its Chief Executive Officer to invite applications for such grants.*

18
19 *By consent, the Library of California Board approves the two requests for*
20 *network affiliation for the members listed in Table A, with member services to*
21 *begin immediately. (See Attachment C)*

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23 **REPORTS TO THE BOARD**

24 **Board Vice-President's Report**

25 Vice-President Tuttle commended Dr. Kevin Starr on being name State Librarian Emeritus.
26 She welcomed Susan Hildreth and stated that she already had a chance to meet with Hildreth and
27 discuss Board issues. Tuttle noted that conference calls with Board Officers and staff continued
28 throughout the year, as needed.

29 Vice-President Tuttle stated that a letter was sent to Governor Schwarzenegger requesting
30 that he sign SB 1161, the California Reading and Literacy Improvement and Public Library
31 Construction and Renovation Bond Act of 2006. She reported that her home of Calaveras
32 County was a recipient of previous bond funding to build the central library. Private funds were
33 also raised for three branch libraries in the county. Tuttle stated that she sent a personal letter to
34 the Governor stating what a difference the funding made in Calaveras County.

1 Board members thanked Vice-President Tuttle for leading them for the past nine months
2 while the president position was vacant.

3 **Chief Executive Officer's Report**

4 Susan Hildreth stated that she was sworn in as State Librarian on August 2, 2004. The State
5 Librarian's appointment by the Governor is subject to confirmation by the Senate. She
6 anticipates that will occur sometime after the new session begins, probably early next year; and
7 that it was unfortunate that Senator Burton's calendar was too full to have the confirmation done
8 under the Senator's direction of the Senate Rules Committee. Hildreth would appreciate letters to
9 the Senate Rules Committee on behalf of her appointment, for anyone so inclined to do so.

10 Hildreth noted her past experience working at the State Library. She stated that the agency
11 has had tremendous cuts and it will be a challenge to build back funding in a strategic and
12 flexible way so that we can move forward. Hildreth stated that she has met with System
13 Directors of MCLS, South State, and Santiago. She spoke with the Directors of Serra and
14 Inland, and some of the Inland Board Members. She also spoke at Sacramento Public Library
15 and was at the Sacramento Public Library Foundation event.

16 Hildreth reported that she just returned yesterday from the fall meeting of the Chief Officers
17 of State Libraries Agencies, commonly known as COSLA, in Rapid City, South Dakota.
18 Hildreth is looking forward to being involved in COSLA, and hopes to keep the Board informed
19 about COSLA and other activities through a quarterly report, since the Board is not meeting as
20 frequently as in past years.

21 Hildreth stated that she is not able to share with the Board, at this time, her vision for the
22 Library of California. She is beginning to gather information from the field and the CLSA
23 Systems. Hildreth stated that possibly one way to gather information is to work with the
24 Systems and/or Regions over the next few months and make available to them the services of a

1 consultant who might assist them by doing a day or half-day workshop to look at what direction
2 resource sharing services are headed. Hildreth welcomed ideas from the Board and field. She
3 stated that we have a great track record in terms of resource sharing, and is looking to build it
4 more effectively.

5 Hildreth commented on the California Performance Review (CPR) stating that the State
6 Library was not consulted prior to the release of the report. There were conflicting
7 recommendations in the report regarding the State Library. The major recommendation was that
8 the State Library would move into a much larger education and workforce development agency.
9 After the report was issued, the State Library had the opportunity to discuss the CPR with staff.
10 Hildreth reported that the Governor has accepted the CPR from his Commission, but he has not
11 taken any stated position on any of the recommendations.

12 **Election of Board Officers for 2005**

13 President Maghsoudi asked for the report from the Nominating Committee for Board Officers for
14 the year 2005. Member Fong stated that she was appointed to the committee, along with Susan
15 Steinhauser, chair, by Acting President Tuttle. On behalf of the Nominating Committee, Fong
16 stated that the committee looked at various factors including the experience in the candidates for
17 Board officers. The Committee took into account members with history in the Library of
18 California and the understanding of its development, the development of the regional library
19 networks, and the understanding of the workings of the libraries. Fong stated the two candidates
20 are very experienced and cover a wide-range of history and are actively involved in the regional
21 networks and systems, and have a clear understanding of CLSA and all its components.

22 *It was moved by the Nominating Committee (Fong) that the Library of California*
23 *Board elect Paymaneh Maghsoudi as President of the Library of California*
24 *Board for the year 2005.*

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26

1 President Maghsoudi then asked for any nominations from the floor.

2 *It was moved, seconded (Bernardo/Lin) to elect Jane Lowenthal as President of*
3 *the Library of California Board for 2005.*

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5 President Maghsoudi turned the floor over to Member Lowenthal to present her
6 qualifications for the office of Board president.

7 After the votes were tallied, Paymaneh Maghsoudi was elected President of the Library of
8 California Board for the 2005 calendar year. The official ballot tally was Maghsoudi 7 votes;
9 Lowenthal 4 votes.

10 The Nominating Committee introduced the nomination for Board Vice-President.

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12 *It was moved by the Nominating Committee (Fong) and carried unanimously*
13 *that the Library of California Board elects Sarah Pritchard as Vice-President of*
14 *the Library of California Board for the year 2005.*

15 16 **Legislative Committee Report**

17 Penny Kastanis, acting chair of the Legislative Committee report that the committee
18 consisted of Susan Steinhauser, chair, who was unable to attend, Anne Bernardo and Jane
19 Lowenthal as members. The federal legislative issues were reported in the committee meeting
20 by Barbara Will. The committee took no action at the federal level. Member Kastanis stated
21 that Cameron Robertson spoke in committee as to the state legislative issues. The one issue at
22 the state level was the library construction bond election that would occur in June 2006. The
23 committee discussed a special recognition to Dede Alpert, a major advocate of libraries for many
24 years. Letters would be sent to outgoing Legislators on behalf of the Board, thanking them for
25 their continued effort for libraries and the work they have done in the past.

26 **LoC Board Meeting Schedule**

27 Tom Andersen reported that staff has put together a proposed schedule of meetings for 2005.
28 A one-day meeting in February is recommended for the Board to meet as a committee of the

1 whole to discuss the proposed budget *if* the CLSA appropriation is reduced significantly and
2 require a need for Board discussion. Andersen also reported that the Board would need to meet
3 in the fall to approve the budget as well as other CLSA-related issues. Staff has scheduled
4 October 19-20, 2005 for the fall meeting of the Board. In response to a member request, staff
5 will verify the dates with Board members so as not to conflict with other library-related events
6 and member schedules.

7 **Budget and Planning Committee Report**

8 Budget and Planning Committee Chair, Sarah Pritchard, reported on the two action items that
9 were included with the consent calendar. She stated that the committee discussed suggestions
10 that were made by Cameron Robertson in his report during the Board Orientation Session. In
11 regard to those suggestions, the Committee asked staff for more background on the formulas for
12 determining the allocations for the System-level program—System Reference, System
13 Communications and Delivery, and System Advisory Boards—and what impact would be made
14 if different funding formulas were used in the calculations. Pritchard stated that by gathering
15 more background, the Board could prioritize those programs effectively with the needs of the
16 systems for the coming fiscal year.

17 Pritchard stated that the committee discussed planning for the future if funding is restored for
18 Library of California activities. She stated that if we were to move forward, how could we
19 “jump-start” LoC programs with direct services without having to reinvent the network
20 infrastructure that was already in place a couple years ago. Pritchard reported that the committee
21 would be looking for ways to query what is remaining of the networks for a sense of the impact
22 and priorities. She stated that we are constrained by the Library of California law and the
23 incredible level of detail in the law. The committee welcomed comments from the field as to
24 what other mechanisms to pursue to accomplish multitype cooperation.

1 **Resource Sharing Committee Report**

2 Committee Chair Victoria Fong reported that the Resource Sharing Committee met with all
3 members present. The committee put forth six action items that were listed on the consent
4 calendar. Fong reported that the committee recommended the increased rates in the Transaction
5 Based Reimbursement Program and recommended that 50% be withheld from each
6 reimbursement, which is the highest percentage withheld in recent history. Fong stated that the
7 committee would be looking at the three System-level programs that are scheduled in the budget
8 and different ways of allocating those limited resources.

9 **PUBLIC COMMENT**

10 Gerry Maginnity, Mountain Valley Library System, commented on the importance of the
11 strategic planning for the CLSA Systems. He stated that what the LoC Board has supported over
12 the years continues to pay benefits to the residents of California. Maginnity reported that the
13 Systems have had to continue to shift the budget shortfall back to its members by increasing
14 membership fees.

15 Annette Milliron, North Bay Cooperative Library System, reported that North Bay is
16 working with North State and the Bay Area systems (BALIS, MOBAC, Peninsula, and Silicon
17 Valley) on four one-day workshops to talk about what is happening in local libraries in regard to
18 reference. She reported that Steve Coffman, a key person in the creation of the 24/7 Reference
19 project, will be speaking at the four workshops. He has lots of experience with electronic
20 reference and virtual reference. Milliron stated that the information gathered from these
21 workshops will be shared with the State Library.

22 **BOARD COMMENTS**

23 Member Fong congratulated the newly elected Board officers. She welcomed Susan Hildreth
24 as our new State Librarian; thanked staff and the field for the hard work they do with limited

1 resources. Fong stated that it's an honor to serve as a Board member and looks forward to
2 working together.

3 Member Lin thanked the State Library for the LSTA grants that have been awarded to the
4 Long Beach community. She committed on the Cerritos Public Library and its wonderful
5 structure. Lin stated that she hoped that the scholarship program would include school librarians.

6 Vice-President Tuttle thanked the staff for the work done. She congratulated the newly
7 elected Board officers.

8 Member Bernardo stated that she is pleased to be sitting on the Board-side of the table after
9 being in the audience representing the Heartland region. Bernardo congratulated and welcomed
10 Susan Hildreth. She thanked staff who have worked so hard during this time of doing more with
11 less. She is looking forward to serving on the Board as the special libraries representative and
12 wishes all success as we move forward.

13 Member Jewett stated she is delighted to be on the Board representing school libraries. She
14 shared with the Board a work that has been three years in the making. It was published from the
15 California School Library Association (CSLA) called Standards and Guidelines for Strong
16 School Libraries. It uses the American Library Association (ALA) AASL Information Power,
17 which was published in 1998 as the benchmark for the document. There are standards in
18 facilities, information literacy, staffing (both professional and paraprofessional), and technology.
19 Jewett stated that it is a wonderful resource and a copy was sent to every member of the CSLA.
20 A copy will be going to each member of the legislature and a copy has been purchased for each
21 public library jurisdiction. Jewett noted that 29,000 emails were sent across the country and
22 orders for the publication were coming in from all over the U.S. She stated that copies could be
23 purchased through the Web site at www.schoollibrary.org.

1 Member Lowenthal congratulated Susan Hildreth on her appointment. She stated that she
2 looks forward to the Board coming up with more creative ways of doing more with less so that
3 there is a different outcome from past years. She is looking forward to working with new Board
4 officers and hoped that new officers would call on other members if the need arises. Lowenthal
5 stated that she is looking forward to collaborating with professional organizations like CLA,
6 CSLA, CALTAC and others, who have a wealth of experience and academic knowledge.

7 Member Pritchard thanked members on the Board. She was very encouraged to see the
8 different types of libraries represented on the Board. Pritchard stated that she is grateful for the
9 support of the members to help with more leadership. Pritchard hoped for more audience
10 representation at Board meetings from both large and small academic libraries. She stated that
11 academic libraries are an integral part of the incredible information resources from which the
12 citizen of this state can benefit. Pritchard noted that they have tried to implement a resource
13 libraries program without successfully being funded. She is looking forward to continuing to
14 find ways to integrate that top level of resources into the very grass roots of our state.

15 Member Levitin expressed her appreciation to the staff for the quality and quantity of the
16 work that is being done. She stated that she is very honored to be a part of the LoC Board.
17 Levitin stated that even though she doesn't come from a library background in the administrative
18 sense, the library was her bridge, not only to literacy, but to education and Americanization. She
19 feels the importance of the free library and appreciates the work that has been done to find
20 creative solutions to integrate the entire community. Levitin welcomed new Board members and
21 congratulated Susan Hildreth on her appointment.

22 President Maghsoudi thanked Board members and stated her congratulations to Susan
23 Hildreth. She looks forward to working with everyone on the Board and in the field to provide
24 services to our patrons.

1 **AGENDA BUILDING**

2 Member Pritchard suggested that the Board keep multitype cooperation on the agenda.

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4 **ADJOURNMENT**

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6 With there being no further business to come before the Board, President Maghsoudi

7 adjourned the meeting at 12:30 p.m. on Thursday, October 21, 2003.

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Library of California Board Resolution 2004-01

JOHN K. KALLENBERG

Whereas, the Library of California Board desires to recognize John K. Kallenberg for his distinguished contributions as one of its members on the occasion of the conclusion of his term of service as a Member of the Board;

And Whereas, the Board wishes to honor John for his outstanding public service representing Public Libraries since his appointment by former California Governor George Duekmejian on May 8, 1990, and his subsequent reappointments in 1994, 1998, and 2003;

And Whereas, the Board wishes to honor John for his distinguished service to the Library of California Board as President during 1995, 1996, 1997, 1998, and 2003; and as Vice President of the Board for four years, 1992-1995;

And Whereas, John has worked tirelessly on behalf of the Board and the greater library community by advocating for libraries at both the Federal and State levels;

And Whereas, it should be noted that John served with distinction in many capacities during his tenure on the Board and provided leadership as chair to numerous committees, including the Legislative Committee in 1994; Budget Committee in 1991, 1993 and 1995; Networking Task Force Liaisons in 1996, which later became the Library of California Committee and was chaired by John in 1997 and 1998. John also chaired the Equal Access/TBR Ad-Hoc Committee from 1996-1998 and the LoC Support Services Committee from 2000-2002;

And Whereas, John provided his knowledge and expertise in many other committees, including the SAB Award Committee, Ad-Hoc Committee on Young Adult Services, Legislative and Networking Committee, CLSA Transition Committee, and the Budget and Planning Committee; and he gave generously of his time to fulfill the Board's commitment to preside at public hearings in 1999 for proposed Regulations for the Library of California Act;

And Whereas, it should be noted that John was the director of the Fresno County Free Library from March 1976 to March 2003; and following his retirement in 2003 was elected to the Heartland Regional Library Network Board as the citizen representative for public libraries;

And Whereas, it should be noted that John continues to volunteer his time in many capacities including the library and the county; serves as chair of the County Web Task Force and as a member of the e-Government initiative; and is an active member of the Fresno Kiwanis Club where he served as both Club President and as Lt. Governor for District Five of the California-Nevada-Hawaii district of Kiwanis International;

And Whereas, the Board wishes to recognize John's outstanding contributions to enable Californians to learn and to obtain information through our libraries;

Therefore, be it resolved that John K. Kallenberg shall be honored by the Library of California Board for his distinguished leadership and contributions to the libraries and people of the State of California on this day of 21 October 2004 in Sacramento, California.

Paymaneh Maghsoudi
President, Library of California Board

Adopted: October 21, 2004

Library of California Board Resolution 2004-02

MAURICE A. CALDERON

Whereas, the Library of California Board desires to recognize Maurice A. Calderon for his distinguished contributions as one of its members on the occasion of the conclusion of his term of service as a Member of the Board;

And Whereas, the Board wishes to honor Maurice for his outstanding public service representing the limited and non-English speaking since his appointment by former California Governor Pete Wilson on December 23, 1998, and his subsequent reappointment in 2003;

And Whereas, it should be noted that Maurice served with distinction as a member of the Library of California Support Services Committee for four years, 1999-2002; and member of the Legislative Committee for three years, 2001-2003;

And Whereas, the Board wishes to honor Maurice on receiving the 2004 Ohtli Award, the highest recognition granted by the Mexican government's Ministry of Foreign Affairs, which considers Maurice a role model for society and an advocate for the Hispanic community;

And Whereas, it should be noted that Maurice serves as Senior Vice President of government affairs and community development of Arrowhead Credit Union; he heads the Board of Sinfonia Mexicana, a San Bernardino-based nonprofit organization that promotes Mexican classical music and composers, is an active member of many organizations including the University of California Foundation Board of Trustees, CUNA's Governmental Affairs Committee, the Kiwanis Club of Greater San Bernardino, the Inland Empire Hispanic Chamber of Commerce, and the Inland Empire African-American Chamber of Commerce; he has served on the Banning school board and as a trustee for the Mt. San Jacinto Community College District;

And Whereas, the Board wishes to recognize Maurice's outstanding contributions to enable Californians to learn and to obtain information through our libraries;

Therefore, be it resolved that Maurice A. Calderon shall be honored by the Library of California Board for his distinguished leadership and contributions to the libraries and people of the State of California on this day of 21 October 2004 in Sacramento, California.

Paymaneh Maghsoudi
President, Library of California Board

Adopted: October 21, 2004

Library of California Board Resolution 2004-03

FRED GAINES

Whereas, the Library of California Board desires to recognize Fred Gaines for his distinguished contributions as one of its members on the occasion of the conclusion of his term of service as a Member of the Board;

And Whereas, the Board wishes to honor Fred for his outstanding public service representing the Public-at-Large since his appointment by the Assembly Speaker on January 23, 2001;

And Whereas, the Board wishes to honor Fred for his willingness to serve as the Library of California Board's thirteenth President in 2004, and for his distinguished service as Vice President of the Board in 2003;

And Whereas, Fred 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 Fred served with distinction as vice-chair of the Legislative Committee in 2001 and 2002, as chair of the Budget and Planning Committee in 2002 and 2003, and member of the Ad Hoc Public Awareness Committee.

And Whereas, it should be noted that Fred is the founding and managing partner of the law offices of Gaines & Stacey in Woodland Hills, California. He has served as chair of the Los Angeles County Public Library Commission and is currently serving as president of the City of Calabasas Library Commission;

And Whereas, the Board wishes to recognize Fred's outstanding contributions to enable Californians to learn and to obtain information through our libraries;

Therefore, be it resolved that Fred Gaines shall be honored by the Library of California Board for his distinguished leadership and contributions to the libraries and people of the State of California on this day of 21 October 2004 in Sacramento, California.

Paymaneh Maghsoudi
President, Library of California Board

Adopted: October 21, 2004

Library of California Board Resolution 2004-04

In Honor of Dr. Kevin Starr

Whereas, Dr. Kevin Starr served the people of California as State Librarian with great distinction, energy, devotion, and imagination, beginning with his appointment by Governor Pete Wilson on August 31, 1994 and continuing with his reappointment by Governor Gray Davis until his retirement on April 1, 2004; and

Whereas, the Library of California Board desires to recognize Dr. Starr for his distinguished contributions as Chief Executive Officer of the Board and Chair of the State Advisory Council on Libraries; and

Whereas, Dr. Kevin Starr presided at the establishment and organization of the Library of California in 1999; and

Whereas, *Dr. Kevin Starr presided over the creation of the Office of Library Construction under the terms of the Library Bond Act of 2000, the largest single allocation of public monies for public libraries in the history of California; and*

Whereas, *Dr. Kevin Starr, as State Librarian, initiated and promoted Access News, a program to provide daily newspaper articles to the blind, with funding provided by the Kevin Starr Information Act of 2001; and*

Whereas, Dr. Kevin Starr, during his tenure as State Librarian, oversaw and guided numerous projects and programs, including the California Newspaper Project, the California Civil Liberties Education Program, and the English Language Literacy Intensive program; and

Whereas, Dr. Kevin Starr organized and guided the work to select a design for the California Quarter; and

Whereas, *Dr. Kevin Starr, while serving as State Librarian, also wrote and published several volumes in his Americans and the California Dream series, which represents the single greatest contribution ever to California interpretive history; and*

Whereas, Dr. Kevin Starr, during his tenure as State Librarian, was honored by the University of Southern California with an appointment as University Professor; and

Whereas, Dr. Kevin Starr through his hundreds of speeches generously given to historical societies, libraries, presentation groups, and cultural organizations, inspired a respect and understanding of the complexities of California's rich and diverse heritage;

Therefore, be it resolved that Dr. Kevin Starr shall be honored by the Library of California Board for his years of distinguished leadership for the libraries and people of the State of California on this day of October 21, 2004 in Sacramento, California.

Paymaneh Maghsoudi
President, Library of California Board

Adopted: October 21, 2004

**SUMMARY – 2004/05 CLSA BASELINE BUDGET
RECOMMENDATION BY PROGRAM**

PROGRAM	2003/04 BUDGET	2004/05 BASELINE	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	\$ 12,145,000	\$ 12,145,000	-0-
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	175,000	175,000	-0-
System Advisory Boards	28,500	28,500	-0-
System Reference	1,681,500	1,681,500	-0-
System Communications & Delivery	1,140,000	1,140,000	-0-
Special Services: California Literacy Campaign	-0-	-0-	-0-
Special Services: Families for Literacy	-0-	-0-	-0-
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
Total	\$15,170,000	\$15,170,000	-0-
State Operations			

<p style="text-align: center;">Table A Request for Network Affiliation for New Member</p>

TIERRA DEL SOL

Member

Copper Mountain Community College
District

Participating Libraries

Copper Mountain College Library

HEARTLAND

Member

Viticulture & Enology Research
Center (VERC)

Participating Libraries

Petrucci Library

ACTION

AGENDA ITEM: Election of Library of California Board Officers for 2006

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Officers for calendar year 2006.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as President of the Library of California Board for the year 2006.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as Vice-President of the Library of California Board for the year 2006.

BACKGROUND:

Library of California Regulations, Section 20304 (a), state that, "The state board shall elect annually a president and a vice-president at the last regular meeting of each calendar year." A Nominating Committee has been appointed and will provide a report to the Board at the meeting.

AGENDA ITEM: 2006 Meeting Schedule and Locations

2006 Board Proposed Meeting Schedule		
<u>Tentative Dates</u>	<u>Location</u>	<u>Activities</u>
September 12, 13, 14, 15 (please bring calendars to set the fall 2006 Board meeting date)	Sacramento	Regular Business Annual Budget Meeting Election of Board Officers for year 2007 LSTA Advisory Council

BACKGROUND:

Library of California (LoC) Regulations specify in Section 20306 that:

- “(a) Regular meetings of the state board shall be held at least four times each year, distributed over the course of the year.
- (b) The tentative dates and locations for the regular meetings for the forthcoming calendar year shall be determined annually, at the last regular meeting of the calendar year.
- (c) Nothing in this regulations shall be construed to prevent the state board from altering its regular meeting dates or altering the locations of meetings.”

Staff surveyed Board members by email with dates in August, September, and October, in order to hold a one to two day meeting in 2006. The list was quickly reduced as members began eliminating dates in August and October. The September dates noted above remain from which to choose. Attached is a calendar of upcoming and future library-related events and dates.

Recommendation:

No additional funds for Board travel expenses have been allocated to the State Operations budget. Staff is recommending that the Board consider holding a fall meeting in order for the Board to consider budget issues as a result of the 2006/07 State Budget Act; and that that meeting take place in Sacramento at the California State Library.

CALENDAR OF UPCOMING LIBRARY-RELATED EVENTS AND DATES

The following is a list of upcoming library-related events and dates worth noting:

2005		
AASL (American Association of School Librarians) National Conference) National Conference	October 6-9, 2005	Pittsburgh, PA
EDUCAUSE 2005 Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 18-21, 2005	Orlando, FL
ARL (Association of Research Libraries) Annual Membership Meeting	October 25-28, 2005	Washington, DC
ASIS&T (American Society of Information Science & Technology) Annual Meeting	October 28-November 2, 2005	Charlotte, NC
CLA (California Library Association) Annual Conference	November 4-7, 2005	Pasadena, CA
CSLA (California School Library Association) Annual Conference	November 17-20, 2005	Ontario, CA
CNI (Coalition for Networked Information)	December 5-6, 2005	Phoenix, AZ
2006		
EDUCAUSE Mid-Atlantic Conference	January 10-12, 2006	Baltimore, MD
ALA (American Library Association) Midwinter Meeting	January 20-25, 2006	San Antonio, TX
PLA (Public Library Association) National Conference	March 20-25, 2006	Boston, MA
CNI (Coalition for Networked Information)	April 3-4, 2006	Arlington, VA
ARL Spring Membership Meeting	May 16-19, 2006	Ottawa, Ontario
SLA (Special Library Association) Annual Conference	June 10-15, 2006	Baltimore, MD
ALA (American Library Association) Annual Conference	June 22-28, 2006	New Orleans, LA
AALL (American Association of Law Libraries) Annual Meeting and Conference	July 15-20, 2006	St. Louis, MO
IFLA (International Federation of Library Associations and Institutions) Annual Conference	August 20-24, 2006	Seoul, Korea
ARL Annual Membership Meeting	October 17-20, 2006	Washington, DC
LITA (Library Information Technology Association) National Forum	October 26-29, 2006	Nashville, TN
ASIS&T Annual Meeting	November 3-9, 2006	Austin, TX
CLA Annual Conference	November 10-13, 2006	Sacramento, CA
2007		
ALA Midwinter Conference	January 19-24, 2007	Seattle, WA
ACRL (Association of College and Research Libraries) National Conference	March 29-April 1, 2007	Baltimore, MD
ARL Spring Membership Meeting	May 22-25, 2007	St. Louis, MO
ALA Annual Conference	June 21-27, 2007	Washington, DC
AALL Annual Conference	July 14-18, 2007	New Orleans, LA
IFLA Annual Conference	August, 2007	Durban, South Africa
ARL Annual Membership Meeting	October, 2007	Washington, DC

MEMO

From: Susan Steinhauser, Chair of the Legislative Committee for the Library of California Board

To: Legislative Committee Members

Re: Report from the Chair

Date: September 30, 2005

I. Overall, it has been a quiet legislative year for the library community, especially regarding library resource sharing. In light of the limited resources of the Library of California Board and staff, our relationship with the Legislative Committee of the California Library Association (CLA) information has been even more important than in the past. Items of note are below:

Public Library Fund: For the Fiscal Year 2005-06 Governor Schwarzenegger had proposed a \$2 million cut to PLF which would have reduced funding to about \$12 million; in the final budget \$2 million was restored and the 2005-06 PLF funding level is just about the same as 2004-05, mainly \$14.1 million. Additional information provided by Mike Dillon & Associates and Ira Bray with Library Development Services regarding: 1) the 75% cut to PLF funding since 2000-01 (from about \$56 million to the current \$14.1 million), and 2) the current distribution of PLF funds is attached to this memo.

Uniform Civil Fee: Funding for public law libraries has changed significantly under the new Uniform Civil Fees and Standard Fee Schedule Act of 2005 (Stat: 2005, Ch. 75; also referred to as AB 145 (Laird)). Public law libraries are concerned that they will have insufficient funds to operate.

II. June 2006 Election: SB 1161 (Alpert), California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2006. The Governor signed SB 11611, the \$600 million library construction and renovation bond bill on September 22. Then Acting President Sally Tuttle sent a support letter on behalf of the Board to the Governor; all Board members received a copy and it is included in this packet. Ann Cousineau, Solano County Library Director, is spearheading efforts for passage of the act.

III. Meetings/Events

- Friday November 4- Monday November 7, 2005: CLA Annual Conference in Pasadena
- Friday January 27 and Friday February 3, 2006: Day in the District. Check CLA web site to sign up for visits
- Wednesday April 26, 2005: CLA Legislative Day in Sacramento

NOTE: Due to budget restrictions the State Library DOES NOT reimburse LoC Board members for participation.

IV. Other

Legislative Strategies: I understand that Assemblymember Lois Wolk will be taking up Senator Alpert's mantle of support for libraries. It may be appropriate to invite her to the next Library of California Board meeting and address us as part of our Library Champions program.

Housekeeping: Revise the Legislative Committee's Mission Statement and Tracking Document to reflect current law.

loc. legislative report. report from the chair. 9.30.05
Doc.#8778

RECENT FUNDING REDUCTIONS TO PUBLIC LIBRARY FOUNDATION

2000-01	Public Library Foundation	\$56,870,000
2001-02	January Budget (\$2,092,000 COLA)	\$58,962,000
		↓
2001-02	Governor Davis' Cuts (\$2.1 million COLA cut – May Revise) (\$3.9 million cut in July)	\$52,970,000
		↓
2002-03	Governor Davis' January Budget (\$11.158 million cut)	\$41,812,000
		↓
2002-03	Governor Davis' May Revise Cuts and Conference Committee Action (\$10.3 million cut)	\$31,500,000
		↓
2003-04	Governor Davis' January Budget Proposal (\$15.7 million cut)	\$15,800,000
		↓
2004-05	Governor Schwarzenegger's January Budget: (\$1.4 million cut to baseline)	\$14,400,000
		↓
2005-06	Governor Schwarzenegger's January Budget Proposed \$2.2 million cut to baseline	\$12,100,000
		↓
2005-06	Legislature restores \$2 million to PLF in final Budget bill, which the Governor signs.	\$14,100,000

\$ 56,870,000
 - 14,100,000
 2001-2006 Cuts = \$ 42,770,000

\$42,770,000 =
\$56,870,000

**75% cut to Public Library Foundation
Since 2001 - 2002**

Public Library Fund (PLF)

Provides direct state aid to California public libraries for basic public library service.

(Education Code, Title 1, Division 1, Part 11, Chapter 1.5, Articles 1- 4, Sections 18010-18030)

Background and Purpose

The stated intent of the program is to embody the state's interest in the general diffusion of information and knowledge through free public libraries; encourage lifelong learning; supplement the system of free public education; help libraries serve as sources of information and inspiration to persons of all ages, cultural backgrounds and economic status; and furnish a resource for continuing education. The funds assure the availability to every resident of the state an adequate level of public library service regardless of the taxable wealth of the local jurisdiction providing the service. Funds are appropriated annually in the State budget to support the program.

Localities may use the funds freely so long as the funds serve the public library purposes stated in the law.

Funding Formula

The law permits the Legislature to appropriate an amount up to 10% of a target "foundation" level of service based on a per capita cost each year. This foundation level, adjusted annually, has risen from \$37.6 million in 1987/88 to \$84.8 million in 2004/05.

The state appropriation has never reached the target level and has varied from \$8.8 million. (19% of full funding) in 1992/93 to \$56.8 million (79% of full funding) in 2000/01 and \$14.4 million (17% of full funding) in 2004/05.

The state awards a dollar amount to qualifying public libraries equal to the proportional share of the total amount appropriated by the Legislature and signed by the Governor each year, based on the population of the library's service area as certified by the State Librarian each spring prior to the year of award. The population factor used is based on census data compiled annually by the Dept. of Finance for the entire state.

There have been a number of one-time and ongoing revisions to the funding formula throughout the existence of this program.

Eligibility

All California public libraries are eligible to apply. No separate allocations are made below jurisdiction level.

Awards are made only to those libraries that formally apply using the forms provided, and that apply on time (annual deadlines are in effect in the law). To qualify the local governing body (county, city, district) must appropriate funds to the library that are at least equal to its appropriation for the immediate preceding year (so called "maintenance of effort," or MOE). The revenue is calculated on

the local funds appropriated not actual expenditures, and the compliance with MOE is based on a comparison of the dollar amount certified by the library as of each successive annual submission.

There are specific requirements for what may be counted as local revenue in this calculation.

There are limited provisions for waiver of the MOE requirement.

Role of the State Library and State Librarian

The State Library is responsible for receiving the annual certifications of locally appropriated revenue, for determining eligibility, and for accomplishing disbursement of the funds (through the State Controller). The State Librarian annually, each June, certifies the local population figures to be used in allotting the PLF funds based upon the census data compiled as outlined above.

Assistance

Libraries can obtain assistance in applying for Public Library Fund awards and information regarding these grants:

For general program, policy, and status information, contact the State Library's PLF Program Coordinator, Ira Bray, (916) 653-0171, email ibray@library.ca.gov.

For general program and status information you may also contact the State Library's PLF Analyst, Sharon Gomez, (916) 653-6492, email sgomez@library.ca.gov.

For information on payments and payment schedules, once final payment computations have been completed, contact the State Library's Budget Office, (916) 445-9852.

LIBRARY OF
CALIFORNIA
BOARD

September 7, 2004

The Honorable Arnold Schwarzenegger
Governor, State of California
State Capitol
Sacramento, CA. 95814

Attention: Pam Oto, Office of Governor Schwarzenegger

Dear Governor Schwarzenegger:

I am writing as president of the Library of California Board to ask you to sign SB 1161, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2006. The Library of California Board is responsible for monitoring and improving the resource-sharing programs in the state; and, therefore, realizes the key role that our public libraries play in information sharing. Public libraries are a wholesome "common ground" in our society that help to provide unity and consensus among all of the residents of our great state. This fact is reflected in the bill's strong bipartisan support, which was demonstrated by its 2/3's approval in the legislature.

Public libraries help people from all walks of life and are great equalizers in our democratic society. They are one of the first lines of help for new immigrants who are attempting to become part of the American culture because they provide free access to information. This bill would provide capital dollars to help build space in public libraries for new family literacy programs, which assist adults, young adults and children struggling to learn the English language. Also, public libraries are often the only available after school venue for students looking for homework assistance or career guidance.

Public libraries are engines for economic development in our communities, acting as a major information source for small businesses. Many local Chambers of Commerce have written letters in support of applications for public library construction funding currently pending before the Bond Act of 2000 Board. They know that timely access to both books as well as electronic technologies is not only good for local businesses, but is also good for their communities. Libraries help shape a well-trained workforce and an engaged electorate and are sometimes the only access that some less-advantaged residents have to the Internet or the world of print-free access to information in all of its forms, which helps to create an informed electorate.



CALIFORNIA
STATE LIBRARY
FOUNDED 1850

900 N Street, Suite 500
P.O. Box 942837
Sacramento, CA 94237-0001

(916) 653-6033 phone
(916) 653-8443 fax
www.library.ca.gov
csllloc@library.ca.gov

The Honorable Arnold Schwarzenegger
Page 2

This Bond Act represents a true partnership between the State of California and local jurisdictions because it requires local matching funds for each project. While many of these communities cannot afford the entire cost of constructing a library, they can afford the 35% match to make their dream of a new public library building a reality.

The legislation before you is a \$600,000 million bond that would be placed on the state ballot in March 2006. There is a clear need for additional bond funding for public libraries. Within the last year, the California State Library has identified over \$4.5 billion of funding needed in the foreseeable future. Further, there are currently 72 fully developed applications in hand asking for \$586 million of state funding. Unfortunately, the remaining funds in the Library Bond Act of 2000 is less than \$77 million; and these monies will be allocated this fall in the final round of funding.

One critical element of SB 1161 provides priority funding for up to \$300 million toward any unfunded applications from the final cycle of the current Library Bond Act. While this amount will not fund all of the remaining applications, it will go a long way toward satisfying the immediate need at hand. These projects are ready to go and would immediately generate activity for the State's construction industry. I recognize that the level of state bond funding is currently of great concern to state officials, but this is a relatively small investment that will provide a very high return as a stimulus to California's economy and in furthering the American dream for all residents of California.

It is my hope that you will sign the bill and allow the electorate of California to decide this important issue. Two previous library bonds have passed with solid support; and we in the library community feel very confident that the voters will support this Library Bond Act as well.

Respectfully submitted,

A handwritten signature in cursive script that reads "Sally Tuttle (TA)".

Sally Tuttle
Acting President
Library of California Board

cc: Library of California Board

Library of California

CALIFORNIA STATE LIBRARY

Library of California Board Library Champions

The following is a list of library champions that have been guest speakers at Library of California Board Meetings, including the meeting dates in which they spoke.

Senator Dede Alpert	February 2002
Assembly Member Joe Nation	May 2002
Assembly Member Fran Pavley	November 2002

LIBRARY
OF
CALIFORNIA



CALIFORNIA
STATE LIBRARY
FOUNDED 1918

LIBRARY OF CALIFORNIA BOARD

LEGISLATIVE COMMITTEE

Mission Statement

The Legislative Committee promotes advocacy efforts among Board members and relevant constituencies to build and support the sharing of resources among all libraries for all Californians and to enhance library services for all Californians.

The Legislative Committee focuses its efforts on legislation directly within the purview of the Library of California Board, most notably the statutes under which it acts: the Library of California Act, California Library Services Act, California Literacy Campaign, Families for Literacy, and the federal Library Services and Technology Act (the Board acts as an advisory committee to the State Librarian); and the Governor's budget.

The Legislative Committee uses the following tools to accomplish its mission:

- Visit and otherwise communicate with state and federal officials and legislators about Library of California.
- Track and take positions on bills that impact the Library of California, its operations and its members. Coordinate the review of pending legislation by Board committees as appropriate.
- Work with similarly situated constituencies.
- Sponsor legislation as appropriate.
- Continue to develop regulations to implement the Library of California Act.

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 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.

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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 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.

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Strategic Objectives

THREE-YEAR GOAL: ACHIEVE FULL IMPLEMENTATION AND FUNDING OF THE LIBRARY OF CALIFORNIA ACT AND COMPLETE THE TRANSITION FROM CLSA

Six-Month Objectives

1. Identify 3-5 key allies who are legislators or individuals in state administration that will advocate on behalf of the Library of California and for libraries in general.
2. Ask Board members to cultivate legislators in their own districts through the development of an ongoing advocacy relationship.
3. Increase support for LoC programs in the library community.
4. Collect success stories to share with the legislature, the Governor's office and the library community.
5. Work with the California Library Association to ensure and increase their support

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.

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.

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.

LEGISLATIVE REPORT: FEDERAL – Board Positions on Recent Legislation – OCTOBER 2005 – updated September 6, 2005

BILL	TITLE	SUBJECT	AUTHOR	STATUS	PROPOSED LoC BOARD ACTION	CLA POSITION	LoC BOARD POSITION
Existing law	Library Services and Technology Act (LSTA) of 2003	Supports library services through technology and targeted services for special populations		For Federal Fiscal Year 2006, the House approved \$212.65 million for LSTA and the Senate Appropriations Committee approved \$211.825 million. The full Senate must still act, but the appropriations bill must go to a conference committee if the final numbers differ---and that is the stage where “special projects” are added. Although even the lower Senate number represents an increase of approximately \$6 million over the current year, it is less than the President		Support	Support

				recommended and it is insufficient to trigger additional per capita gains for California.			
Existing law	Telecommunications Act of 1996	A Federal program subsidizing telecommunications costs in schools and public libraries through its E-rate provisions		Last year thousands of schools and public libraries were affected when their E-rate funds were suspended under the terms of the Antidefiency Act. The uproar was such that Congress moved quickly to rectify the situation, and now two bills (H.R. 2533 and S. 241) have been introduced to amend the Communications Act of 1934 and provide a permanent solution. As of September 4, there were 40 House co-sponsors and 41 Senate co-sponsors.		Support	Support

Existing law	Improving Literacy Through School Libraries Act of 2001	Amended Title II of the Elementary and Secondary Education Act (ESEA) to improve school libraries		Both the House and the Senate Appropriations Committees recommended \$19.68 million for this program in Fiscal Year 2006, which represents level funding. The full House has approved this budget bill but the Senate has not yet acted. This amount is insufficient to trigger the state-based programs, so it will be distributed on a competitive basis nationwide.		Support	Support
Existing law	Higher Education Act	This program provides support for postsecondary education institutions, including library schools, as well as student financial aid		The Act is under consideration for reauthorization this year, and an amendment to it was passed by the House that would allow librarians loan forgiveness for student loans if they work for five years in low income communities. The Senate has	Support	No position yet	

				not yet acted.			
Proposed law (HR 1201)	Digital Media Consumers Rights Act of 2005	Expands the "fair use" copyright provisions to information produced in a digital format		The bill has been introduced in the House and referred to its House Judiciary Committee. No similar bill has been introduced in the Senate.		No position	Support

AGENDA ITEM: Recommended 2005/06 CLSA Budget

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt the 2005/06 CLSA Budget as displayed in the chart entitled "Summary—2005/06 CLSA Baseline Budget Recommendation by Program" and that the aforementioned chart be included in the minutes of this meeting.

BACKGROUND:

The 2005/06 State Budget Act reduced the total California Library Services Act (CLSA) appropriation by 5.5%, or by \$828,000. The CLSA Statewide Data Base Program was zeroed out and the remainder of the reduction was spread proportionately to the Transaction Based Reimbursements (TBR) Program and the three System-level Program (Reference, C&D, and SAB). Exhibit A displays, by CLSA program, the summary of 2005/06 funding compared to the previous year. A ten-year history of CLSA funding is provided, for information only, as Exhibit B.

Recommendation: Staff is recommending that the Board adopt the scheduled CLSA baseline budget for the 2005/06 fiscal year as shown in Exhibit A.

Relevant Committee: Budget and Planning
Staff Liaison: Tom Andersen/Sandy Habbestad

**SUMMARY – 2005/06 CLSA BASELINE BUDGET
RECOMMENDATION BY PROGRAM**

PROGRAM	2004/05 BUDGET	2005/06 BASELINE	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	\$ 12,145,000	\$ 11,616,000	-0-
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	175,000	-0-	-0-
System Advisory Boards	28,500	27,260	-0-
System Reference	1,681,500	1,608,340	-0-
System Communications & Delivery	1,140,000	1,090,400	-0-
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
Total	\$15,170,000	\$14,342,000	-0-

**California Library Services Act
PROGRAM BUDGET HISTORY***

PROGRAM	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
Transaction-Based Reimbursements	\$6,537,000	\$7,919,000	\$8,600,000	\$9,092,000	\$10,894,000	\$12,145,000	\$11,848,000	\$12,145,000	\$12,145,000	\$11,616,000
System Reference	1,860,000	1,860,000	1,877,000	1,877,000	1,877,000	1,905,000	1,859,000	1,681,500	1,681,500	1,608,340
System Communications & Delivery	1,255,000	1,255,000	1,263,000	1,263,000	1,263,000	1,276,000	1,245,000	1,140,000	1,140,000	1,090,400
System Advisory Boards	45,000	45,000	45,000	45,000	45,000	45,000	43,000	28,500	28,500	27,260
System Planning, Coordination & Evaluation	**	**	**	**	**	**	**	**	**	**
Consolidations & Affiliations	0	0	0	0	0	0	0	0	0	0
Statewide Data Base	275,000	275,000	275,000	275,000	275,000	275,000	175,000	175,000	175,000	0
State Reference Centers	0	0	0	0	0	0	0	0	0	0
Special Services	4,366,000	4,366,000	4,366,000	4,966,000	5,474,000	5,474,000	5,340,000	***	0	0
Statewide Communications & Delivery	0	0	0	0	0	0	0	0	0	0
LOCAL ASSISTANCE PROGRAM TOTALS	\$14,338,000	\$15,720,000	\$16,426,000	\$17,518,000	\$19,828,000	\$21,120,000	\$20,510,000	\$15,170,000	\$15,170,000	\$14,342,000

* 10 Year History.

** Board policy (August 1985) authorizes the charging of system administrative indirect costs against the CLSA System Reference, System Communications & Delivery, and System Advisory Board program allocations, whereby up to 25% of each service program baseline may be used for System Planning, Coordination and Evaluation.

*** Special Services--Adult and Family Literacy Services--are no longer programs under CLSA and the Board's purview.

AGENDA ITEM: System Plans of Service for 2005/06

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider CLSA System Plans of Service for fiscal year 2005/06.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the CLSA System Plans of Service for each of the 15 CLSA Cooperative Library System submitted for fiscal year 2005/06.

BACKGROUND:

CLSA System Plans of Service were submitted to the California State Library for approval by the Library of California Board as authorized in CLSA Section 18724 (b). All systems are in compliance with the CLSA statute and regulations.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: CLSA programs are divided into service areas used in the funding formula, and reports from the systems correspond to these service areas. These include: Communications and Delivery, System Reference, and System Advisory Board. System Plans of Service for 2005/06 are summarized in this Board packet by service components and are included with the respective document for each program.

Relevant Committee: Budget and Planning
Staff Liaison: Sandy Habbestad

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

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consider 2005/06 ILL and Direct Loan Program reimbursement rates.
2. Consider prorating the CLSA loan reimbursement program for 2005/06.

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 2005/06 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$4.95 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.89 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2005/06 reimbursement rates as soon as Department of Finance concurrence is obtained.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to withhold 60% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2005/06 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2005/06, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2005/06 CLSA ILL and Direct Loan Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the 2005/06 CLSA ILL and Direct Loan Program appropriation.

ISSUE 1: Consider 2005/06 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 2005/06 fiscal year with the following results:

- 1) A summary of the 2004/05 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 \$4.48. This is the recommended base rate for interlibrary loan.

For the Direct Loan Program, the study produced a base rate of \$0.50.

- 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 2003 calendar year. Data for 2004 will be included in the determination of reimbursement rates for the 2006/07 fiscal year.

Estimated price of the average library purchase = \$29.46

(Source: Book Industry Trends 2004, prepared by the Book Industry Study Group Inc., 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% = \$8.84

(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)

$$\$29.46 + \$8.84 = \$38.30$$

$$\$38.30 \div 100 = \$.383$$

<u>Recommended 2005/06 CLSA Reimbursement Rates</u>				
Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	\$4.48	\$.09	\$.38	\$4.95
Direct Loan	\$.50	\$.01	\$.38	\$.89

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.

ISSUE 2: Consider prorating the CLSA loan reimbursement program for 2005/06.

BACKGROUND:

By agreement with the Department of Finance, the annual State appropriation for the CLSA Interlibrary Loan and Direct Loan Programs is determined by the Enrollment/Caseload/Population (ECP) process. This method was selected because the costs of the loan programs are driven by factors that are, essentially, beyond the control of local and State government. More specifically the costs are determined by the actual handling costs realized in libraries providing the service and the actual number of times the service is utilized by Californians. While the handling costs are, to a

certain extent, controllable by individual participating libraries, the statewide average cannot be easily controlled or predicted. The second factor, usage, can only be controlled by clearly inequitable means; that is, by denying services to individuals after a calculated maximum number of transactions has occurred.

For these reasons, the ILL and Direct Loan program appropriation in any single fiscal year is based on estimates of the increase or decrease in handling cost, and projections of the levels of use, as well as the availability of funds. The program has been extremely successful and popular, but its history has been marked by years of shortfalls in the annual appropriation. For the last three years, the State Budget Act has not included the language requiring the Board to prorate reimbursement payments in the event of an insufficient appropriation. Current projections indicate that a shortfall will occur in the 2005/06 ILL and Direct Loan program budget. Therefore, the pro rating language included in the 2002/03 Budget Bill is being proposed as the more recent act of the Legislature which 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, it does not set aside the provision of Education Code Section 18703(f) to reimburse participating libraries equitably.

The 2002/03 pro rating requirement states:

“Should the funds appropriated in Schedule (3) be insufficient to fully cover all transactions under the Direct Loan and Interlibrary Loan programs of the California Library Services Act, funding shall be pro rated such that expenditures for the program are within the appropriation made in Schedule (3) of this item.”

In October 2004, the Board adopted the method for implementing the prorating requirement by withholding a percentage of each valid claim throughout the course of the fiscal year, paying the remainder due, or a pro rated portion of the remainder due, after the close of the fiscal year.

The actual experience of the 2004/05 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--\$5.59; DL--\$0.87)	
ILL	\$11,810,630.26
Direct Loan	<u>\$ 9,752,001.39</u>
Total	\$21,562,631.65
ILL & Direct Loan Program Appropriation	\$12,145,000.00

Final payments to reimburse all participants at 56.3% were processed in August 2005. A history of the TBR program shortfall appears for your information as Exhibit C.

The LoC Board will be considering loan reimbursement rates for 2005/06 at this October meeting, as required by law. If projected transaction levels occur and the reimbursement rates proposed through the 2004/05 cost study are adopted by the Board and approved by Finance, the State cost of the CLSA loan program for fiscal year 2005/06 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	2,260,700 @ \$4.95 = \$11,190,465
Net Imbalance Direct Loans	11,967,694 @ \$.89 = \$10,651,248
Estimated Total Program Cost	= \$21,841,713

The ILL and Direct Loan budget appropriation for 2005/06 was reduced in the Governor's budget by 4.5% for a total appropriation of \$11,616,000. If projected transaction levels are actually realized, the 2005/06 CLSA ILL and Direct Loan program appropriation would fall short of being sufficient to pay the full reimbursable cost of the program by approximately 53%.

Recommendation: Staff is recommending that 60% be withheld from each payment during the course of the 2005/06 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, and not knowing the final resource sharing costs for 2005/06, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

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 96 non-public libraries. A list of CLSA public and non-public library participants appears as Exhibit D and E, consecutively. Reimbursement rates for the 2004/05 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance are:

\$5.59 per eligible Interlibrary Loan
\$.87 per net imbalance Direct Loan

Final transaction counts for the 2004/05 fiscal year and projected totals for 2005/06 are displayed below. A history of the program activity is included as Exhibit F.

	<u>2004/05 LOAN ACTIVITY</u>				2004/05 Total Actual	2005/06 Projected Total
	1 st Quarter Actual	2 nd Quarter Actual	3 rd Quarter Actual	4 th Quarter Actual		
ILL Reimbursable Transactions	473,349	480,859	581,634	576,972	2,112,814	2,260,700
Direct Loans: Total	7,453,927	7,012,850	8,043,139	7,587,021	30,096,937	31,017,338
Direct Loans: Net Imbalance	2,586,369	2,947,175	2,902,909	2,772,744	11,209,197	11,967,694

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



April 15, 2005

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

Dear Dan:

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, 445-9846) 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 1,724 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



To: Dan Troy
Department of Finance
915 L Street
Sacramento, CA 95814 A-15

Date: April 15, 2005

From: State Library - Sandy Habbestad, CLSA Administrative Assistant, (653-7532)
- Sharon Croley, Fiscal Analyst, (445-9846)

Subject: Transaction Based Reimbursements (TBR) Program of the California Library Services Act (CLSA), FY 2005/06 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 Revise, 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 2005/06. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at their Fall 2005 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 2004/05 cost study data used to calculate the FY 2005/06 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).
- 3) Actual data used as the basis for estimation of FY 2005/06 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).

April 15, 2005
Dan Troy

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2005, result in the following estimated figures for FY 2004/05: 1) for Interlibrary Loan, 1,991,550 reimbursable transactions at a cost of \$11,132,765; and 2) for Direct Loan, 11,397,804 reimbursable transactions at a cost of \$9,916,089. 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 \$8,903,854. 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 \$12,145,000.

The estimates of total costs in the TBR Program for FY 2005/06 are based on the proposed FY 2005/06 TBR rates (Attachment III, page 5 of 5) and the estimated transaction volumes (Attachment IV). Based on these computed rates and projected transactions, the costs would be: 1) for the Interlibrary Loan Program, \$10,390,223; and 2) for the Direct Loan Program, \$11,129,955. The Governor, in his proposed budget, has reduced the TBR Program appropriation by \$529,000 for FY 2005/06. If this level of expenditure actually occurs in FY 2005/06, then the program would need an augmentation of \$9,904,178 over the proposed appropriation \$11,616,000, or an augmentation of the same amount to budget item, 6120-211-001 c) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor for FY 2005/06.

The projected transactions for FY 2005/06 are estimated to increase by 5% for both interlibrary loans and 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 (\$5.59 ILL; \$.87 Direct Loan) are used in the calculation for determining cost based on projected workload for FY 2005/06, the TBR Program would need a much higher amount, \$10,529,500 over the proposed appropriation of \$11,616,000, to account for a higher interlibrary loan reimbursement rate, as determined by the annual cost study of library participants and adopted by the Department of Finance for 2004/05.

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 2005/06 fiscal year with the following results:

- 1) A complete description of the methodology employed and a summary of the 2004/05 updated data appears in Attachment III.

ATTACHMENT III
COST STUDY DATA

Results of 2004/05 Survey
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1)	0.2944
2)	0.3534
3)	0.3560
4)	0.3569
5)	0.3630
6)	0.3985
7)	0.5238
8)	0.5556
9)	0.5688
10)	0.6061
11)	0.6119
12)	0.6910
13)	0.7676
<hr/>	
ARITHMETIC MEAN (average)	0.4959
<hr/>	
MEDIAN	0.5238
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ATTACHMENT III
COST STUDY DATA

INTERLIBRARY LOAN FY 2004/05
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1)	2.543	(.01)	1.441	(.99)	1.158
2)	3.359	(.96)	1.904	(.04)	3.300
3)	3.353	(.99)	2.417	(.01)	3.377
4)	4.247	(.01)	3.518	(.99)	3.525
5)	3.907	(.94)	3.415	(.06)	3.877
6)	4.079	(.99)	2.613	(.01)	4.064
7)	4.319	(.97)	2.749	(.03)	4.271
8)	4.809	(.93)	4.219	(.07)	4.772
9)	5.549	(.99)	3.898	(.01)	5.531
10)	6.565	(.99)	6.565	(.01)	6.750
11)	9.104	(.61)	8.042	(.39)	8.689
TOTAL	51.834		40.781		49.314
ARITHMETIC MEAN (average)	4.712		3.707		4.483

ATTACHMENT III
COST STUDY DATA

Page 3 of 5

- 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 2004/05 the cost study produced a final base rate of \$4.48.

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 2004/05 the cost study produced a base rate of \$0.50.

- 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 2004 by April 15 thus we are using 2003 data for the ECP.

Estimated price of the average library purchase = \$29.46

(Source: Book Industry Trends, 2004, 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% = \$8.84
(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)

$$\$29.46 + \$8.84 = \$38.30$$

$$\$38.30 \div 100 = \$.38$$

ATTACHMENT III

Recommended FY 2004/05 CLSA TBR Program Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	4.48	.09	.38	4.95
Direct Loan	.50	.01	.38	.89

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1994/95 to Present

	<u>94/95</u>	<u>95/96</u>	<u>96/98</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>	Proposal <u>05/06</u>
LCB Adopted Rates												
Interlibrary Loan	3.17	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95
Direct Loan	.65	.66	.69	.75	.71	.73	.77	.73	.78	.84	.87	.89
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	
Direct Loan	.55	.55	.55	.55	.55	.55	.63	.73	.78	.84	.87	

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 2003/2004 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 2004/05 is expected to be 1,991,550 based on the first two quarters data. This is an estimated 23% increase relative to the 1,610,606 reimbursable ILL transactions that were recorded for FY 2003/04. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
1998/99	+5%
1999/00	-3%
2000/01	-5%
2001/02	+25%
2002/03	+10%
2003/04	+ 4%

The Direct Loan program shows a decrease of 8.4% in total loan activity for FY 2004/05. Our projections to FY 2005/06 are based on actual Direct Loan activity for the first three quarters and projected activity for the fourth quarter of FY 2004/05.

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 2005/06: 1) Direct Loan Program: The total loans in the program are expected to grow at a rate of about 2% or 31,017,338 total transactions and the net Direct Loan transactions are expected to increase about 5%, so the net transactions is estimated at 11,967,694. 2) Interlibrary Loan Program: The ILL program will grow at the rate of 5% and have 2,099,035 reimbursable transactions.

A comparison of the FY 2004/05 Department of Finance approved reimbursement rates, ILL = \$5.59 and Direct loan = \$.87 and the proposed FY 2005/06 reimbursement rates, ILL = \$4.95 and Direct Loan = \$.89, shows a cost decrease of 11 % in the Interlibrary Loan Program, and a 2.3% 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	190,036,000	29,477,741	11,363,394
2003/04	1,610,606	203,528,000	28,778,674	12,444,532
2004/05 P	1,991,550	210,652,000	30,409,155	11,397,804
2005/06 P	2,099,035	220,974,000	31,017,338	11,967,694

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

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1994/95 to Present

	<u>94/95</u>	<u>95/96</u>	<u>96/98</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>	Proposal <u>05/06</u>
LCB Adopted Rates												
Interlibrary Loan	3.17	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95
Direct Loan	.65	.66	.69	.75	.71	.73	.77	.73	.78	.84	.87	.89
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	
Direct Loan	.55	.55	.55	.55	.55	.55	.63	.73	.78	.84	.87	

**California Library Services Act
Transaction Based Reimbursement Shortfall
Fourteen Year History**

Costs

Fiscal Year	Board Adopted Rates		Reimbursable Transactions		Total Reimbursement Due ILL + Direct Loan = Total	Reimbursement Paid	Percent of Total Reimbursement Paid
	ILL	Direct Loan	ILL	Direct Loan			
90/91	\$2.85	\$0.55	602,767	8,100,317	\$1,717,886 + \$4,455,174 = \$6,173,060	\$5,538,000	89.7%
91/92	2.95	0.57	709,642	9,297,968	2,093,444 + 5,299,842 = 7,393,286	6,537,000	88.4%
92/93	3.08	0.58	715,948	9,722,634	2,205,120 + 5,639,128 = 7,844,248	6,537,000	83.3%
93/94	3.26	0.62	598,148	9,430,933	1,949,962 + 5,847,178 = 7,797,140	6,537,000	83.8%
94/95	3.17	0.65	651,979	9,572,561	2,066,773 + 6,222,165 = 8,288,938	6,537,000	78.9%
95/96	3.38	0.66	834,395	10,075,442	2,820,255 + 6,649,792 = 9,470,047	6,537,000	69.0%
96/97	3.47	0.69	996,825	10,471,870	3,458,983 + 7,255,590 = 10,684,573	6,537,000	61.2%
97/98	3.29	0.75	1,165,557	10,491,145	3,834,682 + 7,868,359 = 11,703,041	7,919,000	67.7%
98/99	3.57	0.71	1,223,800	11,056,055	4,368,966 + 7,849,799 = 12,218,765	8,600,000	70.4%
99/00	3.82	0.73	1,187,182	10,424,950	4,535,035 + 7,610,214 = 12,145,249	9,092,000	74.9%
00/01	4.14	0.77	1,128,006	10,296,586	4,669,945 + 7,928,371 = 12,598,316	10,894,000	86.5%
01/02	3.87	0.73	1,404,226	10,897,596	5,434,355 + 7,955,245 = 13,389,600	12,145,000	90.7%
02/03	4.49	0.78	1,549,221	11,363,394	6,956,002+8,863,447=15,819,449	11,848,000	74.9%
03/04	4.91	0.84	1,610,606	12,444,532	7,908,075+10,453,407=18,361,482	12,145,000	66.1%
04/05	5.59	0.87	2,112,814	11,209,197	11,810,630+9,752,001=21,562,631	12,145,000	56.3%

**CLSA PARTICIPANTS
FY 2005/06**

Exhibit D

BAY AREA LIBRARY AND INFORMATION SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Alameda County Library	✓	✓	✓	
Alameda Free Library	✓	✓	✓	
Berkeley Public Library	✓	✓	✓	
Contra Costa County Library	✓	✓	*	
Hayward Public Library	✓	✓	✓	
Livermore Public Library	✓	✓	✓	
Oakland Public Library	✓	✓	✓	
Pleasanton Public Library	✓	✓	✓	
San Francisco Public Library	✓	✓	✓	
(San Leandro Community Library)			✓	

BLACK GOLD COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Lompoc Public Library	✓	✓	✓	
Paso Robles Public Library	✓	✓	✓	
San Luis Obispo City-County Library	✓	✓	✓	
Santa Barbara Public Library	✓	✓	✓	
Santa Maria Public Library	✓	✓	✓	
(Santa Paula) Blanchard Community Library	✓	✓	✓	
Ventura County Library	✓	✓	✓	

49/99 COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Amador County Library	✓	✓	✓	
Calaveras County Library	✓	✓	✓	
Lodi Public Library	✓	✓	✓	
Merced County Library	✓	✓	✓	
Stanislaus County Free Library	✓	✓	✓	
Stockton-San Joaquin County Public Library	✓	✓	✓	
Tuolumne County Free Library	✓	✓	✓	

INLAND LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Banning Unified School District Library	✓	✓	*	
Beaumont District Library	✓	✓	✓	
Colton Public Library	✓	✓	*	
Corona Public Library	✓	✓	*	
Hemet Public Library	✓	✓	*	
Inyo County Free Library	✓	✓	*	
Moreno Valley Public Library	✓	✓	✓	
Murrieta Public Library	✓	✓	✓	
Ontario Public Library	✓	✓	✓	
Palm Springs Public Library	✓	✓	✓	
Palo Verde Valley District Library	✓	✓	*	
Rancho Cucamonga Public Library	✓	✓	*	
Rancho Mirage Public Library	✓	✓	✓	
Riverside County Library System	✓	✓	✓	
Riverside Public Library	✓	✓	✓	
San Bernardino County Library	✓	✓	✓	
San Bernardino Public Library	✓	✓	✓	
Upland Public Library	✓	✓	✓	

METROPOLITAN COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Alhambra Public Library	✓	✓	✓	
Altadena Library District	✓	✓	✓	
Arcadia Public Library	✓	✓	✓	
Azusa City Library	✓	✓	*	
Beverly Hills Public Library		✓	✓	
Burbank Public Library	✓	✓	✓	
Calabasas Public Library	✓	✓	✓	
Cerritos Public Library		✓	*	
Commerce Public Library	✓	✓	✓	
Covina Public Library	✓	✓	✓	
Downey City Library	✓	✓	✓	
El Segundo Public Library		✓	✓	
Glendale Public Library	✓	✓	✓	

METROPOLITAN COOPERATIVE LIBRARY SYSTEM (CON'T)	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Glendora Public Library	✓	✓	✓	
Irwindale Public Library	✓	✓	*	
Long Beach Public Library	✓	✓	✓	
Los Angeles Public Library	✓	✓	*	
Monrovia Public Library	✓	✓	✓	
(Monterey Park) Bruggemeyer Memorial Library	✓	✓	✓	
Oxnard Public Library	✓	✓	*	
Palos Verdes Library District	✓	✓	✓	
Pomona Public Library		✓	✓	
Redondo Beach Public Library	✓	✓	*	
San Marino Public Library	✓	✓	✓	
Santa Fe Springs City Library	✓	✓	*	
Santa Monica Public Library	✓	✓	*	
Sierra Madre Public Library	✓	✓	✓	
Signal Hill Public Library	✓	✓	✓	
South Pasadena Public Library	✓	✓	*	
Thousand Oaks Public Library		✓	*	
Torrance Public Library	✓	✓	*	
Whittier Public Library	✓	✓	✓	

MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
(Carmel) Harrison Memorial Library	✓	✓	✓	
Monterey County Library	✓	✓	✓	
Pacific Grove Public Library		✓	✓	
Salinas Public Library	✓	✓	✓	
San Benito County Free Library	✓	✓	✓	
San Juan Bautista City Library	✓	✓	*	
Santa Cruz Public Library	✓	✓	*	
Watsonville Public Library	✓	✓	✓	
(Monterey Public Library)			✓	

MOUNTAIN VALLEY LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Alpine County Library	✓	✓	✓	
Colusa County Free Library	✓	✓	✓	
El Dorado County Library	✓	✓	✓	
Folsom Public Library	✓	✓	*	
Lincoln Public Library	✓	✓	✓	
Mono County Free Library	✓	✓	✓	
Nevada County Library	✓	✓	✓	
Placer County Library	✓	✓	✓	
Roseville Public Library	✓	✓	✓	
Sacramento Public Library	✓	✓	✓	
Sutter County Library	✓	✓	✓	
Woodland Public Library	✓	✓	✓	
Yolo County Library	✓	✓	✓	
Yuba County Library	✓	✓	✓	

NORTH BAY COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Belvedere-Tiburon Library Agency	✓	✓	✓	
Benicia Public Library	✓	✓	✓	
Dixon Unified School District	✓	✓	✓	
Lake County Library	✓	✓	✓	
Larkspur Public Library	✓	✓	✓	
Marin County Free Library	✓	✓	✓	
Mendocino County Library	✓	✓	✓	
Mill Valley Public Library	✓	✓	✓	
Napa City-County Library	✓	✓	✓	
Richmond Public Library	✓	✓	✓	
San Anselmo Public Library	✓	✓	✓	
San Rafael Public Library	✓	✓	✓	
Sausalito Public Library	✓	✓	✓	
Solano County Library	✓	✓	✓	
Sonoma County Library	✓	✓	✓	
St. Helena Public Library	✓	✓	*	

NORTH STATE COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Butte County Library	✓	✓	✓	
Del Norte County Library	✓	✓	✓	
Humboldt County Library		✓	✓	
Modoc County Library	✓	✓	✓	
Orland Free Library	✓	✓	✓	
Plumas County Library	✓	✓	✓	
Shasta County Library	✓	✓	✓	
Siskiyou County Public Library	✓	✓	✓	
Susanville District Library	✓	✓	*	
Tehama County Library	✓	✓	✓	
Trinity County Library	✓	✓	✓	
Willows Public Library	✓	✓	✓	

PENINSULA LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Burlingame Public Library	✓	✓	✓	
Daly City Public Library	✓	✓	✓	
Menlo Park Public Library	✓	✓	✓	
Redwood City Public Library	✓	✓	✓	
San Bruno Public Library	✓	✓	✓	
San Mateo County Library	✓	✓	✓	
San Mateo Public Library	✓	✓	✓	
South San Francisco Public Library	✓	✓	✓	

SAN JOAQUIN VALLEY LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Coalinga District Library	✓	✓	*	
Fresno County Free Library	✓	✓	✓	
Kern County Library	✓	✓	✓	
Kings County Library	✓	✓	✓	
Madera County Library	✓	✓	✓	
Mariposa County Library	✓	✓	✓	
Porterville Public Library	✓	✓	✓	
Tulare County Free Library	✓	✓	✓	
Tulare Public Library	✓	✓	✓	

SANTIAGO LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Anaheim Public Library	✓	✓	✓	
Buena Park Library District	✓	✓	✓	
Mission Viejo Public Library	✓	✓	✓	
Newport Beach Public Library	✓	✓	*	
Orange County Public Library	✓	✓	*	
Orange Public Library	✓	✓	✓	
Placentia Library District	✓	✓	*	
Yorba Linda Public Library	✓	✓	✓	
(Fullerton Public Library)			✓	
(Huntington Beach Public Library)			*	✓
(Santa Ana Public Library)			✓	

SERRA LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Brawley Public Library	✓	✓	*	
(Calexico) Camarena Public Library	✓	✓	✓	
Carlsbad City Library	✓	✓	*	
Chula Vista Public Library	✓	✓	✓	
Coronado Public Library	✓	✓	✓	
El Centro Public Library		✓	✓	
Escondido Public Library	✓	✓	*	
Imperial County Free Library	✓	✓	✓	
Imperial Public Library	✓	✓	*	
National City Public Library	✓	✓	✓	
Oceanside Public Library	✓	✓	✓	
San Diego County Library	✓	✓	✓	
San Diego Public Library	✓	✓	✓	

SILICON VALLEY LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Los Gatos Memorial Library	✓	✓	✓	
Mountain View Public Library	✓	✓	✓	
Palo Alto City Library	✓	✓	✓	
San Jose Public Library	✓	✓	✓	
Santa Clara City Library	✓	✓	✓	
Santa Clara County Free Library	✓	✓	✓	
Sunnyvale Public Library	✓	✓	✓	

SOUTH STATE COOPERATIVE LIBRARY SYSTEM	2005/2006		Statewide Data Base 2004/05	
	Universal Borrowing	Equal Access	Subsidy	Z39.50 Server Software Grant
Inglewood Public Library	✓	✓	*	
Los Angeles County Public Library	✓	✓	*	
Palmdale City Library	✓	✓	✓	
Pasadena Public Library	✓	✓	✓	

PUBLIC LIBRARIES NOT PARTICIPATING IN CLSA
(Redlands) A. K. Smiley Public Library
Vernon Public Library

Note: Libraries noted in parenthesis are CLSA participants, but are not CLSA System members.

*CLSA Statewide Data Base participants, but have not claimed a subsidy for one or more years since 1998/99.

**California Library Services Act
Interlibrary Loan Program
Non-Public Library Loans to Public Libraries
FY 2004/05**

LIBRARY	TOTAL LOANS	REGION
Allan Hancock Community College	45	GCLN
American River College	105	SVLN
Butte College	222	CPLN
Cabrillo College	147	GGLN
California Academy of Sciences	45	GGLN
California Baptist University	20	TdS
California Institute of the Arts, Valencia	208	ASLN
California Institute of Integral Studies, San Francisco	41	GGLN
California Lutheran University	75	GCLN
California State Polytechnic University, Pomona	1653	ASLN
CSU Bakersfield	226	HRLN
CSU Chico	657	CPLN
CSU Dominguez Hills	100	ASLN
CSU Fresno	991	HRLN
CSU Fullerton (Pollak Library)	699	ASLN
CSU Hayward	1234	GGLN
CSU Long Beach	1512	ASLN
CSU Los Angeles (John F. Kennedy Library)	462	ASLN
CSU Monterey Bay	173	GGLN
CSU Northridge	62	ASLN
CSU Sacramento	740	SVLN
CSU San Bernardino	519	TdS
CSU San Diego	1056	TdS
CSU San Jose	1665	GGLN
CSU San Marcos	73	TdS
CSU Sonoma	79	GGLN
CSU Stanislaus	238	SVLN
Canada College Library	1832	GGLN
Cerritos College	31	SVLN
Chapman University	143	TdS
Chapman University (Rinker Law Library)	9	TdS
Christian Heritage College	19	TdS
Citrus Community College District	27	ASLN
Claremont College (Honnold-Mudd)	1747	ASLN
College of Marin	0	GGLN
College of San Mateo	3380	GGLN
College of the Canyons, Santa Clarita	0	ASLN
College of the Siskiyous	137	CPLN
Columbia College	63	SVLN
Consumnes River College	57	SVLN

LIBRARY	TOTAL LOANS	REGION
Cuesta College	68	GCLN
Dominican University of California	0	GGLN
Feather River College	60	CPLN
Fresno City College	1	HRLN
Fullerton Community College (Wm.T. Boyce Library)	23	ASLN
Gavilan College Library	52	GGLN
Glendale College Library	29	ASLN
Golden Gate Baptist Theology Seminary	11	GGLN
Golden West College Library (R. Dudley Boyce Library)	0	ASLN
Graduate Theological (Flora Lampson Hewlett Library)	1	GGLN
Hartnell College Library	44	GGLN
Humboldt State University	323	CPLN
Imperial Valley College (Spencer Library Media Center)	13	TdS
La Sierra University Library	90	TdS
Lassen Community College District	25	CPLN
Merced College	279	SVLN
Mission College, Santa Clara	399	GGLN
Modesto Jr. College (Yosemite Community College)	65	SVLN
Modoc County Office of Education (Media Center)	0	CPLN
Monterey Peninsula College	24	GGLN
Napa Valley College	4290	GGLN
Naval Postgraduate School (Dudley Knox Library)	241	GGLN
Pacific Union College	0	GGLN
Palomar Community College District, San Marcos	24	TdS
Riverside Community College District (Martin Luther King)	0	TdS
Sacramento City College	64	SVLN
Saint John's Seminary College Library	0	GCLN
Saint John's Seminary Theology Library	27	GCLN
Saint Mary's College Library	1569	GGLN
Saint Patrick's Seminary (McKeon Memorial Library)	29	GGLN
San Francisco State University (J. Paul Leonard Library)	707	GGLN
San Joaquin Delta Community College, Stockton	119	SVLN
SMERC (San Mateo County Superintendent of Schools)	11	GGLN
Santa Barbara City College	217	GCLN
Santa Barbara Museum of Natural History	8	GCLN
Santa Clara University (Orradre Library)	323	GGLN
Santa Rosa Junior College (Plover Library)	136	GGLN
Shasta College Library	191	CPLN
Sierra Community College	103	SVLN
Simpson College Library	215	CPLN
Skyline College Library	3842	GGLN
Solano College	4048	GGLN
Sutter Resource Library, Sacramento	0	SVLN
University of California (Berkeley)	1171	GGLN
University of California (Davis)	1501	SVLN
University of California (Irvine)	772	ASLN

LIBRARY	TOTAL LOANS	REGION
University of California (Los Angeles)	1220	ASLN
University of California (Riverside)	653	TdS
University of California (San Diego)	595	TdS
University of California (Santa Barbara - Davidson Library)	0	GCLN
University of California (Santa Cruz)	719	GGLN
University of the Pacific	291	SVLN
University of San Francisco (Gleeson Library)	82	GGLN
West Valley College Library	300	GGLN
Westmont College (R.J. Voskuyl Library)	15	GCLN
Yuba Community College District	51	SVLN
	45533	

ASLN - Arroyo Seco Library Network
 CPLN - Cascade Pacific Library Network
 GCLN - Gold Coast Library Network
 GGLN - Golden Gateway Library Network
 HRLN - Heartland Regional Library Network
 SVLN - Sierra Valley Library Network
 TdS - Tierra del Sol Regional Library Network

libManage# 7292

Rev. 9/29/05

California Library Services Act

TBR PROGRAM ACTIVITY

1979/80 - 1985/86							
	<u>1979/80</u>	<u>1980/81</u>	<u>1981/82</u>	<u>1982/83</u>	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>
ILL Reimbursable Transactions	267,799	301,307	341,307	349,098	338,629	361,015	378,549
Total Public Library Circulation	113,920,874	119,279,297	121,340,000	125,107,000	124,136,000	125,140,000	125,600,000
Direct Loans:							
Total	7,983,833	9,668,836	9,876,086	11,070,748	11,243,357	12,160,892	12,532,423
Direct Loans:							
Net Imbalance	3,152,506	3,975,769	4,366,074	4,912,803	5,012,301	5,691,851	5,432,412

1986/87 - 1992/93							
	<u>1986/87</u>	<u>1987/88</u>	<u>1988/89</u>	<u>1989/90</u>	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>
ILL Reimbursable Transactions	416,509	451,270	452,540	515,403	602,767	709,642	715,948
Total Public Library Circulation	131,955,186	136,082,000	140,223,000	144,447,000	150,547,000	160,761,000	158,802,000
Direct Loans:							
Total	13,060,534	15,175,877	15,953,733	15,108,450	19,651,418	21,260,881	22,004,106
Direct Loans:							
Net Imbalance	5,355,373	6,104,662	6,734,868	6,619,082	8,100,318	9,297,968	9,722,634

1993/94 - 1999/2000							
	<u>1993/94</u>	<u>1994/95</u>	<u>1995/96</u>	<u>1996/97</u>	<u>1997/98</u>	<u>1998/99</u>	<u>1999/2000</u>
ILL Reimbursable Transactions	598,148	651,979	834,395	996,825	1,165,557	1,223,800	1,187,182
Total Public Library Circulation	145,657,000	146,722,000	151,034,000	159,670,000	164,429,000	162,965,000	165,687,000
Direct Loans:							
Total	21,711,320	21,545,856	22,718,780	23,271,736	23,774,902	24,874,552	24,440,027
Direct Loans:							
Net Imbalance	9,430,933	9,572,561	10,075,442	10,486,183	10,491,145	11,056,055	10,424,950

2000/01 - 2005/06						
	<u>2000/01</u>	<u>2001/02</u>	<u>2002/03</u>	<u>2003/04</u>	<u>2004/05</u>	<u>2005/06 Projections</u>
ILL Reimbursable Transactions	1,128,006	1,409,560	1,549,221	1,610,606	2,112,814	2,260,700
Total Public Library Circulation	171,822,000	184,501,000	198,528,000	198,424,000	205,369,000	215,432,000
Direct Loans:						
Total	25,347,765	27,932,178	29,477,741	28,778,674	30,096,937	31,017,338
Direct Loans:						
Net Imbalance	10,296,586	10,897,596	11,363,394	12,444,532	11,209,197	11,967,694

AGENDA ITEM: CLSA Consolidations and Affiliations

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of Richmond Public Library change of System membership.
2. Fullerton Public Library affiliation with the Santiago Library System.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the proposed change in System membership for the Richmond Public Library from the North Bay Cooperative Library System to the Bay Area Library and Information System effective July 1, 2006.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the affiliation of the Fullerton Public Library with the Santiago Library System effective July 1, 2006.

ISSUE 1: Consideration of Richmond Public Library change of System membership.

BACKGROUND:

Notification has been received from the City of Richmond Public Library requesting Library of California Board approval to change cooperative library systems from the North Bay Cooperative Library System to the Bay Area Library and Information System (BALIS), effective July 1, 2006 (see Exhibit A). A resolution from the Council of the City of Richmond in support of this System change is included as Exhibit B. A letter from Richmond Public Library to BALIS requesting to rejoin the System and the resolution from BALIS in support of the affiliation are included as Exhibit C and D, consecutively. Exhibit E is a letter from Richmond notifying North Bay of its intent to withdrawal from the System.

ISSUE 2: Fullerton Public Library affiliation with the Santiago Library System.

BACKGROUND:

Notification has been received from the City of Fullerton Public Library requesting Library of California Board approval to rejoin the Santiago Library System, effective July 1, 2006 (see Exhibit F). Fullerton withdrew from Santiago in 2003 in order to charge a nonresident library card fee. In March and April 2005, the Fullerton Library Board of Trustees approved dropping the fee in order to rejoin Santiago and be eligible to, once again, receive state funding. Exhibit G contains the minutes of those meetings. The Santiago Library System approved the affiliation of the Fullerton Public Library at its Council meeting on August 4, 2005 (see Exhibit H).

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: June 30, 1983 marked the last date on which public libraries affiliating with Systems were eligible for grants under the Affiliations Program.

Although affiliation grants are no longer available, the State Board must still approve the proposed affiliation of independent public libraries with Systems, since funds for several CLSA programs are allocated on the basis of formulas in which the number of System members is a significant factor.

Public library consolidations (Section 18732) and System consolidations remain eligible for reimbursement grants indefinitely. By statute, consolidation establishment grants are paid as follows:

	<u>For each of 2 years</u>	<u>Total Grant</u>
Public library consolidation	\$20,000	\$40,000
System consolidation	\$10,000	\$20,000

No notifications of intent to consolidate in the 2006/07 fiscal year were received by the September 1, 2005 filing date.

No notifications of intent to consolidate or affiliate in the 2007/08 fiscal year have been received to date. Exhibit I contains a history of CLSA consolidations and affiliations through the 2005/06 fiscal year.

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: Sandy Habbestad

City of
Richmond

LIBRARY AND COMMUNITY SERVICES DEPARTMENT
RICHMOND PUBLIC LIBRARY



August 29, 2005

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

Dear Ms. Maghsoudi,

At this time, I would like to request that the Richmond Public Library be disaffiliated with the North Bay Cooperative Library System (NBCLS) and affiliated with the Bay Area Library System (BALIS). Enclosed please find copies of: the City Council of Richmond's resolution supporting this request; the draft resolution which the BALIS System Administrative Council will consider on September 16, 2005; and letters to NBCLS and to BALIS, requesting this change.

I look forward to the Library of California Board's support in this matter. If I can provide any additional information, please notify me.

Sincerely,

Monique A. le Conge
Director of Library and Community Services

RESOLUTION NO. 108-05

RESOLUTION OF THE COUNCIL OF THE CITY OF RICHMOND, CALIFORNIA, IN SUPPORT OF THE RICHMOND PUBLIC LIBRARY LEAVING THE NORTH BAY COOPERATIVE LIBRARY SYSTEM AND JOINING THE BAY AREA LIBRARY AND INFORMATION SYSTEM.

WHEREAS, the Richmond Public Library has requested that the Richmond City Council make application to the California Library Services Board and the Bay Area Library and Information System to permit the Richmond Public Library to become part of such system; and

WHEREAS, the Richmond City Council does approve and adopt the Strategic Plan of said Bay Area Library and Information System; and

WHEREAS, it is in the public interest that the Richmond Public Library becomes a member of said system; and

WHEREAS, the Richmond Public Library staff will also benefit from this membership; and

WHEREAS, the Richmond Public Library was last a member of the Bay Area Library and Information System in 1999; and

WHEREAS, the Richmond Public Library Commission did approve of this change in system membership at its meeting on July 25, 2005.

NOW, THEREFORE BE IT RESOLVED that the Council of the City of Richmond make application on behalf of the Richmond Public Library to the California Library Services Board and to the Bay Area Library and Information System for admission of the Richmond Public Library into the Bay Area Library and Information System; and

FURTHERMORE BE IT RESOLVED that the Richmond City Council does approve the Strategic Plan of the Bay Area Library and Information System; and

FURTHERMORE BE IT RESOLVED that the membership of the Richmond Public Library in the Bay Area Library and Information System will begin at the start of business on July 1, 2006; and

FURTHERMORE BE IT RESOLVED that the City Council of the City of Richmond notify the North Bay Cooperative Library System that its membership in that System will cease at the close of business on June 30, 2006; and

FURTHERMORE BE IT RESOLVED that copies of this Resolution be transmitted to the California Library Services Board, in care of the California State Librarian and to the Bay Area Library and Information System.

I certify that the foregoing resolution was passed and adopted by the Council of the City of Richmond at a regular meeting thereof held August 2, 2005 by the following vote:

AYES: Councilmembers Butt, Thurmond, Bates, Marquez, Griffin, Rogers, McLaughlin, Viramontes, and Mayor Anderson.

NOES: None.

ABSTENTIONS: None.

ABSENT: None.

Diane Holmes
CLERK OF THE CITY OF RICHMOND

Approved:

(seal)

Irma L. Anderson
Mayor

Approved as to form:

Everett Jenkins, Jr., Interim
City Attorney

Certified as a True Copy

DIANE HOLMES
CLERK OF THE CITY OF RICHMOND, CALIF.
BY Andrea L. Thompson
DEPUTY

City of
Richmond

LIBRARY AND COMMUNITY SERVICES DEPARTMENT
RICHMOND PUBLIC LIBRARY

August 29, 2005

Linda Crowe, Executive Director
Bay Area Library & Information System (BALIS)
2471 Flores Street
San Mateo, CA 94403-2273

Dear Ms. Crowe,

Enclosed please find a copy of the City Council of Richmond's resolution supporting the Richmond Public Library's request to rejoin BALIS and withdraw from NBCLS. At this time, I would like to begin that process and will notify the Library of California Board.

Because the City Council's resolution did not take place in time for the BALIS System Administrative Council's consideration and approval, can you provide any documentation that would indicate BALIS's support of this change, pending LCB approval? I know that we discussed it in one of the meetings I have attended. I must submit this information electronically, at least, by September 1, 2005.

I look forward to working in BALIS as a member library!

Sincerely,



Monique A. le Conge
Director of Library and Community Services

RESOLUTION OF THE BAY AREA LIBRARY & INFORMATION SYSTEM
COUNCIL IN SUPPORT OF THE RICHMOND PUBLIC LIBRARY JOINING THE
BAY AREA LIBRARY AND INFORMATION SYSTEM.

WHEREAS, the Richmond Public Library has requested that the Richmond City Council make application to the California Library Services Board and the Bay Area Library and Information System to permit the Richmond Public Library to become part of such system; and

WHEREAS, the Richmond City Council does approve and adopt the Strategic Plan of said Bay Area Library and Information System; and

WHEREAS, it is in the public interest that the Richmond Public Library becomes a member of said system; and

WHEREAS, the Richmond Public Library staff will also benefit from this membership; and

WHEREAS, the Richmond Public Library was last a member of the Bay Area Library and Information System in 1999; and

WHEREAS, the Richmond Public Library Commission did approve of this change in system membership at its meeting on July 25, 2005 and the Richmond City Council approved this change in system membership on August 2, 2005 that the Council of the City of Richmond make application on behalf of the Richmond Public Library to the California Library Services Board and to the Bay Area Library and Information System for admission of the Richmond Public Library into the Bay Area Library and Information System;

THEREFORE, BE IT RESOLVED, that the Bay Area Library and Information System does; contingent on the approval of the California Library Services Board approve the Richmond Public library request for membership in the Bay Area Library and Information System.

FURTHERMORE BE IT RESOLVED that the membership of the Richmond Public Library in the Bay Area Library and Information System will begin at the start of business on July 1, 2006; and

FURTHERMORE BE IT RESOLVED that copies of this Resolution be transmitted to the California Library Services Board, in care of the California State Librarian.

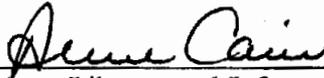
I certify that the foregoing resolution was passed and adopted by the Administrative Council of the Bay Area Library and Information System at a regular meeting held September 16, 2005 by the following vote:

AYES:

NOES:

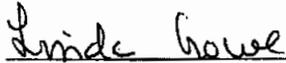
ABSTENTIONS:

ABSENT:



Chair, Bay Area Library and Information System

Approved:



Executive Director

Approved by BALIS Council September 16, 2005



LIBRARY AND COMMUNITY SERVICES DEPARTMENT
RICHMOND PUBLIC LIBRARY

August 29, 2005

Annette Milliron, Coordinator
North Bay Cooperative Library System (NBCLS)
55 E Street
Santa Rosa, CA 95404-4728

Dear Ms. Milliron,

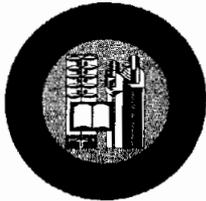
Enclosed please find a copy of the City Council of Richmond's resolution supporting the Richmond Public Library's request to withdraw from NBCLS and affiliate with BALIS. At this time, I would like to begin that process and will notify the Library of California Board of the same.

Thank you for your fine service and membership support. However, a return to BALIS seems to be a more logical relationship for staff participation and professional development.

Sincerely,

A handwritten signature in cursive script that reads "Monique A. leConge". The signature is written in black ink and is positioned above the printed name and title.

Monique A. leConge
Director of Library and Community Services



CITY OF FULLERTON

Fullerton Public Library

Albert J. Milo Director

September 1, 2005

Ms. Paymaneh Maghsoudi, Chair
Library of California Board
c/o Whittier Public Library
7344 S. Washington Ave.
Whittier CA 90602-1778

Dear Ms. Maghsoudi,

I am writing to you in your capacity as the Chair of the Library of California Board. On behalf of the Fullerton Public Library, I seek consideration by the LOC Board to rejoin the Santiago Library System effective FY 2006-2007. This request has been formally approved by the Library Board of Trustees of the Fullerton Public Library as well as by the Santiago Library System Council.

I am sending copies of the necessary supportive documents to Sandy Habbestat at the California State Library.

Thank you in advance for your consideration.

Sincerely,

Handwritten signature of Albert J. Milo.

Albert J. Milo
Library Director

Cc: Sandy Habbestat, California State Library



questions and answers used for the interview was included in the Board agenda packets and discussed. Mr. Georgieff suggested holding one more meeting that perhaps would include junior high school ASB leadership students.

8. OLD BUSINESS:

a. Santiago Library System Membership

Director Milo requested approval for the Library to rejoin the Santiago Library System. He said because the Board approved dropping the non-resident library card fee beginning July 1, 2005, the Library would again be eligible to be a member of SLS and receive between \$25,000 and \$30,000 in State funds.

Mrs. Britt moved and Mrs. Mann seconded that the Library rejoin the Santiago Library System. The motion carried.

b. Library Code of Conduct Policy Revision

Director Milo led a discussion on a draft Library Code of Conduct Policy that was included in the meeting packets. Several revisions were recommended by the Board members. Mrs. Mann moved and Mrs. Johnson seconded that staff make the revisions and bring the policy back to the Board for approval at the next meeting. The motion carried.

c. Library Bookstore Proposal

Mrs. Britt explained her proposal for a Library Bookstore. She stated that the Friends of the Library book sales are extremely successful bringing in \$30,000 to \$40,000 per year. The Friends are organized and proficient in collecting and pricing books and arranging book sales. They would be a tremendous asset to a bookstore. Ms. Lee explained that in the past, the Friends have shown little or no interest in the responsibility of a book store. Mrs. Britt said she would volunteer to be responsible for staffing the bookstore the first year. Ms. Lee suggested that Mrs. Britt make a presentation to the Friends at their Board meeting on April 11. Mrs. Britt will attend the meeting.

Mr. Kawase excused himself from the meeting at 4 p.m.

9. ACCEPTANCE OF DONATIONS:

There were no donations.

might be better to just have a store that sells coffee and gifts. Mr. Kawase said the Board would not want to replace the used book sales. Mr. Georgieff suggested a space study of the library to find how best to utilize space for a coffee shop, book store, or young adults area. He said the Foundation could be approached to fund the idea. The Board requested the item be brought back for further discussion on the June agenda.

e. **Santiago Library System Membership/Non-Resident Library Card**

Director Milo explained that the Library cannot rejoin SLS until June 2006 because this year's budget has already been done. He said the non-resident fee will need to stay in effect for another year. Mr. Georgieff moved and Mrs. Britt seconded that the non-resident fee be continued until the Library is accepted in SLS (July 1, 2006). The motion was approved.

f. **2005-2007 Proposed Budget**

Director Milo distributed copies of his report "2005-2007 Library Budget Talking Points." He explained the budget shortfalls: \$100,000 per year over the next two years, and if the sewer fees are not approved by the City Council, an additional \$500,000 per year. He said the biggest expenses are in personnel and library materials, and went through the expenditures for each subprogram. Mr. Georgieff inquired if there would be layoffs. Mr. Milo responded it would not affect full-time regular employees but it would affect part-time non-regular employees. He added that it would also affect the number of hours of operation at both the Hunt Branch and the Main Library. Mr. Georgieff requested staff to bring numbers to the next meeting.

8. ***NEW BUSINESS:***

a. **Memorial Day Closure**

Director Milo explained that staff is requesting that the Library be closed the Sunday prior to Memorial Day. Mrs. Britt moved and Mr. Buck seconded that the Library be closed the Sunday before Memorial Day (May 29). The motion carried.

b. **Carolyn T. Johnson Recognition**

Director Milo reported in response to inquiries from the Board members, that Carolyn T. Johnson will be presented a plaque from the City Council in appreciation of her service on the Library Board of Trustees. Mrs. Britt will send her a note of appreciation from the Board members.

300. Consent Calendar

ACTION: It was MSP (Katsouleas, Stone) to approve the Consent Calendar approving the minutes of the April 7, 2005 SLS Council meeting.

400. Adoption of Agenda

ACTION: It was MSP (Minter, Maginnis) to adopt the agenda for the meeting as distributed.

500. New Business

No new business.

600. Unfinished Business

610. Resolution re: Fullerton Public Library re-joining Santiago Library System

ACTION: It was MSP (Katsouleas, Adams) to adopt the Resolution re: Fullerton Public Library joining Santiago Library System pending LOC Board approval for FY2006-07.

620. Summer Reading Program 2006

D. Kreimeier announced that CLA received a LSTA award grant letter for the Summer Reading Program 2006 funding and were awaiting an announcement from the State Library.

B. Custen added that CLA was partnering with the State Library to administer the upcoming grant for the Summer Reading Program for 2006. The themes for the upcoming program are "Paws, Claws, Scales and Tales," for the Children's program and "Creature Feature" for the YA program.

B. Custen concluded that MCLS, SSCLS and SLS agreed to participate in the 2006 Collaborative State-wide summer reading program. The committees have decided to work on modifying certain aspects of the program particularly the bags and the reading logs for their particular needs.

700. SAB Business

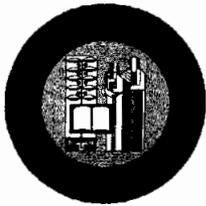
710. Report on SAB Nominating Committee

Barbara Harris announced that she would be serving as SAB Chair and Susan Faessel was Vice-chair for FY2005-06.

RESOLUTION OF THE ADMINISTRATIVE COUNCIL OF THE
SANTIAGO LIBRARY SYSTEM
AUTHOURIZING MEMBERSHIP OF THE FULLERTON PUBLIC LIBRARY

- WHEREAS, The Fullerton Public Library has re-applied for membership in the Santiago Library System (SLS); and
- WHEREAS, The Fullerton Public Library agrees to abide by the terms of the Joint Powers Agreement of the System, and to accept the Plan of Service of the System; and
- WHEREAS, The SLS Administrative Council finds that it is in the best interest of the residents of the System service area to have the Fullerton Public Library belong to SLS; therefore be it
- RESOLVED, That the SLS Administrative Council accept the Fullerton Public Library's application for membership (pending the necessary City Council resolution and appropriate Library of California Board authorization)
- RESOLVED, That the membership of the Fullerton Public Library in SLS be effective as of July 1, 2006.

Adopted by the Administrative Council of the Santiago Library System on August 4, 2005.



CITY OF FULLERTON

Fullerton Public Library

Albert J. Milo Director

September 1, 2005

Nora Jacob, Chair
Santiago Library System Council
c/o Orange Public Library
101 N. Center Street
Orange CA 92866-1594

Dear Ms. Jacob,

I was happy to learn that at the August 4 meeting action was taken by the Santiago Library System Council to approve the request of the Fullerton Public Library to rejoin the system for FY2006-2007. This follows a similar action taken by the Library Board of Trustees of the Fullerton Public Library to do the same.

This is to inform you that we plan to take the matter the next step by submitting our request for SLS membership to the Library of California Board for consideration at its October meeting.

Thank you for your support!

Sincerely,

Albert J. Milo
Library Director

Cc: Barbara Custen, SLS Executive Director



Exhibit I

Consolidations and Affiliations Made Under CLSA

The following consolidations and affiliations have been made since 1978/79, the first year of CLSA. They are shown by year of effective date of first grant award. Grant awards are made for each of two years.

1978/79 (first year of CLSA)

- a. Public library consolidations:
 - Crescent City Public Library/Del Norte County Library District
 - Vacaville Unified School District/Solano County Free Library
 - Calistoga Public Library/Napa City-County Library
 - Woodland Public Library/Yolo County Library (Note: This consolidation was reversed by initiative, and the grant award was returned to the State.)
- b. Library System consolidations:
 - Berkeley-Oakland Service System/East Bay Cooperative Library System/BALIS
- c. Affiliations: None

1979/80

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Buena Park Public Library/Santiago
 - Arcadia Public Library/MCLS
 - Dixon Public Library/MVLS
 - Del Norte County Library District/North State

1980/81

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - King City Public Library/MOBAC
 - Livermore Public Library/BALIS

1981/82

- a. Public library consolidations: None
- b. Library System consolidations:
 - Los Angeles Public Library/Long Beach Public Library/MCLS
 - San Francisco Public Library/BALIS
- c. Affiliations:
 - San Leandro Public Library/BALIS*
 - Palmdale Public Library/South State
 - Banning Public Library/Inland
 - Beaumont District Library/Inland

1982/83

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Hayward Public Library/BALIS
 - Los Gatos Memorial Library/South Bay

1983/84

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Thousand Oaks Public Library/Black Gold

1984/85

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Benicia Public Library/North Bay
- d. System membership changes:
 - Kern County Library from South State to SJVLS

*San Leandro withdrew from BALIS at the end of its first year of membership, and the second year of the grant was not awarded.

1985/86

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes:
 - Larkspur Public Library withdraws from North Bay

1986/87

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes: None

1987/88

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes: None

1988/89

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Inglewood Public Library/MCLS
- d. System membership changes:
 - Thousand Oaks Public Library from Black Gold to MCLS

1989/90

- a. Public library consolidations:
 - Monterey County Library/King City Library
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes:
 - San Benito County Library from South Bay to MOBAC
 - San Juan Bautista Public Library from South Bay to MOBAC

1990/91

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Oxnard Public Library/MCLS
 - Signal Hill Library/MCLS
- d. System membership changes: None

1991/92

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes: None

1992/93

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. Systems membership changes: None

1993/94

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations: None
- d. System membership changes:
 - Monterey Public Library withdraws from MOBAC
 - Pasadena Public Library from MCLS to South State

1994/95

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Folsom Public Library/MVLS
 - Mariposa County Library/SJVLS
- d. System Membership changes:
 - Los Gatos Public Library withdraws from South Bay

1995/96

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Rancho Cucamonga Public Library/Inland
 - Susanville Public Library/North State
 - Rancho Mirage Public Library/Inland
- d. System Membership changes:
 - Huntington Beach Public Library withdraws from Santiago
 - Inglewood Public Library withdraws from MCLS

1996/97

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Inglewood Public Library/South State
 - Belvedere-Tiburon Library/North Bay
 - Mission Viejo Public Library/Santiago

- d. System Membership changes:
 - Santa Ana Public Library withdraws from Santiago

1997/98

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Riverside County Library System /Inland
 - Riverside Public Library/Inland
- d. System Membership changes: None

1998/99

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Calabasas Public Library/MCLS
 - Moreno Valley Public Library/Inland
 - Murrieta Public Library/Inland
- d. System Membership changes: None

1999/2000

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Pleasanton Public Library/BALIS
- d. System Membership change:
 - Richmond Public Library from BALIS to North Bay

2000/01

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations:
 - Larkspur Public Library/North Bay
 - Los Gatos Public Library/Silicon Valley
- d. System Membership changes: None

2001/02

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations:
 - Irwindale Public Library/MCLS
- d. System Membership changes:
 - Colusa County Free Library from North State to MVLS

2002/03

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes: None

2003/04

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes:
 - Dixon Unified School District Library from MVLS to North Bay
 - Fullerton Public Library Withdraws from Santiago Library System

2004/05

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes: None

2005/06

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership changes: None

NOTE: September 1, 1982 was the last filing date for affiliations before grants for this part of the Act ended. (CLSA Regulations, Section 20190(a)(3)).

Public Libraries not members of any System, July 1, 2005

1. Fullerton Public Library *
2. Huntington Beach Public Library *
3. Monterey Public Library *
4. (Redlands) A.K. Smiley Public Library
5. San Leandro Public Library (member of BALIS, 1981/82 only) *
6. Santa Ana Public Library *
7. Vernon Public Library

** CLSA Participants*

*Document 8661v1 C&A History
Updated 8/24/05*

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider 2005/06 CLSA System Population and Membership Figures.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2005/06.

BACKGROUND:

Section 20158 of the Administrative Regulations for the System Reference program provides for an annual review and approval of System population and membership figures used in the allocation of System Reference Program funds by the State Board. Section 20106 stipulates that any CLSA funds distributed on the basis of population shall be awarded using the most recently published and available combined estimate for cities and counties from the State Department of Finance. The 2005/06 System population and membership figures are included as Exhibit A to this agenda item.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program continues to support regional reference services in all 15 CLSA Cooperative Library Systems.

Review and Discussion of 2005/06 System Plans: 2005/06 System Plans of Service have been received. Compilations of each of the three service components of the System Reference Program are included as Exhibits B, C and D. A review of the Plans of Service indicates that many Systems are continuing to target the geographically isolated, speakers of limited English, people with disabilities, and children for the component to improve reference service to the underserved. Systems collectively plan to allocate over \$266,790 from their Reference budgets for the underserved component. (The full text of System Plans of Service is available to Board members upon request).

Exhibit E is a chart of 2005/06 System Workload Estimates by system-level programs. Exhibit F reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit G, which describes the demographic characteristics of the residents of the System service area.

System annual report summaries for fiscal year 2003/04 were compiled and mailed to Board members and CLSA Systems in April. The achievements of performance objectives for the System Reference program are reproduced as Exhibit H, I, and J. Systems met all objectives

required by statute, and additional objectives set for themselves in FY 2003/04. Exhibits K and L contain the expenditure reports for 2003/04 showing that 51% of the total Reference program budget was provided with local funds; and Exhibit M shows that 84% of the total System Administration budget was provided locally.

System annual report summaries for fiscal year 2004/05 were received. However, time was not available to provide a compilation of those reports in this packet. Board members and System contacts will be mailed report summaries in early 2006.

Reference Services Focus Groups: In July focus groups, facilitated by consultants Diane Mayo and Sandra Nelson, were held throughout California to discuss current trends and future needs of local public library and second level reference services. Exhibit N is the consultant's report from those sessions. An additional session was held for staff of cooperative library systems to discuss some of the same reference related issues as they related to second level reference service (see Exhibit O).

Resource Sharing Vision: Maureen Sullivan, a library consultant who has much experience in academic and cooperative system settings, has been asked to share with the Board, at this October meeting, her thoughts on the future of cooperative services. In late November and early December, Ms. Sullivan will also facilitate a series of forums throughout the state on CLSA system-level services and will provide a summary report on her findings.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:

1. Summary of 2004/05 System Annual Reports.
2. Summary report from Maureen Sullivan and next steps regarding resource sharing services in California.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

2005/06 System Population & Membership

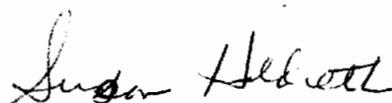
The following pages contain the System membership and System population figures, which will be used to allocate funds to the individual Systems for the System Reference Program in the 2005/06 fiscal year.

Pursuant to Section 18741(a) of the California Education Code, the membership figures for three Systems (MOBAC, North Bay, and North State) have been adjusted to reflect public library consolidations, which occurred after January 1, 1978.

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2005) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

“I certify that the attached System population figures have been prepared using the most recently published and available combined estimate for cities and counties from the California Department of Finance, adjusted to reflect the geographic service areas of California public libraries.”



Susan Hildreth
State Librarian of California
June 1, 2005

SYSTEM/MEMBER**POPULATION****BALIS**

3,143,207

Alameda County Library
Alameda Free Library
Berkeley Public Library
Contra Costa County Library
Hayward Public Library
Livermore Public Library
Oakland Public Library
Pleasanton Public Library
San Francisco Public Library

TOTAL: 9

BLACK GOLD

1,177,078

Lompoc Public Library
Paso Robles Public Library
San Luis Obispo City-County Library
Santa Barbara Public Library
Santa Maria Public Library
Santa Paula (Blanchard Community) Library
Ventura County Library Services Agency

TOTAL: 7

49-99

1,538,851

Amador County Library
Calaveras County Library
Lodi Public Library
Merced County Library
Stanislaus County Free Library
Stockton-San Joaquin County Public Library
Tuolumne County Free Library

TOTAL: 7

INLAND

3,771,470

Banning Unified School District Library
Beaumont Library District
Colton Public Library
Corona Public Library
Hemet Public Library
Inyo County Free Library
Moreno Valley Public Library
Murrieta Public Library
Ontario City Library
Palm Springs Public Library
Palo Verde Valley Library District
Rancho Cucamonga Public Library
Rancho Mirage Public Library
Riverside County Library System
Riverside Public Library
San Bernardino County Library
San Bernardino Public Library
Upland Public Library

TOTAL: 18

SYSTEM/MEMBER

POPULATION

MCLS

6,499,314

- Alhambra Public Library
- Altadena Library District
- Arcadia Public Library
- Azusa City Library
- Beverly Hills Public Library
- Burbank Public Library
- Calabasas Public Library
- Cerritos Public Library
- City of Commerce Public Library
- Covina Public Library
- Downey City Library
- El Segundo Public Library
- Irwindale Public Library
- Glendale Public Library
- Glendora Library & Cultural Center
- Long Beach Public Library
- Los Angeles Public Library
- Monrovia Public Library
- Monterey Park (Bruggemeyer) Memorial Library
- Oxnard Public Library
- Palos Verdes Library District
- Pomona Public Library
- Redondo Beach Public Library
- San Marino Public Library
- Santa Fe Springs City Library
- Santa Monica Public Library
- Sierra Madre Public Library
- Signal Hill Public Library
- South Pasadena Public Library
- Thousand Oaks Library
- Torrance Public Library
- Whittier Public Library

TOTAL: 32

MOBAC

712,303

- Carmel (Harrison) Memorial Library
- Monterey County Free Library
- Pacific Grove Public Library
- Salinas Public Library
- San Benito County Free Library
- San Juan Bautista City Library
- Santa Cruz Public Library
- Watsonville Public Library

+ King City/Monterey County

TOTAL: 9

SYSTEM/MEMBER

POPULATION

MVLS

2,327,019

- Alpine County Library
- Colusa County Free Library
- El Dorado County Library
- Folsom Public Library
- Lincoln Public Library
- Mono County Free Library
- Nevada County Library
- Placer County Library
- Roseville Public Library
- Sacramento Public Library
- Sutter County Library
- Woodland Public Library
- Yolo County Library
- Yuba County Library

TOTAL: 14

NORTH BAY

1,542,112

- Belvedere-Tiburon Library Agency
- Benicia Public Library
- Dixon Unified School District Library
- Lake County Library
- Larkspur Public Library
- Marin County Free Library
- Mendocino County Library
- Mill Valley Public Library
- Napa City-County Library
- Richmond Public Library
- San Anselmo Public Library
- San Rafael Public Library
- Sausalito Public Library
- Solano County Library
- Sonoma County Library
- St. Helena Public Library

- + Vacaville/Solano
- + Calistoga/Napa

TOTAL: 18

NORTH STATE

753,122

- Butte County Library
- Del Norte County Library District
- Humboldt County Library
- Modoc County Library
- Orland Free Library
- Plumas County Library
- Shasta County Library
- Siskiyou County Free Library
- Susanville District Library
- Tehama County Library
- Trinity County Library
- Willows Public Library

- + Crescent City/Del Norte

TOTAL: 13

SYSTEM/MEMBER**POPULATION****PENINSULA**

723,453

Burlingame Public Library
Daly City Public Library
Menlo Park Public Library
Redwood City Public Library
San Bruno Public Library
San Mateo County Library
San Mateo Public Library
South San Francisco Public Library

TOTAL: 8

SJVLS

2,350,208

Coalinga-Huron Unified School District Library
Fresno County Public Library
Kern County Library
Kings County Library
Madera County Library
Mariposa County Library
Porterville Public Library
Tulare County Free Library
Tulare Public Library

TOTAL: 9

SANTIAGO

2,368,733

Anaheim Public Library
Buena Park Library District
Mission Viejo Public Library
Newport Beach Public Library
Orange County Public Library
Orange Public Library
Placentia Library District
Yorba Linda Public Library

TOTAL: 8

SERRA

3,213,080

Brawley Public Library
Calexico (Camarena Memorial) Public Library
Carlsbad City Library
Chula Vista Public Library
Coronado Public Library
El Centro Public Library
Escondido Public Library
Imperial County Library
Imperial Public Library
National City Public Library
Oceanside Public Library
San Diego County Library
San Diego Public Library

TOTAL: 13

SYSTEM/MEMBER

POPULATION

SILICON VALLEY

1,759,585

- Los Gatos Public Library
- Mountain View Public Library
- Palo Alto City Library
- San Jose Public Library
- Santa Clara County Free Library
- Santa Clara City Library
- Sunnyvale Public Library

TOTAL: 7

SOUTH STATE

4,042,253

- County of Los Angeles Public Library
- Inglewood Public Library
- Palmdale City Library
- Pasadena Public Library

TOTAL: 4

GRAND TOTALS:

All System Members: 176*
All System Population: 35,921,788

Unaffiliated Public Libraries

870,635

- Fullerton Public Library
- Huntington Beach Public Library
- Monterey Public Library
- Redlands (A.K. Smiley) Public Library
- San Leandro Community Library
- Santa Ana Public Library
- Vernon Public Library

TOTAL: 7

Areas Without Service

17,935

- Industry
- Unincorporated area of Lassen County

TOTAL STATE: 36,810,358

*Includes Consolidations since 1/1/78

Compilation of 2005/06 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
<p>BALIS</p>	<p>The System Reference Center, which supports BALIS libraries, is in the process of developing a new master training plan. Training sessions currently offered will be expanded and more highly publicized. Training on other reference-related topics, including use of print and Internet sources for ready reference and for specific subject areas, will be offered. According to a survey taken in October/November 2004, staff at BALIS libraries were most interested in having training on ready reference using the Internet, Internet resources in law, and further training on the Gale subscription package. BALIS will also explore possible partnerships with Infopeople, the statewide library training program, and explore the feasibility of developing a public relations toolkit for use by all member libraries.</p> <p>The BALIS Strategic Plan 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.” The development of such a tool would greatly improve the ability of local library staff to recommend and obtain materials for their users that are not available in their specific libraries.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, AskNow, which will enable their users to link to the service through the system and individual libraries’ Web sites. 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>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. The Reference Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>Evaluate training sessions by participant questionnaire. Use follow-up evaluations after some programs to analyze the long-term benefits of the information gained. User statistics, provided by the vendor, will analyze the use of online databases and the effectiveness of use as determined by users. Efficacy of the program public relations and promotion of library services developed after the market study will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Should the project to develop a shared catalog be determined to be feasible, benefit will be assessed through usage statistics as well as more formal anecdotal evidence after it is launched.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry at AskNow are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>

BLACK GOLD	Offer two or more workshops for both the professional and paraprofessional reference staff to improve library service and technology skills; increase use of Cat-a-Link Gold virtual catalog; continue to familiarize staff with "AskNow" Reference services and encourage its use by the public.	The Training Task Force and the Reference Services Committee will review programs for effectiveness in meeting local needs. Evaluate the training's effectiveness by using participant's questionnaire and by comments shared at Reference Services Committee meeting.
49-99	The Reference Center staff will respond to reference requests from member libraries, making use of the resources and collections of the host library, LAPL FirstSource, online databases, and other sources. The Reference Center coordinator oversees the participation of member libraries in the AskNow Reference program. System staff will continue to assess local training needs and recommend programs. Member library staff will make use of the Infopeople online CORE training, past CORE hands-on training, the CORE Reference Correspondence Course and other CORE products and services.	Ongoing evaluation of reference referrals received will help determine if local staff are referring requests to the System Reference Center appropriately. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	The Reference Center staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections; and will be available to provide instruction, share information about Web sites, search strategies and encourage the staff of member libraries in the use of the Internet and electronic resources as reference tools. The System staff will use the collections of the Riverside Public Library, the University of California at Riverside and other local resources to assist in providing consultation service. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. Standing Committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products and training sessions.	On a regular basis, distribute a survey to member library staff to evaluate system service.
MCLS	MCLS Reference staff will publicize services available from the Reference Center through the MCLS Web site, the <i>Reference Hotline</i> & guest/host programs. 12 issues of the <i>Reference Hotline</i> will be distributed via email to all MCLS, SLS and South State libraries, all Associate Members of MCLS, all System Reference Centers, and to members of the LoCB. The <i>Hotline</i> is mounted on the MCLS Web site. MCLS staff will coordinate all Systemwide workshops and information exchanges. MCLS Reference staff will coordinate the design, layout & publishing of all reference-related systemwide publications. <i>The Guide to Government Officials</i> will continue to be updated by MCLS. This publication will continue to be mounted on the MCLS Web site for the use of all the System Reference Centers. Reference staff will disseminate information on the Internet and assist in the training for use of the World Wide Web as a resource sharing tool. 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	Evaluate workshops via participant questionnaire as well as follow-up discussions by appropriate committees. Periodically survey publications & other services provided by the Reference Center using random sampling techniques.

MCLS (cont'd)	referral. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Ready Reference," and a series of subject specific classes.	
MOBAC	<p>The Reference Committee will: 1) plan and present one Hands-on Reference workshop for at least 75 reference staff from all member libraries in the region; 2) be actively involved in the redesign of the MOBAC intranet, to be launched in the first quarter of FY 2005/06; 3) will continue to work with other MOBAC committees to make recommendations for improvements to the MOBAC regional catalog, and will provide training for member libraries' reference staffs on new functions and features; 4) schedule ten meetings, two of which will include a forum topic of discussion, designed to contribute to reference staff's knowledge, training or development; 5) continue to update reference resources and union lists, including the Survey of Publicly Available Technologies; 6) identify and evaluate electronic resources for possible purchase by the system; 7) choose from the list of Infopeople workshops available and MOBAC will sponsor two workshops for staff of member libraries that best fit the training needs of the area; and 8) review the old survey of services libraries provide to each other and make recommendations to the Administrative Council for revisions, deletions and/or additions for approval based on the needs of the local residents.</p> <p>The SEARCH newsletter will be sent to all MOBAC libraries, and member library staff will be solicited for contributions to the newsletter. The Reference Coordinator will investigate online databases for potential purchase by member libraries.</p> <p>The MOBAC Strategic Plan, 2005-2007, includes the commission of a comprehensive study identifying needs of local residents that will further establish MOBAC priorities. In FY 2005/06, a targeted and specific public relations campaign will be launched, highlighting library services and addressing the needs identified by the study.</p>	<p>Written evaluations will be completed by workshop participants.</p> <p>Statistically monitor the use of the regional catalog and of the staff intranet. Usage statistics will measure the success of the public relations campaign, including door counts, program attendance, circulation, feedback from the public and from staff.</p>
MVLS	<p>The Reference Committee and System staff will develop a multi-year training plan by October 31, 2005, and will: 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; 3) evaluate completed workshops in order to refine the training plan; 4) coordinate training with neighboring Systems and with presentations of the Children's Committee; 5) explore any advances in technology which might aid in the training sessions; MVLS staff will support the AskNow service during the trial period, and will evaluate member use by September 30, 2005. MVLS will support access to databases in OCLC FirstSearch.</p>	<p>Provide written evaluation of training events to determine participant satisfaction. AskNow user satisfaction as reported by AskNow software.</p> <p>Local funds are being raised to support the program with the current level of service.</p>
NORTH BAY	<p>NBCLS staff will: 1) provide access to reference-training workshops or round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the Reference Committee meetings; 2)</p>	<p>NBCLS staff will keep statistics of reference questions and on librarian and patron surveys. Staff will compile workshop evaluations and statistics.</p>

NORTH BAY (cont'd)	<p>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, or any other such workshops to be held in the NBC region; 3) provide one-on-one brush-up training for individual member librarians for online databases; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; and 5) produce and distribute a monthly calendar of meetings and training events on the Web page. Member librarians are invited to spend a day at the Reference Center, observing and learning about reference tools available at the host library. Three system-wide committees will meet quarterly, semi-annually, or three times annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. The following Union Lists will be considered for revision as needed: 1) NBCLS Directory of Reference Librarians; and 2) NBCLS Union List of Periodicals. NBCLS staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBCLS Reference Manual; 3) NBCLS Directory of Member Libraries; 4) NBCLS Staff Foreign Language Skills Resource List; and 5) NBCLS SuperSearch/URSA User's Manual. The products noted above will be made available in electronic form via Web site.</p>	<p>Local libraries will track the number of reference questions answered locally and by which means the question was answered.</p>
NORTH STATE	<p>NSCLS will enhance skills and knowledge of reference sources through one general reference workshop and one on-site mini-reference workshop for member libraries, as funding allows. At least 12 member library staff members will complete a C.O.R.E. Reference Online Course and/or view NSCLS distributed or other training in the form of videos, DVDs, Webcasts, or Infopeople classes to improve general reference. NSCLS will continue to distribute North State Cooperative Catalogs, bibliographies, and manuals to coordinate and facilitate the improvement of local reference services. An Interlibrary Loan workshop for all NSCLS members' ILL personnel will be held to share information and address common issues. NSCLS will continue to participate and contribute to the statewide virtual reference program in 2005/06. The NSCLS Reference Coordinator will continue to provide a quarterly list of NSCLS Reference Center new reference acquisitions. The System will provide on-site mini-reference workshops and/or library visits for members to increase the knowledge of reference sources and skills.</p>	<p>The System Reference Center will distribute questionnaires on a periodical basis. NSCLS Reference Center will share results with member and affiliate libraries, Reference/ILL/Underserved Committee, SAB, and Council of Librarians. Written workshop evaluations on content and format will be completed by individual participants. Poll member libraries & System Reference Committee to determine the benefit of the updated NSCLS Cooperative Catalog, & how this System publication helped to improve local reference service via interlibrary loan. Statistics and transcripts of Virtual Reference use will be reviewed.</p>
PLS	<p>The System Reference Center, which supports PLS libraries, is in the process of developing a new master training plan. Training sessions currently offered will be expanded and more highly publicized. Training on other reference-related topics, including use of print and Internet sources for ready reference and for specific subject areas, will be offered. According to a survey taken in</p>	<p>Evaluate training sessions by participant questionnaire. Use follow-up evaluations after some programs to analyze the long-term benefits of the information gained. User statistics, provided by the vendor, will analyze the use of online databases and</p>

<p>PLS (cont'd)</p>	<p>October/November 2004, staff at PLS libraries were most interested in having training on ready reference using the Internet, Internet resources in law, and Internet resources in medicine and health. PLS will also explore possible partnerships with Infopeople, the statewide library training program. PLS is currently migrating into a new database product, Innovative Interface's Millennium. When complete, users will have access to the directory of local service resources (clubs, organizations, human resource agencies, etc.), called the Community Information Program. Training and self-help guides will be available to the public after the migration is complete. The System will explore the feasibility of developing a public relations toolkit for use by all PLS member libraries.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, AskNow, which will enable their users to link to the service through the system and individual libraries' Web sites. 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>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. The Reference Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p> <p>The Reference Committee will evaluate and select a limited number of appropriate sources for system reference purchases, notably database subscriptions.</p>	<p>the effectiveness of use as determined by users. Efficacy of the program public relations and promotion of library services developed after the market study will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry at AskNow are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
<p>SJVLS</p>	<p>A reference correspondence course will be made available to all local staff. At least 30 staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. System-developed resources on the Web page, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines will help local libraries answer questions without need to refer questions. SJVLS will arrange consultation with subject experts to help evaluate local collections. The Reference Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing. Internet access will be made available.</p>	<p>SJVLS will record the number of staff trained in one-on-one sessions, the number of uses of the locally-produced indexes, and number of use of system-wide databases. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to council.</p>
<p>SANTIAGO</p>	<p>SLS will: 1) contract with MCLS for interlibrary reference; 2) sponsor one continuing educational program with 20 in attendance; 3) conduct classes on online reference resources; and 4) support staff development by sending member library staff to MCLS, CLSA Systems, CSL, and other library related workshops. The Reference Committee will discuss information on topics of current interest in SLS libraries six times a year; and along with SLS member</p>	<p>MCLS will provide monthly & quarterly statistical records on the number & subjects of questions asked; conduct periodic patron & librarian satisfaction surveys. Workshop evaluation forms will be completed by all attendees & a written summary report on each workshop will be given to Council</p>

SANTIAGO (cont'd)	libraries, the Reference Committee will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible. CLSA funding is expected to suffice to finance all activities proposed in this component.	and to the sponsoring committee. Results of the discussion topics will be reported in the committee minutes. The SLS Reference Committee will cooperate with other Systems' Reference Committees in the exploration of reference projects, workshops, and/or joint grants.
SERRA	<p>The Research Center staff will: 1) present orientation tours promoting reference services and explaining procedures; and 2) provide outreach to member libraries to promote system services, train staff, and get feedback from users.</p> <p>System staff will: 1) update the information on the Serra Web site; 2) provide consultation on local libraries' questions five days per week; and 3) work with the Reference Committee on a minimum of one reference related session for local library employees. A Califa representative will attend a Reference Committee meeting. Serra's Research Center will distribute information on resources and news via Serra's Web site. Serra staff will enter the extensive Song Index into the online database which is maintained by SJVLS. Member libraries will send reference requests and receive answers electronically.</p>	Statistics & comments on activities will be recorded. Evaluation surveys will be used at all workshops.
SILICON VALLEY (SVLS)	<p>The System Reference Center, which supports SVLS libraries, is in the process of developing a new master training plan. Training sessions currently offered will be expanded and more highly publicized. Training on other reference-related topics, including use of print and Internet sources for ready reference and for specific subject areas, will be offered. According to a survey taken in October/November 2004, staff at SVLS libraries were most interested in having training on ready reference using the Internet, further training on the Gale subscription package, and Internet resources in medicine and health. SVLS will also explore possible partnerships with Infopeople, the statewide library training program, and explore the feasibility of developing a public relations toolkit for use by all member libraries. SVLS will also explore possible partnerships with Infopeople, the statewide library training program, and explore the feasibility of developing a public relations toolkit for use by all member libraries.</p> <p>The Strategic Plan calls for the establishment of "a Library Partners Initiative, creating a community dialog on the future of information delivery within the Silicon Valley business community and other organizations to bring expanded and coordinated outreach to the communities and library throughout the system."</p> <p>Member library staff will continue to participate in the statewide reference by chat service, AskNow, which will enable their users to link to the service</p>	<p>Evaluate training sessions by participant questionnaire. Use follow-up evaluations after some programs to analyze the long-term benefits of the information gained. User statistics, provided by the vendor, will analyze the use of online databases and the effectiveness of use as determined by users. Efficacy of the program public relations and promotion of library services developed after the market study will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Measure the effectiveness of the Library Partners Initiative in the level of participation in the dialog phase, use of resulting services, and informal word of mouth reporting.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry at AskNow are forwarded an evaluation, which are closely</p>

<p>SILICON VALLEY (SVLS) (cont'd)</p>	<p>through the system and individual libraries' Web sites. 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>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. The Reference Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
<p>SOUTH STATE</p>	<p>SSCLS will: 1) provide service by contracting with MCLS for interlibrary reference; 2) provide staff training through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries; 3) utilize opportunities for joint efforts with other library related organizations; 4) prepare reports on Reference Center activities for the SSCLS Administrative Council; and 5) purchase reference resources which will enhance member library reference effectiveness. System staff, trained staff in member libraries, and outside professionals will conduct training classes and staff workshop programs.</p>	<p>The MCLS will provide monthly and quarterly statistical records on the questions asked; conduct periodic patron and librarian satisfaction surveys. Workshop participants will be asked to evaluate their training by completing a written evaluation at the end of the workshop. The Steering Committee will evaluate both the service provided by MCLS and the reference resources to be purchased.</p>

Compilation of 2005/06 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BALIS	Speakers of limited English/English as Second Language; Persons with mobility problems (disabled, older adults, etc.)	<p>The Reference Committee will: 1) work with Gale Research PR department to develop materials and publicize the Informé Spanish-language database; 2) identify and evaluate new databases that have a focus on the informational needs of specific multicultural communities; 3) work with selected members of the Community Language Project and offer assistance as needed with evaluation of current collections; and 4) develop plan for marketing library services that are available remotely to persons with mobility issues.</p> <p>System staff will: 1) work with Thomson/Gale to implement the Spanish-language interface for periodical databases for those libraries that elect to implement it; and 2) evaluate and solicit staff and patron feedback on databases selected for evaluation. System staff will assist in coordinating with vendor PR departments, printers, etc.</p> <p>The BALIS Public Information Committee will help develop strategies for marketing library services to people speaking languages other than English or Spanish.</p>	Increased usage statistics for Informé and other databases will determine whether or not the publicity effort has been successful. Monitor the use of services offered through library Web pages by tracking of traffic through Web pages and subsequent request for services. The rate of distribution of any printed materials will be monitored, and additional copies will be reproduced when necessary. Committees, task forces and Council will informally evaluate the benefit for coordinated reference project planning & development activities through in-kind time spent in committee meetings & assignments.	Up to \$5,000
BLACK GOLD	Children	Increase staff skills in teaching students to use the Internet for homework and skills in storytelling. Schedule two Children's Services meetings for discussion and sharing of ideas. Provide programs for infants/toddlers and their caregivers. In conjunction with the System Advisory Board, create packets for new parents which encourage them to help their children develop reading skills early on.	The Reference Services and the Children's Services Committees will monitor the impact of the training workshop(s) on the delivery of reference services to target populations and review of the workshop's evaluation summaries.	\$2,000
49-99	Geographically isolated; Limited English speaking;	Use the host library collection, LAPL FirstSource, OCLC, online databases and other sources to respond to reference questions referred on behalf of geographically isolated patrons. The System will inform	Patron satisfaction surveys will measure how well information provided met the patrons' needs.	\$23,838

<p>MCLS (cont'd)</p>	<p>Young Adults</p>	<p>fiscal management, ordering and distribution of materials.</p> <p>One workshop of relevance to the needs of Children's librarians/staff at member libraries will be coordinated by MCLS staff and the Children's Services Committee.</p> <p>MCLS Reference Staff will continue to promote use of Reference Center by Children's Services Staff. The <u>Reference Hotline</u> will periodically feature articles relevant to the needs of Children's Services librarians in the System.</p> <p>Children's Services Committee members will continue to publish updated information for the <i>Southern California Program Resource List</i>, designed to assist in the location of suitable children's programming activities. Representatives from the Reference Center will address at least one meeting of the MCLS Children's Services Committee to explain the services of the Reference Center, and its benefits to reference staffs in Children's Services.</p> <p>MCLS Reference Center will continue to promote use of the Reference Center by Youth Services staff. The <u>Reference Hotline</u> will periodically feature articles relevant to the needs of Youth Services Librarians in the System. MCLS will coordinate at least one workshop/information exchange in conjunction with the MCLS Young Adult Services Committee designed to further the professional skills of staff involved in service to young adults. A young adult component of the Summer Reading Program will be continued in 2005. The theme is "Unleash Your Power...READ."</p>	<p>programs. Use formal evaluations of participants at Children's Services workshops & the Reading Program Kickoff program.</p> <p>Use of MCLS Reference Center by Children's Services staff will be informally evaluated by number of children's/school assignment-related questions submitted to Reference Center.</p> <p>Gather statistics at the local & system levels which measure the number of young adults served & by System-sponsored cooperative efforts & by the number of Youth Services librarians attending programs. Formal evaluations by all participants at Youth Services workshops.</p>	
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MOBAC	Geographically Isolated	MOBAC Reference Committee will update the survey, listing all types of technology and expand it 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.	Informal evaluation of the use of the survey of publicly available technology, looking for anecdotal instances where equipment that has not been included is requested. This will determine the types of equipment that the libraries should purchase or to identify locations of equipment outside of the library. Statistically monitor the use of the MOBAC Regional Catalog.	\$1,500
MVLS	Geographically-isolated; Residents without computer access	One full-time reference librarian and .6 library technicians will use resources of Sacramento Public Library, CSUS Library, California State Library, MVLS Regional Catalog, RLIN, DIALOG, LAPL FirstSource, OCLC, and the Internet to answer 90% of all reference questions from geographically isolated patrons. Answers will be provided in 10 working days for 70% of the questions from underserved patrons.	Use user satisfaction survey and/or AskNow software to determine the number of questions referred/answered/unanswered and response time. Current level of CLSA funding is not adequate to meet the current level of service. Local funds are being used to support the program.	\$23,500

<p>NORTH BAY</p>	<p>Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans</p> <p>Children</p> <p>Disabled</p> <p>Geographically-isolated</p>	<p>NBCLS staff will: 1) 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; 2) include items of interest on ethnic minorities on the reference and children's Listserv's and the NBC Web page; and 3) support and organize a purchasing project of Spanish language materials by sending one person to the Guadalajara Book Fair, or other appropriate Spanish language book fairs or other vendors.</p> <p>NBCLS will continue to support and organize a purchasing project of Spanish Language materials by sending a candidate to the Guadalajara Book Fair.</p> <p>NBCLS children's staffs will: 1) continue to explore shared program ideas for summer reading programs or will participate in the statewide program; 2) meet two or three times per year to share ideas on programming, collection development and children's and youth services management; 3) use the NBCLS Web page and children's listserv to discuss resources and share ideas related to serving children; 4) hold workshops or round table discussions as part of the children's services committee meetings; and 5) facilitate meetings with county Offices of Education and the reference staff of school and public libraries.</p> <p>NBCLS libraries will share collection information on resource materials to serve the disabled and their caregivers.</p> <p>Questions received from geographically isolated areas of NBC service area will be answered at the NBCLS Reference Center or other outside sources such as Virtual Reference Centers, FirstSource at LAPL or contracted sources such as art and poetry experts. Access to more resources will be provided through access to library catalogs on the SuperSearch system.</p>	<p>Keep workshop attendance & evaluations; keep statistics for attendance at committee meetings. Keep an account of publications distribution for bibliographies, newsletters, updates, etc. Survey patrons & librarians for reference questions answered for the geographically isolated.</p>	<p>\$4,000</p>
<p>NORTH STATE</p>	<p>People with Disabilities</p>	<p>NSCLS will: 1) provide member libraries with a list of resources and tips on serving individuals with disabilities in at least two issues of the regional newsletter; 2) sponsor a training workshop on working with individuals with disabilities; 3) publicize, promote and train on Virtual Reference to at least one targeted group of the disabled; 4) enhance</p>	<p>The Reference/ILL/Underserved Committee will survey staff to assess staff learning & awareness. Statistics on numbers of member libraries'</p>	<p>\$1,000</p>

NORTH STATE (cont'd)		understanding through articles in the regional newsletter and/or use of training videos and other training media; and 5) investigate & distribute information on adaptive technology to the 21 public and academic NSCLS members.	staff being trained will be kept. Results of the staff survey will be shared with the members & the affiliate libraries, the Advisory Board, and the Council of Librarians.	
PLS	Speakers of limited English or English as a second language	<p>Spanish- and Chinese-speaking people who have previously had difficulties with finding and locating material will be able to use an interface geared to them. The ability to limit catalog searches by language will also be retained, so that search results can be returned listing materials in designated languages. A periodical vendor, Thomson-Gale, will create a "location code" that will allow Spanish speakers to use a Spanish language search interface for all of the periodical content.</p> <p>"How To Reach The Lawmakers" a locally produced list of key government officials will be updated to reflect current appointments & a translation into Spanish will be updated. Copies of the brochure will be available through member libraries and also posted on PLS Web site.</p> <p>The PLS/SVLS Multicultural Committee will continue to publicize the use of the multilingual brochures "Public Libraries Are For You" in Chinese, English, Farsi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on the PLS Web site, where SVLS staff have access.</p> <p>Spanish-speaking librarians will provide the Spanish-language assistance through the statewide virtual reference service, 24-7/QandACafe.</p> <p>The multicultural committee will be responsible for the selection of the collections of non-English language material. One library staff member will attend the International Book Fair in Guadalajara.</p>	Monitor the rate of distribution of the "How To Reach The Lawmakers" brochure. Review circulation statistics for the Spanish language collections to determine whether the purchases were successful. A User Satisfaction Survey will be sent to the users of the Spanish-language interface of the virtual reference service to be completed after each interchange. Monitor statistics on usage of the catalog's interface in Spanish and Chinese. The vendor will provide statistics on usage of the Spanish interface for the periodicals databases.	\$1,000
SJVLS	Geographically-isolated -- including citizens who	Questions referred from geographically isolated areas will be answered at the same level of service as those in urban areas. The	Patron evaluation forms will be sent with each question	\$57,046

SJVLS (cont'd)	fall into more than 1 category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate	geographically isolated will have access to system staff, the collections of the Fresno metropolitan area & other large collections in the county. The needs of non-English speaking will be met by using foreign language materials in special collections in Fresno, other system libraries, other state collections & the State Library.	answered asking if patron's needs were met. Maintain statistical records of time spent on questions. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to the Administrative Council.	
SANTIAGO	Limited & non-English speaking Children & Youth	SLS reference services will provide materials to questions in appropriate languages & reading levels through a reference contract with MCLS. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use. The Children's Services Committee will: 1) conduct one staff training workshop on services to children, 2) meet at least 6 times to discuss services to children and share ideas; and 3) participate in a 2005 Children's Reading Program to provide consistent, systemwide encouragement of reading-related activities. The support of local vendors or other public/private partnerships will be utilized in developing the program, and 4) partner with a local vendor on implementing a winter reading program.	Via contract with MCLS, provide statistical information on non-English language requests. Provide workshop participants evaluation forms. System staff will prepare a written summary report on the workshop. Provide verbal evaluation of the "Performers' Showcase" & report observations and/or recommendations in the monthly minutes. Verbal comments from children & parents about the 2004 Children's Reading Program will be noted in the minutes of the Children's Services Committee meetings.	\$17,234
SERRA	Geographically-isolated in rural areas, in and near the Imperial Valley	Serra staff will work with the Serra Reference Committee, the Desert Valley Library/Media Association & Imperial County libraries to develop, present & promote these services. Serra will use local funds to provide centralized ILL service. Communication with rural libraries should be faster with Serra Song Index and the newsletter in electronic format.	Keep statistics on reference referrals and interlibrary loan requests from rural libraries, & on attendance at training sessions and other programs. Compile evaluations from participants at Serra sponsored activities.	\$35,000
SILICON VALLEY	"Emerging Majority" Ethnic Groups	The System will: 1) promote the use of non-English system brochures to underserved client groups in each member local library; 2) update	Provide usage statistics for Informé and other databases.	\$1,500

<p>SILICON VALLEY (cont'd)</p>	<p>Disabled</p>	<p>the Spanish-language version of the brochure listing federal, state and county lawmakers who represent Santa Clara County; 3) update the "Language Resource List" and incorporate it into the Staff Directory which lists the non-English languages spoken by member library staff; and 4) sponsor a Multicultural Committee member to attend the International Book Fair in Guadalajara; and 5) participate in an ethnic community festival.</p> <p>The PLS/SVLS Multicultural Committee will continue to publicize the use of the multilingual brochures "Public Libraries Are For You" in Chinese, English, Farsi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on the PLS Web site, where SVLS staff have access.</p> <p>SVLS member libraries will continue to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and receive the answer in Spanish through SVLS's participation in the statewide virtual reference service.</p> <p>The SVLS libraries are all subscribing to the Spanish language periodical database Informé. 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. The SVLS Reference Committee will identify and evaluate for consortium purchase databases that serve diverse communities.</p> <p>Members of the Reference Committee will work with selected members of the Community Language project and offer assistance as needed with evaluation of current collections. They will also use the data gathered as the project unfolds to identify underserved groups that may be the targets of future Plans of Service goals to improve reference services.</p>	<p>Monitor usage of services offered through library Web pages by tracking the traffic through web pages and subsequent request for services. Monitor the rate of distribution of any printed materials, and reproduce when necessary. Informally evaluate the benefit of the activities association with coordinated reference projects, planning and development, the committees, task forces, and Council in consideration of in-kind time spent in committee meetings and assignments. Send a User Satisfaction Survey to the users of the Spanish-language interface of the virtual reference service.</p>	
<p>SOUTH STATE</p>	<p>All underserved groups</p>	<p>The MCLS Executive Director, the Steering Committee, Reference librarians, and other appropriate staff members will work together to plan workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) on youth services.</p>	<p>Use written evaluations by workshop attendees.</p>	<p>\$15,939</p>

Compilation of 2005/06 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BALIS	BALIS shares a reference center with PLS/SVLS which has increased the ability of all 3 systems to provide the best possible service to all patrons within the system service areas. The main Reference Center remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at the San Francisco Public Library. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project.	As part of the implementation of the PLS Strategic Plan, a business plan with goals and objectives is being developed that will reflect the goals and objectives of all of the strategic plans of the systems which the System Reference Center serves. Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the business plan, as well as feedback from member library line staff, reference committees, and administrative councils.
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2 nd Level Reference for which Black Gold contracts. The local library staff member cites the sources already checked at the local level. Staff at North Bay completes the answer and returns it to the patron via the local library. Research sources include information files, collection of the host public library, FirstSearch and online databases, computer databases and Internet access, experts in the field, and collections of area libraries. Black Gold also uses Ask Now Reference services.	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 answers relayed to patrons. The Reference Center, staffed by a professional 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 2 nd level reference service to System member libraries and to SIRCULS libraries. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Use online resources & direct telephone contact. The Reference Center will be available through direct telephone contact, electronic mail and via a form on the Inland Library System Web site www.inlandlib.org . 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, Web form 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	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

MCLS (cont'd)	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 AskNow 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 Reference Center provides access to over 300 online databases through DIALOG, OCLC, MELVYL, the LAPL databases, and the Internet.	Committee will monitor the performance of the Reference Center.
MOBAC	MOBAC will contract with BALIS/PLS/SVLS for reference services. The main Reference Center remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at the San Francisco Public Library. Staff will use the collections of all the member libraries in all three systems and the information and vertical file collections of the combined reference center in the initial search for the correct answer. Other sources used include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University libraries, and the connection with LAPL and the FirstSource project.	As part of the implementation of the PLS Strategic Plan, a business plan with goals and objectives is being developed that will reflect the goals and objectives of all of the strategic plans of the systems which the System Reference Center serves. Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the business plan, as well as feedback from member library line staff, reference committees, and administrative councils.
MVLS	One FTE reference librarian and .6 library assistant will use resources of Sacramento Public Library; CSU, Sacramento Library; California State Library; MVLS Regional Library; RLIN; DIALOG; OCLC; and the Internet for question answering.	Use user satisfaction survey and/or AskNow software to determine number of questions referred/answered/unanswered and response time.
NORTH BAY	<p>System staff will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the FirstSource project from LAPL. All library collections with North Bay and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within North Bay and outside. Subject experts both within and outside North Bay will be consulted via phone, fax, email and specialist listservs.</p> <p>NBCLS will share collection development information through discussion at Reference Committee meetings.</p> <p>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.</p>	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. Members will be surveyed as needed.
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 and email 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. Enhance interlibrary reference service by using OCLC's First Search	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

NORTH STATE (cont'd)	service and LAPL's FirstSource collection 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.	for answers, & general performance of the reference program. 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/ILL/Underserved 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's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at the 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 University libraries & the connection with LAPL and the FirstSource project.	As part of the implementation of the PLS Strategic Plan, a business plan with goals and objectives is being developed that will reflect the goals and objectives of all of the strategic plans of the systems which the System Reference Center serves. Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the business plan, as well as feedback from member library line staff, reference committees, and administrative councils.
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. 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 First Search Service, and the Dialog online database service. 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	Use statistical reports and patron satisfaction questionnaire.

SERRA (cont'd)	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.	
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 remains at San Jose's Dr. Martin Luther King, Jr. Library, which combines the collections of the former Main Library of San Jose Public with that of San Jose State University. A branch is maintained at San Francisco Public Library. Staff will use the collections of all the member libraries in all three systems and the information and vertical file collections of the combined reference center. Other sources include online databases, the Internet, telephone calls, fax transmissions and letters to organizations and government agencies, information files from other systems, Stanford University library, and the connection with LAPL and the FirstSource project.	As part of the implementation of the PLS Strategic Plan, a business plan with goals and objectives is being developed that will reflect the goals and objectives of all of the strategic plans of the systems which the System Reference Center serves. Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the business plan, as well as feedback from member library line staff, reference committees, and administrative councils.
SOUTH STATE	SSCLS will contract with MCLS for interlibrary 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 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.

**2005/06 Workload Estimates
By Program**

System	Reference			Communications & Delivery		System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BALIS	594	12	275	3,907	38,064	8	6	6	1,000
BLACK GOLD	250	8	240	517,787	839,923	6	1	6	800
49-99	335	5	50	27,800	398,000	1	4	2	240
INLAND	1,565	2	60	N/A	162,494	4	1	0	200
MCLS	2,203	40	800	468,115	65,050	21	2	20	3,000
MOBAC	150	3	175	2,235	121,132	4	4	2	200
MVLS	665	3	80	30,000	270,000	14	2	4	1,000
NORTH BAY	910	3	110	49,200	3,105,000	5	1	1	600
NORTH STATE	460	3	60	17,495	487,069	12	4	15	5,650
PLS	428	12	250	287,132	1,558,000	9	5	0	1,800
SJVLS	450	0	30	436,550	596,650	9	3	3	2,385
SANTIAGO	300	4	86	121,098	13,000	7	1	4	200
SERRA	830	2	60	24,950	158,020	8	6	6	2,500
SVLS	392	12	275	18,500	30,000	5	6	1	400
SOUTH STATE	103	20	200	4,400	1,210	5	1	2	500
TOTAL	9,635	129	2,751	2,009,169	7,843,612	118	47	72	20,475

NA - Not Available

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SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM											Estimated Reference Questions	
	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
BALIS	1,557	1,249	918	1,450	813	551	499	450	569	360	785	594
BLACK GOLD	1,088	913	941	1,050	632	599	490	269	295	246	250	250
49-99	798	826	813	900	605	531	418	410	412	407	500	335
INLAND	1,839	1,343	1,484	1,610	1,229	1,476	1,759	2,354	1,800	1,761	1,565	1,565
MCLS	6,005	5,003	5,372	6,925	4,152	3,226	2,947	3,169	2,867	2,656	2,652	2,203
MOBAC	994	817	660	666	318	58	106	97	141	49	175	150
MVLS	989	828	621	900	425	409	430	440	283	290	300	665
NORTH BAY	1,481	1,326	1,737	1,787	1,024	1,015	849	931	881	941	900	910
NORTH STATE	1,091	1,151	1,205	1,296	854	714	639	372	432	430	460	460
PLS	613	1,501	619	864	331	369	338	326	353	226	505	428
SJVLS	3,056	2,817	2,187	3,065	1,290	1,245	1,213	603	703	410	450	450
SANTIAGO	550	462	558	477	503	397	371	295	248	253	300	300
SERRA	1,598	1,477	1,297	1,400	1,282	1,248	1,020	908	1,203	1,043	1,110	830
SVLS	1,247	1,501	537	1,075	365	235	306	295	535	1,446	550	392
SOUTH STATE	260	279	203	512	133	143	157	157	133	135	135	103
TOTAL	23,166	21,493	19,152	23,977	13,956	12,216	11,542	11,076	10,855	10,653	10,637	9,635

*10 year history

Doc. 8373

SYSTEM DEMOGRAPHICS

Statistics taken from 2005/06 System Plans of Service and are Derived from a Combination of Federal, State, County, and Municipal Sources.

	BALIS	BLACK GOLD	49-99	INLAND	MCLS	MOBAC	MVLS	NO. BAY	NO. STATE	PLS	SJVLS	SANTI-AGO	SERRA	SILICON VALLEY	SO. STATE	Total Population All Systems	
Total Population	3,110	1,163	1,539	3,811	6,426	739	2,327	1,516	767	712	2,303	2,303	3,196	1,731	3,988	35,631	
Underserved Population																	
Children & Youth																	
Under 5	6%	7%	8%	8%	7%	7%	7%	5%	7%	6%	8%	7%	7%	7%	8%	2,546	7%
5 to 9	6%	8%	9%	8%	8%	8%	8%	7%	7%	7%	9%	8%	8%	7%	9%	2,777	8%
10 to 14	6%	7%	9%	9%	7%	7%	8%	7%	7%	6%	9%	7%	7%	6%	8%	2,688	8%
15 to 19	6%	8%	8%	8%	7%	8%	8%	7%	7%	6%	8%	6%	7%	6%	7%	2,504	7%
Aged 65+	11%	14%	11%	10%	10%	10%	12%	13%	20%	12%	10%	10%	11%	9%	9%	3,764	11%
Ethnicity																	
lack	10%	2%	4%	7%	9%	25%	7%	9%	1%	4%	5%	2%	6%	3%	10%	2,356	7%
Hispanic	16%	28%	30%	41%	41%	39%	16%	18%	10%	22%	46%	25%	29%	23%	49%	11,495	32%
Asian	20%	4%	7%	5%	12%	5%	10%	6%	2%	22%	5%	15%	9%	25%	11%	3,839	11%
Native American	0.6%	1%	1%	1%	0.7%	1%	2%	2%	3%	0.4%	1%	0.6%	1%	0.7%	1%	329	1%
Other *	51%	2%	NA	16%	0.2%	5%	NA	0.3%	0%	5%	2%	0.3%	0.5%	5%	0.3%	891	3%
Limited English Speaking	32%	27%	20%	14%	10%	NA	16%	9%	2%	19%	13%	7%	35%	41%	9%	6,034	17%
Non-English Speaking	2%	7%	8%	7%	5%	6%	4%	1%	0%	2%	5%	3%	2%	2%	5%	1,492	4%
Functionally Illiterate	23%	10%	25%	22%	10%	21%	19%	NA	15%	7%	20%	5%	19%	19%	10%	5,300	15%
Institutionalized	0.3%	2%	1%	2%	0.8%	2%	1%	0.7%	0.03%	1%	3%	0.5%	1%	0.7%	0.8%	384	1%
Shut-in	NA	10%	5%	0.2%	9%	NA	4%	NA	NA	NA	7%	6%	2%	NA	8%	1,544	4%
Handicapped	24%	16%	20%	14%	10%	16%	20%	18%	39%	16%	19%	7%	17%	16%	14%	5,508	15%
Economically Disadvantaged	10%	12%	17%	15%	18%	12%	9%	10%	18%	6%	21%	9%	13%	7%	14%	4,809	13%
Geographically Isolated	NA	7%	34%	25%	0%	35%	16%	36%	54%	NA	43%	0%	4%	NA	0%	4,151	12%

All #'s in thousands

* Multi-race, Native Hawaiian, Pacific Islander

NA - Data Not Available

Note: Percentages in the underserved categories do not represent 100% of the total population since the population can be represented in more than one category.

Doc. #8639

**SUMMARY OF IMPROVEMENTS OF LOCAL REFERENCE SERVICES - FY 2003/04
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. Three BALIS-wide library service committees will meet bi-monthly or quarterly to discuss service issues of mutual concern and to plan for cooperative activities, products, and workshops. Two BALIS-wide forums will meet as many as four times a year to focus discussion on service issues of mutual concern.</p> <p>b. The Reference Center will continue to be located in two locations. The primary location is in the San Jose Public Library with a branch location in the San Francisco Public Library. Reference Center staff will continue to provide orientation to local librarians through personal appearances of Reference Center staff, tours, demonstrations, memos and articles in the newsletter, <u>SEARCH</u>.</p> <p>c. The BALIS Reference Committee will explore ways, with PLS and SVLS Reference Committees, to expand reference services and resources. The BALIS Reference Committee will communicate regularly with the SVLS and PLS Reference Committees through the exchange of committee minutes. They will also invite librarians from the other Systems to attend the workshops and programs where reference services, especially those related to electronic resources, will be discussed or demonstrated. They will participate, together with the other Systems, in the review, evaluation and recommendation of electronic information sources for consortium purchases. Local librarians receive <u>SEARCH</u>, the BALIS/SVLS/PLS newsletter, and will contribute articles, book reviews and library news to it.</p> <p>d. There will be opportunity for professional and paraprofessional staff members to attend various training sessions either arranged or given by the Reference Coordinator. These session will include, but not be limited to: 1) training on subscription databases; and 2) training on other reference-related topics, including use of print and Internet sources, the reference interview and others. Funds have not been available for scheduling of the Effective Reference Performance training, developed by Transform Inc. However, several years of this training have improved local reference skills, and it will be provided again if and when funding is available. There will also be training opportunities for librarians staffing the statewide virtual reference</p>	<p>a. Objective met. The BALIS-wide library service committees met monthly or bi-monthly to discuss issues of mutual concern. The BALIS-wide forums met 4 times per year regarding service issues of mutual concern.</p> <p>b. Objective met. Reference Center staff provided orientation to local libraries through personal appearances, tours, demonstrations, memos and articles in the newsletter, <u>SEARCH</u>.</p> <p>c. Objective met. Committee minutes were shared among the committees. The BALIS Reference Committee sponsored a widely advertised forum on virtual reference as a tool for children's services in April 2004, where representatives from the statewide Ask Now service answered questions, and youth services staff participated in discussions of usefulness to them and their patrons. All 3 Systems evaluated electronic databases for purchase. Contributions of news, reviews and profiles were contributed to the <u>SEARCH</u> newsletter.</p> <p>d. Objective met. During 2003/04, 7 training sessions were scheduled in BALIS libraries. All covered one or more of the Gale databases commonly subscribed to in the BALIS package. One session was given by the Gale trainer--the rest were provided by the Reference Coordinator. Databases covered were OneFile, Student Resource Center, Health Resource Center, Business Resource Center and Literate Resource Center. Approximately 140 staff members attended these sessions. For the virtual reference project, there were 10 training sessions in the BALIS area, attended by 39 librarians.</p>

<p>BALIS (cont'd)</p>	<p>service. Training sessions may be live or virtual, one-on-one or using the meeting software within the virtual reference project.</p> <p>e. The Reference Committee will review, evaluate and recommend electronic information sources for the BALIS consortium.</p> <p>f. The Reference Committee will identify staff training needs in the reference area and encourage and support staff partnership in training.</p> <p>g. The Reference staff from the BALIS libraries will participate in the System Reference Center's listserv, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.</p> <p>h. A listserv will be established for the Reference Committee so that email may be easily exchanged, archived and searched.</p> <p>i. The Reference Committee will facilitate contributions to the successor of the BALIS Union List of Periodicals, once it has been determined what form this will take and the funding for it has been secured.</p> <p>j. At its bi-monthly meetings, the Reference Committee will schedule forum discussions to address specific topics of interest and concern to Reference staff. Other expert staff may attend.</p> <p>k. The Reference Committee will encourage participation of individual libraries in the statewide virtual reference desk service. Staffs from several of the BALIS libraries already work as librarians on 24/7 and QandAcafe, and all libraries are encouraged to post links to the service on their library homepages.</p> <p>l. At their bi-monthly meetings, a representative from the host library's Children's Services Department will attend, in order to facilitate sharing of information and discussion of common interests between reference and children's services librarians.</p> <p>m. The Reference Committee, in coordination with the Peninsula Library Area Network (PLAN) and the BALIS Administrative Council, will explore the possibility of the development of a Bay Area-wide library Web page. The Peninsula and Silicon Valley</p>	<p>e. Objective met. Owing to the economic climate, few new databases were able to be added to any member library's collection.</p> <p>f. Objective met. Information on training opportunities was shared. BALIS libraries sent staff to sessions covering various aspects of reference work, including the reference interview, using the Net as a ready reference tool, and finding legal and medical information online.</p> <p>g. Objective met. Reference staff participated in the System Reference Center's listserv for BALIS/PLS/SVLS member libraries.</p> <p>h. Objective met. The listserv is now the primary means of communication within the committee. It is particularly helpful to have an archive of previous messages including attachments.</p> <p>i. Investigations were made into finding an appropriate successor for the BALIS Union List of Periodicals. However, replacement options were determined to be not cost-effective enough to warrant pursuit.</p> <p>j. Objective met. During 2003/04, the forum topics were: 1) using paraprofessionals at the reference desk; 2) customer service standards; and 3) collections in languages other than English.</p> <p>k. Objective met. During 2003/04, there were 42 people from member libraries staffing the project. Seven out of nine members participated.</p> <p>l. Not every library was able to spare a youth services librarian to come to a meeting. As a result, a series of forums that would be of interest to children's and adult service librarians has been planned. The forum on virtual reference (see c. above) was the first of these.</p> <p>m. The Reference Coordinator worked with the BALIS Public Information Committee to make the BALIS Web page part of the publicity plan for National Library Week 2004. Further discussion of an area-wide page awaits the completion of the strategic planning process for all of the local</p>
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<p>BALIS (cont'd)</p>	<p>Systems would also be a presence on the page and make contributions to its content. The Web page would be designed as a place for the public to acquaint themselves with the many libraries of the region and the resources they offer.</p> <p>n. Staff of the System Reference Center will continue to participate as one of the pilot members of the Library of Congress' QuestionPoint project, which is used by the Reference Center staff as a means to refer questions that are unresolved at this level to specialty libraries.</p>	<p>Systems, so that it can be determined if this is in keeping with those strategic plans.</p> <p>n. Objective met. System Reference staff participated as pilot members of the Library of Congress' QuestionPoint project. Reference Center staff refers questions that are unresolved to specialty libraries.</p>
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<p>BLACK GOLD</p>	<p>a. Develop a training plan to improve staff competencies.</p> <p>b. Provide hands-on and lecture/demonstration training to increase skilled use of software and services.</p> <p>c. Continue contractual arrangement for question handling.</p> <p>d. Coordinate with the Gold Coast Library Network to increase knowledge of regional resources for the improvement of local reference service.</p>	<p>a. Objective met. The Black Gold Training Task Force continued to organize and develop a training work plan for FY 2003/04, with suggestions from the Black Gold Committees of Acquisitions, Cataloging, Children's Services, Circulations, Interlibrary Loan, OPAC, Reference Services, Serials and Technical Support.</p> <p>b. Objective met. A hands-on Infopeople workshop entitled "On the Spot Training: Taking Advantage of Teachable Moments" was presented in 2 locations. The 36 attendees learned to use every teachable moment to help visitors learn a little more about how to use the library. 90% of the evaluations received rated this an "excellent" workshop, with the other 10% rating the workshop as "good."</p> <p>In December 2003, training voucher allotments were distribute to the libraries by the pro-rata formula. The libraries and staff selected the Infopeople workshops that best met their needs.</p> <p>In June 2004, four OCLC First Search Training sessions for Reference and Interlibrary Loan staff were held in various locations. Attendees agreed the training improved their understanding of First Search and will use it to streamline Reference and Interlibrary Loan procedures.</p> <p>In June 2004, Black Gold conducted a hands-on Cataloging Workshop with 10 attendees. The instruction was on Cataloging DVDs and Videos in the Black Gold System. 7 out of 8 returned evaluations rated the purpose and training of the workshop clear and achieved the purpose of the workshop.</p> <p>A Rural Initiative Videoconferencing workshop entitled "When Being Nice Isn't Working: Service, Safety and Security in the Library Workplace" was held January 2004 at the Santa Maria Public Library.</p> <p>c. Objective met. Black Gold continued to contract with North Bay Cooperative Library System for 2nd Level Reference Service for Black Gold libraries. The percent of questions answered in 10 days was 96.38%. The number of questions received and answered with North Bay's 2nd Level Reference is consistent with the previous years.</p> <p>d. Objective met. Black Gold has continued the relationship with Gold Coast members and has undertaken the "Ask Now" (formerly 24/7 Reference) and maintenance, connection and support for Cat-A-Link Gold for FY 2003/04. The members of Gold Coast benefit from both of these programs.</p>
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<p>49/99</p>	<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. In the past few years Merced County had limited hours and service and was not able to refer any reference questions; however, this year, they were able to once again participate in this service.</p> <p>b. Objective met. Staff from 2 member public libraries, and 1 affiliate library attended an orientation session at System headquarters. Topics covered included policies and procedures for referring questions to the System Reference Center, procedures for requesting and circulating Bi-Folkal kits and the status of the Library of California and Sierra Valley Library Network.</p> <p>Staff from 5 member public and 4 affiliate libraries participated in the Infopeople workshop "Using the Web for Collection Development" in Fall 2003. A total of 17 staff members received this training.</p> <p>In Spring 2003, 49-99 and member libraries began working with the 24/7 Reference project to facilitate delivery in the System area. Training sessions were held in June 2003, and in September 2003, the service "went live." 5 member libraries plus 49-99 Reference Center staff provided staff time to this service so patrons of all 7 member public and 6 affiliate libraries can access 24/7 Reference.</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. In the past the System has sponsored Infopeople workshops held locally and funded through local contributions. The System will look for future opportunities to provide additional Infopeople and videoconference workshops within the region.</p>
<p>INLAND</p>	<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 and encouragement to the staff of member libraries in the use of Internet as a reference tool.</p>	<p>a. Objective met. Inland reference staff will provide consultant services to member libraries.</p> <p>b. Objective met. Reference staff was available to provide instruction to the staff of member libraries.</p>

INLAND (cont'd)	c. Standing committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products, and training sessions.	c. Objective met. The System sponsored meetings of the: <ul style="list-style-type: none"> • Adult Readers and Information Services Committee • Children's Services Committee • Literacy Committee
MCLS	a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS committees. 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. 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. 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. In addition, MCLS will contract with Infopeople to bring additional continuing education opportunities to its members.	a. Primary objectives met. In total, the System and its committees sponsored 50 continuing education programs. In addition, 15 additional exchanges were sponsored by the System. 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. 5 committees held structured exchanges. 12 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. The MCLS Reference Center updated <i>Federal Government Officials</i> , a revision of a 1995 SCAN publication. This publication is mounted on the MCLS Web site for the use of all residents of California. In addition, the MCLS Reference Center published the <i>2003 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. 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. c. Objective met. The MCLS Reference Center continues to offer the Wednesday Web Workshop series, covering a variety of different topics. In FY 2003/04, 13 separate Wednesday Web classes were offered on 13 topics. 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 2004/05.
MOBAC	a. At least one reference workshop, the annual Hands-On, will be held in FY 2003/04, attended by at least 75 reference staff from all member libraries and school libraries in the region.	a. Objective met. The Hands-On workshop was held in October and was attended by approximately 62 staff members. Owing to budget constraints, fewer library staff are able to get away for any length of time to events.

<p>MOBAC (cont'd)</p>	<p>b. The Reference Committee will continue to be responsible for the content and evolution of the MOBAC Intranet.</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. The Reference Committee will facilitate contributions to the successor of the MOBAC Union List of Periodicals, once it has been determined what form this will take, and the funding for it has been secured.</p> <p>f. Reference resources and union lists, including the <i>Survey of Publicly Available Technologies</i>, will continue to be updated.</p> <p>g. The Reference Committee will continue to identify and evaluate electronic resources for possible System purchase.</p> <p>h. MOBAC will evaluate the need to sponsor and partially subsidize Infopeople workshops for staff of member libraries. Infopeople offerings will determine which specific workshop(s) is/are to be sponsored.</p> <p>i. More MOBAC member libraries will participate in the statewide virtual reference by chat service.</p>	<p>b.-c. Objectives met. The Intranet was updated on a continuous basis. The committee also wrote an RFP for improvement of the MOBAC homepage and the pages for an Intranet and SPLAMBA. In addition, committee members participated in a series of meetings to design an evaluative tool for evaluating bids from vendors for portal technology, which MOBAC is looking at to eventually replace the Web sites for staff and public, as well as the regional catalog.</p> <p>d. Objective met. The committee met 8 times, and special collections or resources were reviewed at most of the meetings.</p> <p>e. Objective met. Investigations were made into finding an appropriate successor for MOBACULP. However, replacement options were determined to be not cost-effective enough to warrant pursuit.</p> <p>f. Objective met. The list of resources for the publicly available technology was updated and is posted on the MOBAC Intranet.</p> <p>g. Objective met. The Reference Committee reviewed several resources. FirstSearch searches continue to be valuable and were renewed. MOBAC public libraries continue to subscribe to a package from Gale databases, including: OneFile, Biography Resource Center, Health Resource Center, Business Resource Center, Literature Resource Center, Student resource Center, and Kids InfoBits. Academic libraries renewed their subscription to Cumbre, an online Spanish language encyclopedia.</p> <p>h. Objective met. Two Infopeople workshops were subsidized by MOBAC: "When Being Nice Isn't Working" and "Law on the Net." Approximately 53 staff members attended these 2 workshops.</p> <p>i. Objective met. Training on providing virtual reference services was given to staff members from Monterey County and Monterey Public, and the City and County of Santa Cruz. Five MOBAC librarians worked on this project during 2003/04.</p>
<p>MVLS</p>	<p>a. The Reference Committee and System staff will develop a multi-year training plan as follows:</p> <p>1. Survey member library staff to determine training needs.</p>	<p>a. Training plan:</p> <p>1. Objective met. Members were surveyed in November 2003 to determine what services they wanted in general. Several training</p>

<p>MVLS (cont'd)</p>	<ol style="list-style-type: none"> 2. Make an inventory of available local reference training and publicize it, maintaining a calendar of training events. 3. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. In 2003/04, MVLS will offer a program on demonstrating the best of the subscription databases in the region. 4. Establish and publicize any prerequisites for workshop attendance. 5. Evaluate completed workshops in order to refine the training plan. 6. Offer workshops free or at low cost when they can be provided with local resources, but on a cost recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring Systems and with presentations of the Children's Committee is encouraged. 7. Explore any advances in technology that might aid in the training sessions. <ol style="list-style-type: none"> b. Update the inventory of member libraries' subscription databases. c. Coordinate shared subscriptions to reference databases. The committee recommends NewsBank access to the <i>Sacramento Bee</i>. 	<p>topics were mentioned.</p> <ol style="list-style-type: none"> 2. Objective not met. We have not done this since the first couple of years. A hit-counter revealed that no one was using the calendar. 3. Objective met. Established cycles of recurring workshops were determined. Member library reference staff met to test-drive 15 databases with practice questions and tutorials. 4. Objective met. When appropriate, prerequisites were added to flyers. The 2003/04 workshop was presented at a meeting of the Reference Committee. 5. Objective met. Evaluations from the Reference Committee workshop showed that all 9 respondents rated the day a 4 or 5, on a scale of 1-5. 6. Objective met. The workshop was provided at no cost to member libraries using Sacramento Public Library's databases, plus some free trials. MVLS did not coordinate workshops with neighboring Systems this year, but has done so in the past. 7. Objective met. A free trial of a classical music database was provided, and workshop attendees had the opportunity to practice with speakers and earphones. <ol style="list-style-type: none"> b. Objective not met. c. Objective met. The subscription to NewsBank was maintained and staff monitored its use by member libraries.
<p>NORTH BAY</p>	<ol style="list-style-type: none"> a. NBCLS staff will tailor reference training workshops to meet the specific needs of individual member libraries and present these on site as appropriate. 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 	<ol style="list-style-type: none"> a. Objective met. Staff arranged or initiated the planning of 5 workshops or training events in the North Bay region. Topics of the workshop/training events included Service to Children with Learning Disabilities and Young Adults with Development Disabilities, Storytelling Success with Young Children, Coping with Stress in the Workplace, OCLC Web ILL using First Search, Training for RefUSA and Gale Business Databases. b. Objective met. See a. above.

<p>NORTH BAY (cont'd)</p>	<p>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 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 - NBCLS Union List of Depository Federal Documents 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 	<p>c. Objective met. Two librarians took advantage of the one-on-one brush-up training and came to NBC headquarters.</p> <p>d. Objective met. Three library reference committees were visited to promote reference services. At least two librarians came to observe reference tools.</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 4 times with the average attendance of 11. The children's committee met 3 times with the average attendance of 15, and the Guadalajara group met at least twice.</p> <p>g. Objective met. Event calendars were produced, and news items were passed on to committee meetings.</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 was updated.
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NORTH BAY (cont'd)	5. The products noted above will be made available in electronic form via Web site and/or listserv.	5. Objective met. The Directory of Member Libraries, events calendar, and the NBC manual, were loaded onto our Web site.
NORTH STATE	<p>a. At least one workshop will be sponsored by the System on reference referral and improvement of local reference services.</p> <p>b. At least 12 member library employees will complete a C.O.R.E. Reference Online Course and/or view an NBCLS distributed videocassette "Does This Answer Your Question," the "Difficult Question," or other library related videos.</p>	<p>a. Objective met. Two workshops presented by Susan McGlamory from http://www.247ref.org were held for virtual reference training. Approximately 18 public and academic librarians, as well as one school librarian, attended the workshops. One workshop for Library Services to Individuals with Disabilities was presented with 9 attendees from both academic and public.</p> <p>b. Objective met. There were 23 viewings of the library education videos.</p>
PENINSULA	<p>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, Big Chalk and others; 2) training on other reference-related topics, 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. Training sessions may be live or virtual, one-on-one, or using the meeting software within the virtual reference program.</p> <p>b. The Reference Committee will meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>c. The directory of local service resources (clubs, organizations, human resources agencies, etc.) called the Community Information Program, or CIP, is available both online and in print and will be updated on a regular basis and expanded to include more resources in other area counties. This file is now accessible on the PLS homepage -- http://www.plsinfo.org/.</p> <p>d. The Reference Committee will evaluate and select a limited number of appropriate reference sources for System Reference purchases. These will be housed in individual libraries and in the System Reference Center for purposes of experimentation and collection augmentation. Access to subscriptions to selected online services will also be provided through System subscriptions. In addition to a standard periodical database, there are also current subscriptions to StatUSA from the U.S. Department of Commerce, and the RAND</p>	<p>a. Objective partially met. PLS staff attended training by the Gale Group trainer on the newly released Kids InfoBits in July 2003. Other system-wide training was not scheduled, as libraries increasingly found it difficult to send staff to training sessions. Some individual libraries scheduled training on Gale databases. A discussion has begun with San Mateo County regarding having the Reference Coordinator do training for paraprofessional staff on the reference interview and possibly on databases and/or print sources, but the sessions have not yet been scheduled. Once this is developed, other libraries may also wish to have this training scheduled at their sites.</p> <p>b. Objective met. Bi-monthly meetings by the Reference Committee were held.</p> <p>c. Objective met. The Community Information Program database is available on the Web at http://cip.plsinfo.org/. It has undergone significant changes in 2003/04, and work continues on developing its searchability.</p> <p>d. Objective met. PLS now jointly subscribes to a package of databases from Gale that includes OneFile (periodicals), Biography Resource Center, Business Resource Center, Custom Newspapers (each library chooses 10 full text papers), Health and Wellness Resource Center, Informe (a Spanish language periodicals database), Kids Infobits, Literature Resource Center, Student Resource Center Gold and What Do I Read Next. They also continued to subscribe to Big Chalk, Rand California and StatUSA. The Schoolwise Press database (evaluation of local schools) was purchased with</p>

<p>PENINSULA (cont'd)</p>	<p>California database. Some reference funds are also used for the purchase of the Schoolwise Press database, which evaluates local school districts.</p> <p>e. The Reference Committee will continue to work with the PLS Catalog Standards Committee to make the catalog more accessible to the public.</p> <p>f. Staff from member libraries will work on the live, online reference service currently called 24/7 and QandAcafe. Patrons from participating libraries will be able to use chat software to ask questions directly from their homes and get answers from a librarian. Staff from the System Reference Center will provide second-level reference to users of the virtual reference service through monitoring of the QRC queues and following up to provide answers to unresolved questions.</p> <p>g. Staff of the System Reference Center will continue to participate as one of the pilot members of the Library of Congress' Question Point (originally Collaborative Digital Reference Service) project, which is developing a means to answer patron inquiries worldwide using a 24/7 international model.</p>	<p>joint reference funds. Usage statistics are noted.</p> <p>e. Objective met. Changes are made as necessary, generally two to three times per year. The Reference Committee was also actively involved in developing questions and criteria for a demonstration by the two prospective vendors for a new ILS system, to be selected and implemented in 2004/05.</p> <p>f. Objective met. Three training sessions were offered during 2003/04, with 16 librarians trained. A total of 31 PLS librarians staffed the chat lines of the virtual reference service in the past year.</p> <p>g. Objective met. Questions are being referred to and received from the Question Point project.</p>
<p>SJVLS</p>	<p>a. At least 100 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 twice 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>a. Objective partially met. Training was not available due to reduced System funding for the Information Service; however, 12 students participated as testers of the trial of the CORE online course which was developed in 2003/04 with LSTA funds.</p> <p>b. Objective not met. NEWS AND CLUES suspended publication due to reduced funding.</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 met. Most members ceased to need the System phone cards which were available in 2003/04. Their use was minimal.</p> <p>e.-f. Objectives met. The Reference Committee met quarterly to share reference sources. They worked with the Collection Development and Children's and Youth Committees to begin implementation of a shared ebook collection.</p>

<p>SJVLS (cont'd)</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>g.-h. Objective met. All branches have Internet access and can use the System-wide subscription to InfoTrac Reference Center Gold and Health and Wellness Reference Center.</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>b. SLS will sponsor at least one continuing education program, which will be attended by a minimum of 20 staff (professional and non-professional): - 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.</p> <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>a. Objective met. SLS contracted with MCLS for interlibrary reference, which was monitored by the SLS Reference Committee and System staff.</p> <p>b. Objective met. The Reference Committee sponsored "Internet Instruction." Forty-three staff attended. - SLS staff attended MCLS and Tri-System workshops as well as PLA and CLA with System support.</p> <p>c. Objective met. The System and Reference Committee sponsored five continuing education programs at their staff meetings where information on a variety of current topics was shared. Working with MCLS and SSCLS, SLS staff attended workshops on various aspects of reference service.</p>
<p>SERRA</p>	<p>a. System staff will work with the Reference Committee on at least two workshops on some aspect of reference service for local library employees. Research Center staff will present orientation tours promoting reference services and explaining procedures, as requested by member libraries.</p> <p>b. System staff will update monthly the System's publication "Answers" to provide access to local information and will maintain a ready reference file for on-call questions. "Answers" will be</p>	<p>Overview: Serra was able to fulfill the goal set by the member libraries to maintain basic reference services and activities. We did so in spite of budget cuts of more than 20% over the past two years. To save funds, one full time position (Office Manager) was left unfilled and the remaining four full time positions were decreased from 40 to 35 hours per week. Serra's administrative office location was closed. Staff and operations moved to the Research Center location at San Diego Public Library. This relocation helped save operational funds.</p> <p>a. Objective met. Serra and San Diego Public Library sponsored a session in October 2003 of a Supervisor's Academy workshop developed by William Sannwald of the San Diego Public Library. 32 people attended. The Reference Committee developed a workshop on reference basics, presented in May 2004.</p> <p>b. Objective met. System staff continued to compile and update the "Answers" database and maintained it as an in-house ready-reference file. "Answers" covers local, state and federal elected officials, population and</p>

<p>SERRA (cont'd)</p>	<p>available electronically on the Serra Web site.</p> <p>c. Staff will be available five days per week to provide consultation on local libraries' questions.</p> <p>d. CORE workshops on basic reference will be made available to libraries in San Diego and Imperial Counties.</p> <p>e. Serra will help provide a minimum of two workshops for the Reference Committee. Multiple sessions of a workshop for paraprofessionals entitled "Reference Sources: Just the Basics" are planned.</p> <p>f. Serra's Research Center will distribute information on resources, training opportunities and other news of interest via Serra's Web site. Member libraries will have the ability to transmit reference requests and receive answers electronically.</p>	<p>cost of living data. The print copy of "Answers" was eliminated due to time constraints and the availability of the same information on the Internet.</p> <p>c. Objective met. Research Center staffing was maintained during business hours, five days per week.</p> <p>d. Objectives partially met. No CORE training was requested, due to both the lack of new staff to be trained and the difficulty of scheduling time away from normal duties. The three-day Effective Reference Performance Training workshop was held in August 2004 in the Imperial Valley.</p> <p>e. Objective met. In 2002/03 the Reference Committee wrote an in-service training module "Reference Sources: Just the Basics" – a half day course on Ready Reference sources, primarily print, but also electronic, for paraprofessional library staff. The workshop was offered in May 2004 to 40 San Diego Public Library staff members. In addition, Serra's Book Fair Task Force offered the annual Non-English Language Book Fair in November 2003 featuring 13 vendors of books in Spanish, Arabic, and Asian languages. More than 75 libraries and teachers attended.</p> <p>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 System Coordinator is a member of the Board and attended the annual Board meeting in January 2004. In FY 2003/04, the SILDRN contract with the lead agency, UC San Diego, was updated. Serra renewed its own membership on behalf of all the member libraries.</p> <p>Under the Public Relations Committee, Serra continued to publish a bi-monthly electronic newsletter of System and member library activities. It is posted on Serra's Web site and distributed via email to 35-40 people, including the Administrative Council, Public Relations and Reference Committees, the Tierra del Sol Network's Director, and other interested parties. Member libraries redistribute the newsletter within their own organizations.</p> <p>f. Objective met. Serra continued to maintain its Web site, hosted by Escondido Public Library. The online list of member libraries and branches was updated.</p> <p>The online 24/7 reference project sponsored by the TdS Network remains active as the AskNow service. Most Serra members in San Diego County are participating. Questions not answered online for patrons of member libraries are referred to Serra's Research Center for completion. 70 questions were referred in the past year, making 24/7 the 4th most frequent source of reference referrals for Serra.</p> <p>81% of questions are submitted electronically via a reference request form</p>
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<p>SERRA (cont'd)</p>		<p>on Serra's Web site. The form is available to member libraries, not the general public.</p> <p>Thanks to Congressman Randy Cunningham, Serra also received a federal grant to provide the Tutor.com live homework help online for patrons of 5 member libraries – San Diego Public, San Diego County, Escondido, Oceanside, and Carlsbad. These are the libraries, with the addition of Oceanside, covered in whole or part by the Congressman's district. The grant was announced at a press conference and reception in January 2004, in conjunction with the ALA Mid-Winter meeting in San Diego. The tutoring service includes in-library and remote access seven days a week, 3-10 PM in English and Spanish. From February through June 2004, the project served 2,334 students.</p>
<p>SILICON VALLEY</p>	<p>a. There will be opportunity for professional and paraprofessional staff members to attend various training sessions either arranged or given by the Reference Coordinator. These session will include, but not be limited to: 1) training on subscription databases, including the various components of the Gale database contract, Rand California; 2) training on other reference-related topics, including use of print and Internet sources and the reference interview. Funds have not been available for scheduling of the Effective Reference Performance training, developed by Transform Inc. However, several years of this training have improved local reference skills, and it will be provided again if and when funding is available. There will also be training opportunities for librarians staffing the statewide virtual reference service, given by the coordinator of the Northern California arm of service, who is also System Reference Center staff. Training sessions may be live or virtual, one-on-one or using the meeting software within the virtual reference project.</p> <p>b. The Reference Committee will meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>c. Reference Center staff will continue to provide orientation to local librarians through personal appearances, tours, demonstrations, memos and articles in the newsletter, <u>SEARCH</u>. Four issues of <u>SEARCH</u> will be produces and distributed to staff of member libraries. The newsletter will include member library contributions of news articles pertaining to new reference sources, local library resources, and local library activities of interest to the other member libraries. The newsletter will also contain articles supplied by the Reference Center, the PLS Reference Committee, the BALIS Reference Committee and MOBAC member libraries in order that information and experience may be shared on a regional level.</p> <p>d. The minutes of the meetings of the PLS and BALIS Reference Committees will be distributed to the SVLS Reference Committee with the aim of sharing information about all libraries in the three</p>	<p>a. Objective met. SVLS staff attended training by the Gale Group trainer on the newly released Kids' InfoBits in July 2003. Other System-wide training was not scheduled, as libraries increasingly found it difficult to send staff away to training sessions even lasting half a day. Some individual libraries scheduled training given by the Reference Coordinator on Gale databases. Infopeople began offering a one-day class on the Reference Interview, and some SVLS staff attended it. During 2003/04, 6 training sessions on the virtual reference service were held for SVLS libraries, which trained 18 people.</p> <p>b. Objective met. The Reference Committee met bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>c. Objective partially met. In April 2004, the regular staff person working at the SFPL branch of the System Reference Center retired, but access to resources there continues with staff making trips to the library as needed. Only 2 issues of <u>SEARCH</u> were completed because of staff illness. It is currently on hiatus, while Reference Center staff prepares it in a new electronic format.</p> <p>d. Objective met. Committee minutes were shared with other committees throughout the region.</p>

**SILICON
VALLEY
(cont'd)**

Systems. Minutes are now shared on email listservs. The Multicultural Committees SVLS and PLS will work together as a joint committee and have a mutually supportive working relationship and mission. The Reference Coordinator serves as the liaison for the SVLS Reference Committee to the regional Staff Development Committee.

- e. Santa Clara County clubs and organizations will continue to be added to the Community Information Program's directory which includes coverage of San Mateo and Santa Clara counties.
- f. The reference staffs from the SVLS libraries will participate in Reflist, a reference issues listserv housed on PLS' server, which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.
- g. Member library staff will be active participants in the statewide Virtual Reference By Chat service.
- h. The SVLS Reference Committee will invite librarians from the other Systems to attend the workshops and programs where reference services, especially those related to electronic resources, will be discussed or demonstrated. They will participate, together with the other Systems, in the review, evaluation and recommendation of electronic information sources for consortium purchases.
- i. The Reference Committee will facilitate contributions to the successor of the SVLS Union List of Periodicals, once it has been determined what form this will take and the funding for it has been secured.
- j. The Reference Committee will contribute information to directories of local resources not available elsewhere, such as a listing of which library owns what subscription databases, and what computer equipment is available to the public in which library.
- k. At their bi-monthly meetings, a representative from the host library's Children's Services department will attend in order to facilitate sharing of information and discussion of common interests between Reference and Children's Services librarians.

- e. Objective met. Santa Clara County clubs and organizations continue to be added to the Community Information Program's database. It is available on the Web at <http://cip.plsinfo.org/>.
- f. Objective met. Librarians in SVLS continue to participate on Reflist.
- g. Objective met. Member library staff were active participants in the statewide Virtual Reference By Chat service.
- h. Objective met. Announcements for reference-related programs are shared with other regional Reference Committees and the Staff Development Committee through their listservs. Several trials of databases were conducted during 2003/04 for libraries in BALIS, PLS, and SVLS. Included were PlanetWare, Bay Area Consumer Checkbook and Sanborn maps.
- i. Objective met. Investigations were made into finding an appropriate successor for the SVLS Union List of Periodicals. However, replacement options were determined not to be cost-effective. The committee submitted a proposal to the Administrative Council that the union list be produced without the costly and time-consuming addition of San Jose's holdings (including that of San Jose State University). A decision on this proposal is pending.
- j. Objective met. Information was contributed to directories of local resources not available elsewhere. A list of detailing Internet time limits at each library was also created.
- k. Objective met. The Children's Services department representative attended bi-monthly meetings, to facilitate sharing of information and discussed common interests between Reference and Children's Service librarians.

**SUMMARY OF IMPROVEMENTS OF REFERENCE SERVICES TO THE UNDERSERVED - FY 2003/04
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<ul style="list-style-type: none"> a. The Public Information Committee will maintain its Bay Area media list to include media outlets that will reach a multicultural audience. b. The Reference Committee will work with Gale Research PR materials and publicize the Informe Spanish-language database. This database is available in all of the BALIS member libraries. c. Staff from various BALIS member libraries will participate in the five-System Staff Development Committee. This year the committee intends to survey all staff members regarding training needs. The result of this survey will be the basis of training programs for the next few years. d. The Reference Committee will identify and evaluate new databases, which will help them fulfill their goal of providing databases that have a focus on the informational needs of specific ethnic and minority communities. The 2000 Census has highlighted the multi-ethnic nature of the BALIS service area, and the committee will address these needs. e. The BALIS/PLS/SVLS Library Accessibility Committee will continue to search for and evaluate assistive technologies that libraries may consider purchasing. BALIS members are the original core members of the group and continue to be committee leaders. f. Through their participation in the statewide virtual reference service, BALIS member libraries will be able to offer patrons the ability the pose their questions in Spanish, be connected to a Spanish-speaking librarian and then receive the answers in Spanish. 	<ul style="list-style-type: none"> a. Objective met. The Bay Area Media list was updated. b. Objective met. Individual libraries took on publicity for databases. c. Objective met. The library Staff Development Committee continued to sponsor training based on most-requested topics from a survey conducted in 2002. In FY 2003/04, a paraprofessional workshop was organized where participants chose between a panel presentation on career options and a training session in coping with change. d. Objective met. Discussions of relevant resources for the information-poor took place at the Reference Committee meetings. None were found that could be considered a cost-effective addition to Informe. e. Objective partially met. The Library Accessibility Committee found it increasingly difficult to meet as more libraries came under economic pressure and were unable to release staff for meetings. They met virtually and were able to share information about only a few new technologies. f. Objective met. BALIS participants in the statewide virtual reference service (AskNow) continue to provide a link on their Web pages to it and to its Spanish-language component.

BLACK GOLD	<p>a. Provide a hands-on Train-the-Trainer Workshop focused on how to effectively teach youngsters to use the Internet for their homework and research needs.</p> <p>b. Offer a story telling workshop using an in-house expert to teach.</p>	<p>a. Modified objective met. This hands-on Infopeople workshop entitled <i>On the Spot Training: Taking Advantage of Teachable Moments</i> was presented twice in May 2004. This workshop indirectly helped attendees to use teachable moments--for adults and children alike.</p> <p>b. Objective not met. The Black Gold Children's Committee met twice in the past year, however, no staff member was able to assume the additional responsibility of becoming the in-house expert with time to teach.</p>
49/99	<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 95% 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.</p>

<p>INLAND</p>	<p>a. At least 25% of our reference questions will be from members of underserved groups identified: Geographically isolated, institutionalized, disabled, and children.</p> <p>b. Electronic and printed material will be provided in a timely manner.</p>	<p>a. Objective met. 30.3% 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>Updated copies of the Newbery and Caldecott Award winners were made available to ILS member libraries and non-public libraries in the Inland service area.</p> <p>System staff participated in the coordination of the design, purchase 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 107 attendees. 94% of the attendees rated their overall satisfaction as Excellent or Good. There were 36 performers who participated in the Showcase. 80% 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 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 24/7 Reference Web-based Ask A Librarian service to Spanish-speaking patrons since June 2002.</p>

<p>MCLS (cont'd)</p>	<p><u>SERVICE TO CHILDREN</u></p> <p>a. At least 28 member libraries will participate in the Reading Program, which is an annual program designed to encourage reading in children of all ages. At least 26 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 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 CHILDREN</u></p> <p>a. Objective met. The System once again sponsored the Reading Program and is underwriting the cost of the Kickoff Program. 30 libraries participated in the Reading Program. 26 libraries were represented at the Reading Program Kickoff.</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 co-sponsored a workshop with the Children's Literature Council and SSCLS titled "2004 Spring Workshop."</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> <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 one workshop, "Amulet: An Introduction to the New Imprint from Harry N. Abrams, Inc. for Middle School and Young Adult Readers." The committee also had 3 structured exchanges: 1) Professional Resources: Web sites or Literature, and Teen Council Recruitment; 2) Non-traditional Advertising for Teen Programming and Programs and Performers; and 3) Managing Teens in the Library.</p>
<p>MOBAC</p>	<p>a. Members of the MOBAC Reference Committee will complete a survey, which updates the listing of what publicly available technology exists in MOBAC libraries. This list includes items as basic as typewriters, a piece of equipment which is still sought by those who do not have access to one in their own home, to those items as complicated as scanners for computers.</p> <p>b. The completed list of publicly available equipment will be printed and distributed to all MOBAC libraries and will also be uploaded to the MOBAC Intranet where staff will have another source of access.</p>	<p>a. Objective met. The survey about all types of technology was completed, including assistive technology (see item c.).</p> <p>b. Objective met. The list of publicly available technology was updated on the staff Intranet.</p>

<p>MOBAC (cont'd)</p>	<p>c. The survey will include information about equipment that is wheelchair accessible and whether the equipment includes any of the following capabilities: screen magnification; Kurzweil or Text to Speech; voice recognition; and Braille keyboard.</p> <p>d. A brochure will be produced for distribution through member libraries to the geographically remote. This brochure will be an introductory guide to using the Internet.</p> <p>e. Reference Committee members will investigate working with youth librarians to get information about the regional catalog out to schools in the remote areas in the MOBAC service area.</p>	<p>c. Objective met. The list of publicly available technology includes assistive technology.</p> <p>d. Objective met. A brochure entitled "Making the Most of the World Wide Web" was produced and distributed.</p> <p>e. Objective met. Contact has been made through SLIMB (School Librarians in Monterey Bay); this goal is an on-going project. During 2003/04, MOBAC began the process of investing in portal technology, with the view to making significant changes to the Web site and to the look and functionality of the regional catalog. Owing to these projected changes, it was agreed that a more significant push towards awareness and use would be made after a product had been chosen and was in at least the initial stages of implementation.</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. 92.3% of questions were filled, 77% 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. Identify and implement methods by which System staff can assist member libraries in sharing resources of interest to ethnic groups in North Bay.</p> <p>b. System staff will support the material purchase of member libraries to provide better access to information of use to ethnic minorities.</p> <p>c. System staff will utilize local community resource files to locate information on North Bay ethnic organizations.</p> <p>d. NBC will provide a forum by which member libraries can exchange information on services to ethnic groups within the North Bay area.</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>b. Objective met. The purchase project at the Guadalajara book fair for Spanish language materials and subsequent purchase of books in San Francisco for all participating member libraries was done. Also at least one other collection development question was handled for one other language group.</p> <p>c. Objective met. Local community resource files were used to locate information on NBC ethnic organizations.</p> <p>d. Objective met. See a. above.</p>

<p>NORTH BAY (cont'd)</p>	<p><u>CHILDREN</u></p> <ul style="list-style-type: none"> a. Children's librarians will share information about materials selection. b. Member libraries will explore ways to produce quality children's programming at less cost to each individual library. c. The Children's staffs will share training in collection development, reference service and programming. d. Children's staffs will share ideas and problems in their areas of service. <p><u>DISABLED</u></p> <ul style="list-style-type: none"> a. North Bay libraries will continue to develop their collections in order to provide resource materials to the disabled and their caregivers. <p><u>GEOGRAPHICALLY ISOLATED</u></p> <ul style="list-style-type: none"> a. Because they have little or no access to major library collections, the geographically isolated library users of the North Bay must look to the System staff to provide reference service from the most basic to the highest level of research. 	<p><u>CHILDREN</u></p> <ul style="list-style-type: none"> a. Objective met. Information about materials selection was done at committee meetings. b. Objective met. More cooperative purchasing of summer reading programs and other materials was explored. Most members are planning to use the California Summer Reading program. c. Objective met. Training was shared in at least one workshop and one round table discussion. d. Objective met. Ideas and problem issues were shared at all 3 of the children's committee meetings. <p><u>DISABLED</u></p> <ul style="list-style-type: none"> a. Objective met. The affiliate medical library members of NBCLS offer support as needed. <p><u>GEOGRAPHICALLY ISOLATED</u></p> <ul style="list-style-type: none"> a. Objective met. Continued effort was made to give special service to the geographically isolated, including delivery of reference responses via email, fax and/or van delivery as appropriate, and discounted purchase of online databases with after support. NBCLS staff offers continuing support on database issues.
<p>NORTH STATE</p>	<ul style="list-style-type: none"> a. Provide member libraries with a list of resources and tips on serving individuals with disabilities by December 31, 2003. b. Sponsor training by May 2004 on serving individuals with disabilities. c. Distribute 100 "Welcome To Your Library" pamphlets to each member library by May 2004. d. Publicize <i>Virtual Reference</i> to at least one targeted group of the disabled by June 2004. e. Enhance understanding of at least 30 library staff members of special needs of individuals with disabilities through articles in the regional newsletter and/or through use of training videos. 	<ul style="list-style-type: none"> a. Objective met. At the training for Library Services to Individuals with Disabilities, a tip sheet on "People First Language," Web resources, and 2 bibliographies were distributed to member libraries that could not attend the training. b. Objective met. One workshop titled <i>Library Services to Individuals with Disabilities</i> was held in April 2004 with 9 attendees. Speakers included library staff and Dan Grover from Independent Living Services of Northern California. The attendees were from both academic and public libraries. Del Norte library also held a workshop. c. Objective met. "Welcome To Your Library" pamphlets were distributed to each library member. d. Objective partially met. The information was distributed and available at library service desks. e. Objective met. In each quarterly newsletter, at least 1 article was included highlighting library services for individuals with disabilities. There was a handout distributed in the training workshop packet on a

<p>NORTH STATE (cont'd)</p>	<p>f. Investigate and distribute information on adaptive technology to the 21 public and academic NSCLS members.</p>	<p>sample adaptive technology.</p> <p>f. Objective met. The libraries that received grants for Public Library Services for People with Disabilities shared information about adaptive technology and offered to distribute information upon request on specific technology to NSCLS public and academic members.</p>
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PENINSULA	<p>a. "How To Reach The Lawmakers," our locally produced list of key government officials, will be updated to reflect current appointments, and a translation into Spanish will be updated. At least 1000 copies of the brochure will be made available through local library reference desks, and reproduced as needed.</p> <p>b. The list of non-English language materials will be updated by the Multicultural Committee a joint committee of the PLS and Silicon Valley Library System. This current list is posted on the PLS Intranet.</p> <p>c. The PLS/SVLS Multicultural Committee will prepare a list of language vendors used by each library System and have it posted on both PLS and SVLS Web sites.</p> <p>d. The PLS/SVLS Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected System libraries. PLS sponsors the travel expenses of two committee members to attend the International Book Fair in Guadalajara.</p> <p>e. Online reference assistance will be available in Spanish.</p>	<p>a. Objective met. "How to Reach the Lawmakers" is updated regularly and forwarded to all PLS libraries.</p> <p>b. Objective met. The PLS/SVLS Multicultural Committee revised the PLS/SVLS Language Location List, improving format and accessibility, with an additional feature listing new titles in Chinese, Korean, Russian, Spanish and Vietnamese.</p> <p>c. Objective met. This objective was met in July 2004. The lists of language vendors have been compiled and were posted on the System Web sites by the end of August 2004.</p> <p>d. Objective met. Two PLS librarians attended the Book Fair in Guadalajara.</p> <p>e. Objective met. The continuing participation of PLS staff in the statewide virtual reference project ensures PLS library patrons access to this service in Spanish.</p>
SJVLS	<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 90% of the time 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 SJVLS.</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. SJVLS makes members aware of the availability of community services in their local area when deemed appropriate.</p>
SANTIAGO	<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>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 sponsorship of the "Performers' Showcase."</p>

<p>SANTIAGO (cont'd)</p>	<p>c. The SLS Children's Services Committee will meet at least 6 times during 2003/04 to discuss services to children and share ideas.</p> <p>d. SLS will hold a half-day "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>e. The SLS Children's Services Committee will, working with the other Systems in Southern California, develop a theme and slogan for the 2004 Children's 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.</p>	<p>c. Objective met. The SLS Children's Services Committee met 6 times during 2003/04.</p> <p>d. Objective met. The "Performers' Showcase" was held January 2004. Over 100 staff attended.</p> <p>e. Objective met. Working with 4 other CLSA Systems, SLS sponsored a children's summer reading program, "Ride a Wild Tale" and a YA program, "Stampede to Read!" Support in the form of funds or services were received from MCLS, SSCLS, SLS and the Los Angeles Times Reading by 9. In addition, SLS libraries participated in a reading program fully sponsored by In-N-Out Burgers.</p>
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SERRA	<p>a. The underserved group identified for FY 2003/04 was the geographically isolated in rural areas, specifically in and near the Imperial Valley. Contacts will be initiated with the appropriate groups to explore possibilities for cooperation and the promotion of library and System services. One session of the CORE Basic Tools Workshop will be taught at an Imperial Valley location.</p>	<p>a. Objective partially met. No CORE training was held in the Imperial Valley, due to lack of new staff to be trained. The Serra System Coordinator is a member of DVLMA (Desert Valley Library Media Association), and maintains an informal project distributing new duplicate copies of children's books and used rental best sellers not needed by San Diego area libraries to DVLMA members. 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.</p>
SILICON VALLEY	<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. Staff members will participate in a library booth promoting library service at an ethnic festival in Santa Clara County.</p> <p>d. The SVLS/PLS Multicultural Committee will work to organize a Performers' Showcase as a resource for librarians and teachers to coordinate ethnic programs.</p> <p>e. Participate in the regional Library Accessibility Committee and share ideas and information that will aid in enhancing library services to patrons with disabilities.</p>	<p>a. Objective met. The non-English language brochures, which describe basic library services, were updated and master copies were distributed to all System libraries. They are now available in Chinese, Japanese, Korean, Persian/Farsi, Russian, Spanish, Tagalog and Vietnamese.</p> <p>b. Objective met. The language resource section of the staff directory was updated as planned.</p> <p>c. Objective partially met. Owing to constraints of decreasing budgets, fewer libraries could send staff out to community events. Some were still able to fulfill this objective; however, among the events attended was the Vietnamese Resources fair in San Jose.</p> <p>d. Objective met. The PLS/SVLS Multicultural Committee promoted and produced the 3rd Annual Multicultural Performers' Showcase at the Palo Alto Arts Center. For those libraries unable to send representatives to the event, postings with contact information for participating performers were released to CALIX – the CLA listserv – with great reception. Following requests from the listserv, packets from the performance were mailed throughout the state.</p> <p>e. Objective partially met. The Library Accessibility Committee found it increasingly difficult to meet as more libraries came under economic pressure and were unable to release staff for meetings. They met virtually and were able to share information about only a few new technologies.</p>
SOUTH STATE	<p>a. 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>a. Objective met. The System co-sponsored The Children's Literature Council of Southern California workshop, Breaking Through: Latinos and Literature for Youth.</p>

System Interlibrary Reference Program Objectives
 System Program Annual Report – FY 2003/04
 (California Administrative Code Section 20157)

- 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	360	100%	81%	360	292
BLACK GOLD	246	100%	96%	246	236
49-99	407	100%	81%	407	330
INLAND	1761	97%	81.5%	1708	1392
MCLS	2656	98.4%	99%	2614	2587
MOBAC	49	100%	86%	49	42
MVLS	290	91.7%	86%	266	229
NORTH BAY	941	100%	98.5%	941	927
NORTH STATE	430	100%	95.1%	430	409
PENINSULA	226	100%	91.7%	226	207
SJVLS	410	96%	88%	394	346
SANTIAGO	253	94%	96%	238	228
SERRA	1043	99.1%	97.4%	1034	1007
SILICON VALLEY	1446	100%	86.5%	1446	1251
SOUTH STATE	135	97%	96%	131	126
TOTALS	10,653	98% average (a)	91% average (b)	10,490	9,609

- (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 10,490 questions answered in total.
 (b) All systems were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 91% or 9,609 questions returned to the originating member library within 10 working days.

**LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2003/04**

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	69%	31%	\$ 130,801	83%	17%	\$ 53,546
BLACK GOLD	99.6%	0.4%	54,789	80%	20%	65,418
49-99	60%	40%	98,108	46%	54%	98,914
INLAND	93%	7%	140,628	86%	14%	115,687
MCLS	27%	73%	847,601	79%	21%	118,699
MOBAC	96%	4%	58,188	73%	27%	65,100
MVLS	43%	57%	224,225	79%	21%	102,309
NORTH BAY	77%	23%	133,365	31%	69%	223,002
NORTH STATE	88%	12%	81,551	85%	15%	121,675
PENINSULA	13%	87%	416,099	14%	86%	269,120
SJVLS	60%	40%	129,656	19%	81%	319,636
SANTIAGO	100%	0%	75,138	85%	15%	47,493
SERRA	84%	16%	126,285	98%	2%	65,695
SILICON VALLEY	52%	48%	121,453	88%	12%	41,147
SOUTH STATE	100%	0%	83,465	100%	0%	37,494
TOTAL PERCENT	49%	51%	100%	52%	48%	100%
TOTAL EXPEND.	\$ 1,345,200	\$ 1,376,154	\$ 2,721,352	\$ 912,000	\$ 832,935	\$ 1,744,935

2003/04 expenditures:

	CLSA	Local	LSTA	Total
Administration	570,000 (15.7%)	3,049,831 ¹ (84%)	12,212 (0.3%)	3,632,043
Reference	1,345,200 (49%)	1,376,154 ² (51%)		2,721,354
Comm. & Delivery	912,000 (52%)	832,935 ³ (48%)		1,744,935
Advisory Boards (SAB)	22,800 (87%)	3,375 ⁴ (13%)		26,175
Total	2,850,000 (35%)	5,262,295 (64.8%)	12,212 (0.2%)	8,124,507

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 Four systems used local funds to support the SAB program

Summary of System Reference Expenditures for FY 2003/04
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 90,566	\$ 40,235	\$ 130,801
BLACK GOLD	54,563	226	54,789
49-99	58,974	39,134	98,108
INLAND	130,881	9,747	140,628
MCLS	226,330	621,271	847,601
MOBAC	55,718	2,470	58,188
MVLS	96,868	127,357	224,225
NORTH BAY	102,206	31,159	133,365
NORTH STATE	71,573	9,978	81,551
PENINSULA	52,092	364,007	416,099
SJVLS	77,712	51,944	129,656
SANTIAGO	75,138	0	75,138
SERRA	106,153	20,132	126,285
SILICON VALLEY	62,959	58,494	121,453
SOUTH STATE	83,467	0	83,467
TOTAL	\$1,345,200	\$1,376,154	\$2,721,354

**Summary of System Administration Expenditures for FY 2003/04
System Uniform Expenditures Report**

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 33,788	\$ 156,110	\$ 189,898
BLACK GOLD	27,056	350,379	377,435
49-99	26,344	132,553	158,897
INLAND	58,101	55,120	113,221
MCLS	80,577	888,039	968,616
MOBAC	25,925	67,365	93,290
MVLS	44,737	75,168	119,905
NORTH BAY	43,080	133,313	176,393
NORTH STATE	44,991	25,367	70,358
PENINSULA	22,378	906,666	929,044
SJVLS	35,203	27,242	62,445
SANTIAGO	28,902	2,688	31,590
SERRA	43,140	46,519	89,659
SILICON VALLEY	24,987	152,728	177,715
SOUTH STATE	30,791	30,574	61,365
TOTAL	\$ 570,000	\$3,049,831	\$3,619,831

LSTA funds spent on System Administration: North Bay \$12,212

AGENDA ITEM: System Advisory Board

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: SAB Member Attendance at CLA Annual Conference.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the use of 2005/06 allocated SAB Program funds, where available within each approved SAB budget, and where requested, to reimburse one SAB member from each System for expenses incurred in attending the November 2005 California Library Association conference to be held in Pasadena.

BACKGROUND:

In past years the State Board has approved the use of CLSA System Advisory Board (SAB) Program funds allotted to Systems to support the costs of attendance by one SAB member per System at the annual conference of the California Library Association (CLA). SAB members have reported worthwhile benefits from attending the CLA conference in past years, citing the gaining of a wider understanding of library issues and trends as particularly useful. It is recommended that the Library of California Board approve blanket attendance for one SAB member from each System to attend the November 2005 CLA conference being held in Pasadena, provided that travel funds are available from within the currently approved System SAB budget to support the cost of such attendance. State Board policy has been to consider approval of SAB member attendance at the CLA conference on a year-by-year basis.

Recommendation: Staff recommends that the Board continue its practice of encouraging System Advisory Board members to attend the CLA annual conference and the Library of California Board meeting, when meeting in conjunction to the CLA conference.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: 2005/06 System Plans of Service for the System Advisory Board Program indicate that all 15 Systems have planned to accomplish the duties specified for SABs in the Act (See Exhibit A). Plans indicate that SABs will interact with the administrative council through council meetings and by serving on system committees. SABs will continue their emphasis on publicity and public relations as well as their activities in the evaluation of System services and in the assessment of community needs for library services. Some Systems continue to provide their SABs the opportunity to participate in System-sponsored workshops and training events. Many SABs are making the needs of

libraries known through personal contacts and written communications to state and local legislators, local officials and community groups. Plans of Service estimates show that SAB members will collectively travel over 20,470 miles to attend SAB and Administrative Council meetings. This does not include the many hours SABs contribute by attending these meetings, as well as various committee meetings, to the effort to improve System planning for the delivery of CLSA supported services. SABs also contribute many hours to special projects and publicity for the System.

Each year Systems are required to report the representation of various designated population segments on their System Advisory Boards. A compilation of these reports is included as Exhibit B. Board members are reminded that "representation" does not necessarily constitute membership in specific population segments, and that a single SAB member may represent more than one designated category. It should also be noted that SAB members are appointed by the governing bodies of member library jurisdictions, not by System Administrative Councils.

System annual report summaries for fiscal year 2003/04 were compiled and mailed to Board members and CLSA Systems in April. The achievement of performance objectives for the System Advisory Board program are reproduced as Exhibit C.

System annual report summaries for fiscal year 2004/05 were received. However, time was not available to provide a compilation of those reports in this packet. Board members and System contacts will be mailed report summaries in early 2006.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2004/05 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

2005/06 System Advisory Board Workload Estimates and Mandated Activities Summary

	Estimated Number of SAB Meetings	Estimated Miles Traveled	Number of Members	Assist in Development of Plan of Service	Advise Council on Need for Services	Assist in Evaluation of System Services
BALIS	6	1,000	8	X	X	X
BLACK GOLD	1	800	6	X	X	X
49-99	4	240	1	X	X	X
INLAND	1	200	4	X	X	X
MCLS	2	3,000	21	X	X	X
MOBAC*	4	200	4	X	X	X
MVLS	2	1,000	14	X	X	X
NORTH BAY	1	600	5	X	X	X
NORTH STATE	4	5,650	12	X	X	X
PENINSULA	5	1,800	9	X	X	X
SJVLS	3	2,385	9	X	X	X
SANTIAGO	1	200	7	X	X	X
SERRA	6	2,500	8	X	X	X
SVLS	6	400	5	X	X	X
SOUTH STATE	1	500	5	X	X	X
TOTAL	47	20,475	118			

*MOBAC representatives are from member libraries and/or friends' groups.

**Population Segments Represented on System Advisory Boards - 2005/2006
As of July 1, 2005**

System	Number of Board Members & Alternatives ¹	Population Segments Represented																	
		Economically Dis-advantaged (below poverty level)	Institutionalized	Aged (65+)	Children & Youth				Handi-capped	Speakers of Limited English or English as a Second Language	Non-English Speaking	Ethnicity					Geographically Isolated	Functionally Illiterate	Shut-Ins
					Under 5	5 to 9	10 to 14	15 to 19				Black	Hispanic	Asian	Native American	Other			
BALIS	7 (2V)	1	0	7	7	7	7	7	6	6	3	5	4	6	1	2	0	2	0
BLACK GOLD	6 (2V)	1	1	5	1	2	2	1	0	1	0	1	2	1	1	0	2	1	2
49-99	1 (6V)	0	0	0		0	0	0	0	0	0	0	0	0	0	0	1	0	0
INLAND ²	see below																		
MCLS	21 (13V)	4	3	6	3	2	4	3	4	4	3	5	6	5	2	2	0	2	0
MOBAC ³	see below																		
MVLS ⁴	5 (9V)																		
NO. BAY	5 (12V)	2	3	4	2	2	1	1	2	4	1	1	4	1	2	2	1	1	1
NO. STATE	10 (2V)	9	3	6	9	9	9	9	6	7	5	3	7	4	9	2	9	4	7
PENINSULA	9 (0V)	1	0	9	5	5	5	5	8	7	1	5	6	9	0	3	1	1	1
SJVLS	6 (3V)	1	0	1	1	1	1	1	0	2	0	0	1	0	0	0	0	1	0
SANTIAGO	7 (2V)	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	1	0
SERRA	8 (6V)	4	3	8	6	6	5	5	4	4	3	4	5	4	4	3	5	3	5
SVLS	5 (2V)	0	0	4	5	4	5	5	0	4	2	2	2	4	0	0	0	0	0
SO. STATE	3 (2V)	3	0	1	1	2	2	0	0	2	0	3	2	1	0	0	1	0	0
TOTAL	93 (55V)	26	13	51	40	40	41	37	31	41	18	29	40	36	19	14	20	16	16

¹SAB Members and alternates are appointed by the governing body of the local jurisdiction.

²Inland did not submit a SAB roster indicating population segments.

³MOBAC - Representatives are from member libraries and/or friends' groups; population segments are not available.

⁴MVLS declined to designate population segments.

v - Vacancy (ies)

**SUMMARY OF 2003/04 SYSTEM ADVISORY BOARD PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<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. One or more Administrative Council members will 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. 3. Schedule a dinner with the Administrative Council with a speaker on a current library issue. 4. The SAB will work with the PLS SAB to develop a workshop focused on fundraising for Friends' groups and Foundations. <p>c. Legislative Activities:</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>a. Meetings:</p> <ol style="list-style-type: none"> 1. Objective met. An orientation was held at the September meeting. 2. Objective met. The Director of Hayward Public Library attends SAB meetings since they are held at the Hayward Public Library. 3. Objective met. SAB members attended workshops appropriate to serving as a Board member. 4. Objective met. SAB members had the opportunity to attend BALIS workshops. 5. Objective met. All SAB members received Administrative Council agendas. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Objective met. Topical meetings included a) BALIS PR initiative, b) Friends and foundations, c) BALIS' strategic plan. 2. Objective met. At each meeting, members discussed BALIS activities. 3. Objective met. A dinner was held in April 2004. The presenter spoke on the BALIS PR initiative. 4. Objective met. In February 2004, an advocacy workshop was held at the San Francisco Public Library. <p>c. Legislative Activities:</p> <ol style="list-style-type: none"> 1. Objective met. A discussion was held on the best way to build links to the legislative process, and the answer was to attend Legislative Day and Day in the District. 2. Objective met. See c.1.

<p>BALIS (cont'd)</p>	<p>d. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Participate in planning and evaluation of SAB objectives for FY 2003/04. 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>d. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Objective met. A subcommittee of 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 2003/04. 100% participation is expected. c. SAB will continue library advocacy 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 institutions upon request. 	<ol style="list-style-type: none"> a. Objective achieved. Two SAB meetings were held for information exchange, discussion and familiarization. One alternate attended some meetings. One SAB member attended the CLA conference as SAB representative and a second SAB member attended on a personal basis. b. Objective achieved. Members were familiar with the FY 2002/03 Plan of Service and were able to relate it to local library support efforts. The SAB evaluated the FY 2003/04 Plan of Service and drafted its objectives for the FY 2004/05 Plan of Service at its April meeting. c. Objective achieved. The library advocacy activity by the Black Gold SAB members continued through letters, phone calls, online broadcast email messages and personal meetings with local and state elected officials, as well as attendance at CLA Legislative Day, in Sacramento. Advocacy reports were a regular item on the SAB agendas. d. Achieved Objective. The SAB provided support for two training workshops for library staff. Black Gold sponsored a "hands-on" Infopeople program titled, "<i>Tips and Tricks for 'On the Spot' Training</i>" with instructor Cheryl Gould. e. Achieved objective. There were two inquiries for the photo essay display and three purchases of the booklets.
<p>49/99</p>	<ol style="list-style-type: none"> a. 100% of the SAB members will review and contribute to the annual System Plan of Service. 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. 	<ol style="list-style-type: none"> a. Objective partially met. Only one SAB member reviewed and contributed to the 2003/04 System Plan of Service. Vacancies and term expirations prevented others from participating. b. Objective met. SAB members were able to attend System Council meetings in 2003/04 as SAB meetings are now held in conjunction with the Administrative Council meetings. This facilitates SAB members

<p>49/99 (cont'd)</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>attending both SAB and System Administrative Council meetings.</p> <p>c. Objective met. SAB members evaluated System services.</p> <p>d. Objective met. SAB members were kept informed about current library legislation through distribution of legislative updates from CLA. SAB members were encouraged to contact legislators and other policy makers to inform them about the needs of libraries.</p> <p>e. Objective not met. See a. above.</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>Objectives a-c met. One SAB meeting was held. The meeting agenda included:</p> <ul style="list-style-type: none"> ▪ Review of Inland objectives and services ▪ Tour of the Inland offices, opportunity to meet Inland staff ▪ Review of Inland proposed Plan of Service and Budget ▪ Information about SIRCULS network, Library of California and other cooperative efforts in the Inland area.
<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 and Library of California status.</p>	<p>a. Objective met. SAB members reported on MCLS activities to local boards, council, etc., whenever possible.</p> <p>b. Objective met. SAB members were able to provide input to the MCLS Council on new program development and service priorities.</p> <p>c. Objective met. SAB members informed legislators about the needs of libraries whenever possible.</p> <p>d. Objective met. SAB members were knowledgeable on MCLS committees and Library of California laws.</p>

<p>MOBAC</p>	<p>a. Meetings: At meetings of Commissions and Friends' group, Administrative Council member will discuss System services.</p> <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 2004 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 September with Administrative Council and library (SAB) representatives.</p> <p>b. Meeting Content: Objective met. The library director's discussed 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 2004 meeting with Administrative Council and library (SAB) representatives.</p>
<p>MVLS</p>	<p>a. 100% of the SAB members will assist the Administrative Council in the development of the 2003/04 Plan of Service by serving on System committees and participating in Administrative Council/SAB meetings.</p> <p>b. 90% of the SAB members will advise the Administrative Council on the need for services and programs through participation in Administrative Council/SAB meetings. A report from the SAB Chairman is a regular part of the SAB/Council agenda. This report may stand as the official minutes of the SAB meeting.</p> <p>c. 90% of the SAB members will assist in the evaluation of the services provided by the System through participation in Administrative Council/SAB meetings.</p> <p>d. SAB members will continue to explore and pursue projects useful to MVLS.</p>	<p>a. Objective not met. Not all vacancies were filled during the reporting period.</p> <p>b. Objective partially met. Joint meetings with the Administrative Council continue to be held. Each Council meeting has at least one SAB member present and the SAB is on the agenda for a brief report. The SAB rarely has a quorum. The System Annual Plan of Service is adopted by joint resolution of the SAB and Council at their May meeting. The 90% objective was not achieved.</p> <p>c. Objective not met. See b. above.</p> <p>d. Objective met. The SAB supported promotion of children's library services by purchasing materials for National Children's Book Week for each public library member of MVLS.</p>
<p>NORTH BAY</p>	<p>a. All public libraries will be represented on the SAB.</p>	<p>a. Objective partially met. Although three SAB members were added, there are still some vacant seats on the Board.</p>

<p>NORTH BAY (cont'd)</p>	<ul style="list-style-type: none"> 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. The SAB members will be available to make oral or written presentations about System services to their respective appointing jurisdictions. d. All SAB members will be available to make oral or written presentations about the System to their local community groups (e.g., Friends of the Library, League of Women Voters, etc.). e. All of the SAB members will encourage and facilitate press coverage of System programs in their communities. f. A representative from the SAB will attend the Board of Directors' meetings and any other committee meetings as appropriate. g. The SAB will review and contribute to the FY 2004/05 NBCLS Plan of Service. h. The SAB will review and evaluate activities of the 2003/04 SAB, and will plan a timeline for 2004/05 activities. i. The SAB will review CLSA System programs in NBCLS and make recommendations to the Board of Directors. 	<ul style="list-style-type: none"> b. Objective met. SAB members were very helpful in explaining the importance of TBR funding. They helped raise awareness of the program and understanding of the value. c. Objective met. SAB members were available to make oral or written presentations about System services to their respective appointing jurisdictions. d. Objective met. SAB members were available to make oral or written presentations to their local community groups. e. Objective met with the focus on preserving TBR and PLF in the state budget. f. Objective partially met. g. Objective met. The SAB reviewed and contributed to the NBC Plan of Service. h. Objective met. The SAB reviewed and evaluated activities for 2003/04 and created a timetable for 2004/05 activities. i. Objective met. The SAB reviewed System programs in NBC and made recommendations to the Board of Directors.
<p>NORTH STATE</p>	<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 Coordinator. b. SAB members will present the Council of Librarians with information about their community service needs and library activities. c. SAB members will be liaisons among their libraries, Friends' groups, and the System, contributing and sharing newsletter articles. d. SAB members will continue to learn about and contribute to the System by attending a combined 20 committee meetings, 3 training events, and 5 Council meetings. e. 100 % of SAB members will have the opportunity to review and 	<ul style="list-style-type: none"> a. Objective partially met. About 65% of SAB members submitted formal reports to their appointing authorities. b. Objective met. SAB members regularly presented information about their communities at Council meetings. c. Objective met. SAB members reported Friends' activities at their meetings and shared newsletter and newspaper articles. d. Objective met. SAB members attended 49 meetings and other System events. e. Objective met. 100% of SAB members had the opportunity to review and

NORTH STATE (cont'd)	contribute to the 2004/05 System Plan of Service and to evaluate System services.	contribute to the Plan of Service and to regularly evaluate System services.
PENINSULA	<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 SAB will work with the BALIS SAB to develop a workshop focused on fund raising for Friends' groups and foundations. <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 	<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 met. At least 50% of SAB members attended 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 member reports to his/her local jurisdiction on System activities. <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 reported to their library Commission and/or Friends' groups. 3. Objective met. A workshop on fundraising, for Friends' groups and foundations was held in February 2004. <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 2004.

<p>PENINSULA (cont'd)</p>	<p>invited).</p> <p>2. At least one SAB member will represent the SAB at CLA's Legislative Day or attend Day in the District.</p> <p>e. Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.</p>	<p>2. Objective met. Three SAB members attended CLA's Day in the District.</p> <p>e. Evaluation: Objective met. Although a quorum was not present in May, a special meeting was held in August to monitor SAB success in achieving its objectives.</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 were knowledgeable of System services through meetings, printed products, orientation, and site visits. Vacancies in 3 jurisdictions made it impossible to achieve this objective.</p> <p>b. Objective met. Members made informal contacts within their jurisdictional areas.</p> <p>c. Objective partially met. SAB members were knowledgeable of CLSA services through meetings, printed products, orientation, and site visits. Vacancies in 3 jurisdictions made it impossible to 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 in 3 jurisdictions made it impossible to achieve this objective.</p> <p>e. Objective met. SAB members provided information on services during regular Council meetings, and consultation with local librarians. Members will be asked to participate in the 2005 Day in the District.</p> <p>f. Objective met. The System monitored the use of the System brochure and authorized an update in 2004/05.</p>
<p>SANTIAGO</p>	<p>a. The SAB will hold a meeting in April to review the Plan of Service for 2004/05.</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</p>	<p>a. Objective met. The meeting to review and approve the Plan of Service was held jointly with the SLS Council in April 2004.</p> <p>b. Objective met. At least one SAB member attended the three SLS Council meetings. The joint SLS Council/SAB meeting was attended by four SAB members.</p> <p>c. Objective met. Members of the SAB attended the CALTAC workshop: "Visibility, Advocacy and 21st Century Library Service."</p>

<p>SANTIAGO (cont'd)</p>	<p>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>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 five times during the year with the Administrative Council. The System Plan of Service and Budget are agenda items at the appropriate joint meetings as well as the separate SAB meeting, and are always scheduled on the same day as the joint meeting. A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings. One SAB member is appointed as liaison to all six active System Committees, and the SAB Chair is a standing member of the Serra Executive Committee.</p> <p>b. Objective met. The SAB supported 4 projects in collaboration with Serra Committees. The Board gave \$175 to the Young Adult Services Committee for a "Public Library Teen Art Contest" for 6th through 12th grade students. A winner, two runners-up, and 5 honorable mentions were chosen from more than 100 entries on the theme wild animals and reading. The winner received \$150 and his artwork of a gorilla, "Don't Bother Me, I'm Reading." The artwork was used for the teen Summer Reading Program t-shirt design. Each runner-up received \$50. SAB funds were used to pay Serra's membership in the California Summer Reading Program for 2005, and to pay for a display ad in the San Diego Union Tribune promoting the Summer reading program and directing people to the Serra Web site for library locations and information.</p> <p>c. Objective not met. There were no new members on the Board.</p> <p>d. Objective met. See a. above.</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. above.</p> <p>g. Objective met. See a. above.</p>
<p>SILICON VALLEY</p>	<p>a. Meetings: At meetings of Commissions and Friends' groups, Administrative Council members will discuss System services.</p>	<p>a. Meetings: Objective met. System services were discussed at Commissions and Friends' groups as appropriate.</p>

<p>SILICON VALLEY (cont'd)</p>	<p>b. Meeting Content: Commissions and Friends' groups of SVLS member libraries will be made aware of SVLS services and programs and their impact on member libraries.</p> <p>c. Legislative and 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 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. <p>d. Planning and Evaluation: The SVLS Council will evaluate the success of this change in presenting SVLS services to public representatives.</p>	<p>b. Meeting Content: Objective met. At the joint Library Issues Breakfast, Friends and Commissioner were made aware of service issues and their impact on SVLS libraries.</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 May 2004. 2. Objective met. The Commission and Friends' groups were encouraged to participate in Day in the District and CLSA Legislative Day. <p>d. Planning and Evaluation: Objective met. At the May 2004 meeting, members discussed that the SAB representatives from SVLS would meet with the PLS SAB in 2004/05.</p>
<p>SOUTH STATE</p>	<p>a. 100% of SAB members will familiarize themselves with the 2003/04 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 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>a. Objective met. 2003/04 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged.</p> <p>b. Objective not met. SAB members were notified of each System Administrative Council meeting. No SAB members attended any of the 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 Legislative Day and CLA.</p> <p>e. Objective met. The SAB funded the purchase of the children's summer reading program at member's libraries.</p>

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. These two (2) applications have been approved by the boards of their regional library networks, 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

GOLD COAST LIBRARY NETWORK

Member

Santa Ynez Valley Union High School

Participating Libraries

Santa Ynez Valley Union High School Library

HEARTLAND REGIONAL LIBRARY NETWORK

Member

Islamic Cultural Center of Fresno

Participating Libraries

Islamic Cultural Center of Fresno Library

Recommendation: For the past four (4) years, staff has been including approval of new memberships on the Board's Consent Calendar, as approval has been a routine Board action. 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 2005/06 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 2005/06, 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: The Board of Directors intends to meet at least once in 2005/06. No services are provided.

Tierra del Sol: A Plan of Service and Budget were approved by the Board of Directors at its meeting in February 2005. TdS continues to operate with minimal administrative support. No services are provided.

Heartland: The Regional Library Council voted to reduce the number of Board members from nine to seven (see Exhibit B). The Board of Directors continues to meet regularly in 2005/06. 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 2005/06 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 October 2005 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	11	14	173
Participating Libraries	9	78	23	78	39	13	16	256
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	15	16	124
Participating Libraries	4	29	23	25	27	16	17	141
Regional Totals:	Region I	Region II	Region III	Region IV	Region V	Region VI	Region VII	TOTAL
Members	40	156	80	149	96	54	46	621
Participating Libraries	104	433	239	510	289	187	95	1,857

*Subject to Board Approval at the October 21, 2004 meeting.

THE
HEARTLAND
REGION

Exhibit B



of the Library of California

www.heartlandlibraries.org

August 23, 2005

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

Dear Ms. Maghsoudi,

I wish to inform the Board of a change in the bylaws of the Heartland Regional Library Network. After careful consideration the Council of Heartland unanimously voted to reduce the number of Board members from nine to seven. This action was taken during the annual meeting of the Heartland Council.

We determined a board of seven provides fair representation of the members and will allow us to more effectively conduct the business of the corporation. Those sections of the bylaws addressing the composition of the board remain unchanged. The board has one director from each type of library, two library users and the Council Chair.

If you, or any members of the Library of California Board, have any questions regarding this change or other activities of the Heartland Region please feel free to contact me or our executive director, Jo Ellen Misakian. Contact information is available at our website www.heartlandlibraries.org.

Sincerely,

Sharon E. Borbon
Vice-President
Heartland Regional Library Network

cc: Louise Colbert-Mar
Jo Ellen Misakian

AGENDA ITEM: CLSA System Communications and Delivery Program

GENERAL OVERALL PROGRAM UPDATES:

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.

Review and Discussion of 2005/06 System Plans: 2005/06 System Plans of Service have been received. Exhibit A displays the workload estimates and service delivery methods by System, abstracted from those plans. They show that most Systems will continue to use the Internet and other forms of telecommunications systems usage, such as access to online services, as their primary communications device. Systems have also adopted 2005/06 performance objectives. The average for communication is delivery of 92% of transmitted messages within 22 hours (See Exhibit B). For the delivery of materials, the average performance objective is 92% of the items delivered within 3 working days (See Exhibit C). Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each of the 15 Systems for the past ten years.

System annual report summaries for fiscal year 2003/04 were compiled and mailed to Board members and CLSA Systems in April. The achievement of performance objectives and workload activity for the System C&D program are reproduced as Exhibit E and F, consecutively. Systems met all the objectives they set for themselves in FY 2003/04. Exhibit G and H contain the expenditure reports for 2003/04 showing that 48% of the total C&D program budget was provided by local funds.

System annual report summaries for fiscal year 2004/05 were received. However, time was not available to provide a compilation of those reports in this packet. Board members and System contacts will be mailed report summaries in early 2006.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2004/05 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

**System Communications & Delivery Program
2005/06 Service Methods and Workload Estimates**

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Contracted Delivery	US Mail	UPS	Other
BALIS	3,907	N/A	68%	32%	N/A	NU	38,064	NU	98%	1%	1%	NU
BLACK GOLD	517,787	NU	8%	0.2%	12%	80% ^a	839,923	97%	NU	2%	0.5%	0.5%
49-99	27,800	NU	21%	14%	65%	NU	398,000	98%	NU	1%	1%	NU
INLAND	N/A	N/A	N/A	N/A	N/A	N/A	162,494	NU	77%	3%	10%	10%
MCLS	468,115	16%	4%	7%	47%	26%	65,050	98.7%	1%	0.3%	NU	NU
MOBAC	2,235	N/A	58%	42%	N/A	NU	121,132	NU	99.9%	NU	NU	0.1%
MVLS	30,000	NU	20%	13%	67%	NU	270,000	98.5%	NU	0.5%	0.5%	0.5% ^b
NORTH BAY	49,200	NU	16%	7%	77%	NU	3,105,000	NU	98%	1%	1%	NU
NORTH STATE	17,495	NU	17%	23%	60%	NU	487,069	97%	NU	1%	2%	NU
PENINSULA	287,132	N/A	2%	2%	N/A	96%	1,558,000	96%	NU	1%	3%	NU
SJVLS	436,550	NU	2%	0.1%	30%	68% ^c	596,650	98%	NU	1%	1%	NU
SANTIAGO	121,098	N/A	77%	8%	9%	6%	13,000	NU	95%	5%	NU	NU
SERRA	24,950	NU	30%	40%	28%	2% ^d	158,020	NU	98%	1.5%	0.5%	NU
SVLS	18,500	NU	43%	33%	24%	NU	30,000	NU	97.5%	2%	0.5%	NU
SOUTH STATE	4,400	NU	43%	21%	36%	NU	1,210	NU	99%	1%	NU	NU
TOTALS	2,009,169	4%	11%	4%	26%	55%	7,843,612	52%	45%	1%	2%	0.3%

N/A - Not Available

NU - Not Used

^a Holds placed on member library automation and Cat-a-Link Gold

^b Delivery link to 49-99 system

^c Horizon ILL requests

^d U.S. mail

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES

FY 2005/06

_____ % of intrasystem messages will be received by addressees within
 _____ hours (time of origin to time of receipt)

SYSTEM	%	HOURS
BALIS	95%	24
BLACK GOLD	90%	24
49-99	90%	48
INLAND	95%	24
MCLS	90%	24
MOBAC	100%	24
MVLS	100%	24
NORTH BAY	90%	8
NORTH STATE	90%	24
PENINSULA	98%	1
SJVLS	80%	4
SANTIAGO	95%	24
SERRA	90%	24
SVLS	90%	24
SOUTH STATE	90%	24
AVERAGE	92%	22

SYSTEM DELIVERY PERFORMANCE OBJECTIVES

FY 2005/06

_____ % of items sent by intrasystem delivery will be delivered within
_____ working days

SYSTEM	%	DAYS
BALIS	90%	4
BLACK GOLD	98%	2
49-99	90%	3
INLAND	90%	1
MCLS	75%	2
MOBAC	100%	4
MVLS	100%	3
NORTH BAY	90%	4
NORTH STATE	90%	3
PENINSULA	98%	2
SJVLS	100%	3
SANTIAGO	90%	4
SERRA	90%	1
SVLS	90%	3
SOUTH STATE	90%	3
AVERAGE	92%	3

SYSTEM COMMUNICATION WORKLOAD HISTORY*

SYSTEM											Estimated Messages	
	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
BALIS	21,338	14,053	13,921	9,700	15,557	12,595	11,700	10,700	10,700	9,870	4,597	3,907
BLACK GOLD	159,033	231,333	202,464	253,300	219,055	226,175	189,231	243,787	269,845	342,577	407,775	517,787
49-99	2,625	2,704	2,704	6,450	8,000	7,900	8,750	9,800	11,300	12,400	28,000	27,800
INLAND	12,013	14,331	16,375	22,130	18,449	32,995	31,000	16,539	10,292	6,391	NA	NA
MCLS	272,534	341,960	490,691	407,750	739,045	739,045	782,176	312,588	317,573	320,656	468,115	468,115
MOBAC	31,448	26,642	29,815	35,272	27,190	8,498	6,320	4,550	4,550	3,450	2,637	2,235
MVLS	17,500	20,000	20,000	22,600	21,500	30,000	30,000	30,000	30,000	20,000	30,000	30,000
NORTH BAY	22,796	22,800	27,147	27,250	27,975	28,214	33,778	40,468	32,322	32,167	49,200	49,200
NORTH STATE	19,133	17,104	17,599	19,634	19,833	16,874	16,469	38,715	74,009	44,439	23,495	17,495
PLS	96,180	169,551	269,089	59,600	223,497	285,845	296,614	306,300	306,300	284,275	283,200	287,132
SJVLS	289,905	367,087	532,559	366,500	317,420	323,950	311,943	386,964	231,628	316,850	447,550	436,550
SANTIAGO	5,913	66,774	66,774	115,582	100,500	100,500	100,500	100,500	100,500	100,500	121,098	121,098
SERRA	17,125	31,528	34,150	31,150	29,740	30,285	30,600	31,150	25,750	7,462	24,950	24,950
SVLS	14,241	14,900	14,900	18,000	14,000	14,000	14,000	14,000	14,000	11,200	18,500	18,500
SOUTH STATE	8,736	8,214	6,522	6,740	5,210	8,417	6,868	6,868	6,868	5,034	4,400	4,400
TOTAL	990,520	1,348,981	1,744,710	1,401,658	1,786,971	1,865,293	1,869,949	1,552,929	1,445,637	1,517,271	1,913,517	2,009,169

*10 year history
 NA - Not Available

SYSTEM DELIVERY WORKLOAD HISTORY*

SYSTEM											Estimated Items Delivered	
	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2003/04	2004/05
BALIS	49,200	35,850	33,700	33,700	34,675	36,835	32,248	32,320	47,400	34,125	37,300	37,600
BLACK GOLD	581,048	774,176	789,516	790,150	662,766	690,820	741,572	772,824	821,990	802,620	775,150	818,850
49-99	257,150	276,325	298,000	298,000	315,000	331,100	349,750	354,500	368,500	392,900	390,000	395,000
INLAND	23,140	21,500	22,761	23,800	77,192	144,756	126,720	87,770	146,726	71,346	108,600	116,600
MCLS	95,394	93,132	89,986	85,000	82,546	82,546	82,546	82,596	67,323	67,323	80,000	65,050
MOBAC	94,266	124,462	112,060	123,265	119,082	118,481	119,702	117,122	112,784	108,420	128,250	115,500
MVLS	100,500	90,500	95,900	95,900	91,475	109,420	110,000	160,200	192,710	218,250	192,710	218,250
NORTH BAY	483,547	839,872	1,059,479	782,000	1,524,775	1,616,245	1,841,716	2,264,328	2,757,654	3,009,549	2,587,592	2,755,000
NORTH STATE	453,940	436,754	451,847	436,813	413,166	430,268	407,284	495,378	453,616	480,989	476,024	487,069
PLS	1,866,500	1,610,500	1,429,100	1,427,000	1,301,050	1,409,780	1,657,288	1,690,600	1,964,000	2,121,516	1,877,500	1,653,000
SJVLS	133,664	252,220	179,814	143,385	202,313	229,863	259,623	276,790	315,855	439,972	307,050	341,950
SANTIAGO	84,000	63,000	61,000	60,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000
SERRA	279,913	280,250	253,500	73,500	70,135	143,293	73,050	150,695	151,238	154,692	152,812	158,020
SVLS	70,100	70,100	70,100	75,100	40,000	33,000	33,000	33,500	27,404	38,150	50,000	30,000
SOUTH STATE	3,228	3,980	19,200	23,600	14,425	3,500	4,056	4,056	8,346	1,210	1,210	1,210
TOTAL	4,575,590	4,972,621	4,965,963	4,471,213	4,961,600	5,392,907	5,851,555	6,535,679	7,448,546	7,954,062	7,177,198	7,206,099

*10 year history

Doc. 8379

**SUMMARY OF 2003/04 COMMUNICATIONS & DELIVERY PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<ul style="list-style-type: none"> a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days. 	<ul style="list-style-type: none"> a. Objective met. All members have email access allowing for near-instantaneous sending of intrasystem messages to and between System members. 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.
BLACK GOLD	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message). b. 75% of items sent by intrasystem delivery will be delivered within 5 working days. 	<ul style="list-style-type: none"> a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. Email and voice mail are being used increasingly to conduct business between libraries. Use of fax for communications continues to fall off dramatically. 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.
49/99	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 48 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 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 has utilized Internet email more this year for communicating with members, greatly improving overall System communications. b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 2 working days or less.
INLAND	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 1 working day. 	<ul style="list-style-type: none"> a. Objective met. 90% of intrasystem messages were received within 24 hours. b. Objective met. 90% of items sent by intrasystem delivery were delivered within 1 working day.

<p>MCLS</p>	<p><u>Communications</u></p> <ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of all messages requiring a response will be answered within 2 working days. c. 187,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, email and delivery). d. 2,000 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via facsimile. e. 1,000 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via email. <p><u>Delivery</u></p> <ul style="list-style-type: none"> a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days. b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days. c. 80,000 items will be transported among member libraries by the System delivery vans. 	<p><u>Communications</u></p> <ul style="list-style-type: none"> a. Objective met. 90% of intrasystem messages were received by the addressees with 24 hours. b. Objective met. 90% of all messages were answered within 2 working days. c. Objective met. 320,656 messages were transmitted among member libraries through all communications devices. d. Objective met. 6,000 reference-related messages were transmitted between MCLS Reference Center and member libraries via facsimile. e. Objective met. 94,600 reference-related messages were transmitted between MCLS Reference Center and member libraries via email. <p><u>Delivery</u></p> <ul style="list-style-type: none"> a. Objective met. 75% of the items sent by intrasystem delivery were delivered within 2 working days. b. Objective met. 25% of the items sent by intrasystem delivery were delivered within 4 working days. c. Objective partially met. 67,323 items were transported among member libraries by the System delivery vans. The number of items transported may be lower than projected as a result of greater use of electronic communications and the increased availability of electronic resources.
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<p>MOBAC</p>	<p>a. 100% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 100% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.</p> <p>c. 128,250 items will be delivered during the fiscal year.</p>	<p>a. Objective met. All member libraries and staff have email and Internet connections.</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 within 2-4 working days.</p> <p>c. Objective partially met. 108,420 were delivered, which included all items placed in the delivery system.</p>
<p>MVLS</p>	<p>a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day).</p> <p>b. 100% of items sent by intrasystem delivery will be delivered within 3 working days.</p>	<p>a-b. 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.</p> <p>Local funds were added to meet the level of service provided.</p>
<p>NORTH BAY</p>	<p>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).</p> <p>b. 90% of items sent by intrasystem delivery will be received within 4 working days.</p>	<p>a-b. Objectives met. The volume of delivery via courier continues to grow. However, growth has slowed down. Growth in 2003/2004 was 9.4% as compared to slightly more than 20% per year for the two preceding years. A loss of two non-public member libraries and the closure of a public library branch affected the growth of volume. An additional factor is the use of email to transfer documents as opposed to placing a document into the delivery system. Use of the fax machine is down, as email is becoming the preferred method of communication.</p>
<p>NORTH STATE</p>	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p> <p>c. Replace delivery van with the most mileage on it to insure reliable delivery service.</p>	<p>a. Objective met. Electronic messages are used increasingly for communication among headquarters and member libraries. All electronic messages are received either instantaneously or within the next working day if the recipient checks his/her email.</p> <p>b. Objective partially met. 90% of items sent by intrasystem delivery are delivered within 3 working days for libraries receiving 2 or 3 days per week delivery. However, libraries in Modoc, Lassen, and Plumas Counties receive items within 8 working days or more, as delivery service is once a week.</p> <p>c. Objective met. Bids were solicited and one was awarded for the purchase of a new van, which was ordered in June 2004.</p>

<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 intrasystem messages will be received within 1 hour.</p> <p>b. 98% of total items will be received within 2 working days (main library to main library).</p> <p>c. 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>d. 1,875,208 items will be delivered during the fiscal year.</p> <p>e. 50% of all items to SVLS will be delivered within 3 working days.</p> <p>f. 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. 99% of all messages were received within minutes of transmission through the intrasystem email.</p> <p>b. Objective met. 98-99% of total items were received within 2 working days.</p> <p>c. 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>d. Objective met. 2,121,516 items were delivered.</p> <p>e. Objective met. 50-75% of items to SVLS were delivered within 3 working days.</p> <p>f. 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>a.-c. Objectives met. SJVLS operated 2 delivery vans in 2003/04. Delivery between members was stretched to capacity by changes in the shared library automated System. Van deliveries to Heartland members were restricted to on-demand only. The addition of all member library staff to the System-run Exchange server 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. Use of LISTSERV software has enhanced both internal email and external email communication. Agendas and minutes for System meetings are routinely delivered via email 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>

<p>SJVLS (Con't)</p>	<p>c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.</p>	
<p>SANTIAGO</p>	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 4 working days.</p> <p>c. An online directory of staff at SLS libraries, hosted on the MCLS Web site will be maintained.</p>	<p>a. Objective met. Use of email has ensured receipt of many messages in less than 24 hours.</p> <p>b. Objective met. SLS contracts with MCLS for delivery service. Bi-annual satisfaction surveys continue to rate services as good to excellent.</p> <p>c. Objective met. The SLS directory is hosted on the MCLS Web site and SLS libraries are assigned passwords to access this information.</p>
<p>SERRA</p>	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.</p>	<p>a. Objective met. Messages sent by fax, email, or phone were received immediately.</p> <p>b. Objective met. 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 to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, can take 2 or 3 days longer. The smallest and most remote branches may occasionally require a week. 154,692 items were handled by all segments of Serra's delivery system.</p>
<p>SILICON VALLEY</p>	<p>a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p> <p>c. 50% of all items sent to PLS libraries will be delivered within 3 working days.</p> <p>d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days.</p>	<p>a. Objective met. 90% of all intrasystem messages were received within 24 hours.</p> <p>b. Objective met. 90% of items sent by intrasystem delivery were delivered within 3 working days.</p> <p>c. Objective met. 50% of all items sent to PLS libraries were delivered within 3 working days.</p> <p>d. Objective met. 50% of all items sent to BALIS libraries and to MOBAC libraries were delivered within 7 working days.</p>

<p>SOUTH STATE</p>	<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
2003/04 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	9,870	NU	67%	32%	NU	NU	34,125	NU	98%	1%	1%	NU	N/A
BLK GOLD	342,577	NU	2%	0.2% ^(a)	16%	82% ^(b)	802,620	99.7%	NU	NU	NU	0.3%	74,880
49-99	12,400	2%	36%	14%	48%	NU	392,900	95%	NU	5%	NU	NU	107,000
INLAND	6,391	NU	67%	33%	NU	NU	71,346	NU	94%	3%	3%	NU	80,000
MCLS	320,656	NU	2%	3%	40%	55% ^(c)	67,323	97%	2%	1%	NU	NU	82,755
MOBAC	3,450	NU	53%	47%	NU	NU	108,420	NU	99%	NU	1%	NU	N/A
MVLS	20,000	NU	30%	20%	50%	NU	218,250	95%	NU	1%	4%	NU	70,000
NO. BAY	32,167	NU	16%	6%	78%	NU	3,009,549	NU	98%	1%	1%	NU	208,335
NO. STATE	44,439	NU	14%	10%	76%	NU	480,989	97%	NU	1%	2%	NU	151,482
PENINSULA	284,275	NU	1%	1%	NU	98% ^(d)	2,121,516	96%	NU	1%	3%	NU	52,000
SJMLS	316,850	98%	1%	0.1%	1%	NU	439,972	99%	NU	0.5%	0.5%	NU	57,400
SANTIAGO	100,500	NU	85%	13%	2%	NU	13,000	NU	90%	10%	NU	NU	12,000
SERRA	7,462	NU	26%	13%	51%	10% ^(e)	154,692	NU	98%	1.5%	0.5%	NU	60,000
SVLS	11,200	NU	64%	36%	NU	NU	38,150	NU	98%	2%	NU	NU	N/A
SO. STATE	5,034	NU	33%	17%	50%	NU	1,210	NU	99%	1%	NU	NU	9,670
TOTALS	1,517,271	20%	10%	3%	18%	49%	7,954,062	55%	42%	1%	2%	0.03%	965,522

N/A - Not Available

NU - Not Used

(a) Not funded by CLSA System C&D, but by member libraries.

(b) Automated system holds filled.

(c) Delivery and OCLC ILL Subsystem.

(d) Telecirc

(e) UPS, US Mail

Doc. 7710

**LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2003/04**

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	69%	31%	\$ 130,801	83%	17%	\$ 53,546
BLACK GOLD	99.6%	0.4%	54,789	80%	20%	65,418
49-99	60%	40%	98,108	46%	54%	98,914
INLAND	93%	7%	140,628	86%	14%	115,687
MCLS	27%	73%	847,601	79%	21%	118,699
MOBAC	96%	4%	58,188	73%	27%	65,100
MVLS	43%	57%	224,225	79%	21%	102,309
NORTH BAY	77%	23%	133,365	31%	69%	223,002
NORTH STATE	88%	12%	81,551	85%	15%	121,675
PENINSULA	13%	87%	416,099	14%	86%	269,120
SJVLS	60%	40%	129,656	19%	81%	319,636
SANTIAGO	100%	0%	75,138	85%	15%	47,493
SERRA	84%	16%	126,285	98%	2%	65,695
SILICON VALLEY	52%	48%	121,453	88%	12%	41,147
SOUTH STATE	100%	0%	83,465	100%	0%	37,494
TOTAL PERCENT	49%	51%	100%	52%	48%	100%
TOTAL EXPEND.	\$ 1,345,200	\$ 1,376,154	\$ 2,721,352	\$ 912,000	\$ 832,935	\$ 1,744,935

2003/04 expenditures:

	CLSA	Local	LSTA	Total
Administration	570,000 (15.7%)	3,049,831 ¹ (84%)	12,212 (0.3%)	3,632,043
Reference	1,345,200 (49%)	1,376,154 ² (51%)		2,721,354
Comm. & Delivery	912,000 (52%)	832,935 ³ (48%)		1,744,935
Advisory Boards (SAB)	22,800 (87%)	3,375 ⁴ (13%)		26,175
Total	2,850,000 (35%)	5,262,295 (64.8%)	12,212 (0.2%)	8,124,507

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 Four systems used local funds to support the SAB program

Communications and Delivery Expenditures for FY 2003/04
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 44,237	\$ 9,309	\$ 53,546
BLACK GOLD	52,012	13,406	65,418
49-99	45,310	53,604	98,914
INLAND	99,937	15,750	115,687
MCLS	93,422	25,277	118,699
MOBAC	47,549	17,551	65,100
MVLS	80,458	21,851	102,309
NORTH BAY	69,332	153,670	223,002
NORTH STATE	103,051	18,624	121,675
PENINSULA	36,920	232,200	269,120
SJVLS	61,463	258,173	319,636
SANTIAGO	40,323	7170	47,493
SERRA	64,397	1,298	65,695
SILICON VALLEY	36,095	5,052	41,147
SOUTH STATE	37,494	0	37,494
TOTAL	\$ 912,000	\$ 832,935	\$1,744,935