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## **Library of California Board Meeting February 28, 2008**

For further information contact:

Sandy Habbestad  
California State Library  
P.O. Box 942837  
Sacramento, CA 94237-0001  
(916) 653-7532  
[shabbestad@library.ca.gov](mailto:shabbestad@library.ca.gov)

**February 28, 2008  
9:00 a.m. – 1:00 p.m.**

**LoC Board Business Meeting**

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

### **A. BOARD OPENING**

- 1. Pledge of Allegiance**  
Recite the Pledge of Allegiance
  - 2. Welcome and Introductions**  
Welcome and introduction of Board members, staff, and audience
  - 3. Adoption of Agenda**  
Consider agenda as presented or amended
  - 4. Approval of August 2007 Board Minutes – Document 1**  
Consider minutes as presented or amended
  - 5. Approval of October 2007 Board Minutes – Document 2**  
Consider minutes from Board teleconference as presented or amended
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## **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
- 

## **C. CLSA/LOC PROGRAM ITEMS FOR INFORMATION/ACTION**

### **RESOURCE SHARING**

- 1. CLSA Consolidations and Affiliations – Document 3**
  - a. Consider Merced County Library change of System membership
  - b. Update on CLSA System consolidations under discussion
- 2. LOC Regional Library Network Development – Document 4**  
Consider applications for membership with Gold Coast Library Network
- 3. Interlibrary Loan (ILL) and Direct Loan Programs – Document 5**  
Update on program status
- 4. CLSA System Reference Program – Document 6**
  - a. Update on Statewide Reference Project
  - b. CLSA System Annual Report Summaries for 2006/07
- 5. CLSA System Communications and Delivery – Document 7**  
CLSA System Annual Report Summaries for 2006/07
- 6. CLSA System Advisory Board (SAB) Program – Document 8**  
CLSA System Annual Report Summaries for 2006/07

### **BUDGET AND PLANNING**

#### **CLSA Baseline Budget**

Consider 2008/09 CLSA baseline budget by program – *Document 9*

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## **D. LEGISLATIVE**

- 1. Federal Legislative Issues – Document 10**  
Consider federal legislative issues
  - 2. State Legislative Issues – Document 11**  
Consider state legislative issues
- 

## **E. PUBLIC COMMENT**

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

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## **F. COMMENTS FROM BOARD MEMBERS/OFFICERS**

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

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**G. AGENDA BUILDING**

Agenda items for subsequent Board meetings.

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**H. ADJOURNMENT**

Adjourn the meeting.

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*Doc#112076*

1 *DRAFT*

2  
3 Library of California Board Meeting  
4 August 8, 2007

5  
6 California State Library  
7 914 Capitol Mall, Room 500  
8 Sacramento, California  
9

10 **CALL TO ORDER AND INTRODUCTIONS**

11  
12 President Paymaneh Maghsoudi convened the Library of California Board Meeting on  
13 August 8, 2007 at 9:00 a.m., by asking Member Kastanis to lead those in attendance in  
14 the Pledge of Allegiance. President Maghsoudi then welcomed Board Members, staff and  
15 audience members to Sacramento and called for introductions.  
16

17 **Board Members Present:** President Paymaneh Maghsoudi, Vice-President Penny  
18 Kastanis, Dr. Conchita Battle, Tyrone Cannon, Victoria Fong, Linda Jewett, Jane  
19 Lowenthal, Susan Steinhauser and Judy Zollman.  
20

21 **California State Library Staff Present:** State Librarian Susan Hildreth, Deputy State  
22 Librarian Stacey Aldrich, Mimi Morris, Tom Andersen, Gerry Maginnity, Sandy  
23 Habbestad, Chris Berger, Rush Brandis, Ira Bray, Jacquie Brinkley, Suzanne Flint,  
24 Richard Hall, Susan Hanks, Carla Lehn, Kathy Low, Cindy Mediavilla, Kevin Saunders,  
25 and Cindy Tackett.  
26

27 **ADOPTION OF AGENDA**

28  
29 *It was moved, seconded (Fong/Kastanis) and carried unanimously that the*  
30 *Library of California Board adopts the agenda of the August 8, 2007 meeting*  
31 *as presented.*

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**APPROVAL OF MINUTES**

*It was moved, seconded (Cannon/Zollman) and carried unanimously that the draft minutes of the April 18, 2007 Library of California Board meeting be approved as corrected.*

**RATIFICATION OF LIBRARY OF CALIFORNIA BOARD ACTIONS**

*It was moved, seconded (Steinhauser/Fong) and carried unanimously that the Library of California Board ratifies actions taken at the April 18, 2007 meeting.*

**RESOLUTIONS**

Member Lowenthal read a Board resolution in honor of Barbara Will and several members spoke with fond memories in praise of Barbara’s character and contributions to the State Library and the library community.

*It was moved, seconded (Lowenthal/Kastanis) and carried unanimously that the Library of California Board adopts Library of California Board Resolution 2007-03 for Barbara Will. (See Attachment A)*

**REPORTS TO THE BOARD**

**Chief Executive Officer’s Report**

Susan Hildreth began by introducing the new State Library staff members to the Board. She first introduced Mimi Morris who has been at the library since July. Morris is to be the next Chief of Administrative Services when Andrew St. Mary retires at the end

1 of September. Hildreth welcomed Morris and asked her to tell those present a little about  
2 her background.

3  
4 Morris stated that she recently had come from a division of the Governor's office that  
5 was responsible for administering the federal Americorp Program. She had been there  
6 about nine years as their Chief Financial Officer. Before that she had been at the Center  
7 for California Studies at California State University in Sacramento. She had been  
8 Assistant Director for Budget and Director of the Assembly Fellowship Program. Before  
9 that she had been with a division of the Office of Governor George Deukmejian handling  
10 liaison with Mexico. Morris concluded by saying that she brought with her an extensive  
11 experience and was very happy to be a part of the State Library and was looking forward  
12 to working with everyone.

13  
14 Hildreth then introduced Stacey Aldrich, the new Deputy State Librarian. She  
15 indicated that Aldrich had already been involved in California and had made a favorable  
16 impression on staff, as she had been one of the outstanding presenters at Infopeople's  
17 Executive Leadership Institute. Hildreth thanked Governor Swartzenegger and his  
18 administration for appointing the individual she saw as the most competitive candidate  
19 for the position of Deputy State Librarian.

20  
21 Aldrich addressed the Board saying she was happy to be in California. Previously, she  
22 had been at the Omaha Public Library where she had been the Assistant Director for  
23 about one and a half years. Before that she had been with the State Library in Maryland  
24 for about nine years. In between, she had taken a break and worked for Coates and Jerrot,  
25 a futuring think-tank in Washington D.C. She pointed out that she has had experience  
26 thinking on the library side, and a little bit on the outside, thinking newly, differently and  
27 innovatively with lots of good people who could work with librarians and Board  
28 members in thinking about the future and developing new programs and initiatives that  
29 would benefit the citizens of California. She thanked everyone and expressed that she  
30 was excited to be here and that she was looking forward to working with everyone.

1 After pointing out the heavy work-load in Library Development Services, which had a  
2 leaner LSTA staff as compared to other states, Hildreth announced that Sandy Habbestad  
3 had been appointed Operations Manager for LDS, following a recruitment for that  
4 position. She reassured the Board that Habbestad would continue serving as the CSL staff  
5 person for the LoC Board.

6  
7 With a lot going on at the State Library and the addition of new staff, Hildreth  
8 predicted that their probably would be a number of initiatives occurring in the next year  
9 or so. But at present the library was still making preparations. She said that a lot of action  
10 would be taken pending approval of the state budget. But as of this date a budget had not  
11 yet been passed.

12  
13 Hildreth explained that the Library of California Board meetings had been scheduled  
14 for August, because in the past the state budget often had been passed by then. With a  
15 definite budget the Board could make decisions. But another reason for scheduling it for  
16 August this year was in anticipation of submitting a Budget Change Proposal (BCP) for  
17 one of the CLSA programs. Because the Board must understand and support some of the  
18 directions the State Library is taking, the State Library needed to share that with the  
19 Board before the BCP submission deadline to the Department of Finance on September  
20 15<sup>th</sup>. Hildreth stated that BCPs would be discussed later in the meeting today. Statewide  
21 Reference would also be discussed later in the day, Hildreth indicated. She apologized to  
22 anyone who had come from around the state for that purpose. There would not be a lot to  
23 report at this meeting because the State Library was still trying to implement a workplan  
24 and recruit a project manager.

25  
26 **ELECTION OF BOARD OFFICERS FOR 2008**

27  
28 President Maghsoudi referred to Members Steinhauser and Fong, Chair and Co-Chair  
29 respectively of the Nominating Committee, for their Election of Board Officer report.

30 Member Steinhauser reported that after much reflection and discussion she and  
31 Member Fong decided to nominate Member Kastanis for Board President and Member

1 Cannon for Vice President. Each Member had many years of library experience; Member  
2 Kastanis with youth K-12 and Member Cannon with college undergraduate through post-  
3 graduate levels. Although Member Cannon lacked the years of experience on the Board  
4 that Member Kastanis had, he had just received his E.D.D in Education, focusing on  
5 Information Literacy and the Digital Divide. Member Cannon may readily apply the  
6 many issues coming out of academia to the public, the school and the private sectors.  
7 Together the Members would cover librarianship entirely.

8  
9 *It was moved by the Nominating Committee (Steinhauser) and carried*  
10 *unanimously that the Library of California Board elects Penny Kastanis*  
11 *as President of the Library of California Board for the year 2008.*

12  
13 *It was moved by the Nominating Committee (Steinhauser) and carried*  
14 *unanimously that the Library of California Board elects Tyronne*  
15 *Cannon as Vice-President of the Library of California Board for the*  
16 *year 2008.*

17  
18 **Library of California Board meeting schedule and locations**

19  
20 Sandy Habbestad reported that in June she had surveyed Board Members about  
21 possible meeting dates for a one-day meeting in late February or early March and a one-  
22 day meeting in August. The survey results showed that some of the members were  
23 limited in their availability. However, staff recommended that the Board secure the dates  
24 for February 28<sup>th</sup> and August 7<sup>th</sup> for its meetings in 2008, and that both meetings be held  
25 in Sacramento. After much discussion, Board Members agreed to the recommended  
26 dates.

27  
28 **Budget and Planning Report**

1 President Maghsoudi stated that there was a revised Document 6: CLSA Baseline  
2 Budget. Andersen explained that it was added as a contingency if the State Budget was  
3 not passed by the time the Board met.

4  
5 Member Steinhauser posed a question about the \$1.6 million budget item for System  
6 Reference and whether it would have a bearing on the Statewide Reference Proposal to  
7 be discussed later in the day.

8  
9 Hildreth responded by saying that the Statewide Reference Proposal would not have a  
10 monetary amount for this fiscal year, 2007/08; but work would proceed on the visioning  
11 of a new Statewide Reference Program.

12  
13 *It was moved, seconded (Fong/Jewett) and carried unanimously that the*  
14 *Library of California Board adopts, contingent upon passage of the*  
15 *State Budget Act, the 2007/08 CLSA budget as displayed in the chart*  
16 *entitled “Summary—Recommended 2007/08 CLSA Baseline Budget by*  
17 *Program,” and that the aforementioned chart be included in the minutes*  
18 *of this meeting. (See Attachment B)*

19  
20 President Maghsoudi next introduced Document 7, 2008/09 CLSA Baseline Budget  
21 by Program. Habbestad pointed out that Document 7 was on the agenda as a placeholder,  
22 but staff decided to table the item until the Board’s February meeting.

23  
24 President Maghsoudi introduced CLSA System Plans of Service, Document 8.

25  
26 Habbestad reported that the CLSA Plans of Service were received from all of the  
27 fifteen Cooperative Systems. All Systems had planned to carry out the intent of the  
28 CLSA law. The 49-99 Cooperative Library System had been going through a transition  
29 process this year. Their administrative council had acted to terminate the joint powers  
30 agreement with its members and to reestablish as an agency by joint resolution. The 49-  
31 99 System has contracted with MCLS to serve as its fiscal agent and to provide

1 administrative services, effective July 1, 2007. The delivery would be continued, to be  
2 provided by the Stockton/San Joaquin County Library, and for now the System would  
3 rely on its members to answer most of the reference questions locally. 49-99 will use its  
4 System Reference funds to support databases for member libraries.

5  
6 Member Kastanis asked to clarify whether 49-99 had basically disbanded. Andersen  
7 responded that 49-99 had not disbanded, but have reorganized. Hildreth then invited  
8 representatives from 49-99 to comment on this issue.

9  
10 Rosario Garza, 49-99 administrator, confirmed that the 49-99 Administrative Council  
11 did officially disband as a joint powers agency in the spring of this year. The System has  
12 gone through the process of reorganizing as a cooperative, and would continue with  
13 services.

14  
15 In response to a question from Member Lowenthal, Garza stated that the change  
16 occurred because the City of Stockton no longer wanted to be the fiscal agent for the  
17 System, as had been specified in the original JPA agreement, so 49-99 had decided to  
18 look for an alternative way of organizing itself.

19  
20 Andersen commented that 49-99 had received legal assistance to reorganize, and that  
21 they were not the only System to be organized by Resolution by Agreement. Mountain  
22 Valley, North State, and San Joaquin Valley are also formed by a Joint Resolution, which  
23 has provided them more flexibility than a JPA arrangement; especially with regard to the  
24 fiscal agent issue.

25  
26 Member Kastanis asked for clarification as to whether the Systems that had been in  
27 existence before the Library of California (LoC) were returning to the structure similar to  
28 what they had prior to LoC.

29  
30 Hildreth responded that all of the fifteen Systems had been around for a long time and  
31 had not really changed. The regional library networks that were organized as a result of

1 the Library of California were a kind of additional layer. Some of the Systems joined  
2 together in those regional networks and some did not. The Systems are undergoing a  
3 natural evolution or aggregation on their own, with many under the same administrator.  
4 In the case of 49-99, primarily because the City of Stockton no longer wanted to maintain  
5 the role of fiscal agent, the council agreed to changed its organizational structure to have  
6 more flexibility; otherwise, 49-99 probably would have stayed the same.

7

8 Andersen concluded by adding that nothing in the law states how a CLSA System  
9 must be legally organized. Although the majority of systems remain under Joint Power  
10 Agreements (JPAs), they have a variety of options available.

11

12 *It was moved, seconded (Zollman/Jewett) and carried unanimously that*  
13 *the Library of California Board approves the CLSA Systems Plans of*  
14 *Service for each of the 15 CLSA Cooperative Library Systems submitted*  
15 *for fiscal year 2007/08.*

16

17 **Resource Sharing Report**

18

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

20

21 President Maghsoudi introduced the agenda item for Interlibrary Loan and Direct  
22 Loan Programs, Document 9, which included a revised recommended motion.

23

24 Habbestad reminded the Board that at their April meeting they had adopted the  
25 2007/08 reimbursement rates for interlibrary loan at \$5.29, and direct loan at \$.97. Based  
26 on those rates, and the projected increase in the number of transactions and the  
27 preliminary TBR budget appropriation, staff recommended that the Board adopt,  
28 contingent upon the passage of the budget act, a withholding amount of 35% from each  
29 reimbursement payment throughout the fiscal year. Participants would receive 65% of  
30 their total reimbursement due in quarters one through four. Any funds remaining at the  
31 end of the fiscal year would be calculated proportionately and provided to participants in

1 a fifth payment. By requesting the Board to withhold the 35%, it would be factoring in an  
2 additional percentage to cover unforeseen increases in transaction levels.

3  
4 Member Steinhauser asked for clarification on Document 9, where it said: “For the  
5 last several years the State Budget Act has not included the language requiring the Board  
6 to pro-rate reimbursement payments in the event of an insufficient appropriation.” For as  
7 long as she had been on the Board funds had been withheld as was thought necessary.  
8 She had not realized that the Board was tied to the Budget language one way or another.

9  
10 Habbestad affirmed that the Board originally had been tied to budget language, but  
11 that it had been removed from the Budget Bill in fiscal year 2003/04. The pro-rating  
12 language from prior budget years continued to be proposed as the more recent act of the  
13 Legislature which supersedes the requirement in CLSA law that the State Board  
14 reimburse at the full rate approved by the Department of Finance.

15  
16 Andersen pointed out that the Department of Finance agreed with the annual survey  
17 results and approved the cost to reimburse participants. However the budget  
18 appropriation had not been increased to support the additional costs.

19  
20 ***It was moved, seconded (Cannon/Lowenthal) and carried unanimously***  
21 ***that the Library of California Board directs its CEO to withhold 35%***  
22 ***from all CLSA ILL and Direct Loan Program reimbursement payments***  
23 ***throughout the 2007/08 fiscal year and that, after determining the full***  
24 ***State cost of the remaining due to each participating library, if sufficient***  
25 ***funds remain, in the 2007/08 TBR Program appropriation, or to prorate***  
26 ***the final payment equitably, if insufficient funds remain in the program***  
27 ***appropriation. This motion is contingent upon passage of the State***  
28 ***Budget Act with a TBR appropriation of \$18,616,000.***

29  
30 Andersen shared some good news concerning the TBR process. He pointed out that  
31 the software that the State Library Budget Office uses to do all of the calculations for

1 TBR was not an off-the-shelf product, was incredibly complex, was old and inadequate,  
2 and was in the process of being replaced by a new Windows based software program  
3 capable of future modifications as needed. The State Library has contracted with a vendor  
4 to write a new program. A review of the initial design document had just been completed.  
5 The computer system that is currently used to calculate loan activity and reimbursement  
6 is run on an outdated Windows 98 computer.

7  
8 In response to a question from Member Lowenthal on the cost of the new software,  
9 Andersen stated that since every public library in the state would benefit, LSTA funding  
10 had been provided from a networking grant to complete this much needed project.

11  
12 **CLSA System Reference Program**

13  
14 Habbestad began by stating that Document 10 had been revised, reflecting corrections  
15 in the sequence of all the Exhibits.

16  
17 Habbestad reported that the annual approval of the System Population and  
18 Membership Figures was required in order to calculate the System Reference Program  
19 allocations. Exhibit A listed all the public library members for each of the CLSA  
20 Systems, and the population of the System was determined by the most recently  
21 published estimates from the Department of Finance. The population figures for this year  
22 included the reaffiliation of Monterey Public Library with MOBAC, Moorpark City  
23 Library with MCLS, Victorville Public Library with Inland; and the North State  
24 population contained the entire population of Lassen Library District. In recent years,  
25 only the population served by Susanville was included in North State's total.

26  
27 *It was moved, seconded (Lowenthal/Fong) and carried unanimously that*  
28 *the Library of California board approves the System Population and*  
29 *Membership figures for use in the allocation of CLSA System Reference*  
30 *Program funds for the fiscal year 2007/2008.*

1 Hildreth reported on the California Statewide Reference Model. She pointed out that  
2 consultant Ruth Metz, who had delivered a presentation to the Board in April, has since  
3 then revised her report, *California Statewide Reference: A Proposed Design*, as well as  
4 the *Background Summary*. Both revised documents were included in the packet, in  
5 addition to her *Proposed Design Description of Statewide Service*.

6  
7 Hildreth continued that a memo, dated June 19, 2007 was sent out to the greater  
8 California public library community to help assure awareness about some of the  
9 considerations on the table concerning the *New Statewide Reference Model Proposal* and  
10 to provide the URLs to view various materials concerning it. Andersen interjected that  
11 although nearly a dozen very thoughtful responses to the June memo had been received,  
12 more would be appreciated.

13  
14 Hildreth expressed her sense from the responses so far received that there was a  
15 general desire to move forward with the proposal in some capacity but that more detail  
16 and definition were wanted. From those responding, Hildreth further stated that she  
17 attended a meeting in Whittier in late June with the Boards of Santiago, MCLS and South  
18 State, where a lively and optimistic discussion about the *Proposal* took place. Hildreth  
19 reiterated that because of the limited capacity of the State Library to move forward on  
20 this large initiative with its aggressive time-line, they were hoping to partner with MCLS  
21 in an effort to find a project manager. The person hired to fill this position would most  
22 likely be hired as an independent contractor to MCLS for a three year commitment.

23  
24 Hildreth stated that already she and Andersen had met with some interested candidates  
25 while attending the ALA Conference in Washington in late June. Subsequently, she had  
26 communicated with several other candidates. Aldrich also had helped to identify some  
27 candidates from other parts of the country. In fact, Statewide Reference would be one of  
28 Aldrich's first big assignments. Although Hildreth had hoped that a project manager  
29 would have been in place already, she assured the Board that one would be in place  
30 within the next several months. And one of the first things the project manager would  
31 have before him/her would be the responses from the library community.

1

2 Hildreth expressed her belief that one of the biggest concerns at the System level was  
3 the use of existing resources. A lot of money was going to the Systems through the  
4 Reference component and was being used for staff training and for databases, instead of  
5 second level question answering. Hildreth wanted to allay concerns that the State Library  
6 was going to swoop in and take away the System Reference funding. There certainly  
7 might be talk about deploying System personnel, but the goal was to be strategic, to  
8 leverage existing resources as much as possible, and to make sure that service was  
9 functioning properly.

10

11 Hildreth informed the Board and audience of her intent to have the project manager  
12 and several administrators from the State Library meet with each System. This would be  
13 a time to find out what were their needs, to share the State Library's vision, and to try and  
14 develop a shared vision and move forward together. She stated that nothing would  
15 proceed precipitously.

16

17 Andersen added that one of the complications in finding a project manager was that  
18 the job essentially required his/her presence in California for a good portion of the  
19 duration of the project. Another area of concern, with respect to allocation of current  
20 funding, was the issue of what could be done within the existing law. A good legal  
21 review was needed. If it was found that changes to the statutes or regulations were  
22 required, then additional assistance from outside the State Library most definitely would  
23 be required.

24

25 Member Kastanis asked whether other states had statewide reference programs similar  
26 to California's reference proposal. If there were any, which of them already had gone  
27 through the process and successfully established statewide reference programs.

28

29 Andersen responded that other states had virtual reference programs in place, but  
30 satisfaction was not very high. Primarily, this had to do with vendor or software issues.  
31 Also, some states, unlike California, had multitype library systems where a wide variety

1 of library types were under the same funding umbrella, which adversely impacted how  
2 the reference systems functioned.

3  
4 Hildreth commented that a lot of states were looking at issues similar to those in  
5 California. Ruth Metz researched and documented that for this proposal. Many states had  
6 the 24/7 Virtual Reference kind of system, reporting various levels of success. But most  
7 were not stepping back and taking a look at all the ways libraries were providing  
8 information services beyond the direct public library, the academic library, or the special  
9 library level, and trying to create the most strategic way to approach that. But California  
10 was taking the next step and trying to be a bit more strategic than some states. Second-  
11 level reference was begun in California and many states followed that; now our state was  
12 going ahead to the next level.

13  
14 Andersen added that the library had received confirmation from the project manager  
15 interviewees, who could be regarded as experts in the reference field, that California's  
16 Reference Proposal was a new and exciting approach.

17  
18 Member Cannon said that this new way of providing reference service was being  
19 done in academic libraries with varying levels of success. The University of San  
20 Francisco was involved in a national consortium of Jesuit Colleges and Universities  
21 which extended from coast to coast. When the east coast system shut down the West  
22 Coast took over, and before those on the West Coast were up in the morning, the East  
23 Coast would be back on-line. It required a lot of work to get this new system up and  
24 running. Member Cannon was presently volunteering a member of his staff to be the  
25 project manager for the national effort. It had been well received by students and faculty  
26 alike.

27  
28 Member Steinhauser called attention to a public comment made at the last Board  
29 meeting, at which time a question was raised about whether library reference was really  
30 where the intersection lay between what libraries do and what is being thought about in  
31 the greater reference or information skills universe. She asked whether the right question

1 was being asked and whether the effort was being put toward the right solution. She  
2 questioned whether there was preliminary work to be done before getting to the needed  
3 solution? Member Steinhauser pointed out that a lot of time, marketing and money were  
4 involved and wondered how staff would answer these questions.

5

6 Hildreth acknowledged Member Steinhauser's point and said that it was certainly  
7 discussed during her meeting in Whittier with the southern California systems. She  
8 thought the questions were: "Are people really using libraries for information?" And,  
9 "Should we be spending money on any of this at all?" She remarked that a user survey  
10 had not been done that asked, "Do we really need this?" But it was a discussion that  
11 should take place.

12

13 Hildreth then stated that the State Library was funded to provide some kind of second  
14 or next-level reference. And even if the question volume reduced to not much at all, it  
15 remained the role of the State Library to have a mechanism in place to provide that next  
16 level of reference. Reference service was a primary purpose of the public library and was  
17 the only way some people would ever get information. She thought it worthwhile to have  
18 a system in place where those people could get the information that they needed.

19

20 Member Steinhauser commented that we do not want to be taking care of a problem  
21 that does not exist, or a problem that was being otherwise answered by vendors such as  
22 Google or Tutor.com. Maybe it is an issue of whether or not the private sector would pick  
23 this up and pay for it and it ceased to be a public library service provided through tax  
24 dollars.

25

26 Member Jewett stated that Google had become a verb. She believed that a lot of  
27 people now shared the perception that if you could Google for information then you did  
28 not need a library. Querying on Google yielded countless hits. But the problem with that  
29 approach was in determining whether the information thus derived was correct. That was  
30 what a reference librarian was trained to do; that was also a wonderful opportunity for  
31 continuing the viability of the public and school library. One of the missions of libraries

1 would be to have a reference librarian who could do, and tell how to do, reliable online  
2 searches. Although it would take a great deal of marketing to communicate an awareness  
3 of this to the public, and to the school library world as well, she would like to see that  
4 happen.

5  
6 Member Cannon remarked that Member Jewett had stolen some of his thunder, as  
7 basically he had wanted to say the same thing. Libraries knew how to organize, present  
8 and evaluate information. The new reference model was a great direction to take in  
9 meeting the needs of the typical teenager, other young people, and some of the aging  
10 baby boomers who wanted information at their fingertips. Even now a user could pick up  
11 a pda, surf the web, go to a library website and get an answer to a question. So, although  
12 the new reference model would be a lot of work, it was moving in the right direction. He  
13 agreed with Member Jewett also that it would take some very thoughtful marketing to  
14 change the way people thought about what a library was and could be.

15  
16 Hildreth hoped that a transparent virtual reference service alternative would be  
17 provided to librarian users as well as public users and customers. She hoped that  
18 reference staff sitting at reference desks with low question volume would be freed up to  
19 create new service models and to be sent out by their library managers to reach out and  
20 engage their community in other ways.

21  
22 Member Cannon thought that Hildreth was absolutely right. Academic libraries were  
23 struggling with the same thing. They realized that they needed to get out and interact with  
24 students and faculty where they were on campus and to remind them that the library was  
25 still a viable resource.

26  
27 Hildreth agreed, but thought that libraries needed to provide services in different  
28 modalities. Since librarians knew that students were not going to make a physical trip  
29 over to the library if they could help it, a good virtual question answering system that  
30 works for them in IM (Instant Messaging), in Chat, on their pdas, their pcs, or whatever  
31 else was what the new reference model was trying to find a way to provide.

1

2 Member Kastanis said that this new way of getting information was not going to go  
3 away. The impetus for it was already there and the Library of California should go along  
4 with it and support it. She then went on to recount a story on the evening news about a  
5 very interesting health issue with babies. In years past mothers with ill babies would go to  
6 their family or to a book on the shelf that talked about what was wrong with their child.  
7 But mothers were no longer doing that; instead they were going to a website. But because  
8 they did not know how to use the technology and to properly evaluate the resources, they  
9 were getting wrong information, and therefore misdiagnosing their babies. They said that  
10 nobody had really taught them how to access reliable resources from home or wherever  
11 they happened to be. Member Kastanis thought that this was what the entire reference  
12 project was about: supplying information about relevant resources and their reliability  
13 and authenticity.

14

15 Member Lowenthal added that the Library of California had not been ready for the  
16 changes now being addressed and was therefore in the process of catching up. She hoped  
17 that young folk were being used in the focus groups in order to get a sense of the future  
18 so that the Board could be ready and out ahead of the game the next time around.

19

20 Hildreth hoped that what was called *digital natives* would be involved in future  
21 planning. She believes that we are shifting gears because the focus was on the Library of  
22 California and multitype resource sharing, including programs such as statewide  
23 databases and online reference, for so long and now that funding has ceased to exist, we  
24 had to regroup. Hildreth agreed that we needed to get the best ideas from all of our  
25 costumers, no matter what their age. She hoped that in the future a better long-term  
26 strategic plan would be developed.

27

## 28 **CLSA System Communication and Delivery**

29

30 Habbestad addressed the Board saying that the CLSA Systems provided one of the  
31 most cost-effective delivery systems in the U.S. However, the ability to meet the level of

1 delivery service required by CLSA had been severely constrained. Every year Systems  
2 were contributing more local funds to meet the demand, or reducing the number of  
3 delivery days per week. Since 2001, an increase of 62% was shown in the number of  
4 items delivered between System members. Staff was recommending that the Board  
5 consider a Budget Change Proposal (BCP) for the fiscal year 2008/09 to be submitted in  
6 September to the Department of Finance. Andersen added that the BCP had yet to be  
7 written and that staff was still considering how to approach it and what should be the  
8 basis of justification for it. He expressed hope for the Board's approval of the BCP.

9  
10 Gerry Maginnity stated that he and Habbestad had been working together on the  
11 CLSA System Communication and Delivery BCP and that they were looking at historical  
12 trends and trying to establish a benchmark for deliveries as well as finding what the  
13 Board had supported through the years and how much money had been contributed  
14 locally by Systems. The results would help to answer questions as to what the state's role  
15 should be and how much funding the state should provide now.

16  
17 Andersen elucidated that a BCP included, beside the classic statement of the problem,  
18 several different alternatives which would be considered, and then arguments for why the  
19 recommended one was the best.

20  
21 Hildreth remarked that the BCP would be a confidential document until the Governor's  
22 budget was issued. She did not anticipate a high likelihood of success for additional  
23 funding through the BCP process, but believed that it was time to begin to frame the  
24 argument for when the political climate would change. A discussion followed on the  
25 meaning of the terms, "communications" and "delivery." It was confirmed that delivery  
26 meant the physical delivery of materials using ground transportation, U.S. Mail, and Fed-  
27 Ex. Communications consisted of telephone, the internet and email.

28  
29 Hildreth said that because of the greater volume of materials being delivered and the  
30 increased cost of delivering them, a rationale was being formulated to support more  
31 funding. She thought the increase could be from \$1.5 million to \$3 million.

1

2       Maginnity stated that libraries all over the country were dealing with the delivery  
3 issue. He attended a nationwide symposium on deliveries last year in Colorado called  
4 Moving Mountains. Different local conditions resulted in widely different solutions.  
5 Montana, for example, has a statewide delivery network where they are hampered with  
6 weather conditions and remoteness; whereas Queens has local delivery several times each  
7 day. The next level is home delivery and that was being discussed as well.

8

9       Member Kastanis thought that the State Library was exactly right to do the BCP now,  
10 even though it might not be the right moment for success.

11

12       Member Jewett recommended that the BCP contain a cost breakdown and price  
13 increase information, such as factoring in fuel, delivery van maintenance, insurance and  
14 mail carrier costs.

15

16       Annette Milliron, North State Cooperative Library System Coordinator, thanked staff  
17 for taking the delivery issue under consideration. She said that it was areas like North  
18 State that really needed an infusion of money, while areas like North Bay received a lot  
19 of local money because they have a large local population base, and received a good  
20 portion from resource sharing. North State recently did a study about how items moved  
21 through their System. If an item was out in a branch library in a rural area, such as Modoc  
22 County, it might receive delivery one day each week; and it could take a book three  
23 weeks to move through the North State System. These libraries simply do not have the  
24 budgets to buy more days of delivery.

25

26       Member Steinhauser raised a procedural question which concerned rural libraries and  
27 how best to advocate for the BCPs. Hildreth responded, saying that the library always  
28 talked to CLA about the BCPs. They usually supported the Governor's budget, assuming  
29 that it was not decreased. CLA would be the vehicle to get a strategy going.

30

1           *It was moved, seconded (Kastanis/Jewett) and carried unanimously that*  
2           *the Library of California Board direct its Chief Executive Officer to seek*  
3           *additional 2008/09 Local Assistance funding for the Systems*  
4           *Communications and Delivery program.*

5  
6       **CLSA System Advisory Board Program**

7  
8           Habbestad explained that the annual SAB allocation provided for members to travel  
9           within the System area. The motion would allow one SAB member from each System to  
10          attend the CLA conference in November. It had been State Board policy to consider this  
11          motion on a year by year basis.

12  
13          *It was moved, seconded (Lowenthal/Fong) and carried unanimously that*  
14          *the Library of California Board approve the use of the 2007/08 allocated*  
15          *SAB Program funds where available within each approved SAB budget,*  
16          *and where requested, to reimburse one SAB member from each System*  
17          *for expenses incurred in attending the October 2007 California Library*  
18          *Association conference to be held in Long Beach.*

19  
20       **CLSA Consolidations and Affiliations**

21  
22          Habbestad pointed out that this was an information item. Exhibit A provided a  
23          complete history of the Consolidations and Affiliations made since CLSA was enacted in  
24          1978. Exhibit B was a document from Lassen Library District which stated that the  
25          district had removed the nonresident library card fee previously required from residents  
26          in the unincorporated area of Lassen County.

27  
28          In way of background, Andersen stated that the library had received notice almost a  
29          year ago that the Susanville Library District, which previously had been confined to the  
30          city limits of Susanville in Lassen County, had annexed all the rest of the unincorporated  
31          areas of the county into the library district. It therefore had begun to serve all residents in

1 the county. Unfortunately, it came to our attention that residents in the unincorporated  
2 areas of the county still had to pay a fee for a library card. In the CLSA law and  
3 regulations it was very clear that if you participated in CLSA then the public library must  
4 offer free service to its residents. The State Library received a letter from Lassen Library  
5 District that they have lifted the restriction and were serving all the county residents free  
6 of charge.

7

8 **Federal Legislative Issues**

9

10 Member Steinhauser reported that President Maghsoudi had signed and forwarded  
11 letters on a variety of legislative issues, including support for highly qualified school  
12 librarians and support for LSTA funding.

13

14 Hildreth shared with the Board that she had asked Bessie Condos, CSL staff, to assist  
15 with legislative monitoring and in preparing legislative communications and letters for  
16 the Board and the State Library. One of the accomplishments of Condos and the LDS  
17 staff had been producing the letters that were taken to Washington in the spring for the  
18 annual visit to elected officials. Those letters had described the discreet LSTA activities  
19 going on in those legislator's districts. Although the letters had been a lot of work to put  
20 together, their value produced good feed-back in Washington. The State Library had been  
21 trying to be systematic so that the Library of California Board could go on record for  
22 things that were within their legislative support policy. In one case of which Hildreth was  
23 aware, a letter had been sent on behalf of the Board to Assembly Member Caballero  
24 about AB 1030. The Assembly Member had been pleased to see that the Board had taken  
25 a position.

26

27 Member Kastanis mentioned that letters were still one of the most important contacts  
28 with legislators and members of congress. Although email was available, they still  
29 preferred to get a letter in the end. President Maghsoudi added that while visiting  
30 Washington, she noticed that the legislators and their staff liked seeing library projects  
31 listed by their districts. It made a difference.

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Member Steinhauser reported on state legislation stating that an augmentation of \$1 million for the Public Library Fund was included in the Assembly version of the budget. The Board at its April meeting had taken a support position on a number of bills, including AB1030 (Caballero), which would expand the state’s public library literacy program to include young adults who are 16 years of age and over who are not enrolled in school so that they can improve their literacy skills.

Hildreth report that AB1030 made it out of the Assembly and the Senate and was now being reviewed by the Governor’s Office; however, all the money had been removed from the bill. State Library staff was working with the Secretary of Education’s Office, which was doing an analysis of the bill.

Member Steinhauser questioned the source of funding and whether the Governor would tap into the existing literacy programs for the funding.

Hildreth said that these types of issues would be clarified in working with the Governor’s policy analysis. The language is such that it would give us the direction or authority to focus efforts on that specific population. She did not anticipate that there would be additional funds, but neither did she expect that the Governor would ask for funds to be carved out from existing programs. She asked Jacquie Brinkley, Library Programs Consultant in Library Development Services, to speak about the service population.

Brinkley stated that those 16 to 19 years of age were the current population service group; out of school was the only designation. In researching and reviewing the records it was found that about three percent of the currently served population fell within that age group. In addressing the language in the bill to Assembly Member Caballero, best practices still could be identified, even if no monies were allotted. Literacy could become partners with the community and be good referrals for any agencies that might already be working with that age group.

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Member Steinhauser thought that one of the most interesting things about AB1033 was that it came from Assembly Member Caballero, who was formerly mayor of Salinas, California. The Assembly Member had experience with libraries and how libraries could work with at-risk youth. In fact, this was one of several bills having to do with her gang prevention kit. She appeared to see a strong correlation between literacy, education and crime. If locally elected officials were strong believers in their local libraries, then the hope would be that the same level of support would continue if they were elected to the state and even congressional levels.

Lastly, Member Steinhauser reported that the \$4 million Bond Construction Bill, SB156 (Simitian) had reached a dead end for this year. She thanked CLA and their legislative committee for actively supporting the bills.

**PUBLIC COMMENT**

No one from the audience rose to address the Board.

**BOARD COMMENT**

Member Lowenthal introduced the subject of the *California Speaks* program by referring to an email about the Health Care bills that Hildreth sent out on the CALIX listserv. Hildreth said that it concerned the public domain and was not really advocating any particular position on bills. The State Library was suggesting that individual libraries might want to sponsor a public webcast debate.

Member Kastanis discussed the issue of joint use facilities. Many positive things had gone on in the past with ‘shared use’ and ‘joint use’ projects. She asked whether anyone would be reporting on that past history or the new projects that had been going on within the past year.

1 Hildreth pointed out that some Proposition 14 buildings had been opened. A limited  
2 number were actually shared use facilities. Many had joint use agreements. No plan had  
3 been devised and put in place to survey how those shared use arrangements were going.  
4

5 Member Kastanis continued that school districts were talking about the whole idea of  
6 joint use facilities with public libraries. She wondered what kind of information could be  
7 given to those districts to get an idea as to whether they had been successful or not.  
8 Perhaps a survey would be appropriate for those actively in place right now.  
9

10 Condos stated that a survey had been done in either 2000 or 2001. It went to all public  
11 library directors with the intent of getting a handle on joint use, to see who had it and  
12 how it was working. A list had been developed at the time but she was not sure whether it  
13 had been kept up-to-date.  
14

15 Hildreth said that it would be taken under consideration to see how a survey could be  
16 done. She would like to see how joint use had been working generally, but especially just  
17 how it had been working in some of the Bond Act Programs.  
18

19 Member Lowenthal expressed delight in the new staff members, Aldrich and Morris;  
20 and thanked staff for the work in producing the background information for the Board  
21 packet.  
22

23 Member Jewett thanked staff for all of their work. She was pleased that the Board  
24 would be having two meetings per year. She was excited about the development of the  
25 proposed reference model.  
26

27 Member Battle welcomed the new staff, congratulated Habbestad, and thanked  
28 everyone.  
29

30 Member Steinhauser said that she had been on the Board for more than ten years and  
31 she remarked how the library community had grown. Barbara Will's loss made her

1 realize just how much had been accomplished. She realized just how important the public  
2 library work was, even though there were many who had alleged that with the arrival of  
3 the electronic age there really was not a place for libraries any longer. Everyone had been  
4 proving that that was absolutely false. There really was more work to be done. She was  
5 delighted to see that Hildreth was getting the kind of assistance she needed. Until Senate  
6 Rules asked her to step down, she was looking forward to continuing her service on the  
7 Board.

8

9 Member Fong concurred with everything that had been said by the other Members in  
10 closing. She welcomed the new members to the staff and congratulated the new officers.  
11 She also said that she had been able to visit several libraries from the good work from the  
12 Bond Act. Like Member Steinhauser, she also was one of the old workhorses on the  
13 Board. She welcomed the change of new staff and new ideas. Under new leadership the  
14 focus was on some very relevant and important issues.

15

16 Member Cannon added his welcome to the new staff and thanked the staff at the State  
17 Library for all of their support. He said that it was nice to be able to come up to  
18 Sacramento for the twice yearly meetings.

19

20 Member Zollman welcomed the new folks to the State Library. She thanked Hildreth  
21 and President Maghsoudi for all of the hard work on their parts. As the newest Member  
22 she said that she was still on a learning curve and appreciated the patience shown to her  
23 and the answers to her questions. Because she worked in public libraries and schools, she  
24 was excited about the Skills Act. It was really pitiful that middle schools did not have a  
25 librarian in place. She visited one recently where the books were from the sixties and  
26 were racist, sexist and horrible. Considerable time was spent pulling them off the shelves.  
27 But more importantly, nobody in that library was trained. Kids were going off to high  
28 school with very few library and research skills. She favored anything the Board could do  
29 to help make that happen. Concerning AB1030, having worked with Adult and Family  
30 Literacy, it was very critical to get young people into libraries and education programs.  
31 While working with the juvenile court system in Oakland, a judge there had been very

1 successful specifically working with youth who had been first-time offenders. Member  
2 Zollman would like to see the Board model on something similar.

3  
4 President Maghsoudi welcomed Aldrich and looked forward to working with her. She  
5 extended an open invitation to come visit her library in southern California. She thanked  
6 everyone for supporting her during the three years of her Board Presidency. She had  
7 really enjoyed her term and found it to be a great learning experience.

8  
9 Member Kastanis expressed thanks to President Maghsoudi.

10  
11 President Maghsoudi mentioned that the Agenda Building item would be put together  
12 for the Board at the next meeting in February. Hildreth said that the State Library would  
13 work on Member Kastanis's suggestion of joint use.

14  
15 ***It was moved, seconded (Lowenthal/Fong) and carried unanimously that***  
16 ***the Library of California Board adjourn its business meeting of August 8,***  
17 ***2007 at 11:48 a.m. in memory of Barbara Will.***

## ***Library of California Board Resolution 2007-03***

***WHEREAS***, on July 8, 2007, the Library of California Board, California State Library and the library community was saddened by the sudden loss of one of its dedicated colleagues, Barbara Will; and

***WHEREAS***, the Library of California Board wishes to express its heart-felt sympathy to her husband, Gerry Bowers, and Barbara's family; and

***WHEREAS***, the Board, staff, and library colleagues throughout California and beyond will always remember Barbara as an intelligent and gracious professional who began her career in Library Development Services in 1987 as she coordinated networking activities throughout the state and facilitated the meetings of the California Multitype Library Networking Task Force which led to the enactment in 1998 of SB 409, the Library of California Act; and

***WHEREAS***, Barbara was nationally known as an expert on the federal Library Services and Technology Act (LSTA), advocating for its reauthorization, and for the most beneficial funding appropriation for California from Congress; and

***WHEREAS***, the Board wishes to acknowledge Barbara for developing several very successful LSTA targeted grant programs, noticeably the Library Services to People with Disabilities program and the Library Services to Small Business program; and

***NOW, THEREFORE BE IT RESOLVED***, that

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

**BARBARA WILL**

*for her distinguished leadership and contributions  
to the libraries and people of the State of California  
on this day of 8 August 2007*

**Attachment B**

**SUMMARY – RECOMMENDED 2007/08 CLSA BASELINE BUDGET BY PROGRAM**

<b>PROGRAM</b>	<b>2006/07 CLSA BASELINE BUDGET</b>	<b>2007/08 ADJUSTMENTS</b>	<b>RECOMMENDED 2007/08 CLSA BASELINE BUDGET</b>
Transaction Based Reimbursements	\$ 18,616,000	-0-	\$ 18,616,000
Consolidations & Affiliations	-0-	-0-	-0-
Statewide Data Base	-0-	-0-	-0-
System Advisory Boards	27,260	-0-	27,260
System Reference	1,608,340	-0-	1,608,340
System Communications & Delivery	1,090,400	-0-	1,090,400
System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
<b>Total</b>	<b>\$21,342,000</b>	<b>-0-</b>	<b>\$21,342,000</b>

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*DRAFT*

**Library of California Board Teleconference Meeting  
October 31, 2007**

**California State Library  
900 N Street, Room 501  
Sacramento, California**

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**CALL TO ORDER AND INTRODUCTIONS**

Vice-President Penny Kastanis convened the Library of California Board Teleconference Meeting at 9:15 a.m. on October 31, 2007 from the California State Library, the host location site for the teleconference. She then welcomed Board Members, staff and audience participants and called for introductions.

**Board Members Present:** President Paymaneh Maghsoudi, Vice-President Penny Kastanis, Anne Bernardo, Tyrone Cannon, Victoria Fong, Jane Lowenthal, and Judy Zollman.

**California State Library Staff Present:** State Librarian Susan Hildreth, Tom Andersen, Gerry Maginnity, Sandy Habbestad.

**Audience Participants:** Vera Skop, Serra Cooperative Library System

With a quorum present Vice-President Kastanis called for a motion to approve the meeting agenda.

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**ADOPTION OF AGENDA**

*It was moved, seconded (Fong/Lowenthal) and carried unanimously that the Library of California Board adopts the agenda of the October 31, 2007 meeting as presented.*

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32  
**REPORTS TO THE BOARD**

**Chief Executive Officer's Report**

Susan Hildreth welcomed the Board and audience to the first teleconference meeting. She reported that the state budget passed with \$7 million in CLSA reductions. Hildreth stated that the reason the

1 Board was coming together today was to approve a reduced CLSA budget appropriation and an  
2 increase in the percentage withheld from Transaction-Based Reimbursement (TBR) payments so as to  
3 process first quarter claims to participants. She stated that the California Library Association (CLA)  
4 was mounting a campaign to restore the \$7 million to TBR and the \$7 million to the Public Library  
5 Foundation (PLF) fund that was also reduced in the State Budget Act.

6 **2007/08 CLSA Budget**

7 Sandy Habbestad read the motion for consideration.

8 *It was moved, seconded (Lowenthal/Fong) and carried unanimously that the*  
9 *Library of California Board adopts the 2007/08 CLSA Budget, reduced by \$7*  
10 *million in the State Budget Act, as displayed in the chart entitled "Recommended*  
11 *2007/08 CLSA Baseline Budget by Program," and that the chart be included in the*  
12 *minutes of this meeting. (See Attachment A)*

13  
14 **CLSA Interlibrary Loan and Direct Loan Programs**

15  
16 Habbestad read the motion for consideration.

17  
18 *It was moved, seconded (Fong/Cannon) and carried unanimously that the Library*  
19 *of California Board directs its Chief Executive Officer to increase the amount to*  
20 *withhold from all CLSA ILL and Direct Loan Program reimbursement payments to*  
21 *65% throughout the 2007/08 fiscal year and that, after determining the full State*  
22 *cost of the ILL and Direct Loan programs for 2007/08, directs the CEO to pay the*  
23 *full amount remaining due to each participating library if sufficient funds remain*  
24 *in the 2007/08 TBR Program appropriation, or to prorate the final payment*  
25 *equitably if insufficient funds remain in the program appropriation.*

26  
27 **PUBLIC COMMENTS**

28 Vera Skop, Serra Cooperative Library System, stated that she was saddened by the reduction in  
29 the TBR and PLF budgets and that Serra member libraries would do their best to move forward.

30

31

32

1 **BOARD COMMENTS**

2 Vice-President Kastanis stated that the City of Sacramento is facing a \$55 million deficit,  
3 which would affect the Sacramento Public Library in addition to the state budget reductions, and  
4 requested that members make their voices heard through their legislative contacts.

5 Member Lowenthal stated her concern for the possibility of not meeting the Maintenance of  
6 Effort (MOE) needed for continued LSTA funding due to the reduction in the amount of funding  
7 for TBR.

8 Hildreth commented that there is a three year cycle for federal funding with regard to meeting  
9 the Maintenance of Effort. She stated that the State Library was working with the Department of  
10 Finance to educate them on the effort. Hildreth stated that the Legislature tried to put forth a \$1  
11 million augmentation for PLF in the 2007/08 budget, without success; and they tried to keep the  
12 \$14 million in TBR and PLF until it was vetoed by the Governor.

13 Member Fong urged members to take a stand and support CLA's efforts for increased funding  
14 for TBR and PLF.

15 Hildreth responded to a question about the Southern California wildfires stating that no library  
16 buildings were lost, but the San Diego County Library system was hit very hard.

17 **ADJOURNMENT**

18 With there being no further business to come before the Board, Vice-President Kastanis adjourned  
19 the teleconference meeting of the Library of California Board at 9:30 a.m. on October 31, 2007.

20 ###

## RECOMMENDED 2007/08 CLSA BASELINE BUDGET BY PROGRAM

<b>PROGRAM</b>	<b>2006/07 CLSA BASELINE BUDGET</b>	<b>2007/08 ADJUSTMENTS</b>	<b>2007/08 CLSA BASELINE BUDGET</b>
Transaction Based Reimbursements	\$ 18,616,000	(\$7,000,000)	\$ 11,616,000
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System Planning, Coordination, & Evaluation	-0-	-0-	-0-
Statewide Communications & Delivery	-0-	-0-	-0-
State Reference Centers	-0-	-0-	-0-
<b>Total</b>	<b>\$21,342,000</b>	<b>(\$7,000,000)</b>	<b>\$14,342,000</b>

**AGENDA ITEM:** CLSA Consolidations and Affiliations

**ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:** Consideration of Merced County Library change of System membership.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board approve the proposed change in System membership for the Merced County Library from the 49-99 Cooperative Library System to the San Joaquin Valley Library System; and further move to accept the request to waive the September 1, 2007 filing date for 2008/09 affiliations so that this request becomes effective July 1, 2008.

Consideration of Merced County Library change of System membership.

**BACKGROUND:**

Notification has been received from the Merced County Library requesting Library of California Board approval to change cooperative library systems from the 49-99 Cooperative Library System to the San Joaquin Valley Library System (SJVLS). Merced County Library further requests the Library of California Board to waive the September 1, 2007 filing date for submitting requests so that the new affiliation can begin July 1, 2008 (see Exhibit A). Merced County borders three SJVLS member libraries—Madera, Mariposa, and Fresno counties. Merced County Library has notified the 49-99 Cooperative Library System (49-99) of its intent to withdraw from system membership (Exhibit B); and 49-99 acknowledges the disaffiliation of Merced County Library, effective June 30, 2008 (Exhibit C). A resolution from the SJVLS Administrative Council accepting Merced County Library as an official member is included as Exhibit D.

**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; however, no funding is available. 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 2008/09 fiscal year were received by the September 1, 2007 filing date.

Several CLSA cooperative library systems are in various stages of forming new systems through consolidation, as provided for in the CLSA law and regulations (Education Code, Secs. 18470, 18751 and Code of California Regulations, Sec. 20185). The benefits of consolidation include increased cost-effectiveness and enhanced resource sharing opportunities for member libraries and their customers.

Currently, CLSA systems in three areas of the state are considering consolidation, and in each area two or more systems already are contracting for administrative services with a neighboring contiguous system.

In the Bay Area, and after 18 months of discussion and planning, three systems have voted to form a new system by consolidating: the Bay Area Library & Information System (BALIS), Peninsula Library System (PLS), and Silicon Valley Library System (SVLS). The Monterey Bay Area Cooperative Library System (MOBAC) also is interested in joining the new system but its members have not yet officially voted to do so. These systems plan on bringing a formal consolidation request to the Board at its August 2008 meeting.

In southern California, the Metropolitan Library Cooperative System (MCLS), the South State Cooperative Library System (SSCLS), and the Santiago Library System (SLS) have begun consolidation planning efforts and intend to bring the issue to a vote in the near future.

In northern California, members of the North Bay Cooperative Library System have voted to pursue consolidating with the North State Cooperative Library System (NSCLS) and the Mountain Valley Library System (MVLS). NSCLS and MVLS are considering similar actions but have not yet voted.

As noted above, the law says that a newly consolidated system shall receive a grant of \$10,000 for each of the two years following the consolidation. Currently there is no CLSA funding available for consolidation grants should the Board approve one or more system consolidations.

**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

*Doc. 11980*



MERCED COUNTY LIBRARY

Exhibit A

Jacque Meriam  
County Librarian

2100 "O" Street  
Merced, CA 95340  
(209) 385-7484  
(209) 726-7912 Fax  
jmeriam@co.merced.ca.us  
Equal Opportunity Employer

January 16, 2008

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

Dear Ms. Maghsoudi and Members of the Library of California Board:

Merced County Library is negotiating with the San Joaquin Valley Library System (SJVLS) to become a participating member of the SJVLS. At the January 4, 2008 meeting of the SJVLS Administrative Council, the Library Directors of the SJVLS unanimously accepted our application. At the January 15, 2008 Merced County Board of Supervisors meeting, the Merced County Board of Supervisors approved the SJVLS's Joint Powers Agreement, the Computer Participation Agreement, and participate in the InterLibrary Loan services with SJVLS. On December 4, 2007 the Board of Supervisors approved the dissolution of Merced's membership with the 49-99 Cooperative Library System. Merced County Library looks forward to being a participant in the San Joaquin Valley Library System.

The contracting parties know that it would best serve Merced County Library to become a participating member of the San Joaquin Valley Library System rather than remain within the 49-99 Cooperative Library System. In accordance with their bylaws, I have notified the 49-99 Cooperative Library System of Merced County's intention to withdraw from that affiliation. This letter, is a request for the Library of California Board to approve Merced County Library change in their affiliation from 49-99 Cooperative Library System to the San Joaquin Valley Library System (Statue – Sec. 20195. Public library change of system membership,) and to waive the September 1 deadline for such a request. Due to the fact that membership is anticipated before September 2008, and the need to reimburse SJVLS for CLSA funded activities beginning in fiscal year July 1, 2008, there is a need for a waiver of the current regulations.

The 49-99 Cooperative Library System was formed in 1967 under a Joint Powers Agreement (JPA), and was renewed in 1973 when an additional jurisdiction joined the organization. At that time, as prescribed by law, the duties of Treasurer (Fiscal Agent) were assigned to the City of Stockton Financial Officer and Administrator duties were assigned to the City of Stockton Library Director. Earlier this year, City of Stockton officials indicated their wish to withdraw from these duties, after more than twenty years of service, citing 49-99's linkage with City financial operations and human resource practices, including salary levels, as a strain on City resources. In order to

contract with another agency for Fiscal Agent and Administrator services, 49-99 needed to rescind the JPA and reestablish the 49-99 Cooperative Library System as an organization by joint resolution. The 49-99 Cooperative does not have a shared automation system but does purchase some on-line data bases and resource sharing.

Merced County borders three SJVLS members, Madera, Mariposa, and Fresno Counties. These three counties and Merced Library have patrons that cross borders and use each others services. Merced County Library is recognized by the California State Library as a public library and will participate in resource sharing, uphold all of SJVLS policies and procedures, and pay beginning membership fees and yearly dues. The SJVLS offers many features and services to its member libraries and patrons that Merced Library can not afford to purchase on its own. Merced Library would benefit from the excellent and well established resource sharing opportunities offered by SJVLS, a shared catalog and automation system encompassing ten public libraries, on-line data bases, and van delivery service to the main library. Merced County Library's membership in the San Joaquin Valley Library System allows all of the Central Valley libraries to provide effective and high-quality services to meet the informational, recreational, self-educational, and cultural needs of its users.

I plan to attend the February 28, 2008 meeting of the Library of California Board to provide additional information as required. Could you please place our request on the agenda? Feel free to contact me should you need more information or have suggestions as to how to expedite this request. I may be reached at (209) 385-7485 or e-mail [jmeriam@co.merced.ca.us](mailto:jmeriam@co.merced.ca.us).

Thank you.

Sincerely,



Jacquie Meriam, MLS  
Merced County Librarian

Cc: Carol Kreamer, Chair SJVLS  
Sandy Habbestad, Operations Manager, CLSA Coordinator  
Rosario Garza, Executive Director Metropolitan Cooperative Library System

**BEFORE THE BOARD OF SUPERVISORS  
COUNTY OF MERCED, STATE OF CALIFORNIA**

In the Matter of

RESOLUTION TO RESCIND AND  
TERMINATE 49-99 COOPERATIVE  
LIBRARY SYSTEM AGREEMENT

)  
)  
)  
)

RESOLUTION NO. 2007-180.

**WHEREAS**, the cooperative library system that includes public library systems in the City of Lodi, City of Stockton, and the Counties of Amador, Calaveras, Merced, Stanislaus, and Tuolumne; and,

**WHEREAS**, the organizational model for the cooperative library system is the joint resolution approach utilized by the North State Cooperative Library System and the Mountain-Valley Library System, in which the joint powers law is not used or relied upon and no joint powers agency agreement is needed; and,

**WHEREAS**, it is the desire of this public entity to terminate its affiliation with 49-99 Cooperative Library System and become a member of the San Joaquin Valley Library System along the terms expressed herein.

**NOW, THEREFORE BE IT RESOLVED** that Merced County Board of Supervisors authorizes and directs the Merced County Library, to participate in the San Joaquin Valley Library System, and the Joint Powers agreement of the new system that shall govern this agency's participation in and the operation of the San Joaquin Valley Library System.

I, **Demitrios O. Tatum**, Clerk of the Board of Supervisors of the County of Merced, do hereby certify that the foregoing resolution was regularly introduced, passed and adopted by said Board at a regular meeting thereof held on December 4, 2007 by the following vote:

**Supervisors**

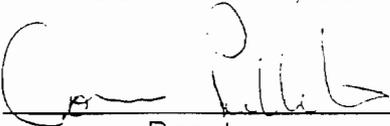
Ayes: John Pedrozo, Kathleen M. Crookham, Mike Nelson, Deidre F. Kelsey,  
Jerry O'Banion

Noes: None

Absent: None

Witness my hand and the Seal of this Board this 4<sup>th</sup> day of December 2007.

DEMITRIOS O. TATUM, Clerk

By   
Deputy



full participant of the System under the terms of said Computer Agreement.

- 3) Interlibrary Loans and Deliveries. Merced County shall utilize the resources of System members as the first source outside of Merced County for interlibrary loans or such other interlibrary services established by the Administrative Council of the System. Merced County shall participate in the System delivery program as approved in the annual Plan of Service adopted by the Administrative Council.
- 4) Reference System Development. Merced County shall cooperate with the other members of the System in developing second and third level research and reference capabilities through the use of the system reference center.
- 5) Committee Participation. Merced County shall participate in all appropriate System Committees and cooperate in the evaluation of such committees.
- 6) Authorization. The parties executing this agreement represent and warrant that they are authorized and empowered to act on behalf of their respective entities.

**NOW, THEREFORE BE IT RESOLVED** that the Merced County Board of Supervisors authorizes the Merced County Library, to participate in the San Joaquin Valley Library System, and the Joint Powers Agreement of the said new System, a copy of which is submitted hereto as Exhibit A.

**I, Demitrios O. Tatum**, Clerk of the Board of Supervisors of the County of Merced, do hereby certify that the foregoing resolution was regularly introduced, passed and adopted by said Board at a regular meeting thereof held on January 15, 2008 by the following vote:

**Supervisors**

Ayes: Kathleen M. Crookham, John Pedrozo, Mike Nelson, Deidre F. Kelsey,  
Jerry O'Banion

Noes: None

Absent: None

Witness my hand and the Seal of this Board this 5<sup>th</sup> day of January 2008.

DEMITRIOS O. TATUM, Clerk

By [Signature]  
Deputy



MERCED COUNTY LIBRARY

Exhibit B

Jacque Meriam  
County Librarian

2100 "O" Street  
Merced, CA 95340  
(209) 385-7485  
(209) 726-7912 Fax  
jmeriam@co.merced.ca.us  
Equal Opportunity Employer

October 18, 2007

Constance Corcoran, Administrative Council Chair  
49/99 Cooperative Library System Administrative Council  
Tuolumne County Library  
18636 Main Street  
Tuolumne, CA 95379

I am notifying you that Merced County Library has decided to terminate our membership in 49-99 Cooperative Library System, effective with the end of the current membership year. Merced County Library will continue to provide interlibrary loan services using standard OCLC practices to all libraries in the region. Unfortunately, however, 49-99 services have diminished and little benefit from membership is currently derived for this library system or patrons.

I want you and all the members of 49-99 Cooperative Library System to know how much I have enjoyed getting to know all of you. I know you will continue to work together for the libraries of the 49-99 region. I look forward to working with you in the future.

Sincerely,

Jacque Meriam  
Merced County Librarian

Copy: R. Garza, via e-mail 49-99 Library Directors

***49-99 Cooperative Library System  
c/o Metropolitan Cooperative Library System  
3675 E. Huntington Drive, Suite 100 • Pasadena, CA 91107  
(626) 683-8244 • Fax (626) 683-8097***

December 11, 2007

Jacque Meriam, County Librarian  
Merced County Library  
2100 "O" Street  
Merced, CA 95340

Dear Jacque:

The 49-99 Cooperative Library System Administrative Council met on December 7, 2007, and discussed your letter dated October 18, 2007 informing the Council of the Merced County Library's intent to withdraw from the system.

The Council regretfully acknowledges the disaffiliation of the Merced County Library from the 49-99 Cooperative Library System, effective June 30, 2008, contingent upon the filing of all required documents. As stated in the system bylaws, the Merced County Library may withdraw by resolution of its governing body. Please send a copy of the resolution to the 49-99 Cooperative Library System, c/o Metropolitan Cooperative Library System as noted above.

It is unfortunate that services from the 49-99 Cooperative Library System no longer fulfill the needs of the Merced County Library, but we look forward to continuing with interlibrary loan services as needed and hope the new affiliation will provide greater benefit to your patrons.

Sincerely,



Constance J. Corcoran  
Administrative Council Chair



MERCED COUNTY LIBRARY

Exhibit D

Jacque Meriam  
County Librarian

2100 "O" Street  
Merced, CA 95340  
(209) 385-7485  
(209) 726-7912 Fax  
jmeriam@co.merced.ca.us  
Equal Opportunity Employer

December 6, 2007

Carol Kreamer, Chair

San Joaquin Valley Library System Administrative Council

Fresno County Free Library

2420 Mariposa Street

Fresno, CA 93721

Dear Chairperson Kreamer;

The Merced County Library is requesting membership in the San Joaquin Valley Library System (SJVLS). On Tuesday December 4, 2007 the Merced Board of Supervisors passed a resolution authorizing Merced County Library to request membership in SJVLS. Merced County Library has terminated its membership in 49-99 Cooperative Library System, effective the end of the current membership year. Merced County borders 3 SJVLS members, Madera, Mariposa, and Fresno Counties. The four counties have patrons that cross county boundaries and use each others services. Merced County Library is recognized by the California State Library as a public library and will participate in resource sharing, uphold all of SJVLS policies and procedures, and pay beginning membership fees and yearly dues.

The San Joaquin Valley Library System enjoys a long tradition of serving the public libraries of California's Central Valley region. Merced County's membership would be an asset to the public libraries of the Central Valley who belong to the San Joaquin Valley Library System. By allowing Merced County Library to become a member of the San Joaquin Valley Library System all of the Central Valley libraries will provide effective and high-quality services to meet the informational, recreational, self-educational, and cultural needs of users.

Thank you for your consideration for our inclusion in the San Joaquin Valley Library System.

Sincerely,

Jacque Meriam, MLS

Merced County Librarian

1 **BEFORE THE ADMINISTRATIVE COUNCIL**  
2 **OF THE SAN JOAQUIN VALLEY LIBRARY SYSTEM**

3 **In the matter of** )  
4 **The addition of Merced County** )  
5 **As a system participant** )

**RESOLVED**

6 WHEREAS, the San Joaquin Valley Library System was established to provide cooperative library  
7 services by means of a Joint Powers Agreement executed by its constituent members on November 20, 1979;  
8 and

9 WHEREAS, the County of Merced, a political subdivision of the State of California, on behalf of the  
10 Merced County Library (hereafter referred to as "Merced County"), desires to become a participant in the San  
11 Joaquin Valley Library System; and

12 WHEREAS, it is in the best interest of the participants in the System to allow for Merced County's  
13 participation in this System, and

14 WHEREAS, the Library of California Board is expected to designate Merced County as a member of  
15 the San Joaquin Valley Library System for purposes of the California Library Services Act;

16 NOW, THEREFORE, BE IT RESOLVED that this Board, on behalf of each of the public entities  
17 represented by the membership of this Administrative Council, does hereby approve of the "Agreement for  
18 Participation in the San Joaquin Valley Library System" for the purpose of including Merced County as a  
19 participant in the system in accordance with the terms and conditions of that Agreement. A copy of the  
20 "Agreement for Participation in the San Joaquin Valley Library System" is attached hereto as Exhibit A.

21 BE IT FURTHER RESOLVED that Ms. Carol Kraemer, Chairperson of the Administrative Council,  
22 is hereby authorized to execute said agreement and take any and all other necessary actions to consummate the  
23 intent of the Agreement on behalf of each of the public entities presently designated as members of the San  
24 Joaquin Valley Library System.

25 This resolution was adopted this 4<sup>th</sup> day of January, 2008 at a regular meeting of said board  
26 by a unanimous vote to wit.

27 AYES: COALINGA-HURON, FRESNO, KERN, KINGS, MADERA, PORTERVILLE, TULARE  
28 COUNTY, TULARE PUBLIC

NAYES: NONE

1 ABSENT: MARIPOSA

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3 Dated this 5<sup>th</sup> day of January, 2008.

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5 Carol Kreamer  
Carol Kreamer, Chair

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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 request for network affiliation for the member listed in Table A, with member services to begin immediately.

**BACKGROUND:**

Included in **Table A, Requests for Network Affiliation for New Members**, is a membership application received from one potential new member of the Gold Coast Library Network. The application has been approved by the Gold Coast board of directors, and forwarded to the Library of California (LoC) Board for approval. This member represents one participating library.

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. The application listed below has met the requirements of this regulation.

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

**GOLD COAST LIBRARY NETWORK**

**Member**

Antioch University Santa Barbara

**Participating Libraries**

Antioch University Santa Barbara Library

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

**GENERAL OVERALL PROGRAM UPDATES:**

**CURRENT STATUS:** A summary of Regional Library Network status for fiscal year 2007/08 is included below.

**Cascade Pacific:** Inactive as of July 2005.

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

**Sierra Valley:** Operations were suspended in March 2005.

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

**Tierra del Sol:** Continues to operate with minimal administrative support in 2007/08. At the annual meeting on March 5, 2008, the Board of Directors will discuss whether or not to continue as a corporation. No services are provided.

**Heartland:** The Board of Directors continues to meet regularly in 2007/08. A Council meeting is held once a year in March, with strong attendance. 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](http://www.heartlandlibraries.org).

**Gold Coast:** Board of Directors continues to meet in 2007/08 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

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

**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 178 public libraries and 98 non-public libraries participating. Reimbursement rates for the 2007/08 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance are:

- \$5.29 per eligible Interlibrary Loan
- \$0.97 per net imbalance Direct Loan

At the August 8, 2007 meeting, the State Board adopted the method for implementing the prorating requirement by withholding 35% from each valid claim throughout the course of the fiscal year and paying the remainder due, or a prorated portion of the remainder due, after the close of the fiscal year. The percentage withheld was based on the budget as represented in the May Revise. The State Budget Act, signed by the Governor on August 24, 2007, reduced the TBR appropriation by \$7 million in fiscal year 2007/08 bringing the total TBR budget allocation to \$11,616,000. In order to reimburse all TBR participants equitably, the Board convened in a conference call on October 31, 2007 to increase the withholding amount to 65% during the fiscal year.

A progress report on implementing this provision is included below. The data is based on actual and projected transaction activity for each program, as noted. The first two quarters of ILL and Direct Loan statistics represent the highest levels of resource sharing activity in the program's history.

<u>2007/08 LOAN ACTIVITY</u>					
	1 <sup>st</sup> Quarter Actual	2 <sup>nd</sup> Quarter Actual	3 <sup>rd</sup> Quarter Projected	4 <sup>th</sup> Quarter Projected	2007/08 Total Projected
ILL Reimbursable Transactions	686,235	661,302	727,432	763,804	2,838,773
Direct Loans: Total	8,833,214	8,802,521	8,788,533	9,658,446	36,082,714
Direct Loans: Net Imbalance	3,014,337	2,974,879	2,937,861	3,230,971	12,158,048

Based on actual claims thus far, ILL transactions are projected at 2,838,773 (up 18% from the 2006/07 total), and net imbalance Direct Loan transactions are projected at 12,158,048 (an increase of 8.6%).

Pro Rata Projection: The chart below displays the full cost reimbursement of the actual activity in the ILL and Direct Loan programs for the first and second quarter, and the amount actually paid to libraries, and the amount withheld. If projected totals are realized, the program will reimbursement all participants at approximately 43% of the total cost of the program.

Status of Payments as of 2/19/08			
	<u>Cost of Non-prorated Reimbursements<sup>1</sup></u>	<u>Paid to Libraries<sup>2</sup></u>	<u>Amount Withheld</u>
ILL	\$7,128,471	\$2,494,965	\$4,633,506
Direct Loan	\$ 5,809,540	\$2,033,339	\$3,776,201
Total	\$12,938,011	\$4,528,304	\$8,409,707

<sup>1</sup> At rates approved by the Board and State Department of Finance.  
<sup>2</sup> 65% withheld per October 2007 Board action.

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

Relevant Committee: Resource Sharing  
 Staff Liaison: Sandy Habbestad

*Doc. 11979*

**AGENDA ITEM:** CLSA System Reference

**GENERAL OVERALL PROGRAM UPDATES:**

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

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

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

1. Answers shall be provided for 90% of all questions referred from member libraries.
2. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure.

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

A policy adopted by the Board in August 1985 authorized the charging of System administrative indirect costs against the CLSA System Reference, Communications and Delivery and System Advisory Board Program allocations, whereby up to 25% of each service program baseline may be used for Planning, Coordination & Evaluation (PC&E). Exhibit A to this agenda item displays administrative expenditures for the three system-level programs for fiscal year 2006/07.

## Summary of 2006/07 System Annual Reports

### Service Component: General Improvement of Local Reference Service

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

### Service Component: Improvement of Reference Service to the Underserved

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

Nonetheless, an examination of the 2006/07 System Annual Reports reveals that considerable progress is being made to provide services to the underserved. While the objectives and target populations of the 15 Systems vary considerably, there continues to be an increased focus to the activities undertaken in many of the Systems.

### Service Component: Interlibrary Reference

In 2006/07 all Systems were able to meet the performance objectives of answering 90% of the questions referred to the System level, and all Systems met the objective of answering 70% within 10 working days (see Exhibit D).

Expenditures: Exhibit E displays CLSA and local funds expended in support of the System Reference Program in 2006/07. Overall, 65% of the total budgeted for System Reference was expended from CLSA funds, and 35% was expended from local funds. See Exhibit F for a summary of local member contributions to the System-level programs.

### Update on the Statewide Reference Project

Work continues on a new statewide reference model. Deputy State Librarian Stacey Aldrich will provide an update at this meeting on the plan for current and

future activities. Exhibit G to this agenda item displays a timeline in stages, from data collection to developing an action plan for creating the new statewide reference model. The first of two statewide polls was completed in January and the results are included as Exhibit H.

**RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:**

1. Review of the 2008/09 System Plan of Service summaries (August 2008)
2. Update on Statewide Reference Project

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

*Doc.11991*

Summary of System Administration Expenditures for FY 2006/07  
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 33,816	\$ 152,920	\$ 186,736
BLACK GOLD	25,733	124,397	150,130
49-99	25,287	48,653	73,940
INLAND	56,143	1,989	58,132
MCLS	76,287	524,910	601,197
MOBAC	24,650	25,404	50,054
MVLS	42,807	192,295	235,102
NORTH BAY	39,213	250,829	290,042
NORTH STATE	42,855	30,167	73,022
PENINSULA	21,255	1,101,004	1,122,259
SJVLS	33,866	37,773	71,639
SANTIAGO	29,379	500	29,879
SERRA	41,034	55,310	96,344
SILICON VALLEY	23,715	130,464	154,179
SOUTH STATE	29,160	25,139	54,299
TOTAL	\$ 545,200	\$2,701,754	\$3,246,954

LSTA funds spent on System Administration: BALIS \$13,217

LSTA funds spent on System Administration: North Bay \$41,959

LSTA funds spent on System Administration: Silicon Valley \$32,930

**SUMMARY OF IMPROVEMENTS OF LOCAL REFERENCE SERVICES - FY 2006/07  
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)  
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

<b>System</b>	<b>Performance Objectives</b>	<b>Achievement of Performance Objectives</b>
<b>BALIS</b>	<p>a. The CLSA System Reference Center (SRC) will continue to develop two key resources to assist library staff in enhancing their skills: the System Reference Center website and the electronic newsletter <u>Search</u>. Staff has developed and will maintain a comprehensive website to assist libraries in question submissions, database trials, training opportunities and other topics of interest as identified by the SRC.</p> <p>b. As part of the implementation of the Strategic Plan, libraries will have access to market research updating user perceptions on libraries. This report has been posted on the SVLS website to be made available to all libraries in the region. The BALIS Public Information Committee will be using the findings to craft future public relations.</p> <p>c. BALIS member library staff will continue to participate in AskNow, a statewide reference by chat service. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions.</p> <p>d. Under the Strategic Plan, all committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will continue to meet bi-monthly in February, April, June, August, October, and December to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>a. Objective met.</p> <p>b. Objective met</p> <p>c. Objective met.</p> <p>d. Objective met.</p>
<b>BLACK GOLD</b>	<p>a. Offer two or more workshops aimed at both the professional and paraprofessional reference staff to improve library service and technology skills.</p>	<p>a. Objective met. Black Gold was able to sponsor two sessions of training on the <b>Thomson Gale Online Services</b> products to help staff learn new functionality on their products. Staff were also encouraged to get training outside of the area, especially workshops offered by Infopeople.</p> <ul style="list-style-type: none"> <li>• On June 13, 2007, two Gale computer lab sessions were held in San Luis Obispo City-County Library. The eight morning session attendees were offered hands-on instruction on two databases,</li> </ul>

**BLACK GOLD  
(Cont'd)**

General Reference Center Gold and Health and Wellness Resource Center. The ten afternoon participants received hands-on training from Stovall on General Reference Center Gold and Cross-searching.

- Other training courses selected by staff are as follows:
  1. July 18, 2006, **Online Genealogical Research**, 1 student attended
  2. Aug. 28, 2006, **Reshaping Reference to Fit the Internet Culture Workshop**, 3 students attended
  3. Aug. 29, 2006, **Reader's Advisory 101 Workshop**, 5 students attended
  4. Oct. 10, 2006, **Cataloging Fundamentals Workshop**, 1 student attended
  5. Oct. 11, 2006, **Building Leadership Skills: Convincing and Influencing Others**, 1 student attended
  6. Dec. 8, 2006, **E-books, E-audio and other E-formats: Helping E-content Find Its Place in the Library**, 1 student attended
  7. Dec. 15, 2006, **Building Leadership Skills: Leading Teams**, 1 student attended
  8. Jan. 12, 2007, **Survival Spanish for Library Staff**, 1 student attended
  9. Jan. 24, 2007, **Building Leadership Skills: Developing and Leading Projects**, 1 student attended
  10. Feb. 6, 2007, **Summer Reading Programs From A to Z**, 1 student attended
  11. Feb 27, 2007, **Developing Spanish and Latio Interest Collections using the Web, Online and Print Sources**, 2 students attended
  12. Feb. 28, 2007, **Weeding for Your Library's Health**, 1 student attended
  13. March 15, 2007, **Building Leadership Skills: Planning for the Future**, 1 student attended
  14. April 19, 2007, **Building Leadership: Stimulating Creativity**, 2 students attended
  15. May 22, 2007, **Library Technology 101**, 4 students attended
  16. June 4, 2007, **YA Space Technologies: Simple Explorations of the 'Final Frontier,'** 1 student attended
  17. June 14, 2007, **Customer Service in a Self-check World**, 1 student attended
  18. June 20, 2007, **Building Leadership Skills: Strategic Financial Thinking**, 1 student attended

<b>BLACK GOLD</b> (Cont'd)	b. Continue to familiarize staff with 'AskNow' Reference Service and encourage its use by the public.	b. Objective met. The AskNow Service was publicized on the Black Gold website and members continue to provide coverage. The Reference committee discusses AskNow at each of their meetings during the year, along with ways to improve the service.
<b>49/99</b>	a. 100% of System member public libraries will refer reference requests to the System Reference Center and relay the responses to their patrons.  b. Reference staff of five System member public libraries will participate in training sessions, including training in the use of the Internet, to improve their ability to provide reference services to their patrons.  c. Survey member libraries to determine training needs.  d. Offer workshops free or at low cost when they can be provided with with local resources. Coordinate with neighboring systems whenever possible.  e. Explore advances in technology that might aid with training.	a. Objective partially met. Due to drastic staff reductions, only three of the seven System member public libraries sent reference requests to the System Reference Center or directly to the host library on behalf of their patrons. Member libraries contributed staffing to the AskNow (24/7) Reference service so patrons could have access to online reference services. The System also purchased online databases to assist local libraries in answering questions and providing documents.  b. Objective met. Staff from six public, two affiliate libraries and 49-99 headquarters participated in a total of three Infopeople workshops April-June 2007: "Beyond the Bookshelf: Teen Programming," "Communications Skills for Front-Line Library Staff," and "Reshaping Reference to Fit the Internet Culture."  c. Objective met. A survey of training needs was conducted in the process of selecting workshops to be provided by the California Rural Library initiative.  d. Objective partially met. The System itself did not offer any workshops, but did schedule and coordinate three Rural Library Initiative-sponsored sessions, available free of charge to rural library staff.  e. Objective not met. Lack of System staff precluded exploration of training technology this year.
<b>INLAND</b>	a. Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections.  b. Reference staff will be available to provide instruction, share information about web sites, search strategies and provide encouragement to the staff of member libraries in the use of the Internet and other electronic resources as reference tools.  c. Standing committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products, and training sessions.	a. Objective met. Inland reference staff provided consultant services to member libraries.  b. Objective met. Inland co-sponsored and helped present the following UCLA Friday Forum program: <b>Anecdote to Evidence: Complementary and Alternative Medicine and the Challenge for Librarians</b> . System staff distributed information about new and unique reference services and products to the staff of member libraries. System staff also maintained a listserv for each ILS Committee.  c. Objective met. The System sponsored meetings of the: <ul style="list-style-type: none"> <li>• Adult Readers and Information Services Committee</li> <li>• Children's Services Committee</li> <li>• Literacy Committee</li> </ul>

<p><b>MCLS</b></p>	<p>a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS committees.</p> <p>Twelve issues of the <i>Reference Hotline</i> will be distributed via email to MCLS, SLS and South State libraries, all MCLS Associate Members, all System Reference Centers, and members of the LoC Board. The <i>Hotline</i> is also mounted on the MCLS Web site. The <i>Guide to Government Officials</i> will continue to be updated and mounted on the MCLS Web site.</p> <p>b. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral.</p> <p>c. MCLS will continue to provide Internet training sessions for member library staff. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Ready Reference," and a series of subject specific classes. MCLS will continue to offer Internet classes for member library staff in 2006/07.</p>	<p>a. Primary objectives met. In total, the System and its committees sponsored 42 continuing education programs. In addition, 15 structured exchanges were sponsored by the System Committees. These structured exchanges are planned to include broad participation, exchange of handbooks, policies, documents and written documentation, and are considered one of the most useful of the committee activities. Six committees held structured exchanges.</p> <p>Twelve issues of the <i>Reference Hotline</i>, which featured services provided by the MCLS Reference Center, were distributed by email to all member libraries, all Associate Members of MCLS, all CLSA System Reference Centers, and to members of the Library of California Board. The <i>Reference Hotline</i> was also mounted on the MCLS Web site.</p> <p>The MCLS Reference Center updated <i>Federal Government Officials</i> and <i>California Government Officials</i>, revising the 1995 SCAN publication. These publications are mounted on the MCLS Web site for the use of all residents of California. In addition, the MCLS Reference Center published the <i>2006 Tax Packet</i>, a guide to taxpayer assistance, sources of tax forms (including Internet sources), and other information to assist libraries during tax season. This was sent to MCLS, SLS, and South State libraries by email; it was also posted on the MCLS Web site.</p> <p>b. Objective met. The MCLS Reference Center continues to encourage member libraries to use both the MCLS Web site and the Reference Center email to send in reference questions.</p> <p>c. Objective met. The MCLS Reference Center continues to offer the Wednesday Web Workshop series, covering a variety of different topics. In FY 2006/07, six separate Wednesday Web classes were offered on six topics. "<i>Rethinking Reference: Connecting with the 21<sup>st</sup> Century User</i>," sponsored by the MCLS Reference and Adult Services Committee, was held on April 24, 2007 at the Pasadena Public Library. 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.</p>
<p><b>MOBAC</b></p>	<p>a. At least one reference workshop, the annual Hands-On, will be held in FY 2006/07, attended by at least 75 reference staff from all member libraries in the region.</p> <p>b. The Reference Committee will schedule ten meetings, rotating among member libraries.</p> <p>c. Reference resources and union lists, including the survey of Publicly Available Technologies, will continue to be updated.</p>	<p>a. Objective met.</p> <p>b. Objective met.</p> <p>c. Objective met.</p>

<p><b>MOBAC (Cont'd)</b></p>	<p>d. The Reference Committee will identify and evaluate electronic resources for possible System purchase.</p> <p>e. MOBAC will sponsor two Infopeople workshops for reference librarians and staff of member libraries. The Reference Committee will choose from the list two Infopeople workshops that best fit the training needs of the area.</p> <p>f. The Reference Committee will review the old survey of services libraries and make recommendations to the Administrative Council for revisions, deletions and/or additions.</p> <p>g. The MOBAC Strategic Plan, 2005-07, includes the commission of a comprehensive study identifying needs of local residents that will further establish MOBAC priorities.</p> <p>h. Based on the results of the needs assessment study noted in “g” above, it is possible that the results of this study will indicate a change in activities and/or performance objectives.</p>	<p>d. Objective met.</p> <p>e. Objective met.</p> <p>f. Objective met.</p> <p>g. Objective met. The System updated library research under a contract with the Godbe Group.</p> <p>h. Objective met. The System reviewed and updated MOBAC services (see “g” above).</p>
<p><b>MVLS</b></p>	<p>a. The Reference Committee and Administrative Council will recommend and develop training plans that will take advantage of the Internet and available online databases.</p> <p>1. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed.</p> <p>2. Explore contracting with outside agencies for training services.</p> <p>3. Evaluate completed workshops in order to refine the training plan.</p> <p>4. Coordinate training with neighboring Cooperative Library Systems and with MVLS Committees.</p> <p>5. Explore any advances in technology that might aid in the training sessions.</p>	<p>a. Training plan: Objective met.</p> <p>1. Objective met. The Council selected a number of topics and then requested additional input from the Children’, ILL and Reference Committees.</p> <p>2. Objective met. A contract was established with Infopeople for six workshops. Individual trainers were also used.</p> <p>3. Objective met. Evaluations were conducted and will be used to plan a subsequent year of training.</p> <p>4. Objective met. Both North State and North Bay Cooperative Library Systems were invited to participate in all training sessions. At least one person from one of the other systems attended each training session. Several “non-MVLS” individuals attended <b>Mother Goose on the Loose</b>. Pat Wagner’s workshops drew attendees from North Bay and North State.</p> <p>5. Objective met. The Council discussed using videoconferencing or webcasting , but decided against developing a training plan using the technology for this year. The concept will be discussed again in</p>

<p><b>MVLS (Cont'd)</b></p>	<p>6. Learn more about CalCat and Open WorldCat in order to train library users. Learn more about cataloging Internet sites and Internet-based resources.</p> <p>b. Take advantage of prepackaged training available through Infopeople or the Gates Library Foundation.</p>	<p>future years as technology continues to evolve.</p> <p>6. Two workshops were dedicated to learning more about CalCat and resource sharing. Rebecca Bergeon from CSU-Monterey Bay attended an ILL Committee meeting to discuss the “how tos” of using OCLC and CalCat for patron initiated ILL. OCLC conducted a hands-on training session for the ILL Committee.</p> <p>b. Objective met. Nearly all training provided this year was pre-packaged. Trainers used included OCLC, Pat Wagner, Betsy Cohen Diamont, and Infopeople.</p> <p>Local funds were added to meet the level of service provided.</p>
<p><b>NORTH BAY</b></p>	<p>a. NBCLS staff will have reference training workshops or round table discussions that meet the specific needs of individual member libraries and present these in conjunction with the Reference Committee meetings.</p> <p>b. NBCLS staff will coordinate reference and/or multicultural workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government (such as census), or any other such workshops to be held in the NBC region.</p> <p>c. NBCLS staff can provide one-on-one brush-up training for individual member librarians for online databases at System headquarters.</p> <p>d. Member librarians will be invited to spend a day at the NBC Reference Center, observing and learning about reference tools available at the host library. As time allows, reference staff will visit local reference committees to discuss and promote reference services.</p> <p>e. NBCLS staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.</p> <p>f. Three System-wide committees will meet quarterly, three 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> <p>1. NBCLS news items will be written as time allows and could</p>	<p>a. Objective met. NBC co-sponsored with vendors, and/or arranged on its own, at least four workshops or roundtable discussions.</p> <p>b. Objective met. See a. above.</p> <p>c. Objective met. One librarian and one associate librarian took advantage of the one-on-one brush-up training and came to NBC headquarters.</p> <p>d. Objective met. We promoted our reference service at all committee meetings and in Reference Coordinator’s report to our Board of Directors.</p> <p>e. Objective met. Language needs were tracked, presented and discussed at the appropriate committee meetings.</p> <p>f. Objective met. Reference committee met three times with the average attendance of eight. The Children’s Committee met two times with the average attendance of eleven. Spanish Language collection development matters were discussed concurrently at the Reference and Children’s committees.</p> <p>g. Publications:</p> <p>1. Objective met. Event calendars were produced, and news items were</p>

<p><b>NORTH BAY</b> (cont'd)</p>	<p>include information and event calendars of interest to member libraries.</p> <p>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.</p> <p>3. The following Union Lists will be considered for revision as needed:  - NBCLS Directory of Reference Librarians  - NBCLS Union List of Periodicals</p> <p>4. NBCLS staff will update the following handbooks and manuals as needed:  - 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> <p>5. The products noted above will be made available in electronic form via Web site and/or listserv.</p>	<p>passed on to committee meetings.</p> <p>2. Objective met. A monthly calendar of meetings and training events was published on the NBC Web page.</p> <p>3. Objective met. Directory of Reference Librarians was updated.</p> <p>4. Objective met. Directory of Member Libraries and the SuperSearch/URSA User's Manual were updated.</p> <p>5. Objective met. The Directory of Member Libraries, events calendar, NBC manual, and Reference Webform have continued to be maintained on the Web site.</p>
<p><b>NORTH STATE</b></p>	<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 NBCLS distributed training or other training in the form of videos, DVDs, Webcasts, or Infopeople classes to improve general reference.</p>	<p>a. Objective met. The System presented several Infopeople workshops during the year with good attendance from member library staff.</p> <p>b. Objective met. Although only one member library employee completed the CORE course, many more employees viewed Infopeople webcasts throughout the year.</p>
<p><b>PENINSULA</b></p>	<p>a. A contractual arrangement with North Bay Cooperative Library System (NBCLS) will provide PLS members and patrons with second-level reference services.</p> <p>b. PLS is continuing development of the new Integrated Library System (ILS), Millennium, for all members of the public. PLS will continue to refine OPAC interface based on a recently completed usability study.</p> <p>c. Through the ILS, patrons will have access to the directory of local service resources (clubs, organizations, human resource agencies, etc.), called the Community Information Program or CIP. This database is frequently updated and expanded to include more resources in other area counties.</p>	<p>a. Objective met. PLS continues to outsource second-level questions to our contractor, North Bay Cooperative Library System.</p> <p>b. Objective met. PLS has continued to develop the ILS, Millennium, and refine the OPAC interface.</p> <p>c. Objective met. The CIP database is continually updated, expanded and accessible to the public.</p>

<p><b>PENINSULA</b> (Cont'd)</p>	<p>d. The Multicultural Vendor list, developed by the Multicultural Committee of PLS/SVLS, will be made available to librarians to select non-English material for their patrons.</p> <p>e. PLS will be addressing centralized and coordinated public relations efforts to promote library services, such as subscription databases available through the library, to the community.</p> <p>f. Selected PLS member library staff will continue to participate in the statewide reference chat service, which will enable their patrons to link to the service through the System and individual libraries' website. Staff from the System Reference Center will provide second-level reference service to users of virtual reference through monitoring of the question queues and following up to provide answers to unresolved questions.</p> <p>g. The Reference Committee will continue to meet bi-monthly in January, March, May, July, September, and November to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p> <p>h. The reference committee will evaluate and select a limited number of appropriate sources for System reference purchases. These will generally be database subscriptions available to the entire System. In addition to the collection of databases provided through the contract with Gale, there are also current subscriptions to StatUSA from the U.S. Department of Commerce, the RAND California database and Schoolwise Press, which evaluates local schools and school districts.</p>	<p>d. Objective met</p> <p>e. Objective met.</p> <p>f. Objective met.</p> <p>g. Objective met.</p> <p>h. Objective met. The Reference Committee continues to evaluate resources for coordinated purchasing.</p>
<p><b>SJVLS</b></p>	<p>a. At least 30 local staff members will receive one-on-one training related to the answers of referred questions.</p> <p>b. The NEWS and CLUES newsletter, containing purchase suggestions and articles on effective use of local and Web-based resources, will be published once yearly on the System Web site and emailed to each member.</p> <p>c. Directory of regional libraries belonging to the Heartland Regional Library Network will be available on the Web.</p> <p>d. 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>e. The Reference Committee will coordinate identification of online database needs and coordinate evaluation and selection of databases</p>	<p>a. Objective partially met. Training continues to be under provided due to lack of staff. Vendor provided training for the Learning Express database was coordinated, but had to be postponed until early July 2007.</p> <p>b. Objective met. NEWS AND CLUES published a Spring 2007 Issue.</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 (<a href="http://www.sjvls.org">http://www.sjvls.org</a>) 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- f. Objective met. The Reference Committee decided to return to Gale's Info trac with an enhanced package including OneFile. Opposing Viewpoints was added with the subscription cost savings. Additional e-books were purchased including new editions of Nolo Press legal reference books.</p>

<p><b>SJVLS</b> (Cont'd)</p>	<p>for System-wide purchase.</p> <p>f. The Reference Committee, working with the Collection Development Committee, will identify online reference works for system purchase.</p> <p>g. Internet access is available to all branches. A System homepage is maintained and SJVLS staff assist member libraries with development and maintenance of their own web sites.</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. Objectives met. Discussions were begun with the two members who lack functional public website to determine their needs. Work of the website has begun.</p> <p>h. Objective met. All locations can use the SJVLS-created databases such as the song index. Only the song index was actively updated this year due to the continuation of a two-person staff. SJVIS continues to receive collections from other Reference Centers, particularly music, which are added to the indexes.</p>
<p><b>SANTIAGO</b></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) and classes on online reference resources: The workshop will be developed by SLS Reference Committee.</p> <p>SLS will support staff development by sending member library staff to MCLS, CLSA Systems, California State Library and other library related workshops.</p> <p>Classes on online reference resources will be conducted by MCLS Reference staff as part of contracted services.</p> <p>c. The SLS Reference Committee will meet six 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 "150 reference librarian hours and 150 reference questions" for FY 2006/2007.</p> <p>b. Objective changed. Instead of doing a workshop, the SLS Reference Committee worked on converting their SLS Directory into a Wiki format. It will be hosted either on the MCLS or the Orange County Public Library server.</p> <p>SLS contracted with MCLS for four reference workshops in 2006/2007. They included the following topics, dates, locations, and number attending:</p> <ul style="list-style-type: none"> <li>-19 SLS staff participated in <u>Census: The Business Side</u> on October 24, 2006 in Yorba Linda;</li> <li>-18 staff attended <u>California History</u> at Costa Mesa Tech. on January 23<sup>rd</sup>, 2007;</li> <li>-16 staff attended <u>Consumer</u> at Costa Mesa Tech. on March 20, 2007;</li> <li>-22 staff participated in <u>Ready Reference</u> at Costa Mesa Tech. on May 22, 2007.</li> </ul> <p>7 SLS Reference staff attended six Wednesday Web Workshops conducted by MCLS Reference staff during 2006/2007.</p> <p>c. Objective met. The SLS Reference Committee met six times in FY 2006/2007.</p> <p>The System and Reference Committee sponsored continuing education programs at their staff meetings where information on a variety of current topics was shared.</p> <p>Working with MCLS and SSCLS, SLS staff attended workshops on</p>

<p><b>SANTIAGO</b> (cont'd)</p>		<p>various aspects of reference service.</p>
<p><b>SERRA</b></p>	<p>a. Research Center staff will present orientation tours promoting reference services and explaining procedures, as requested by member libraries. Outreach to member libraries by Reference staff to promote system services, train staff, and get feedback from users.</p> <p>b. System staff will update and strive to improve the information on the Serra Web site.</p> <p>c. Staff will be available five days per week via telephone, computer and in person to provide consultation on local libraries' questions.</p> <p>d. System staff will work with the Reference Committee on at least one workshop on some aspect of reference service for local library employees. Representatives from appropriate organizations such as Califa and AskNow will be present at meetings for updates as needed.</p> <p>e. Serra's Research Center will distribute information on resources and news of interest via Serra's Web site. Serra staff will enter the extensive Song Index into the online database maintained by the San Joaquin Valley Library System. Member libraries will have the ability to transmit reference requests and receive answers electronically.</p>	<p>a. Objective met. Outreach efforts continued with orientation visits to the Serra office and tours of the San Diego Public Library; Serra member librarians took advantage of seeing the Serra Research Center first hand and getting acquainted with reference procedures. All Serra committee meetings were attended by Serra headquarters staff.</p> <p>b. Objective met. System staff continued to compile and update the "Answers" database and maintained it on-line. "Answers" covers local, state and federal elected officials, population and cost of living data. Upcoming Serra System events were highlighted on the page; information on local libraries updated.</p> <p>c. Objective met. Research Center staffing was maintained during business hours, five days per week.</p> <p>d. Objectives met. Heather Buettner of Califa attended an Administrative Council meeting in August 2006 and gave an overview of Califa offerings.</p> <p>e. The information on the newly redesigned web page was updated regularly with current information. The Serra Song Index File project was put on hold because of technical difficulties; during the Administrative Council strategic planning session in May it was decided that this project would be suspended.</p> <p>95% of questions are submitted electronically via a reference request form on Serra's Web site. The form is available to member libraries, not the general public.</p> <p>Serra participates in a disaster response network for libraries in San Diego and Imperial Counties (SILDRN). SILDRN sponsors a Web page and makes available stockpiles of disaster supplies in San Diego and Imperial County locations. The Resource Librarian is a member of the Board. In FY 2006/07, the SILDRN contract with the lead agency, UC San Diego, was updated. Serra renewed its own membership on behalf of all the member libraries. The System Coordinator represented Serra at California Alliance for Response Forum in May 2007, a day long conference dealing with disaster preparedness for San Diego cultural and educational institutions. The Resource Librarian organized a disaster preparedness workshop for Serra libraries facilitated by Julie Page of UCSD that concentrated on updating each library's disaster plan entitled "Exercising Your Emergency Plan: Is Your Library Prepared for a Disaster?" Staff from Serra libraries participated in this filled-to-capacity workshop.</p> <p>The online 24/7 reference project remains active as the AskNow service.</p>

<p><b>SERRA</b> (cont'd)</p>		<p>Many Serra members in San Diego County are participating. The Serra Resource Librarian was on the AskNow Advisory Board, answered the state AskNow follow-up questions, developed a training notebook, and provided assistance with AskNow chat. She attended AskNow Advisory Board virtual meetings and the meeting at CLA in 2006.</p> <p>The Resource Librarian attended the California Library Association conference in Sacramento in November 2006.</p> <p>The proposed new state reference model was discussed throughout the Serra System, at Administrative Council meetings, and at Reference Committee meetings. The System Coordinator attended the Library of California Board meetings on September 14, 2006 and April 18, 2007; and the August 15, 2006 meeting in San Jose of Systems considering consolidation.</p> <p>The Administrative Council held a retreat at the Julian Branch of the San Diego County Library on May 10 - 11, 2007 to discuss the future of Serra in general and to focus on the proposed new statewide reference model in specific. Barbara Will facilitated the two-day retreat and planning session. The Administrative Council identified priorities for Serra for the upcoming year: exploring alternative local reference models, second level reference services and question handling, training, public relations/marketing of libraries in the System, decreasing turn around time for delivery of information and materials to System members, and cooperative programs such as the Summer Reading Workshop and the Multicultural Book Fair. The Administrative Council voted to approach the State Librarian with an alternative local reference model that meets local needs and incorporates new technologies, possibly using an out of cycle LSTA grant to develop the model.</p>
<p><b>SILICON VALLEY</b></p>	<p>a. The CLSA System Reference Center (SRC) will continue to develop two key resources to assist library staff in enhancing their skills: the System Reference Center website and the electronic newsletter Search. SRC staff will maintain a comprehensive website to assist libraries in question submissions, data trials, training opportunities and other topics of interest.</p> <p>b. Libraries will have access to market research, reported on the SVLS website at <a href="http://librarycat.org">http://librarycat.org</a>, updating user perceptions on libraries. A newly formed SVLS Public Information Committee will be using the findings to craft future public relations campaigns.</p> <p>c. SVLS member library staff will continue to participate in statewide reference by chat service, AskNow, which will enable their patrons to link to the service through the System and individual libraries' website. 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>a. Objective met.</p> <p>b. Objective met.</p> <p>c. Objective met.</p>

<p><b>SILICON VALLEY</b> (Cont'd)</p>	<p>d. All committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. Council members will make sure that the Reference Committee member that represents their library is the most appropriate person to be on the committee with respect to their job duties and responsibilities, as well as to their interest in and ability to carry out the work of the committee. The Reference Committee will continue to meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>d. Objective met.</p>
<p><b>SOUTH STATE</b></p>	<p>a. Reference service will be provided by contracting with MCLS for interlibrary reference.</p> <p>b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to reference training needs of member libraries. Opportunities for joint efforts with other library related organizations will be utilized.</p> <p>c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased.</p> <p>d. Reports on reference service activities will be prepared for the SSCLS Administrative Council.</p>	<p>a. Objective met. Interlibrary reference continues to be provided through a contract with the MCLS Reference Center.</p> <p>b. Objective met. Staff training opportunities were provided through various workshops such as "Census: the Business Side" on October 31, 2006, "Introduction to the Academy of Motion Picture Arts and Sciences Margaret Herrick Library" on November 15, 2006 and a series of Wednesday Web Workshops.</p> <p>c. Objective met. Each library jurisdiction selected reference materials and/or services to enhance reference effectiveness.</p> <p>d. Objective met. Reports on reference statistics were prepared and distributed monthly to the SSCLS Administrative Council. These reports recorded the number of reference questions received, the number of questions answered, and the turn around time actually used to answer them.</p>

**SUMMARY OF IMPROVEMENTS OF REFERENCE SERVICES TO THE UNDERSERVED - FY 2006/07  
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)  
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p><u>Speakers of limited English or English as a second language.</u></p> <p>a. The Reference Committee will work with Thomson/Gale to distribute materials publicizing the Informe Spanish-language database.</p> <p>b. The Reference Committee will work with the BALIS Public Information Committee to develop strategies for marketing library services to people speaking languages other than English and Spanish.</p> <p>c. The BALIS Reference Committee will seek out and evaluate new databases which will help them fulfill their goal of providing databases that have a focus on the informational needs of specific multicultural communities.</p> <p>d. 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><u>Persons with mobility problems (disabled, older adults, etc.)</u></p> <p>e. The Reference Committee will develop a plan for marketing library services that are available remotely to those with mobility issues, including but not limited to the disabled and/or the elderly.</p>	<p>a. Objective met.</p> <p>b. Objective met.</p> <p>c. Objective met.</p> <p>d. Objective met. The Community Languages project was taken over by Califa and is being developed for libraries throughout California.</p> <p>e. Objective met.</p>
BLACK GOLD	<p>Sponsor a training session on creative ways of encouraging participation in the summer reading program. This would include how to find and book programming, as well as introduce staff to various arts and crafts programs appropriate for the groups that coordinate with the theme.</p>	<p>Objective met. On February 22, 2007, Santa Barbara Public Library hosted a training session for California's Summer Reading Programs, <u>Get a Clue @ Your Library</u> geared for children and <u>You Never Know @ Your Library</u> for teens. In addition, a portion of the day was devoted to adult summer reading programs. 46 library staff members from Black Gold and beyond attended workshops with topics related to summer reading, such as publicity, school visits, the web and PSAs, programming, displays, crafting, movie events, books, music, and tips for securing volunteers and offering prizes.</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 90% of the reference questions referred on behalf of geographically isolated patrons.</p> <p>b. The System did not receive any requests for non-English language materials.</p>

<p>49/99 (cont'd)</p>	<p>c. Inform member libraries of Internet training opportunities.</p>	<p>c. Objective met. Staff of member libraries were informed of training opportunities available through Infopeople, the Rural Library Initiative, and others, chiefly through forwarding of email announcements of such events.</p>
<p><b>INLAND</b></p>	<p>a. At least 20% of our reference questions will be from members of underserved groups identified: Geography isolated, institutionalized, disabled, and children.</p> <p>b. Electronic and printed material will be provided in a timely manner.</p>	<p>a. Objective met. 31% of the reference questions were from members of the underserved groups.</p> <p>b. Objective met. Printed materials were provided in a timely manner.</p> <p>System staff participated in the coordination and distribution of printed materials for the Children's Summer Reading Program.</p> <p>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 151 attendees. 80% of the attendees rated their overall satisfaction as Excellent or Good. There were 48 performers who participated in the Showcase. 91% of the performers stated their overall satisfaction as Excellent or Good.</p>
<p><b>MCLS</b></p>	<p><u>SERVICE TO THE LIMITED &amp; NON-ENGLISH SPEAKING</u></p> <p>a. System-specific resources are intended to assist local reference staff in providing more effective reference service to the limited and non-English populations in the service area.</p> <p>b. The MCLS Reference Center provides access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL.</p> <p>c. The MCLS 24/7 Reference Service now has a Spanish-language version of the Web-based Ask A Librarian Service. Bilingual librarians will handle questions both in real-time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish. This service began in June 2002.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. The majority of member libraries will participate in the Reading Program, which is an annual program designed to encourage reading in children of all ages. The majority of the libraries will be represented at the Reading Program Kickoff. The purpose of the Kickoff program is to showcase model programs and performers, as well as offer a</p>	<p><u>SERVICE TO THE LIMITED &amp; NON-ENGLISH SPEAKING</u></p> <p>a. Objective met. The MCLS Reference Center updated the <i>Language Fluency and Collections</i> Directory in 2004, which includes foreign language proficiencies of MCLS member library staff. This System-specific resource is intended to assist local reference staff in providing more effective service to the limited and non-English speaking population in the service area.</p> <p>b. Objective met. MCLS continued to handle System requests for information that utilizes the resources of the International Languages Department of LAPL, and made available throughout the System any multilingual library finding tools, bibliographies, flyers, etc. that were produced by the International Languages staff at LAPL.</p> <p>c. Objective met. Bilingual librarians have been providing AskNow Reference Web-based Ask A Librarian service to Spanish-speaking patrons since June 2002.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. Objective partially met. The majority of the twenty-seven member libraries participated in the Summer Reading Program. In addition, many MCLS libraries also participated in a fall reading program sponsored by In-N-Out Burger MCLS, a winter reading incentive program in partnership with UCLA, and a spring reading program with</p>

<p><b>MCLS</b> (cont'd)</p>	<p>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 three 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>Dream Works Animation SKG. The Reading Program Kickoff was not held because the Summer Reading Program was coordinated on a statewide basis.</p> <p>b. Objective met. <i>The Southern California Program Resource List</i> continues to be updated as new performers are identified.</p> <p>c. Objective met. The Children's Services Committee sponsored <u>Reading Aloud</u>, presented by Jim Trelease, with 141 in attendance. Committee members also attended the performance showcase at LAPL, the SLS Performer's Showcase, and many also attended the Children's Literature Council's Fall Gala.</p> <p>d. Objective met. Promotion of the use of the MCLS Reference Center by Children's Services staff continues via articles in the <i>Reference Hotline</i> and meetings with the MCLS Children's Services Committee, and a presentation by the MCLS Reference Center Supervisor, Mike Germroth, emphasizing the Center's services available to Children's Librarians. 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 three times in the past fiscal year for the purpose of planning and coordinating System-wide programs for young adult librarians.</p> <p>b. Objective met. The Young Adult Services Committee presented a spring Workshop: <u>Teen Audiobooks</u>. Approximately 35 System members attended. The committee also held three structured exchanges: 1) Teen Reference, 2) Collaborations with Community Organizations, and 3) Booktalking. The young adult component of the Summer Reading Program is an integral part of the program and is always taken into consideration when the children's component of the program is discussed.</p>
<p><b>MOBAC</b></p>	<p>a. The MOBAC Reference Committee will continue to update the special Services Directory.</p> <p>b. The MOBAC Reference Committee will continue to update the Reference Website.</p>	<p>a. Objective met.</p> <p>b. Objective met.</p>

<p><b>MVLS</b></p>	<p>a. Answers shall be provided for 90% of all questions referred from member libraries for geographically isolated patrons; 70% of answers to their questions shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure; 90% of patrons surveyed will express satisfaction with the service.</p>	<p>a. Objective met. 98% of questions were filled, 80% of the requests were filled within 10 working days, and 90% of patrons responding to the survey said their requests were completely answered.</p> <p>Local funds were added to meet the level of service provided.</p>
<p><b>NORTH BAY</b></p>	<p><u>ETHNIC MINORITIES</u></p> <p>a. NBCLS staff will continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees.</p> <p>b. The System will include items of interest on ethnic minorities on the reference and children's Listservs and the NBC Web page.</p> <p>c. NBCLS will continue to support and organize a purchasing project of Spanish language materials by sending at least one candidate to the Guadalajara Book Fair or other appropriate Spanish language book fairs or other vendors.</p> <p><u>CHILDREN</u></p> <p>a. NBCLS children's librarians will continue to explore shared program ideas for summer reading programs.</p> <p>b. NBCLS children's staffs will meet two to three times per year to share ideas on programming, collection development and children's and youth services management.</p> <p>c. The NBCLS Web page and children's listserv will be used to discuss resources and share ideas related to serving children.</p> <p>d. Workshops or round table discussions of interest to NBCLS children's staffs will be held as part of the Children's Services Committee meetings.</p> <p>e. NBCLS will facilitate meetings with County Offices of Education and the reference staff of school and public libraries.</p> <p><u>DISABLED</u></p> <p>a. North Bay libraries will continue to develop their collections to aid the disabled and their caregivers.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. All questions received from geographically isolated areas of the North Bay service area will be answered at the NBCLS Reference Center and other outside sources such as Virtual Reference Centers, First Source at</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 Listservs provided thorough discussions, both before and after the fair, and also via direct mail.</p> <p>c. Objective changed. The vendor hired their own librarian who attended the fair and made selections for North Bay.</p> <p><u>CHILDREN</u></p> <p>a. Objective met. Information about shared summer reading programs was done at committee meetings.</p> <p>b. Objective met. This was done at committee meetings.</p> <p>c. Objective met. Items, as they came in, were posted on the NBC Children's listserv.</p> <p>d. Objective met. One roundtable discussion and two workshops were held in conjunction with the committee meetings.</p> <p>e. Objective met. Two meetings were held at the Sonoma County Office of Education's video conference site.</p> <p><u>DISABLED</u></p> <p>a. Objective met. Collections were developed to aid the disabled and their caregiver.</p> <p><u>GEOGRAPHICALLY ISOLATED</u></p> <p>a. Objective met. Continued effort was made to give special service to the geographically isolated, including reference delivery and discounted purchases of online databases with technical support. At least two</p>

<p><b>NORTH BAY</b> (cont'd)</p>	<p>LAPL, or contracted sources such as art and poetry experts.</p> <p>b. Access to more resources will be provided as more library catalogs are added to the SuperSearch system.</p>	<p>Rural Initiative workshops were held.</p> <p>b. Objective met.</p>
<p><b>NORTH STATE</b></p>	<p>a. Encourage the System member libraries to share any current and past successful programs / services to the geographically isolated.</p> <p>b. Sponsor a training workshop on providing library services for the geographically isolated.</p> <p>c. Publicize and promote materials for training member libraries' staff in service to the geographically isolated.</p> <p>d. Distribute brochures, lists and bibliographies to member libraries on services for the geographically isolated.</p> <p>e. Continue to provide libraries with "Welcome to Your Library" pamphlets for distribution to those who are geographically isolated.</p> <p>f. Utilize the NSCLS (<a href="http://www.nscls.org">http://www.nscls.org</a>) and member library services to better serve those who are geographically isolated.</p> <p>g. Publicize, promote and train on virtual reference service to the geographically isolated.</p>	<p>a. Objective met. A blog was established on the NSCLS web page so that library staff could easily share information about services with each other.</p> <p>b. Objective met. While there was no on-ground Infopeople class that addressed services to geographically isolated, several member library staff were able to take the online Infopeople course, <u>Developing a Successful Web 2.0 E-branch</u>. An OCLC workshop was also offered to ILL staff that included use of patron initiated ILL requests.</p> <p>c. Objective met. Information was exchanged at meetings and via the web page/blog.</p> <p>d. Objective partially met. Most member libraries are on routing lists for periodicals purchased by North State.</p> <p>e. Objective met. Pamphlet supplies were furnished to libraries upon request.</p> <p>f. Objective met. 100% of NSCLS libraries either had a website or had received a grant to develop one this year. Worked with member libraries to put a link to CalCat and the NSCLS Group Catalog on their webpages so that patrons could access catalogs remotely.</p> <p>g. Objective met. Response to online databases was enthusiastic enough that two more databases were added this year.</p>
<p><b>PENINSULA</b></p>	<p>a. The new Integrated Library System, Millennium (ILS), with OPAC interfaces in Spanish and Chinese as well as English, provides enhanced catalog searches. An additional language, Tagalog, is to be added at a later date. The ability to limit catalog searches by language will continue to be refined through cataloging records so that search results can be returned that list materials in designated languages.</p> <p>b. In addition to facilitating use of the catalog, Peninsula's periodical vendor, Thomson-Gale, has created a "location code" that allows Spanish speakers to use a Spanish language search in English. Most of the content itself will still be in English, but the content continues to increase in other languages.</p> <p>c. The Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected</p>	<p>a. Objective met. The ILS is available in English, Chinese and Spanish. Tagalog has not yet been made available.</p> <p>b. Objective met. The Thomson Gale databases are available in English, Spanish, French and Portuguese.</p> <p>c. Objective met. The Committee also sponsored attendance at the annual International Book Expo for the purpose of obtaining non-English</p>

<p><b>PENINSULA</b> (cont'd)</p>	<p>System libraries. PLS member libraries sponsor the travel expenses of one library staff member to attend the International Book Fair in Guadalajara.</p> <p>d. The list of non-English language materials will be updated by the Multicultural Committee working together with the Multicultural Committee of the Silicon Valley Library System. The current list, by library and by language, is posted on the PLS website at <a href="http://www.plsinifo.org/whats_happening/intl_materials.htm">Http://www.plsinifo.org/whats_happening/intl_materials.htm</a>.</p> <p>e. 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 1,000 copies of the brochure will be made available through local library reference desks, and it will be reproduced as needed. It is also posted on the PLS website at: <a href="http://www.plsinfo.org/community/espanol_lawmakers/index.htm">http://www.plsinfo.org/community/espanol_lawmakers/index.htm</a>.</p> <p>f. PLS, through its participation in the Statewide Virtual Reference Service, will continue to be able to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian and then receive the answers in Spanish.</p>	<p>materials.</p> <p>d. Objective met.</p> <p>e. Objective met.</p> <p>f. Objective met.</p>
<p><b>SJVLS</b></p>	<p>a. Reference questions from patrons in geographically isolated areas will be answered according to the same performance objectives set for the System Interlibrary Reference component – that is, there will be no difference in time or quality of the answer because a patron is geographically isolated.</p> <p>b. Questions from non-English speaking and handicapped patrons will be answered in a language or format they require.</p> <p>c. Questions from members on the availability of community services in the System service area can be channeled through the San Joaquin Valley Information System (SJVIS).</p>	<p>a. Objective met. All reference questions are answered according to the same performance objectives set for the System Interlibrary Reference regardless of geographic location.</p> <p>b. Objective met. Questions are answered in the appropriate format and accuracy is required. Spanish language sources are used when requested.</p> <p>c. Objective met. SJVIS makes members aware of the availability of community services in their local area when deemed appropriate. It should be noted that very few questions are received that fall into the community services category, probably due to the improved availability of this information via the internet.</p>
<p><b>SANTIAGO</b></p>	<p>a. The vendor for SLS reference services, MCLS, will provide materials in appropriate languages and reading levels as requested by SLS reference librarians.</p> <p>b. SLS Children's Services Committee will conduct one staff training workshop focusing on some aspect of services to children; a minimum of 20 staff will attend.</p>	<p>a. Objective met. MCLS provided materials in appropriate languages and reading levels as requested by SLS, including Spanish, Korean and Chinese.</p> <p>b. Objective met. Objective was fulfilled by the sponsorship of the "2007 Performers' Showcase."</p>

<p><b>SANTIAGO</b> (cont'd)</p>	<p>c. The SLS Children's Services Committee will meet at least 6 times during 2006/07 to discuss services to children and share ideas.</p> <p>d. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>e. The SLS Children's Services Committee will participate in a Children's Summer Reading Program to provide consistent, System-wide encouragement of reading-related activities. The Children's Services Committee will utilize, wherever possible, the support of local vendors or other public/private partnerships in developing the program. The SLS Children's Committee will also partner with a local vendor on implementing a spring reading program.</p>	<p>c. Objective met. The SLS Children's Services Committee met six times during 2006/07.</p> <p>d. Objective met. The "Performers' Showcase" was held in January 25, 2007. Over 100 staff attended.</p> <p>e. Objective met. Sponsored jointly by CLA and the California State Library, SLS participated in a children's summer reading program, <u>Get a Clue</u> and a Young Adult/Teen program, <u>YNK at Your Library</u>.</p>
<p><b>SERRA</b></p>	<p>a. The underserved group identified for FY 2006/07 was the geographically isolated in rural areas, specifically in and near the Imperial Valley.</p> <p>b. Serra staff will offer training programs for the staffs of rural libraries, provide centralized interlibrary loan service, produce resource-sharing tools, and participate in local library organizations</p> <p>c. Serra will use local funds to provide centralized interlibrary loan service. Contacts will be initiated with the appropriate groups to explore possibilities for cooperation and the promotion of library and System services.</p> <p>d. The availability of an electronic version of Serra Song Index should speed communication with rural libraries.</p>	<p>a. Objective not met. Serra addressed the need for professional librarians in San Diego and Imperial Counties by submitting a grant proposal to the IMLS Laura Bush 21<sup>st</sup> Century Librarian Program with the project name <u>Developing Professional Librarians: The Next Generation</u>. The project would have funded scholarships to full time and part time current Serra library employees who were working on their MLIS. Preference would be given to students who work in an economically underserved community and to those who are able to work with an existing or emerging ethnic minority community. Unfortunately, Serra did not receive the grant.</p> <p>b. Objective met. All the Imperial Valley public libraries participated in the Summer Reading Program coordinated by Serra's Children's and Young Adult Services Committees to minimize cost and effort for the individual library and maximize quality and planning. For the second year, staff members from the Imperial Valley shared their craft ideas and programming plans at the well-received Summer Reading Program Workshop on January 18, 2007.</p> <p>c. Objective met. The Multilingual Book Fair committee organized its successful 10<sup>th</sup> annual Multilingual Book Fair on October 19, 2006 at the Martin Luther King Community Center in National City. The Book Fair allows participants to obtain non-English language books they might otherwise not be able to add to their collections and reach out to underserved populations.</p> <p>d. Objective not met. The Serra Song Index project was put on hold this fiscal year. A member section (with password) gives Imperial County members contact information for all committees and member libraries and their fines and fees schedule, along with elected officials in each jurisdiction in one electronic location.</p>

<b>SERRA</b> (cont'd)	e. Interlibrary loan fill rate of 90% and average turn around time of 7 days for Imperial Valley libraries.	e. Objective met. Interlibrary loan fill rate for Imperial Valley members using Serra's centralized ILL service was 90% with an average 7-day turn around. This service was well used by the Imperial Valley College faculty and students.
<b>SILICON VALLEY</b>	<p>a. The non-English System brochures will be updated and distributed to all System libraries. A Spanish-language version of the brochure listing lawmakers (federal, state, and county) who represent Santa Clara County will be updated following each election.</p> <p>b. The "Language Resource List" will continue to be updated annually and incorporated into the staff directory, which lists staff in all SVLS libraries.</p> <p>c. The Reference Committee will work with the Gale Research PR department to develop materials to publicize the Informe Spanish-language database.</p> <p>d. System staff will work with Thomson/Gale to implement the Spanish-language interface for periodical databases for those libraries that elect to implement it.</p> <p>e. The SVLS Reference Committee will identify and evaluate databases that serve the informational needs of specific multicultural communities.</p> <p>f. 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>g. A representative from one of the SVLS libraries who is active on the Multicultural Committee will attend at least one Reference Committee meeting to update Reference Committee members on recent accomplishments and upcoming projects. System staff or one of the member libraries' representatives to the Reference Committee will attend at least one Multicultural Committee meeting per years to discuss areas of mutual concern.</p> <p>h. Funds will also be allocated for the materials distributed at the ethnic festival in which the libraries will participate. Further specific plans of action indicated by the SVLS-wide coordinated public relations program will be developed and implemented after the plan is completed.</p> <p>i. Sponsorship of a staff member to the International Book Fair in</p>	<p>a. Objective met.</p> <p>b. Objective met.</p> <p>c. Objective met. The resources were publicized at each library.</p> <p>d. Objective met.</p> <p>e. Objective met.</p> <p>f. Objective met. The Community Languages Project was turned over to Califa for development this year. Members continued to be available to assist with development of the service.</p> <p>g. Objective met.</p> <p>h. Objective met.</p> <p>i. Objective met.</p>

<p><b>SILICON VALLEY</b> (cont'd)</p>	<p>Guadalajara allows libraries to have material selected for them that would not be available through other means.</p> <p>j. Continued participation in AskNow, the Statewide Virtual Reference Project, allows libraries to offer patrons the ability to pose their questions in Spanish, be connected to a Spanish-speaking librarian, and then receive the answers in Spanish.</p>	<p>j. Objective met.</p>
<p><b>SOUTH STATE</b></p>	<p>One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on youth services.</p>	<p>Objective met. The System participated in a children's summer reading program, <u>Get a Clue</u>, and a Young Adult/Teen program, <u>YNK at Your Library</u>, sponsored jointly by CLA and the State Library.</p>

**System Interlibrary Reference Program Objectives**  
 System Program Annual Report – FY 2006/07  
 (California Administrative Code Section 20157)

Exhibit D

- A. Answers shall be provided for 90% of all questions referred from member libraries.  
 B. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure.

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	268	90%	70%	241	169
BLACK GOLD	43	98%	95%	42	40
49-99	12	90%	90%	11	10
INLAND	933	100%	82.9%	933	773
MCLS	1711	98%	95.7%	1677	1605
MOBAC	60	90%	70%	54	38
MVLS	124	100%	99.2%	124	123
NORTH BAY	520	100%	96.2%	520	500
NORTH STATE	175	100%	98%	175	172
PENINSULA	153	90%	70%	138	97
SJVLS	244	97%	97%	237	230
SANTIAGO	104	100%	98%	104	102
SERRA	873	98.9%	95.7%	863	826
SILICON VALLEY	332	90%	70%	299	209
SOUTH STATE	161	95.65%	99%	154	152
<b>TOTALS</b>	<b>5,713</b>	<b>95.8% average (a)</b>	<b>88.4% average (b)</b>	<b>5,572</b>	<b>5,046</b>

- (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 95.8% or 5,572 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 88% or 5,046 questions returned to the originating member library within 10 working days.

Summary of System Reference Expenditures for FY 2006/07  
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 90,186	\$ 449	\$ 90,635
BLACK GOLD	51,760	154,089	205,849
49-99	56,886	6,146	63,032
INLAND	127,845	7,039	134,884
MCLS	213,730	136,719	350,449
MOBAC	52,845	0	52,845
MVLS	93,004	6,170	99,174
NORTH BAY	91,765	115,902	207,667
NORTH STATE	68,118	8,118	76,236
PENINSULA	49,314	140,225	189,539
SJVLS	75,310	45,420	120,730
SANTIAGO	76,763	0	76,763
SERRA	100,835	40,013	140,848
SILICON VALLEY	59,559	19,336	78,895
SOUTH STATE	78,752	0	78,752
TOTAL	\$1,286,672	\$ 679,626	\$1,966,298

LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS  
FY 2006/07

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	99.5%	0.5%	90,635	78%	22%	57,458
BLACK GOLD	25%	75%	205,849	64%	36%	77,362
49-99	90%	10%	63,032	46%	54%	93,048
INLAND	95%	5%	134,884	98%	2%	97,320
MCLS	61%	39%	350,449	70%	30%	127,402
MOBAC	100%	0%	52,845	65%	35%	69,310
MVLS	94%	6%	99,174	82%	18%	93,992
NORTH BAY	44%	56%	207,667	23%	77%	285,192
NORTH STATE	90%	10%	76,236	89%	11%	110,186
PENINSULA	26%	74%	189,539	12%	88%	288,114
SJVLS	62%	38%	120,730	12%	88%	494,725
SANTIAGO	100%	0%	76,763	89%	11%	45,375
SERRA	72%	28%	140,848	78%	22%	78,536
SILICON VALLEY	76%	24%	78,895	99%	1%	34,795
SOUTH STATE	100%	0%	78,752	100%	0%	35,780
TOTAL PERCENT	65%	35%	100%	44%	56%	100%
TOTAL EXPEND.	\$ 1,286,672	\$ 679,626	\$ 1,966,298	\$ 872,320	\$ 1,116,275	\$ 1,988,595

2006/07 Expenditures:

	CLSA	Local	LSTA	Total
Administration	545,200 (16%)	2,701,754 <sup>1</sup> (81%)	88,106 (3%)	3,335,060
Reference	1,286,672 (65%)	679,626 <sup>2</sup> (35%)		1,966,298
Comm. & Delivery	872,320 (44%)	1,116,275 <sup>3</sup> (56%)		1,988,595
Advisory Boards (SAB)	21,808 (77%)	6,569 <sup>4</sup> (23%)		28,377
Total	2,726,000	4,504,224	88,106	7,318,330

<sup>1</sup> All systems contributed local funds to support system administration

<sup>2</sup> All but three systems (MOBAC, Santiago, and South State) used local funds to support Reference

<sup>3</sup> All but one system (South State) contributed local funds to support C&D

<sup>4</sup> Six systems used local funds to support the SAB program.

# Statewide Reference Project Update

## INTRO

Over the past several months, we have been creating a plan for rethinking and retooling the Statewide Reference model. Our plan has been built on past surveys and studies, and is designed to gather more data to complete our understanding of information usage, and to create a process that will help us truly innovate how we can best provide information services to our communities.

## THE PLAN

### STAGE 1

#### DEC-MARCH 2008 DATA COLLECTION

- ZOGBY polls to understand how Californians find and use info.
- Poll 1 via email was completed in January 2008
- Poll 2 link via library websites statewide to be completed in March 2008.

### STAGE 2

#### APRIL 2008 THINK TANK PREP

- Think Tank Creators group to meet with futurist facilitators to design a statewide reference think tank process.
- This group will also look at all of the data gathered relating to statewide ref., and develop new combinations to help the think tank be more informed.

### STAGE 3

#### FALL 2008 THINK TANK

- Participants from across the state will gather for 1 ½ days to think about information trends and data, and create 3 scenarios for what statewide ref. could become.

### STAGE 4

#### CLA 2008 STATEWIDE INPUT

- Presentations at CLA and other venues will be given to share data and the 3 scenarios.
- Input from participants will be gathered. They will be asked to identify what scenarios or pieces of scenarios they think would be most beneficial to all .

#### END 2008-2009 BUILDING IT

- A Builders Group will be formed to analyze the feedback from the input sessions, and to develop an action plan for creating the new statewide reference model.

**NEXT  
STEP  
MAKING  
IT HAPPEN**

**ZOGBY INTERNATIONAL**

**Metropolitan Cooperative Library System Survey**

Submitted to:  
Stacey Aldrich, Deputy State Librarian

Rosario Garza, Executive Director

Submitted by:  
**Zogby International**  
John Zogby, President and CEO  
John Bruce, Vice President and Systems Administrator  
Karen Scott, Managing Editor

Cheryl Korn, Writer

January 2008

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## I. Methodology and Sample Characteristics

### Methodology

Zogby International was commissioned by the Metropolitan Cooperative Library System to conduct an online survey of 706 adults in the state of California from 1/7/08 through 1/8/08.

A sampling of Zogby International's online panel, which is representative of the adult population of the US, was invited to participate. Slight weights were added age, race, and gender to more accurately reflect the population. The margin of error is +/- 3.8 percentage points. Margins of error are higher in sub-groups.

Zogby International's sampling and weighting procedures also have been validated through its political polling: more than 95% of the firm's polls have come within 1% of actual election-day outcome.

### Sample Characteristics

Sample Characteristics	Frequency	Valid Percent*
Sample size	706	100
18-29	141	20
30-49	282	40
50-64	184	26
65+	99	14
18-24	56	8
25-34	124	18
35-54	297	42
55-69	199	28
70+	31	4
Sample Characteristics (continued)	Frequency	Valid Percent*
White	299	43
Hispanic	243	35
African American	42	6
Asian/Pacific	83	12
Other/mixed	28	4
Did not answer race	11	--
Parent of child under 17	121	18
Not parent of child under 17	564	82
<i>Did not answer parent of child under 17</i>	21	--
Less than \$25,000	68	11

\$25,000-\$34,999	28	4
\$35,000-\$49,999	53	8
<b>Sample Characteristics (continued)</b>	<b>Frequency</b>	<b>Valid Percent*</b>
\$50,000-\$74,999	141	23
\$75,000-\$99,999	131	21
\$150,000 or more	205	33
<i>Did not answer income</i>	80	--
Male	330	48
Female	355	52
<i>Did not answer gender</i>	21	

\* Numbers have been rounded to the nearest percent and might not total 100.

## II. Executive Summary

Nine in ten adults in California agree they find themselves searching for information often, with eight in ten agreeing they search for information very often. Another eight in ten agree they are searching for information for their own information; while seven in ten agree they are searching for information for a personal project. Information for a job-related project is why six in ten agree they are searching for information.

Nearly all agree they most often start searching for information with Internet search engines, with nine in ten agreeing they most often start with Google or Google Groups and four in ten agreeing they most often start with Yahoo Search. However, despite what Internet search engine they start with, nearly three-quarters agree they are most often looking for multiple sources to develop an in-depth response to a question.

Seven in ten agree they do not often have trouble finding information using Internet search engines; while three in ten agree they have trouble finding information often. The demographics show that men are more likely to women to agree they have trouble, and people ages 30-64 or over age 65 are slightly more likely than people ages 18-29 to agree they have trouble finding information using Internet search engines.

Of the people who agree they visit their local, public library to explore their resources when they cannot find what they are looking for using an Internet search engine, three-quarters agree that when doing an Internet search from home they look for materials that may be available on the Internet. Three-quarters also agree they are aware there is information available which is only accessible at the library; however about half only somewhat agree.

When people do visit their local, public library, about two-thirds agree they are looking for specialized information to supplement information they found on the Internet; while more than half or half agree they are looking for do-it-yourself or health and medical information. Two in ten agree they are using general reference links, non-fiction books or newspaper, journal, or magazine articles when exploring the library's resources. Generally speaking, nine in ten agree they are satisfied when visiting their local, public library to find what they are looking for; however, six in ten agree they are only somewhat satisfied.

Eight in ten agree they have not heard of AskNow, the interactive reference service available through their local library's Web site; while fourteen percent agree they have. People ages 30-49 or people with children under the age of seventeen are the most likely to agree they have heard of AskNow.

Considering those who agree they have heard of AskNow, six in ten agree they have not used the service; while four in ten agree they have. Fourteen percent agree they use AskNow often, with thirteen percent agreeing they only use the service somewhat often. Three-quarters agree they do not use AskNow to find information online; while

two in ten agree they use AskNow, but it is not the first place they turn to find information online. For those who agree AskNow is not their first choice to find information online, nearly all agree they use Internet search engines before they use AskNow.

After using the AskNow service, more than one-third agrees they are satisfied with the results; however a quarter agree they are only somewhat satisfied. Six in ten agree they are not sure they are satisfied with their results from using AskNow. Two in ten agree they would prefer to use e-mail when looking for information from a librarian; while six in ten are not sure how they would like to communicate with a librarian when looking for information.

Generally speaking, when running into problems when searching for information, three in ten agree they would prefer to chat online with a librarian at any time of day; while two in ten agree they would prefer to ask their questions to a librarian through e-mail. Another two in ten agree they are not sure how they would prefer to communicate with a librarian.

When asked if they agree their local, public library is keeping up with technology changes and patron needs, about two-thirds agree they are not sure their local library has done a good job modifying the Internet services. People ages 18-29 are the most likely to agree they are not sure. Six in ten agree they would like to see their local, public library expand their online services to allow the public to be able to access them over the Internet. People who are over age 65 or have children under the age of seventeen are most likely to agree.

### III. Narrative Analysis

1. *On a scale of 1-5 with 1 being not at all often and 5 being very often, how often do you find yourself searching for information about a specific topic, or do you not find yourself searching for information at all?*

1 Not at all often	0%		
2	1		
3	7	<b>Not often</b>	<b>8%</b>
4	11		
5 Very often	81	<b>Often</b>	<b>92</b>
I do not find myself searching for information at all	0		
Not sure	0		

Nearly all (92%) agree they are searching for information about a specific topic often, with eight in ten (81%) agreeing they find themselves searching for information very often. Eight percent agree they are not often finding themselves searching for information about a specific topic.

2. *When you are searching for information are you doing it for a school project, a job-related project, for a personal project or just for your own information? (Choose all that apply)*

Just for my own information	88%
A personal project	65
A job-related project	55
A school project	13
I do not search for information at all.	0
Not sure	0

Nine in ten (88%) agree when they are searching for information they are doing it for their own information; while about two-thirds (65%) agree they are searching for information for a personal project. Searching for information for a job-related project is why 55% agree they are doing it; while 13% agree they are searching for information for a school project.

3. *When searching for information which resources do you **most often** begin with?*

<b>Internet search engines</b>	<b>93%</b>
Newspaper archives/Read an article on the topic	2
Local library resources	1
Local college/university library resources	1
Consult an expert on the topic	1
I do not search for information.	0
Other*	2
Not sure	0

\* **Other responses:** Various resources (3); My personal library (3)

Nearly all (93%) agree when they are searching for information they most often begin with an Internet search engine.

4. *When searching for information on a topic for a specific need, do you find that you are **most often** looking for one source to find a short response to answer a question, or are you looking for multiple sources to develop an in-depth response?*

**Table 1: Number of Sources Used When Searching for Information**

	%
<b>Multiple sources to develop an in-depth response to a question.</b>	<b>73</b>
<b>One source to find a short response to a question.</b>	<b>26</b>
I do not search for information.	0
Not sure	1

When searching for information on a topic for a specific need, about three-quarters (73%) agree they are most often looking for multiple sources to develop an in-depth response to a question; while a quarter (26%) agrees they are most often looking for one source.

5. *When you are searching for information on the Internet, which search engines do you typically use? (Choose all that apply.)*

**Table 2: Internet Search Engines Used**

	%
<b>Google/Google Groups</b>	<b>92</b>
<b>Yahoo Search</b>	<b>42</b>
<b>MSN/Live Search</b>	<b>16</b>
WhitePages.com	7
AOL Search	4
AltaVista	4
Hot Bot	1
411.com	1
I do not search for information on the Internet.	0
<b>Other**</b>	<b>12</b>
Not sure	0

\* **Other responses:** Ask.com (28); Wikipedia (21); Dogpile.com (14); Not specific (7); University databases (4); International search engines (3); GoodSearch.com (3); AskJeeves.com (3); Lexis (3); Excite.com (2); Westlaw (2)

**One each:** Intranet within company; Dictionary/Thesaurus.com; cbs.marketwatch.com; webdirectory.com; Mozilla Firefox; DailyKos.com; Mypoints.com; Bartelby.com; Weather.com;

Onelook.com; Webcrawler; Zabasearch; Choicepoint; Netzero.net; Shop.com; Copernic; Earthlink; PubMed; Nexus; Clusty; Safari

The majority (92%) agrees that when they are searching for information on the Internet the search engine they typically use is Google or Google Groups. Two-fifths (42%) agree they typically use Yahoo search when searching for information on the Internet. MSN or Live Search is the search engine 16% agrees they typically use. Twelve percent agree they typically use some other search engine when searching for information on the Internet.

*6. How often do you have trouble finding what you are looking for using Internet search engines?*

Very often	3%		
Somewhat often	25	<b>Often</b>	<b>28%</b>
Not at all often	71	<b>Not often</b>	<b>71</b>
I do not use Internet search engines	0		
Not sure	1		

Three in ten (28%) agree they often have trouble finding what they are looking for using Internet search engines, with a quarter (25%) agreeing somewhat often. Seven in ten (71%) agree they do not often have trouble finding what they are looking for using Internet search engines.

Men (34%) are more likely than women (23%) to agree they often have trouble finding what they are looking for using Internet search engines.

People ages 30–64 or over age 65 are slightly more likely than people ages 18-29 to agree they often have trouble finding what they are looking for using Internet search engines.

*7. (Asked of those who responded they often have trouble finding what they are looking for using Internet search engines.) What do you do when you are using Internet search engines and you can't find what you are looking for?*

**Table 3: Alternatives to Internet Search Engines**

	%
I use the Internet to search for local library resources available online.	23
I consult an expert on the topic.	16
I visit a local or regional newspaper's Web site to explore their resources.	14
I visit a local, college/university's library to explore their resources.	12
I visit my local, public library to explore their resources.	10
Other**	17
Not sure	8

**\*\* Other responses:** Alter search parameters and keep looking (10); Give up the search (9); Discuss with others (4); Visit bookstores, check books (3); Depends on the information desired (2); Not applicable (2); Search major newspapers online (2); I visit a local, college or university's library to explore their resources (2); I visit my local, public library to explore their resources (1); I use the Internet to search for local library resources available online (1); I consult an expert on the topic (1)

When they are using Internet search engines and they cannot find what they are looking for, about a quarter (23%) agree they use the Internet to search for local library resources available online; while 16% agree they consult an expert on the topic. Visiting a local or regional newspaper's Web site to explore their resources is what 14% agree they do when they are using Internet search engines and they cannot find what they are looking for. Twelve percent agree they visit a local college or university's library to explore their resources; while 10% agree they visit their local, public library to explore their resources. Seventeen percent agree they do something else when they are using Internet search engines and they cannot find what they are looking for.

Men or people ages 18-64 are more likely to use the Internet to search for local library resources available online.

**Questions 8-12 were asked of those who responded they visit their local, public library to explore their resources when they cannot find what they are looking for using an Internet search engine.**

*8. When you are doing an Internet search from home, do you ever look for library materials that may be available to you on the Internet?*

Yes	75%
No	22
Not applicable	0
Not sure	3

Three-quarters (75%) agree that when they are doing an Internet search from home they look for library materials that may be available on the Internet; while about a quarter (22%) agree they do not.

*9. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that you visit your local library because you are aware there is information available which is only accessible at the library?*

Strongly agree	28%		
Somewhat agree	46	<b>Agree</b>	<b>74%</b>
Somewhat disagree	27		
Strongly disagree	0	<b>Disagree</b>	<b>27</b>
Not sure	0		

**\* Numbers have been rounded to the nearest percent and might not total 100.**

Three-quarters (74%) agree they visit their local library because they are aware there is information available which is only accessible at the library, with about half (46%) agreeing they somewhat agree. More than a quarter (27%) disagrees.

10. *When you visit your local library, what types of information are you looking for? (Choose all that apply)*

**Table 4: Types of Information Sought at Local Libraries**

	%
<b>Specialized information to supplement information you found on the Internet</b>	<b>64</b>
<b>Do-it-yourself information</b>	<b>55</b>
<b>Health/Medical information</b>	<b>50</b>
Government information/Political news	40
Information pertaining to job related assignments	37
Legal/Law information	26
Information pertaining to a school or training assignment	19
Financial information	16
Business/Career information	12
Historical/Genealogical information	12
I am not looking for information.	8
Other**	17
Not sure	9

**\*\* Other responses:** Not specific (2); Current/new books (2); Old books (2); Foreign country resources (1)

More than half or half agree they visit their local library to look for specialized information to supplement information they found on the Internet (64%); do-it-yourself information (55%); or health and medical information (50%).

11. *What types of resources are you using when you visit your local library?*

**Table 5: Local Library Resources Used**

	%
<b>General reference links</b>	<b>24</b>
<b>Books-Non-Fiction</b>	<b>21</b>
<b>Newspaper/Journal/Magazine articles</b>	<b>19</b>
<b>Federal/State/Local agencies links</b>	<b>16</b>
Technology resources	3
Statistics	2
Federal/State/Local government links	2
Other library links	2

	%
Books-Fiction	0
E-Books	0
Government/Laws/Regulations	0
Genealogy and library catalogs	0
Braille and talking book links	0
Law links	0
Other**	8
Not sure	2

**\*\* Other responses: One each:** Internet access; Newspaper/Journal/Magazine articles ; Books-Fiction; Book-Non-Fiction

When visiting their local library to use their available resources, a quarter (24%) agrees they are using general reference links. Two in ten (21%) agree they are using non-fiction books or newspaper or journal articles(19%). Sixteen percent agree they are using federal, state, or local agencies' links when visiting their local library to use their available resources.

*12. Generally speaking, when you visit your local library to find what you are looking for are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the results?*

Very satisfied	29		
Somewhat satisfied	62	<b>Satisfied</b>	<b>91%</b>
Somewhat dissatisfied	9		
Very dissatisfied	0	<b>Dissatisfied</b>	<b>9</b>
Not sure	0		

Generally speaking, of those who have visited their local library to find something they are looking for, nearly all (91%) agree they are satisfied with the results; however six in ten (62%) agree they are only somewhat satisfied. Nine percent agree they are dissatisfied with the results after visiting their local library to find something they are looking for.

*13. (Asked only of those who responded they are dissatisfied with the result of their visit to their local library when looking for information.) What are the reasons why you are generally dissatisfied with the results of your search at the local library? (Choose all that apply.)*

Of the nine percent who agree they are not satisfied with the results they received after visiting their local library to find something they are looking for, some of the reasons include the librarian or member of the library staff they spoke with was not very helpful or there were not enough resources available to them to conduct their research.

14. Have you heard of AskNow, the interactive reference service, available 24 hours a day, seven days a week, through your local library's Web site, which allows a librarian to communicate with you through an Internet chat to help you find information you are looking for about a specific topic?

Yes	14%
No	81
Not sure	5

Eight in ten (81%) agree they have not heard of AskNow, the interactive reference which allows a librarian to communicate with them through an Internet chat to help them find information they are looking about for a specific topic; while 14% agree they have heard of AskNow.

People ages 30-49 are the most likely to agree they have heard of AskNow; while people ages 18-29 are the least likely to have heard of AskNow.

People with children under the age of 17 are more likely than people without children under the age of 17 to agree they have heard of AskNow.

**Questions 15-21 were asked of those who responded they have heard of AskNow, the interactive reference available through their local library's Web site.**

15. Have you used AskNow, the interactive reference service?

Yes	38%
No	62
Not sure	0

Of the people who responded they have heard of AskNow, the interactive reference available through their local library's Web site, six in ten (62%) agree they have not used AskNow; while four in ten (38%) agree they have.

16. How often do you use AskNow?

Very often	1		
Somewhat often	13	<b>Often</b>	<b>14%</b>
Not at all often	85	<b>Not Often</b>	<b>85</b>
Not sure	1		

Nine in ten (85%) agree they do not use AskNow often. Fourteen percent agree they use AskNow; however, 13% agree they only use AskNow somewhat often.

17. Which of the following statements comes closest to your own experiences with AskNow?

**Statement A: AskNow is generally the first place I turn to find information online.**

**Statement B: I use AskNow, but it is generally not the first place I turn to find information online.**

**Statement C: I generally do not use AskNow to find information online.**

Statement A	0%
<b>Statement B</b>	<b>19</b>
<b>Statement C</b>	<b>74</b>
Not sure	7

Three-quarters (74%), of those who agree they have heard of AskNow, agree they generally do not use AskNow to find information online; while one-fifth (19%), of those who agree they have heard of AskNow, agree they use AskNow, but it is generally not the first place they turn to find information online.

**18. (Asked of those who responded they use AskNow but it is generally not the first place they turn to find information online.) What sources have you searched or used before you chose to use AskNow? (Choose all that apply)**

**Table 6: Sources Used Before AskNow**

	%
Internet search engines	98
Local college/university library resources	36
Local library resources	31
Read an article on the topic	24
Consulted an expert on the topic	11
Other	0
Not sure	0

Of those who agree they use AskNow, but it is generally not the first place they turn to find information online, nearly all (98%) agree they use Internet search engines before they choose to use AskNow. Four in ten (36%) agree they visit a local college or university's library to use their resources; while three in ten (31%) agree they visit their local library to use their resources before they choose to use AskNow. A quarter (24%) agrees they read an article on the topic; while 11% agree they have consulted an expert on the topic before they choose to use AskNow.

19. How satisfied are you with the results of using AskNow?

Very satisfied	10%		
Somewhat satisfied	24	<b>Satisfied</b>	<b>34%</b>
Somewhat dissatisfied	2		
Very dissatisfied	2	<b>Dissatisfied</b>	<b>4</b>
Not sure	62		

More than a third (34%) of those who agree they use AskNow, but it is generally not the first place they turn to find information online, agree they are satisfied with the results they received from using AskNow; however, a quarter (24%) agrees they are only somewhat satisfied. Four percent are dissatisfied. Six in ten (62%) agree they are not sure they are satisfied or dissatisfied with the results they received from using AskNow.

20. (Asked of those who responded they are not satisfied with the results they got from using AskNow.) Why were you not satisfied with the results of using the AskNow service?

Of the four percent who agree they are not satisfied with the results they got from using AskNow, the reasons they were not satisfied include: the librarian did not provide me with the answer I was looking for; the librarian did not provide me with enough sources to find what I was looking for; some other\*\* reason; or they were not sure why they were not satisfied.

\*\* Other responses: Transaction time; Not applicable; Clueless search engine;

21. After using the AskNow service, would you say you prefer to use online chat, e-mail, the telephone or ask a librarian in person when looking for information?

E-mail	22%
Online chat	10
The telephone	1
Ask a librarian in person	8
Not sure	59

After using the AskNow service, two in ten (22%) agree they prefer e-mailing a librarian when looking for information; while 10% agree they prefer an online chat with a librarian. Six in ten (59%) agree they are not sure what form of communication they prefer to use when contacting a librarian to look for information.

22-27. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements. Or are you not sure?

Table 7: Level of Agreement with Local Libraries Adapting to Change

	Agree		Overall*	Disagree		Overall	Not sure
	Strongly	Somewhat		Somewhat	Strongly		
I would like to see my local library expand their online services to allow the public to be able to access them over the Internet.	40	22	62	5	2	7	31
I would like to see my local library expand the hours it offers for Internet and reference services.	22	21	43	9	4	13	44
I would like to see my local library update its services to provide more timely and current information.	16	26	42	6	3	9	49
The Internet changes so frequently that I would like to see my local library offer some type of training	13	27	40	11	10	21	39

classes so the public can keep up with the changes.

	Agree			Disagree			Not sure
	Strongly	Somewhat	Overall*	Strongly	Somewhat	Overall	
I would like to see my local library offer more multilingual information and services.	10	18	28	12	15	27	45
My local library has done a good job with modifying the Internet services they provide to keep up with technology changes.	12	15	27	8	3	11	63

\* Numbers have been rounded to the nearest percent and might not total 100.

When asked a series of statements about their local library and how it is doing keeping up with technology changes and patron needs, six in ten (62%) agree they would like to see their local library expand their online services to allow the public to be able to access them over the Internet. People over the age of 65 are the most likely to agree with this statement.

Between 31 and 63% agree they are not sure about the series of statements asking if they agree or disagree that their local library is keeping up with technology changes and patron needs, with the 63% agreeing they are not sure their local library has done a good job modifying the Internet services they provide to keep up with technology changes. People ages 18-29 are the most likely to agree they are not sure about this statement.

28. When running into problems while searching for information, would you prefer to chat online with a librarian at any time of day, chat on the phone with a librarian during

*the library's hours, ask your questions to a librarian through e-mail, or ask a librarian in person?*

**Table 8: Format Preferred to Talk with Librarian**

	%
<b>Chat online with a librarian at any time of day.</b>	<b>28</b>
<b>Ask your questions to a librarian through e-mail.</b>	<b>21</b>
Ask a librarian in person	12
Chat on the phone with a librarian during the library's hours	6
Other	10
<b>Not sure</b>	<b>23</b>

After running into problems while searching for information, three in ten (28%) agree they would prefer to chat online with a librarian at any time of day; while two in ten (21%) agree they would prefer to ask their questions to a librarian through e-mail. Another two in ten (23%) agree they are not sure how they would prefer to communicate with a librarian after running into problems while searching for information.

People of all ages would be more likely to prefer communicate with a librarian through an online chat or through an e-mail after running into problems while searching for information.

**AGENDA ITEM:** CLSA System Communications and Delivery Program

**GENERAL OVERALL PROGRAM UPDATE:**

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

**Summary of 2006/07 System Annual Reports**

**Performance Objectives:** Under the policies adopted by the Board, each System is required to adopt two performance objectives for System Communications and Delivery in a format prescribed by the State Board. Additional performance objectives may be adopted by individual Systems to meet their own needs for management information and service improvement. Exhibit A displays performance objectives adopted by each System for the 2006/07 fiscal year and the degree of success in meeting each objective.

**Workload:** Exhibit B displays a summary of actual workload statistics for the 2006/07 fiscal year. In general, statistics are comparable to the previous year, with a slight increase in number of messages communicated (7%) and the number of items delivered (5.7%).

**Expenditures:** Exhibit C displays CLSA and local funds expended in support of System Communications and Delivery (C&D) services in 2006/07. Overall, 44% of the total budgeted for System C&D was expended from CLSA funds, and 56% was expended from local funds.

**RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:** Review of the 2008/09 System Plan of Service summaries (August 2008).

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

**SUMMARY OF 2006/07 COMMUNICATIONS & DELIVERY PERFORMANCE OBJECTIVES  
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
<b>BALIS</b>	<ul style="list-style-type: none"> <li>a. 95% of intrasystem messages will be received by addressees within 24 hours.</li> <li>b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met.</li> <li>b. Objective met.</li> </ul>
<b>BLACK GOLD</b>	<ul style="list-style-type: none"> <li>a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message).</li> <li>b. 98% of items sent by intrasystem delivery will be delivered within 2 working days.</li> </ul>	<p>a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. The Black Gold ATS office has had an internal web page for several years that posted committee minutes and other information for library members. For example, a database was established for staff representatives of the Children’s Services Committee, in which a variety of educational, entertainment, science, wildlife, environmental, and music information is shared. Information continues to be added to the web site, including frequent migrations to the new automated system.</p> <p>The two online catalogs have been effective with the staff and public and use has increased, as has the number of Interlibrary Loan requests.</p> <p>b. Objective met. Beginning in March 2007, Black Gold contracted with Central Courier, Inc. service of Ventura to provide full-route delivery, at a cost slightly less than what it cost Black Gold to deliver the service. After only a few runs, the courier service ran very smoothly.</p> <p>In 2006 a delivery run to Cal Poly was added to facilitate loans between Cal Poly and the Black Gold libraries. As a result, loans from Cal Poly have increased 25% over the previous year.</p>
<b>49/99</b>	<ul style="list-style-type: none"> <li>a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt).</li> <li>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective exceeded, due in part to a fax machine with broadcast capabilities and Internet email. Messages are sent to all members via fax and received more quickly. In addition, System staff will continue to utilize Internet email for communicating with members, greatly improving overall System communications.</li> <li>b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 3 working days or less.</li> </ul>

<p><b>INLAND</b></p>	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours.</p> <p>a. 90% of items sent by intrasystem delivery will be delivered within 1 working day.</p>	<p>a. Objective met. 98% of intrasystem messages were received within 24 hours.</p> <p>b. Objective exceeded. 96% of items sent by intrasystem delivery were delivered within 1 working day.</p>
<p><b>MCLS</b></p>	<p><u>Communications</u></p> <p>a. 90% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of all messages requiring a response will be answered within 2 working days.</p> <p>c. 177,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, email and delivery).</p> <p>d. 450 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via facsimile.</p> <p>e. 6,400 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via email.</p> <p><u>Delivery</u></p> <p>a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days.</p> <p>b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days.</p> <p>c. 65,000 items will be transported among member libraries by the System delivery vans.</p>	<p><u>Communications</u></p> <p>a-b. Objectives met. The majority of the messages were transmitted electronically.</p> <p>c. Objective met. Over 181,000 messages were transmitted among member libraries through all communications mechanisms.</p> <p>d. Objective met. Approximately 450 messages were transmitted between the MCLS Reference Center and member libraries via fax.</p> <p>e. Objective met. Approximately 6,900 messages were transmitted between the MCLS Reference Center and member libraries via email.</p> <p><u>Delivery</u></p> <p>a-c. Objectives met. Delivery continued on an alternating 5-day and 3-day a week schedule per route, carrying over 63,800 items during the year. Related non-CLSA activities of providing linkages with other systems were maintained.</p>

<b>MOBAC</b>	<ul style="list-style-type: none"> <li>a. 100% of intrasystem messages will be received by addressees within 24 hours.</li> <li>b. 100% of items sent by intrasystem delivery will be delivered within 1 to 4 working days.</li> <li>c. 121,132 items will be delivered during the fiscal year.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met.</li> <li>a. Objective met.</li> <li>c. Objective partially met. 112,680 were delivered.</li> </ul>
<b>MVLS</b>	<ul style="list-style-type: none"> <li>a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day).</li> <li>b. 100% of items sent by intrasystem delivery will be delivered within 3 working days.</li> <li>c. Develop a listing of workload factors and produce a spreadsheet that shows trends over a three year period.</li> </ul>	<ul style="list-style-type: none"> <li>a-c. Objectives met. The communication and delivery methods continue to function adequately. The use of email and Web-based information has increased in support of all programs.</li> </ul>
<b>NORTH BAY</b>	<ul style="list-style-type: none"> <li>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).</li> <li>b. 90% of items sent by intrasystem delivery will be received within 4 working days.</li> </ul>	<ul style="list-style-type: none"> <li>a-b. Objectives met. Delivery has declined 5.6% from last year due to the closure of the Fort Bragg branch of the Mendocino County Library for a major remodel. Although the preferred method for delivery of documents is via emailed PDF files, the fax machine is still a vital tool.</li> </ul>
<b>NORTH STATE</b>	<ul style="list-style-type: none"> <li>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</li> <li>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met. All libraries have fax machines and email accounts</li> <li>b. Objective partially met. Several libraries still have only one day per week delivery-- Del Norte, Lassen, Modoc, and Plumas counties. The rest of the North State member library met the objective.</li> </ul>

<b>PENINSULA</b>	<ul style="list-style-type: none"> <li>a. 98% of the intrasystem messages will be received within one hour.</li> <li>b. 98% of total items will be received within 3 working days (main library to main library).</li> <li>c. 8% 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).</li> <li>d. 2,700,000 items will be delivered during the fiscal year.</li> <li>e. 50% of all items to SVLS will be delivered within 3 working days.</li> <li>f. 50% of all items to BALIS will be delivered within 3 working days.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met.</li> <li>b. Objective met.</li> <li>c. Objective met.</li> <li>d. Objective partially met. 2,286,800 items were delivered.</li> <li>e. Objective met.</li> <li>f. Objective met.</li> </ul>
<b>SJVLS</b>	<ul style="list-style-type: none"> <li>a. All System messages to be sent in the most cost effective manner to: <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> </li> <li>b. To allow 100% of interlibrary loan and other materials to be delivered within 3 working days.</li> <li>c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.</li> </ul>	<p>a.-c. Objectives met. SJVLS operated 1 delivery van in 2006/07. Delivery between members continued to be stretched to capacity as use of the holds function increases and restricts on loans of materials are reduced. All member library staff have accounts on the System-run Exchange server, which allowed most messages to be delivered efficiently over the System network without going through the Internet. Most Internet messages are communication with other reference centers, the State Library, and direct communication with patrons. Agendas and minutes for System meetings are noticed via email, placed on shared network drives for easy access by all System members, and supplemented with posting to the System Web page. Use of a Web-based form for submitting reference questions and use of email continues to reduce the reliance on fax and telephone for reference center communications.</p>
<b>SANTIAGO</b>	<ul style="list-style-type: none"> <li>a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</li> <li>b. 90% of items sent by intrasystem delivery will be delivered within 4 working days.</li> <li>c. An online directory of staff at SLS libraries, hosted on the MCLS Web site will be maintained.</li> </ul>	<ul style="list-style-type: none"> <li>a. Objective met. Use of email has ensured receipt of many messages in less than 24 hours.</li> <li>b. Objective met. SLS contracts with MCLS for delivery service. Bi-annual satisfaction surveys continue to rate services as good to excellent.</li> <li>c. Objective met. The SLS directory is hosted on the MCLS Web site and SLS libraries are assigned passwords to access this information.</li> </ul>

<p><b>SERRA</b></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. 92% of items sent by intra system delivery were delivered within one working day. Those going to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, usually take two to three days longer. The smallest and most remote branches may occasionally require a week.</p> <p>b. Objective met. 90% of items were delivered in one working day. Serra contracted with a vendor to provide 4 day a week delivery service to System libraries in San Diego County, the Serra offices at San Diego Public, and San Diego State University. San Diego State University received twice weekly delivery and University of California San Diego had once weekly service. Associate member libraries received weekly delivery as needed. A total of 131,466 items were handled by all segments of Serra's delivery system.</p> <p>The February 22, 2007 Administrative Council/System Advisory Board meeting was video-conferenced. Thanks to the National City Public Library and the Brawley Public Library, members were able to participate from two locations.</p> <p>Representatives from both San Diego and Imperial Counties attended a Serra E-Rate workshop taught by Jackie Siminitus of AT&amp;T on August 16, 2006.</p> <p>Serra headquarters applied for 2007/08 E-Rate funding and will receive an 80% discount of telecommunications costs in the next fiscal year.</p> <p>The Serra Resource Librarian attended, <u>Moving Mountains: A Symposium Exploring Library Courier Services</u>, in Denver, September 14 – 15, 2006.</p> <p>Serra headquarters contributed materials on Serra System activities to the League of California Cities 2006 Annual Conference.</p>
<p><b>SILICON VALLEY</b></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>a. Objective met. 90% of all intrasystem messages were received within 24 hours, because all libraries and staff have email and Internet connections.</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>

<b>SILICON VALLEY</b> (cont'd)	d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days.	d. Objective met. 50% of all items sent to BALIS libraries and to MOBAC libraries were delivered within 7 working days.
<b>SOUTH STATE</b>	a. 90% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt).  b. 90% of items sent by intrasystem delivery will be received by the addressee within 3 working days.	a. Objective met. Extensive use of fax and email between SSCLS members and headquarters.  b. Objective met. MCLS contracts the delivery between member libraries and MCLS.

System Communications & Delivery Program  
2006/07 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	2,320	NA	69%	31%	NA	NU	33,425	98%	NU	1%	1%	NU	35,000
BLK GOLD	524,725	NU	24%	0.01%	5%	71% <sup>(a)</sup>	1,038,322	65%	33%	1%	0.5%	0.5%	71,058
49-99	3,970	NU	21%	3%	76%	NU	425,875	99%	NU	1%	NU	NU	73,500
INLAND	2,887	NA	72%	28%	NA	NA	152,571	NA	96%	1%	2%	1%	128,000
MCLS	181,546	NA	3%	4%	91%	2% <sup>(b)</sup>	63,787	97%	2%	1%	NU	NU	82,755
MOBAC	1,780	NA	55%	45%	NA	NU	112,680	NU	99%	NU	1%	NU	26,000
MVLS	16,000	NA	19%	19%	62%	NA	782,262	NU	99.8	0.1%	0.1%	NU	63,752
NO. BAY	48,251	NU	16%	2%	82%	NU	3,913,206	NU	99%	0.5%	0.5%	NU	207,480
NO. STATE	38,241	NA	1%	3%	96%	NU	543,159	69%	28%	1%	2%	NU	185,843
PENINSULA	355,575	NA	1%	0.6%	NA	98.4%	2,286,800	96%	NU	1%	3%	NU	52,000
SJVLS	588,947	14%	0.4%	0.02%	39%	46.8% <sup>(c)</sup>	511,777	99%	NU	0.5%	0.5%	NU	57,400
SANTIAGO	113,816	NA	81%	8%	11%	NU	13,000	NU	97%	3%	NU	NU	12,000
SERRA	19,465	NU	20%	15%	62%	3% <sup>(d)</sup>	131,466	NU	98%	1.5%	0.5%	NU	48,570
SVLS	11,000	NU	46%	27%	27%	NU	31,000	NU	98%	2%	NU	NU	NA
SO. STATE	4,060	NU	43%	21%	36%	NU	1,255	NU	99%	1%	NU	NU	9,670
<b>TOTALS</b>	<b>1,912,583</b>	<b>4%</b>	<b>14%</b>	<b>2%</b>	<b>28%</b>	<b>52%</b>	<b>10,040,585</b>	<b>42%</b>	<b>55%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1,053,028</b>

N/A - Not Available

NU - Not Used

<sup>(a)</sup> Holds placed on automation systems

<sup>(b)</sup> Delivery

<sup>(c)</sup> Horizon reserve messages

<sup>(d)</sup> UPS, US Mail

Communications and Delivery Expenditures for FY 2006/07  
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 44,718	\$ 12,740	\$ 57,458
BLACK GOLD	49,598	27,764	77,362
49-99	43,216	49,832	93,048
INLAND	95,210	2,110	97,320
MCLS	88,974	38,428	127,402
MOBAC	45,346	23,964	69,310
MVLS	76,670	17,322	93,992
NORTH BAY	64,390	220,802	285,192
NORTH STATE	98,187	11,999	110,186
PENINSULA	35,224	252,890	288,114
SJVLS	58,593	436,132	494,725
SANTIAGO	40,595	4,780	45,375
SERRA	61,378	17,158	78,536
SILICON VALLEY	34,441	354	34,795
SOUTH STATE	35,780	0	35,780
TOTAL	\$ 872,320	\$ 1,116,275	\$ 1,988,595

**AGENDA ITEM:** System Advisory Board

**GENERAL OVERALL PROGRAM UPDATES:**

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

**Summary of 2006/07 System Annual Reports**

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

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

**Expenditures:** Most System Advisory Boards continue to be hampered in their efforts to develop active Boards by the slowness of appointments by the governing bodies of member jurisdictions. Exhibit B displays CLSA and local funds expended in support of the System Advisory Board (SAB) Program in 2006/07.

**RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:** Review of the 2008/09 System Plan of Service summaries (August 2008).

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

**SUMMARY OF 2006/07 SYSTEM ADVISORY BOARD PERFORMANCE OBJECTIVES  
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

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

<p><b>BALIS</b> (cont'd)</p>	<p>local and statewide.</p> <ol style="list-style-type: none"> <li>2. Co-host a system-wide library issues breakfast with SABs from SVLS and BALIS (federal, state, local, lawmakers invited).</li> <li>3. Attend CLA Legislative Day and/or Day in the District.</li> </ol> <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> <li>1. Participate in planning and evaluation of SAB objectives for FY 2007/08.</li> <li>2. Evaluate activities for the year and make recommendations as appropriate.</li> <li>3. Review the System annual Plan of Service and make recommendations to the Administrative Council.</li> </ol>	<ol style="list-style-type: none"> <li>2. Objective met. Various members attended.</li> <li>3. Objective met. Various members attended.</li> </ol> <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> <li>1. Objective met. A subcommittee of two SAB members worked on the planning and objectives for next year.</li> <li>2. Objective met. Completed at May meeting.</li> <li>3. Objective met. Completed at May meeting.</li> </ol>
<p><b>BLACK GOLD</b></p>	<ol style="list-style-type: none"> <li>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.</li> <li>b. Each member will become familiar with the System Plan of Service, FY 2006/07. 100% participation is expected.</li> <li>c. SAB will continue library advocacy and public awareness activities in the counties of San Luis Obispo, Santa Barbara and Ventura. 100% participation is expected.</li> <li>d. 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.</li> </ol>	<ol style="list-style-type: none"> <li>a. Objective met. SAB contacted Friends of the Library groups and explained Black Gold's library service role and extended an invitation to attend its spring workshops. One workshop session focused on communities and libraries working together. Another session covered creative fundraising</li> <li>b. Objective met. SAB members reviewed the FY 2006/07 Plan of Service and drafted its objectives for the FY 2007/08 Plan of Service at its April 2007 meeting.</li> <li>c. Objective met. The library advocacy activity by the Black Gold SAB members was achieved through letters, phone calls, online broadcast email messages and personal meetings with local and state government officials, as well as attendance at CLA Legislative Day in Sacramento and at CALTAC meetings.</li> <li>d. Objective met. The SAB's four photo essay exhibits depicting historical aspects of California's central coast life for members of four heritages were displayed in Santa Maria, September 16-25, 2006.  The "Native Americans on the Central Coast" exhibit was displayed at La Purisima Mission State Historical Park in Lompoc, April 30 – September 12, 2007. The Park counted 1460 visitors at the exhibit. Repairs and refurbishment are scheduled so that the exhibit can go out on loan again.</li> </ol>

<b>BLACK GOLD</b> (cont'd)	e. Develop a workshop aimed at Friends of the Library and other citizen support groups and library staff focusing on working effectively to support the library.	e. Objective met. The SAB twice presented a very well received workshop entitled "Friends Helping Friends: Library Supporters Sharing Ideas." The first was presented to 81 participants at San Luis Obispo City-County Library on April 20, 2007; the second to 50 participants at Santa Barbara Public Library on April 24, 2007.
<b>49/99</b>	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. c. SAB members will evaluate System services. d. SAB members will inform state legislators, local officials, and community groups about the needs of libraries. 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. 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.	a. Objective partially met. The Plan of Service was transmitted to all System Advisory Board members; only one responded. b. Objective met. One SAB member attended the May 2007 Administrative Council meeting. c. Objective met. One SAB member offered comments on system services at the May 2007 meeting d. Objective may have been met. This may have been done informally, but no reports were received. e. Objective not met. The small number of Board members has not been conducive to formal evaluation and planning. 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.
<b>INLAND</b>	a. 75% of SAB members will regularly attend Board meetings. 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. c. The SAB will attempt to heighten awareness of the System among residents of the Inland service areas.	Objectives a-c partially met. Inland staff hosted one SAB meeting, attended by three SAB members. Staff presented an overview of System responsibilities and activities and reviewed the 2007/2008 System Plan of Service and the 2007/08 Budget with the SAB members.  System staffing shortages and related issues prevented Inland staff from planning, hosting additional SAB meetings or activities.
<b>MCLS</b>	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. 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. c. 100% of SAB members will be able to inform legislators about the needs of libraries.	Objectives a-d were partially met. System Advisory Board members were invited to attend two meetings: a SAB orientation meeting scheduled for a Saturday morning in October and the May Administrative Council meeting. Although the Saturday meeting was scheduled as suggested by some SAB members, the meeting had to be cancelled for lack of attendance. With the transition to a new System Director who began in November, there wasn't time to plan another orientation meeting. There was however, a good turnout of SAB members who attended the May Administrative Council meeting, where they were updated on MCLS activities and current legislation. Minutes from the Council and committee meetings are posted on the MCLS Web site.

<b>MCLS</b> (cont'd)	d. 100% of SAB members will be knowledgeable on MCLS committees.	
<b>MOBAC</b>	<p>a. Meetings: At meetings of Commissions and Friends' group, Administrative Council member will discuss System services.</p> <ol style="list-style-type: none"> <li>1. A subcommittee will meet to assist with development of the System Plan of Service.</li> <li>2. The Council and representatives from the public libraries' friends or commissions will meet to discuss, review and evaluate the Plan of Service.</li> </ol> <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 2007 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.</p> <p>b. Meeting Content: Objective met.</p> <p>c. Legislative and Advocacy Activities: Objective met.</p> <p>d. Planning and Evaluation: Objective met.</p>
<b>MVLS</b>	a. Explore ways that the SAB members can assist the Administrative Council in the evaluation, development and implementation of services.	a. Objective not met. Not all vacancies on the Board were filled during the reporting period. It is difficult to encourage volunteers to accept a position on a Board with such limited funding. Several SAB representatives attended a joint North Bay Cooperative Library System and Mountain Valley Library System luncheon in St. Helena. A Public Library Association (PLA) publication, <u>Libraries, Prosper with Passion, Purpose and Persuasion! A PLA Toolkit for Success</u> was purchased for each public library to use in training staff, Trustees, Friends, and community members.
<b>NORTH BAY</b>	<p>a. All public libraries will be represented on the SAB.</p> <p>b. All of the SAB members will understand NBCLS services well enough to give brief presentations about the System to local community groups</p>	<p>a. Objective partially met. The System still lacks representation from all 12 public libraries. It is increasingly difficult for member libraries to find volunteers that are willing to serve on a board that doesn't have a budget large enough to engage in any significant activity.</p> <p>b. Objective partially met. SAB members' attendance at meetings with elected officials throughout the year was well attended.</p>

<p><b>NORTH BAY</b> (cont'd)</p>	<p>and jurisdictional governing bodies.</p> <p>c. A representative from the SAB will attend the Board of Directors' meetings and any other committee meetings as appropriate.</p> <p>d. The SAB will review and contribute to the FY 2006/07 NBCLS Plan of Service.</p> <p>e. The SAB will review and evaluate activities of the 2005/06 SAB, and will plan a timeline for 2006/07 activities.</p> <p>f. The SAB will review CLSA System programs in NBCLS and make recommendations to the Board of Directors.</p>	<p>c. Objective met. In addition to Board of Director's meetings, a special luncheon was held with NBCLS Board and SAB members, plus representatives from various libraries' Friends Groups, Commissions, and Boards of Trustees. Directors and SAB members from MVLS also attended the luncheon.</p> <p>d. Objective not met. The Plan of service was sent to all SAB members, but no comments were received.</p> <p>e. Objective not met. No comments were received.</p> <p>f. Objective not met. No recommendations received.</p>
<p><b>NORTH STATE</b></p>	<p>a. 100% of the SAB members will submit written and/or oral reports of Board and System activities to their respective appointing bodies and memoranda to NSCLS Administrator.</p> <p>b. SAB members will present the Council of Librarians with information about their community service needs and library activities.</p> <p>c. SAB members will share information about library activities with other SAB members and local friends groups.</p> <p>d. SAB members will continue to learn about and contribute to the System by attending a combined 15 committee meetings, 3 training events, and 4 Council meetings.</p> <p>e. 100 % of SAB members will have the opportunity to review and contribute to the 2006/07 System Plan of Service and to evaluate System services.</p> <p>f. The SAB members will review and evaluate the activities of FY 2005/06 and prepare a plan for FY 2006/07's SAB activities.</p> <p>g. SAB members will encourage their libraries to improve services to the geographically isolated.</p>	<p>a. Objective met. The System provided detailed information to SAB members to present to their respective appointed bodies.</p> <p>b. Objective partially met. Two SAB meetings were cancelled due to lack of a quorum. SAB members were present at two Council meetings. One SAB member was present at California Library Association meeting in Sacramento.</p> <p>c. Objective met. Information sharing took place at SAB meetings.</p> <p>d. Objective met. In addition, there was a tour of the System Headquarters conducted for new SAB members.</p> <p>e. Objective met. 100% of SAB members had the opportunity to review and contribute to the 2006/07 Plan of Service via email and the SAB planning session.</p> <p>f. Objective met. All SAB members were sent copies of the 2005/06 Plan of Service prior to the planning session for 2006/07.</p> <p>g. Objective met.</p>

<p><b>PENINSULA</b></p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> <li>1. An orientation will be held in September for new members and staff.</li> <li>2. Administrative Council members will be invited to attend all of the SAB meetings.</li> <li>3. At least 50% of SAB members will attend workshops pertinent to serving as SAB members.</li> <li>4. SAB members will receive all Administrative Council agendas and may attend Administrative Council meetings.</li> </ol> <p>b. Meeting Content:</p> <ol style="list-style-type: none"> <li>1. Time will be provided at each SAB meeting to discuss community needs and views for library service.</li> <li>2. Time will be scheduled at each meeting for SAB members to ask questions and/or exchange information about System services.</li> <li>3. Each SAB agenda will include the opportunity for SAB members to share local library information.</li> </ol> <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> <li>1. Each SAB member will serve as public relations representative for local libraries.</li> <li>2. 100% of SAB members will be able to understand System services well enough to give a brief report to the jurisdictions they represent.</li> <li>3. The PLS SAB will work with the BALIS and SVLS SABs to develop a workshop for friends and commissions in the three System area.</li> <li>4. The SAB members from PLS, BALIS and SVLS will have a</li> </ol>	<p>a. Meetings:</p> <ol style="list-style-type: none"> <li>1. Objective met. An orientation was held in September.</li> <li>2. Objective met. Administrative Council members received all SAB agendas inviting them to attend.</li> <li>3. Objective partially met. SAB members attended a variety of workshops; workshops were open to all SAB members.</li> <li>4. Objective met. Selected SAB members were given Administrative Council agendas and were encouraged to attend Council meetings.</li> </ol> <p>b. Meeting Content:</p> <ol style="list-style-type: none"> <li>1. Objective met. The community needs of member libraries were discussed and how members approached meeting them.</li> <li>2. Objective met. System projects/services were scheduled for discussion at each meeting.</li> <li>3. Objective met. Each SAB agenda has time for sharing library news.</li> </ol> <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> <li>1. Objective met. Each SAB member reports to his/her local jurisdiction on System activities.</li> <li>2. Objective met. SAB members are informed of System services, and most report to their library commissions and /or Friends groups.</li> <li>3. Objective changed. SAB members expressed an interest in presenting this workshop; however, a survey conducted with members showed other community activities of higher importance to them. Members elected to not hold this workshop in favor of attending other workshops and participating in local library activities.</li> <li>4. Objective not met. The event was scheduled and announced; it</li> </ol>
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<p><b>PENINSULA</b> (cont'd)</p>	<p>Saturday morning breakfast meeting to discuss issues of mutual interest.</p> <p>d. Legislative/Advocacy Activities:</p> <ol style="list-style-type: none"> <li>1. The SAB will co-host a Systemwide library issues breakfast with the SAB from SVLS and BALIS (federal, state, local lawmakers invited).</li> <li>2. At least one SAB member will represent the SAB at CLA's Legislative Day or attend Day in the District.</li> </ol> <p>e. Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.</p>	<p>was canceled due to lack of attendance.</p> <p>d. Legislative/Advocacy Activities:</p> <ol style="list-style-type: none"> <li>1. Objective met.</li> <li>2. Objective met. Various members participated in both events.</li> </ol> <p>e. Evaluation: Objective met. The SAB provided a self-evaluation at its May 2006 meeting.</p>
<p><b>SJVLS</b></p>	<p>a. 100% of SAB members will be knowledgeable about System services.</p> <p>b. 100% of SAB members will be able to give a presentation regarding System services in their local jurisdiction.</p> <p>c. 100% of SAB members will be knowledgeable about CLSA services.</p> <p>d. 100% of SAB members will be knowledgeable about their local library services.</p> <p>e. SAB members will provide information whenever necessary to help the Administrative Council in evaluating and in providing improved services at the System level.</p> <p>f. Continue to distribute public awareness program materials and evaluate program effectiveness.</p>	<p>a. Objective partially met. SAB members currently appointed were knowledgeable of System services through meetings, printed products, orientation, and site visits. Vacancies and poor attendance made it impossible to fully achieve this objective. Members who attended struggled with the role and need for an advisory council.</p> <p>b. Objective met. Members made informal contacts within their jurisdictional areas.</p> <p>c. Objective partially met. SAB members currently appointed (66% of total positions) were knowledgeable of CLSA services through meetings, printed products, orientation, and site visits. Vacancies and poor attendance made it impossible to fully achieve this objective.</p> <p>d. Objective partially met. SAB members were knowledgeable of local library services through meetings, printed products, orientations, and site visits. Vacancies made it impossible to fully achieve this objective.</p> <p>e. Objective not met.</p> <p>f. Objective partially met.</p>
<p><b>SANTIAGO</b></p>	<p>a. The SAB will attend a joint SLS Council/SAB meeting in April to review the Plan of Service.</p>	<p>a. Objective met. The SAB met on May 23, 2007 at a joint SLS Council/SAB meeting and reviewed and approved the 2007/08 Plan of Service.</p>

<p><b>SANTIAGO</b> (cont'd)</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 one SAB member may attend a California Association of Library Trustees and Commissioners (CALTAC) Workshop in Library Leadership and/or other library related events, to become more aware of the roles and responsibilities of advisory board members, and will report back to the SAB about the event.</p> <p>d. SAB members will, in consultation with their library directors, promote library services and educate community members about library services and the library's role in the educational system.</p>	<p>b. Objective met. At least one SAB member attended the four SLS Council meetings. The joint SLS Council/SAB meeting was attended by one SAB members.</p> <p>c. Objective met. Members of the SAB attended library-related events in their communities.</p> <p>d. Objective met. All SAB members represented libraries and promoted library services in their community.</p>
<p><b>SERRA</b></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 four times during the year with the Administrative Council. A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings.</p> <p>b. Objective met. The System Advisory Board approved the Serra Children's Services Committee's proposal to fund purchasing <u>Nursery Rhymes, Songs and Fingerplays</u> developed by PLA for the children's departments of all Serra libraries to give to parents of toddlers.</p> <p>c. Objective partially met. A new alternate representative joined the SAB from the San Diego Public Library and received an updated information packet about Serra and the SAB.</p> <p>d. Objective met. The SAB reviewed the Plan of Service and Budget at the May 2007 joint meeting.</p> <p>e. Objective met. The SAB member for San Diego Public Library reports on System activities regularly at the monthly meetings of the San Diego City Board of Library Commissioners.</p> <p>f. Objective met. See a. and b. above.</p> <p>g. Objective met. See a. above.</p>
<p><b>SILICON VALLEY</b></p>	<p>a. Meetings: An orientation will be held in September for new members. A subcommittee will meet in April to assist with the development of the</p>	<p>a. Meetings: Objective met. All meetings were held on schedule in a public format.</p>

<p><b>SILICON VALLEY</b> (Cont'd)</p>	<p>Plan of Service. A meeting will be held in May to review the Plan of Service.</p> <p>b. Meeting Content: Orientation for new members (September) Sub-committee Development of 2007/08 Plan of Service (April) Review/approve 2007/08 (May)</p> <p>c. Legislative and Advocacy Activities:</p> <ol style="list-style-type: none"> <li>1. The SVLS SAB will co-host a System-wide Library Issues Breakfast with the SAB from PLS. This annual breakfast is a popular event for local elected officials.</li> <li>2. The libraries' Commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation. <ul style="list-style-type: none"> <li>• The Annual CLA Day in the District will be held in January.</li> <li>• The Annual CLA Legislative Day will be held in April.</li> <li>• The SAB members from SVLS, BALIS and PLS will have a Saturday morning breakfast meeting to discuss issues of mutual interest.</li> </ul> </li> </ol> <p>d. Planning and Evaluation: The SVLS SAB will evaluate the success of their activities in May 2007.</p>	<p>b. Meeting Content: Objective met. All meetings were held on schedule in a public format.</p> <p>c. Legislative and Advocacy Activities:</p> <ol style="list-style-type: none"> <li>1. Objective met.</li> <li>2. Objective met. The libraries' Commissions and Friends' groups participated in CLA Day in the District and Legislative Day in Sacramento. <ul style="list-style-type: none"> <li>• Objective met.</li> <li>• Objective met.</li> <li>• Objective not met. The Saturday morning breakfast was scheduled and announced; however, it was canceled due to lack of attendance.</li> </ul> </li> </ol> <p>d. Planning and Evaluation: Objective met. At the May 2007 meeting, members reviewed the SAB activities for the previous year and found all events successful.</p>
<p><b>SOUTH STATE</b></p>	<p>a. 100% of SAB members will familiarize themselves with the 2006/07 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>a. Objective met. 2006/07 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged.</p> <p>b. Objective partially met. SAB members were notified of each System Administrative Council meeting. No SAB members attended any of the 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><b>SOUTH STATE</b> (cont'd)</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>d. Objective met. SAB members were encouraged to participate in CLA Legislative Day and annual CLA Conference.</p> <p>e. Objective met. The SAB supported the children's reading program at South State libraries.</p>
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Summary of System Advisory Board Expenditures for FY 2006/07  
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 364	\$ 886	1,250
BLACK GOLD	1,578	1,245	2,823
49-99	1,050	150	1,200
INLAND	1,519	0	1,519
MCLS	2,439	0	2,439
MOBAC	412	0	412
MVLS	1,554	0	1,554
NORTH BAY	697	0	697
NORTH STATE	5,113	0	5,113
PENINSULA	478	1,945	2,423
SJVLS	1,564	2,337	3,901
SANTIAGO	155	0	155
SERRA	1,922	6	1,928
SILICON VALLEY	859	0	859
SOUTH STATE	2,104	0	2,104
TOTAL	\$ 21,808	\$ 6,569	\$ 28,377

ACTION

**AGENDA ITEM:** Recommended 2008/09 CLSA Budget

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board adopt the proposed 2008/09 CLSA budget, reduced by \$1.434 million in the preliminary state budget, as displayed in the chart entitled "Recommended 2008/09 CLSA Baseline Budget by Program," and that the chart be included in the minutes of this meeting.

**BACKGROUND:**

The Board took action at its October 2007 meeting by teleconference, to approve the 2007/08 CLSA baseline budget with a \$7 million reduction in the Transaction Based Reimbursements (TBR) Program. In the Governor's preliminary budget released in January 2008, the TBR was further reduced by \$1,434,000; bringing the total TBR budget to \$10,182,000 in fiscal year 2008/09.

State Library staff sought clarification from the Department of Finance on how the 10% reduction was to be applied to CLSA Programs—across the board against all programs or just TBR. The 10% cut is clearly a reflection of the total CLSA budget allocation of \$14,342,000; however, the Department of Finance responded that the reduction was targeted for Interlibrary Loan and Direct Loan programs only, which applies more than a 10% cut to TBR and leaves System-level programs at the 2007/08 level. The chart on the next page is how the reduction will be applied to CLSA. Based on current levels of projected activity, the 2008/09 TBR allocation would reimburse participants at less than 38% of the total cost of the program.

**Recommendation:** Staff is recommending that the Board adopt the scheduled CLSA baseline with a reduced budget for fiscal year 2008/09.

**RELATED ISSUES TO COME BEOFRE THE BOARD IN THE FUTURE:** If further reductions beyond the 10% are required for 2008/09, the Board will need to revisit this issue in August.

Relevant Committee: Budget and Planning

Staff Liaison: Sandy Habbestad

*Doc 12041*

**RECOMMENDED 2008/09 CLSA BASELINE BUDGET BY PROGRAM**

<b>PROGRAM</b>	<b>2007/08 CLSA BASELINE BUDGET</b>	<b>2008/09 REDUCTION</b>	<b>2008/09 CLSA BASELINE BUDGET</b>	<b>PERCENTAGE REDUCED</b>
Transaction Based Reimbursements	\$ 11,616,000	(\$1,434,000)	\$ 10,182,000	12.35%
Consolidations & Affiliations	-0-	-0-	-0-	
Statewide Data Base	-0-	-0-	-0-	
System Advisory Boards	27,260	-0-	27,260	0%
System Reference	1,608,340	-0-	1,608,340	0%
System Communications & Delivery	1,090,400	-0-	1,090,400	0%
System Planning, Coordination, & Evaluation	-0-	-0-	-0-	
Statewide Communications & Delivery	-0-	-0-	-0-	
State Reference Centers	-0-	-0-	-0-	
<b>Total</b>	<b>\$14,342,000</b>	<b>(\$1,434,000)</b>	<b>\$12,908,000</b>	<b>10.0%</b>

**LIBRARY OF CALIFORNIA BOARD  
LEGISLATIVE TRACKING**

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

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

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

Actions:

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

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

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

- PLF

Actions:

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

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

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

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

Actions:

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

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

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

### **Homework Assistance**

4/07 Adopted a position of support for AB 1233, Homework Assistance.

### **Legislation**

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

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

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

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

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

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

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

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

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

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

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

### **Library Construction/Facilities**

- 2/99 Adopted a position of support for SB 3, public library construction and renovation bond act.
- 5/02 Adopted a position of support for SCA 10, the Senate Constitutional Amendment, which would amend the state constitution to allow the voters to approve a bond for public library facilities with a 55% majority, rather than a two-thirds majority, and would also allow ad valorem tax on real property to exceed the 1% limitation to pay for library facility bonds.
- 2/03 Adopted a position of support for SB 40 and AB 222, which propose a public library construction bond measure for 2004.
- 10/05 Adopted a position of support for SB 1161, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act, which is on the ballot for the June 2006 election.
- 4/07 Adopted a position of support for SB 156, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2008.

### **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.
- 4/07 Adopted a position of support for AB 1030, Literacy and English Acquisition Services, young adult component.

### **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.
- 4/07 Adopted a position of support for AB 333, School libraries: online databases: subscriptions

### **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.



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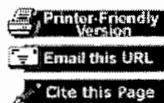
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## NEWS

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Contact: Andy Bridges  
ALA Washington Office  
202-628-8410

For Immediate Release  
February 4, 2008

### Libraries nationwide to benefit from President Bush's proposed budget

WASHINGTON — The American Library Association (ALA) applauds the funding increases for libraries proposed in President Bush's fiscal year (FY) 2009 budget, released this morning. The increases in library funding proposed by the President will mean that many of America's libraries can continue to provide key programs and services to their communities, like bookmobiles and public access to the Internet.

In a budget where domestic discretionary spending was severely restricted and funding for 151 programs was cut or eliminated, the Library Services and Technology Act saw several key increases. Included in LSTA, the most important federal legislation affecting libraries, are the following totals:

- \$171.5 million for state grants, an increase of \$10.6 million over FY 2008; this funding increase ensures that smaller states will have the resources to serve their populations, a priority the Congress recognized in 2003;
- \$12.715 million for the National Leadership Grants for Libraries, an increase of \$556,000 over FY 2008;
- \$26.5 million for the Recruitment of Librarians for the 21st Century, an increase of \$3.16 million over FY 2008;
- \$3.717 million for Native Americans Library Services, an increase of \$143,000 over FY 2008; and
- \$3.5 million for library policy, research, and statistics (included in the administration total), an increase of \$1.54 million over FY 2008; this will help libraries identify the programs that most effectively serve users.

"This budget is fantastic news for library users across the country," said ALA President Loriene Roy. "LSTA is a vital funding source for American citizens, especially children. LSTA monies go toward helping people of all backgrounds achieve literacy, including those with disabilities."

"Across the country, libraries use LSTA funding for a wide variety of access services," Dr. Roy added, "including workshops on career information, family literacy classes, homework help and mentoring programs, information on religions and other cultures, access to government information, and so much more."

"ALA thanks President Bush for recognizing that library services contribute so much to the American people and urges Congress to pass this budget with the proposed LSTA numbers."

#

The Library Services and Technology Act (LSTA) is the only federal program exclusively created for libraries, and is administered by the Institute of Museum and Library Services (IMLS). The law's definition of a library includes institutions of all types and sizes, such as public, academic, research, school, state, and even digital libraries. The law includes grants for Native American and Native Hawaiian library services, as well as National Leadership grants aimed at education and training, research and demonstration projects, the preservation of library materials, and model projects between libraries and museums.

LIBRARY OF  
CALIFORNIA  
BOARD

Same letter sent to Senators Feinstein and Boxer

November 01, 2007

The Honorable Nancy Pelosi  
Speaker of the House of Representatives  
Rayburn Building #2371  
Washington, D.C. 20515

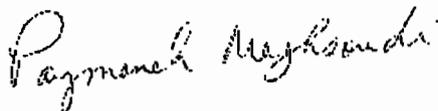
Dear Madame Speaker:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I urge you to support the proposed level of \$171,500,000 for the Library Services and Technology Act (LSTA) state grant program. This allocation to State Library Agencies will allow for full implementation of the 2003 law to provide a more equitable distribution of state formula grants.

LSTA is the only federal program solely devoted to aiding libraries and it consolidates federal library programs, while extending services for learning and access to information resources in all types of libraries (public, school, academic, special) for individuals of all ages. The Act, administered by the Institute of Museum and Library Services (IMLS), is distributed through state library agencies to individual libraries via formula grants. There is a requirement for a state match, which helps stimulate approximately \$3 to \$4 for every federal dollar invested.

I hope that you will support this endeavor since it is critical for California's Libraries. Thank you for your consideration and continued support of library-related services.

Sincerely,



Paymaneh Maghsoudi, President  
Library of California Board

Cc: Members, Library of California Board

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](http://www.library.ca.gov)  
[csiloc@library.ca.gov](mailto:csiloc@library.ca.gov)



CALIFORNIA  
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## **THE "SPECIAL SESSION ON THE BUDGET"**

### **STATE LIBRARY PROGRAMS ARE REVIEWED, BUT NO ACTION TAKEN**

[More Info](#)

As we previously reported, in January Governor Schwarzenegger released his much-anticipated January Budget proposal to address the \$14.5 billion state deficit. Following the release of the Budget, the Governor simultaneously declared a "fiscal emergency" and called for a "Special Session of the Legislature to immediately address the Budget and cash shortfall." While the Budget deficit hovers around \$14.5 billion, many insiders in the Capitol predict that the shortfall is growing daily, and the real figure could be more in the neighborhood of \$17 billion. Inclusive in the \$14.5 billion deficit is a \$3.3 billion over-run in the current year of the Budget - 2007-08, after Budget assumptions did not materialize in 2007, and the economy continued to flatten.

In an effort to comply with the "Special Session" declaration, recently the Senate Budget Committee, Chaired by Senator Denise Ducheny began holding a series of informational hearings on specific areas of the Budget, such as local government, corrections, and health and welfare, where the Governor is asking for deep cuts in the current year Budget. Meanwhile, the Assembly has tasked its various Budget Subcommittees to review specific current year proposals as well.

As we noted in our January memo, the Governor's Budget does not cut any state library programs, such as the Public Library Foundation, literacy programs, or the Transaction Based Reimbursement in the current year, but Governor Schwarzenegger is recommending a cut to the PLF as well as the TBR in the Budget year (2008-09). Specifically, the Governor is suggesting that the 10 percent across-the-board cut strategy, that he is recommending for virtually every area of state government, be applied to the PLF and the TBR. The proposed cut to the Public Library Foundation would be \$1.4 million and the proposed cut to the Transaction Based Reimbursement would be \$1.4 million. The State Library is also facing a proposed cut of \$1.6 million in State Operations.

Recently, the Assembly Budget Subcommittee on Education Finance convened to discuss the overall impact of the 2008-09 Budget on State Library programs. The extensive nature of the hearing was somewhat unexpected, as the subcommittee was supposed to be considering only current year cut issues. Instead, the subcommittee asked the State Library to review at least six of their Budget-related programs, as well as discuss the status of the new Integrated Library System and their temporary relocation during the renovation of the Library and Courts building. At the hearing, the State Library and CLA lobbyists were present to explain the various programs, provide historical context, and answer specific questions. The State Library was flanked during testimony by representatives of the Department of Finance (who were there to justify their Budget), as well as the non-partisan Legislative Analyst's Office (who provided a neutral analysis). The focus of the subcommittee was best summed up by

member Assemblyman Sandre Swanson who offered, "The Legislative Analyst has cautioned that we need to look at the total picture - how programs are affected and where federal matching grant dollars are affected." The Department of Finance representative countered, "We tried to look at each General Fund program evenly, rather than hit one too hard." He then later added, "We understand the cuts are painful and will result in a decrease in services."

During the discussion regarding the Transaction Based Reimbursement, Assemblywoman Jean Fuller wondered if consideration could be given to charging a "fee for service for one year." She noted that she was a supporter of the program, and was looking for creative ways to possibly charge those jurisdictions that were larger borrowers. The State Library was effective in communicating the difficulties associated with a fee system, and explained the concept of reimbursing for the net-imbalance of borrowing.

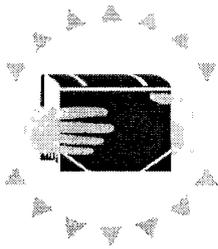
When the discussion shifted to the Public Library Foundation, the Department of Finance and Legislative Analyst's Office engaged in a spirited debate regarding the 10 percent state obligation to fund the PLF in statute. Finance representatives noted that the "state has never met the statutory target. In good Budget years, it has been up to \$60 million. In bad years, they faced cuts." The Legislative Analyst's Office then argued, "It is the legislature's intent that you would cover this base...The program has just endured a recent cut of \$7 million. Don't get too distracted by the 10 percent match. You are not funding a bureaucracy. These are real cuts to local libraries." CLA then offered our perspective, noting that we were the sponsors of the PLF legislation, and subsequently offered some historical comments on how the program was developed and how devastating the recent cuts have been to public libraries. We added, "We can think of no other program in the Budget in the area of education or local government that has been cut so much...We would like to start reducing the downward trend." Assemblywoman Fuller and Chair Assemblywoman Brownley asked the State Library and CLA if they would be willing to work with the subcommittee to determine either: 1) areas where we would recommend targeted cuts, or 2) just allow the Governor's 10 percent across-the-board approach to stand. We both concurred that we would be more than willing to work with the subcommittee in the coming weeks.

The legislature will be facing a deadline to comply with the Governor's "Special Session on the Budget" of February 23. At that time, they will be asked to make immediate emergency cuts or a series of deferrals (e.g. delaying normal June payments to local government and schools to August or September). We have spoken to several sources who have indicated that the legislature is likely to embrace an approach that would be a combination of accepting the Governor's deferral proposals, as well as some deep cuts to K-12 education and community colleges. It is rumored that the legislature will attempt to complete this task, in an accelerated schedule, in order to act before the Legislative Analyst can release her "Perspectives and Initiatives" report - a comprehensive look at the state's

most current cash projections, funding obligations, and Governor's proposals. The Legislative Analyst's Report, which may paint a bleaker picture, is scheduled to be released on February 20.

After the legislature concludes work on the "Special Session on the Budget", the subcommittees will begin meeting again in March and April to address the 2008-09 Budget - wherein action on the State Library issues will take place. We will provide you with the dates of the library hearings when they are announced so that you can begin contacting members of the two subcommittees.

**Submitted by** Mike Dillon and Christina Dillon, CLA Lobbyists



# CLA FACTS

California Library Association  
717 20<sup>th</sup> Street, Suite 200  
Sacramento, CA 95814  
916-447-8541  
[info@cla-net.org](mailto:info@cla-net.org)  
[www.cla-net.org](http://www.cla-net.org)

## DRAFT

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## RESOURCE SHARING PROGRAMS

### ACTION REQUESTED

***Fund Transaction Based Reimbursement (TBR) at the approved reimbursement rates and expected usage level. Approximately, \$15.2 million in additional dollars required over proposed program budget for 2007/2008. Program scheduled for 10% reduction in 2008/2009.***

### GOAL

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

### BACKGROUND

For 30 years Californians have had the opportunity to use any public library in the state to check out books and materials and use other library services through a CLSA program called Transaction Based Reimbursement (TBR). Because of TBR, library customers who reside in one city or county but choose to use the books, materials or services of another city or county library jurisdiction can do so without having to pay a fee. Similarly, a public library in one jurisdiction can borrow from another jurisdiction without paying a fee.

### TRANSACTION BASED REIMBURSEMENT (TBR) PROGRAM

The TBR program reimburses local libraries for loaning books and materials to other libraries' residents. Both direct loan (where the customer comes into the library) and interlibrary loan (where materials are delivered to customer's library) are reimbursed. For many years the TBR program has not been funded at the expected usage level and the reimbursement rate approved by the State Department of Finance. In 2006/2007, the State provided all Californians with access to the extensive information resources provided by libraries across the state; however, because the program was not fully funded, libraries were reimbursed at 80% of their cost (\$0.55 per item). A state investment of \$0.68 per item would have reimbursed libraries 100%. In 2007/2008 the TBR appropriation was reduced by \$7 million (from \$18.616 million to \$11.616 million), even though expected usage would require an additional \$15.2 million dollars to reimburse participating libraries; the estimated reimbursement for California libraries will be 43% of cost. The Governor's proposed 2008/2009 budget reduces TBR by 10% from \$11.616 million to \$10.182 million; the estimated reimbursement for California libraries will be less than 38%.

#### DIRECT LOAN

- Over 31.4 million items loaned in 2006/2007
- 176 public libraries participated in Direct Loan

#### INTERLIBRARY LOAN

- Over 2.39 million items loaned in 2006/2007
- 151 public and 82 non-public libraries participated in Interlibrary Loan

### OTHER CLSA PROGRAMS

- Programs include support for reference service, material delivery and communication networks which are scheduled for a 10% reduction in 2008/2009.

GOVERNOR ARNOLD SCHWARZENEGGER

December 20, 2007

Ms. Paymaneh Maghsoudi  
President  
Library of California Board  
900 N Street  
Suite 500  
Post Office Box 942837  
Sacramento, California 94237

Dear Ms. Maghsoudi,

Thank you for writing about funding for the Public Library Foundation and the Transaction Based Reimbursement programs. Since you represent our state's public libraries, it was especially good to hear your thoughts.

As Governor, I am committed to enacting a state budget that is fiscally responsible, pays down debt and funds critical programs and services for the people of California. Still, our funding decisions are often tough, especially since more than 90 percent of our budget is already spoken for by mandated programs. But even in light of the uncertainties in revenues and spending that we face this year, our enacted budget still creates a \$4.1 billion reserve and pays down our debt without having to raise taxes.

That said, your experience and insight are important, and I'll continue to keep your suggestions in mind as we look forward to the 2008-09 budget year. Please know that I am taking input from all sides of these important issues, especially from those "in the trenches." Again, thanks for taking the time to write and for your continued commitment to the future of our great state.

Sincerely,

  
Arnold Schwarzenegger

/la

LIBRARY OF  
CALIFORNIA  
BOARD

November 02, 2007

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

Dear Governor Schwarzenegger:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I would like to respectfully express my disappointment with the recent \$14 million reduction you made to two heavily utilized and necessary library programs. Specifically, your 2007-08 Budget vetoes included a major \$7 million cut to the Public Library Foundation (PLF) and a \$7 million cut to the Transaction Based Reimbursement (TBR) programs.

The Public Library Foundation is a program that has been in existence since 1982, and established a requirement that the state provide minimal assistance to local libraries on the basis of a 10 percent state/ 90 percent local match. Full funding of the PLF, as required by law, would total \$94 million. Your recent cut to this important program, which benefits every public library jurisdiction in California, now brings the baseline for this program down to \$14 million. Last year, you increased this funding source by \$7 million, which we believed, was a sign that you were committed to the recovery of the PLF. (Your predecessor, Governor Davis, reduced the PLF program by more than 70 percent over a two year period). The PLF money that is received by libraries is used to fund reading programs, allow for the purchase of books and research materials, provide after school tutoring, and develop targeted services for our senior population. Due to your recent cut to the PLF, libraries will be forced to reduce services to local communities throughout the state.

Our second concern is your \$7 million cut to the Transaction Based Reimbursement program. The TBR was established so that libraries would be encouraged to cooperatively, not competitively, share their existing resources. The TBR program, allows a patron to check out a book in a jurisdiction where they do not reside, without having to pay a fee to do so ("Direct Loan"). In addition, under this seamless lending system, patrons can ask to have books or materials shipped to them from libraries throughout the state ("Inter-library Loan"). Cuts to the TBR mean that

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](http://www.library.ca.gov)  
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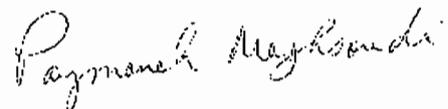
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libraries do not receive the necessary amount of appropriate reimbursement for their willingness to participate in the state lending program.

Governor, you have indicated that 2008 will highlight your "Year of Education Reform," and it is important to note that the state's public libraries are a committed and supplemental partner to K-12 and higher education learning. It is our hope, that as you develop your 2008-09 January Budget, you give full consideration to the restoration of the \$14 million in combined reductions to the Public Library Foundation and Transaction Based Reimbursement programs.

Thank you for your respectful consideration.

Sincerely,

A handwritten signature in cursive script that reads "Paymaneh Maghsoudi".

Paymaneh Maghsoudi, President  
Library of California Board

Cc: Members, Library of California Board

California State Library Board  
P.O. Box 942837  
Sacramento, CA  
94237

To whom it may concern,

I would like to Thank you for supporting Assembly Bill No. 333. I think its important for the students of California to have equal access to the interent at all ability levels and in all area of the state. I believe this will improve the students learning through age and grade appropriate up to date resources.

Sincerely,

Aimee Lofin  
21574 Lost iver Court  
Lake Forest, CA 92630