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Library of California Board Meeting
August 13, 2009

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August 13, 2009
9:00 a.m. – 1:30 p.m.

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

California State Library
900 N Street, Room 501
Library & Courts II Building
Sacramento, CA

A. BOARD OPENING

1. **Welcome and Introductions**
   Welcome and introduction of Board members, staff, and audience
2. **Adoption of Agenda**
   Consider agenda as presented or amended
3. **Approval of August 2008 Board Minutes** – ***Document 1***
   Consider minutes as presented or amended
4. **Resolutions**
   Consider Board resolution for Susan Hildreth – ***Document 2***

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**
   a. Library of California Act: Redundancies in the California Code
   b. Report on activities since last Board meeting
4. **Library Bond Act of 2000 – *Document 3***
   Update on joint use Bond-funded projects
5. **Election of Board Officers for 2010 – *Document 4***
   a. Report from the Nominating Committee
   b. Consider nominations for Board President and Vice-President for 2010
6. **Library of California Board meeting schedule and locations – *Document 5***
   Discussion of dates for 2010

C. CLSA PROGRAM ITEMS FOR INFORMATION/ACTION

RESOURCE SHARING

1. **Interlibrary Loan and Direct Loan Programs – *Document 6***
   a. Consider CLSA loan reimbursement rates for 2009/10
   b. Consider prorating the CLSA loan reimbursement program for 2009/10
   c. Consider 2010/11 Budget Change Proposal for TBR
2. **CLSA System Reference Program – *Document 7***
   a. Consider revised CLSA System population and membership figures for 2008/09
   b. Consider affiliation of San Juan Bautista Public Library with Pacific Library Partnership
   c. Consider CLSA System population and membership figures for 2009/10
   d. Update on CLSA System Plans of Service for 2009/10
   e. Update on Statewide Reference Project
3. **CLSA System Advisory Board (SAB) Program – *Document 8***
   a. Consider SAB member attendance at CLA annual conference
   b. Update on CLSA System Plans of Service for 2009/10
4. **CLSA System Communications and Delivery – *Document 9***
   Update on CLSA System Plans of Service for 2009/10
5. **LoC Regional Library Network Development – *Document 10***
   Consider application for membership with Heartland Regional Library Network

BUDGET AND PLANNING

1. **CLSA Baseline Budget – *Document 11***
   Consider 2009/10 CLSA baseline budget by program
2. **CLSA System Plans of Service – *Document 12***
   Consider System Plans of Service for fiscal year 2009/10

D. LEGISLATIVE

1. **Federal Legislative Issues – *Document 13***
   Consider federal legislative issues
2. **State Legislative Issues – *Document 14***
   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.

F. COMMENTS FROM BOARD MEMBERS/OFFICERS

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

G. AGENDA BUILDING

Agenda items for subsequent Board meetings.

H. ADJOURNMENT

Adjourn the meeting.

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DRAFT

Library of California Board Meeting
August 7, 2008
Minutes

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

CALL TO ORDER AND INTRODUCTIONS

President Penny Kastanis convened the Library of California Board Meeting on August 7, 2008 at 9:08 a.m., by asking the Board and those in attendance to recite the Pledge of Allegiance. President Kastanis then welcomed Board Members, staff and audience members to Sacramento and called for introductions.

Board Members Present: President Penny Kastanis, Anne Bernardo; Victoria Fong; Linda Jewett; Jane Lowenthal; Paymaneh Maghsoudi; Elizabeth Murguia; and Judy Zollman.

Not Present: Vice President Tyrone Cannon and Conchita Battle.

California State Library Staff Present: State Librarian Susan Hildreth, Deputy State Librarian Stacey Aldrich, Mimi Morris, Tom Andersen, Gerry Maginnity, Sandy Habbestad, Chris Berger, Rush Brandis, Ira Bray, Jacquie Brinkley, Suzanne Flint, Andrea Freeland, Richard Hall, Susan Hanks, Carla Lehn, Kathy Low, Mickie Potter, Cindy Tackett, Mark Webster and Wanda Green.

ADOPTION OF AGENDA

It was moved, seconded (Fong/Maghsoudi) and carried unanimously that the Library of California Board adopts the agenda of the August 7, 2008 meeting as presented.

APPROVAL OF MINUTES

It was moved, seconded (Maghsoudi/Zollman) and carried unanimously that the Library of California Board approves the draft minutes of the February 28, 2008 meeting as corrected.

RESOLUTIONS

Member Fong read a Board resolution to recognize and honor Susan Steinhauser for her outstanding public service, her distinguished contributions and commitment to libraries and to the people of the State of California. The following action was taken by the Board.

It was moved, seconded (Fong/Maghsoudi) and carried unanimously that the Library of California Board adopts Library of California Board Resolution 2008-01 for Susan Steinhauser. (See Attachment A)

Member Fong informed the Board that this is also Member Jewett's last meeting, that in line with her recent retirement, Member Jewett is resigning from the Board and moving to Oregon. Member Fong proposed that a resolution be prepared and mailed to Member Jewett in honor of her public service and commitment to school library services. The following action was taken by the Board.

It was moved, seconded (Fong/Lowenthal) and carried unanimously that the Library of California Board requests that a Board resolution be written for Linda Jewett as she resigns from the Board and moves to Oregon. (See Attachment B)

President Kastanis expressed her respect for Member Jewett in recognition of her years as a dedicated advocate for libraries, and particularly her advocacy for the educational needs of the children of this state.

Hildreth indicated the need to fill the several vacant gubernatorial appointment seats on the Board and necessity for a good complement of representation in order to have a quorum. She asked that names of individuals who may be interested in serving on the Board be provided to the State Librarian's office. President Kastanis added that there is need for someone particularly in the area of school libraries.

REPORTS TO THE BOARD

Board President's Report

President Kastanis had nothing to report.

Board Vice President's Report

On behalf of Member Cannon, who was absent from today's meeting, President Kastanis referred to the August 1, 2008 Board Vice President's Report copied in the Board packet. She reported that since the last Board meeting, Member Cannon was appointed to the San Francisco Public Library, James C. Hormel Gay and Lesbian Center Advisory Committee. Member Cannon attended two conferences, the ALA Annual Conference in Anaheim and the Association of Research Libraries/University of Washington/University of Virginia Library Assessment Conference in Seattle, Washington.

Chief Executive Officer's Report

Hildreth reported that Tom Andersen has been appointed Bureau Chief of State Library Services, and that Gerry Maginnity has been promoted to Bureau Chief of Library Development Services.

Hildreth reported that due to reductions in funding for 2008/09, the California Civil Liberties and Public Education Program (CCLPEP) that was managed by the California Research Bureau was moved to Library Development Services.

Hildreth reported that the California State Library (CSL) is creating an interesting statewide partnership with *Libraries for the Future*, the national library organization that works with libraries to create new service models to improve library services. Projects that CSL has undertaken with *Libraries for the Future* using Library Services and Technology Act (LSTA) funds will be presented in the LSTA Advisory Committee.

Hildreth reported that the Library and Courts I (LC I) building renovation is going forward as planned and that today's meeting will be the last one in Room 500 for probably two years or more. A new Board meeting location is yet to be identified. Staff will relocate in early 2009. The entire collection and some staff will be relocated to the building formerly used for the Tower Books warehouse in West Sacramento. The collection will be accessible during the renovation. CSL will have public service hours, will page the collection, and will provide twice daily delivery from West Sacramento to downtown Sacramento. Most of the staff will be moving into the Library and Courts II (LC II) building at 900 N Street, and a public service desk will be provided there as well as at the West Sacramento site. The State Librarian's office will be located in LC II. When the library renovation is complete, the State Librarian and some State Library Services staff will return to LC I, and Board meetings may resume in Room 500.

Library Bond Act of 2000

President Kastanis called on Bessie Condos for an update on shared resources and joint use libraries. Condos gave a PowerPoint presentation of an electronic survey of 22 library projects funded by the Bond Act of 2000, libraries that have been open a year and that participate or had plans to participate in joint use to share their facilities. The survey was sent to both branch and main libraries. Of the 7 main libraries that were funded, 15 branches took part in the 12-question survey. Most of the respondents fell into the joint use category. Although 95% of 19 libraries that responded indicated their joint ventures have been

successful, some of their comments indicated otherwise. Comments indicated that the concept of joint use or shared resources was a good one, but generally school districts did not provide or were unable to provide the necessary instructional support. One district provided computers, for example, but not other resources as promised. One library, however, indicated a successful joint use relationship.

In the survey analysis, Condos observed that public libraries provided much of the effort in the joint use agreements in areas such as staffing and other resources, while in some cases the schools provided only a set of textbooks. Secondly, Condos stated that the time lapse that occurred between the time that a library applied and the time the project was awarded appeared to be detrimental in the partnering effort. She indicated that partnering worked more effectively when all parties worked together in the planning stage. Finally, Condos observed that joint use efforts do not seem to work as well in large urban environments where there is rapid turnover in staff and changes in school administration.

In conclusion, Condos indicated that in many of the bond-funded projects, the theory of joint use was a good one, but in reality, the joint use agreement was not really fulfilled. Condos stated that she will compare the remaining number of bond-funded libraries that have been open longer than the one year to the libraries in the current survey and will provide an update to the Board. Information about the responses from the survey will be posted on the CSL website. In addition, Condos stated that she is working on a statewide survey regarding joint use libraries and will also provide those results to the Board.

President Kastanis commented on the issues with school districts, that the problem is basically with the funding of school libraries, that unfortunately there are no district librarians; anybody who stands behind the desk in the library becomes the librarian. The people making the decisions have very little knowledge about what a library is supposed to be, nor how to implement successful sharing of resources to assist the children, which has been a continued frustration with schools over the past 30 years. The public library overall has been good in working together on sharing resources. In order for resource sharing to improve for children, schools have to take on some of the responsibility.

Member Jewett added that schools receive no money from the state for staffing or for materials unless there is an advocate on site, or a counsel that can advocate something for a school library and library improvement programs. Schools have many issues; their cuts are enormous; they have to serve everybody in the public school. The school principal is often

very fragmented on many different issues and faced with the difficulty of applying across the board budget cuts. There is also a lack of education in teaching children about the importance of libraries. Every kindergarten child, for example, should have a field trip to the public library to get a library card. There should be a mandate that there will be a teacher librarian in every district, in every school. That is the root of the whole situation, staffing. Teacher librarians have a teaching credential before they can become a librarian, after which they have graduate library work. Teacher librarians are capable, and it is their mission to teach children to use information effectively. Libraries are the center of literacy; it is terribly important that we have teacher librarians for all children in California, and that's how joint use can be so very, very strong.

Member Zollman concurred with Member Jewett and President Kastanis about the situation with the schools; it is a constant struggle every single year to advocate for library assistants; library assistants are at risk of losing their jobs, and we have to continually reiterate the importance of qualified library staff to maintain the library and provide assistance to the children. She expressed hope for more joint use projects.

Hildreth stated that as a reminder to everyone, the focus of the survey was on the Bond Act project. The school-public library joint venture aspect of the Bond Act was something that was required to get the Bond Act on the ballot, but was not the initial premise of the buildings. The Bond Act of 2000 does not have a mechanism to ensure that the joint venture projects are working successfully. The only thing the State Library can do is require that the buildings built with Bond Act funds are used for public library purposes for 40 years, and as the survey results indicate, there is a variety of success in those joint ventures. Hildreth directed Condos to check further into the progress made by San Mateo Public Library, a new building that got a priority one grant because of the school library cooperation.

Member Fong recalled that one of the successes of joint use is the Pickleweed Library project. President Kastanis called on David Dodd, Director of the San Rafael Public Library, to comment on Pickleweed. Dodd stated that Pickleweed Library is a shared facility with the community center. When the library has a program, with 40 or 50 kids such as in the summer reading program, the library is full and sometimes the program has to be moved into the community center or another facility. There are 15 public Internet stations that are in use all hours of the day, in which the community center does programming with local community organizations to teach computer skills and computer literacy. Dodd stated that the library is a

jewel to the community, loved and treasured and protected by the community. He indicated the need for more hours, more funding, and more space, but was positive that all those things will come in time and expressed warm thanks to everyone.

Member Lowenthal suggested that public relations efforts be made on success stories such as Pickleweed Library. Member Jewett suggested that the California Library Association (CLA) and California School Library Association (CSLA) could have articles in their journals of the success stories to show how two entities can work together, which would be a model for other libraries. She suggested that libraries with success stories could work together to present their success stories at the November 2009 CLA & CSLA conferences.

Election of Board Officers for 2009

President Kastanis asked for a report from the Nominating Committee, Victoria Fong and Linda Jewett, on the election of Library of California Board Officers for 2009. Member Fong thanked Member Jewett for her help on the committee which nominated Penny Kastanis for another term as President. The following action was taken by the Board.

> ***It was moved by the Nominating Committee (Fong) and carried unanimously that the Library of California Board elects Penny Kastanis as President of the Library of California Board for the year 2009.***

President Kastanis thanked the Board for their faith in her to continue as President for another year. On behalf of the Board, Member Fong thanked President Kastanis for taking on the Presidency for another year. Member Fong then reported the committee's nomination of Tyrone Cannon for another term as Board Vice President. The following action was taken by the Board.

> ***It was moved by the Nominating Committee (Fong) and carried unanimously that the Library of California Board elects Tyrone Cannon as Vice President of the Library of California Board for the year 2009.***

Member Fong will advise Member Cannon of his election as Vice President.

2009 Meeting Schedule and Locations

President Kastanis called on Sandy Habbestad for results of the survey for the 2009 Board meeting schedule. Habbestad reported that Board Members approved March 5th and August 13th for the 2009 LoC Board meeting dates. Both meetings will be held in Sacramento. President Kastanis advised Board Members to inform Habbestad of any future conflicts with the Board meeting dates.

BUDGET AND PLANNING

CLSA System Plans of Service

President Kastanis called on Habbestad for an update on the System Plans of Service. Habbestad reported that the CLSA Plans of Service were received from all 15 cooperative library systems. Staff will be working with the 49-99 Cooperative Library System to revise its Plans of Service for the Interlibrary Reference component. You may recall, last year the Administrative Council terminated the joint powers agreement with its members and reestablished as an agency by joint resolution with administrative and fiscal services being provided through MCLS. For the past year, while 49-99 was in a transition period, specialized databases were purchased for member libraries to answer reference questions that would have routinely been sent to the System Reference Center. In 2008/09, the 49-99 Cooperative Library System reported that they will continue to rely on specialized databases alone for interlibrary reference which does not meet the specifications in the Code of California Regulations, Section 20157B. A letter from Susan Hildreth mailed last week to the 49-99 Administrative Council chair offered guidance from CSL staff to improve this service to 49-99 and its members. The following action was taken by the Board.

> ***It was moved, seconded (Maghsoudi/Zollman) and carried unanimously that the Library of California Board approves the CLSA System Plans of Service for each of the 15 CLSA Cooperative Library Systems submitted for fiscal year 2008/09, and that staff work with the System(s) where concerns have been addressed.***

CLSA System Allocation for 2009/10

President Kastanis called on Habbestad for an update on policy for allocation. Habbestad reported that the Board received formal requests from ten areas in the state to consolidate CLSA systems into three separate mega regions in 2009/10. In working on preliminary budget scenarios for the new consolidated systems, staff determined that the current funding formula for allocating program funds would penalize the new consolidated systems financially. The main reason for the loss of the CLSA funds when consolidating two or more systems is that the formula adopted in 1983 established a base allocation for each system, and that base is reduced when two or more systems consolidate. For the systems that are not consolidating, their total allocation would increase by the current formula. Exhibit A displays the funding levels before and after consolidation for each of the three system-level programs. Scenario One displays each system's preliminary budget based on 15 systems.

Scenario Two displays the total amount that would be allocated to systems after consolidation; it includes the current Board policy. Scenario Three retains the same funding levels as in Scenario One by simply adding together the budgets for each system. Staff recommended the Board adopt a new procedure based on Scenario Three, which is supported by all 15 CLSA systems.

President Kastanis called for questions and referred the Board to review Exhibit A. No questions were raised. The following action was taken by the Board.

> ***It was moved, seconded (Fong/Maghsoudi) and carried unanimously that the Library of California Board adopts a policy for allocation of CLSA System-level funding for Reference, Communications & Delivery, and Advisory Boards for the 2009/10 fiscal year that allows two or more CLSA Cooperative Library Systems to consolidate and retain the same funding level by simply adding together the allocations for each System.***

RESOURCE SHARING

CLSA Consolidations and Affiliations

President Kastanis called on Habbestad for an update. Habbestad reported that the basis for all three consolidation requests is that the CLSA law authorizes and encourages consolidation among public libraries and cooperative systems by providing grants to do so. However, there is no CLSA funding available for consolidation grants should the Board approve the requests. The State Library has provided some planning assistance with LSTA dollars to help in this process. The Board was presented with three separate consolidation requests to determine if the consolidation provides a more effective way of carrying out the purposes of the act than would be the case if the consolidation did not occur.

If approved, Habbestad stated that each newly consolidated system needs to have in place by June 1, 2009 its governance structure including bylaws and administrative policy manual as required by CCR Section 20136 and its CLSA Plans of Service and Baseline Budget Request that shows how the new system will carry out the intent of the act. A colored map of the current CLSA systems is provided in Exhibit A, and Exhibit B displays the proposed new structure with eight systems statewide. Under consideration is a request from the Bay Area Systems to consolidate the operations and services of the Bay Area Library and Information System (BALIS), Monterey Bay Area Cooperative Library System (MOBAC), Peninsula Library System (PLS), and the Silicon Valley Library System (SVLS), into one regional system. Exhibit C contains the notice of intent to the Board and the pages from the minutes

from each of the administrative council meetings approving the merger. Exhibit D contains the consolidation plan including a timeline for carrying out activities prior to the effective date of the merger and a spread sheet for programs and services that each system brings to the new structure. The new cooperative system would span eight counties from Contra Costa County to Monterey County and have a user population of over 6.6 million.

President Kastanis called on Linda Crowe, Executive Director of the Peninsula, BALIS, MOBAC and SVLS systems, to respond to a question about logistics, how the staff and offices will be able to function when the systems are brought together. Crowe stated that the systems have been operating together for a long time. Silicon Valley and Peninsula started operating together and were joined by San Mateo County and Santa Clara County in 1990. Crowe explained that BALIS, which is San Francisco County, Alameda County and Contra Costa County, began contracting with Peninsula in 1994; Peninsula then contracted with MOBAC around 2000. The name of the proposed new system is Pacific Library Partnership. President Kastanis asked if the proposed new system structure represents the same regional structure as the LoC Region of Golden Gateway. Crowe responded that the consolidation does not include North Bay which is part of a separate CLSA System merger. The following action was taken by the Board.

> ***It was moved, seconded (Jewett/Fong) and carried unanimously that the Library of California Board approves the joint notice of intent submitted on behalf of the Bay Area Library & Information System, Monterey Bay Area Cooperative Library System, Peninsula Library System, and Silicon Valley Library System to consolidate its operations and services into a single Cooperative Library System, contingent upon all necessary local System consolidation agreements and by-laws, have been approved and are in force by June 1, 2009.***

For the second consolidation under consideration, Habbestad reported the Administrative Councils of Santiago Library System and South State Cooperative Library System had concerns about merging from smaller organizations into a very large organization; however, the councils have given their full support to move forward with the consolidation. The new system would span three counties in a geographic region from Oxnard in Ventura County to San Clemente in Orange County and has a user population of 13 million.

President Kastanis called on Rosario Garza, Executive Director, MCLS, Santiago, South State, for confirmation of their agreement to consolidate. She stated that although there are concerns on behalf of the two systems with fewer members -- Santiago with 9 library

jurisdictions and South State with 4 library jurisdictions -- there are also strong feelings among the council members for consolidation in order to become a stronger more viable voice for the user population. With the 33 library jurisdictions in MCLS, the two small counties in the tri-system comprise a high concentration of people, 35.5% of California's population. The systems decided that by coming together the concerns can be overcome, that much more can be done for libraries and more service can be provided to their user community. In the restructuring process, a dues formula has been agreed upon, and bylaws are being developed. The following action was taken by the Board.

> ***It was moved, seconded (Zollman/Maghsoudi) and carried unanimously that the Library of California Board approves the joint notice of intent submitted on behalf of the Metropolitan Cooperative Library System, Santiago Library System, and South State Cooperative Library System to consolidate its operations and services into a single Cooperative Library System, contingent upon all necessary local System consolidation agreements and by-laws, have been approved and are in force by June 1, 2009.***

President Kastanis asked for the consolidation update on Mountain Valley, North Bay and North State. Habbestad reported that three northern California systems, Mountain Valley Library System (MVLS), the North Bay Cooperative Library System, and the North State Cooperative Library System, have submitted requests to consolidate their operations and services into one mega resource system. Included with the notice of intent to the Board, is the page from the minutes of each of the administrative council meetings approving the merger, consolidation benefits and a manifesto for the organization. The new system would span California borders north to Oregon and far south eastward through Mono County. Annette Milliron, Executive Director, North Bay, North State and MVLS, stated that there would be 32 counties after consolidation with a service population close to 5 million. The following action was taken by the Board.

> ***It was moved, seconded (Bernardo/Lowenthal) and carried unanimously that the Library of California Board approves the joint notice of intent submitted on behalf of the Mountain Valley Library System, North Bay Cooperative Library System, and North State Cooperative Library System to consolidate its operations and services into a single Cooperative Library System, contingent upon all necessary local System consolidation agreements and bylaws, have been approved and are in force by June 1, 2009.***

Member Fong extended congratulations to the new consolidated systems and admiration to the directors who were able to anticipate the needs by coming together to better serve the population.

Member Bernardo asked how the new mega systems would fit in with the original design of library networks and if there are any planning efforts, should funding come back for the Library of California regions. President Kastanis asked that Habbestad provide a timeline of what has transpired since the development of the Library of California regions, the metamorphosis into this new direction of consolidation. Hildreth stated that a history from 1999 could be provided to show the boundaries when regional library networks were forming and maps to show what they look like now with the networks that are still active.

Habbestad added that the history of consolidations and affiliations included in the Board packet showed when CLSA was first enacted (1978), there were two single library systems, the Berkeley-Oakland Service System and East Bay Cooperative Library System that merged to form BALIS. In 1981/82 the Los Angeles Public Library System and Long Beach Library System, both single entities, joined with MCLS. San Francisco was also a single system during the enactment of CLSA.

Interlibrary Loan (ILL) and Direct Loan Programs

Habbestad reported on the TBR reimbursement rates for 2008/09. The base rate for the Interlibrary Loan Program decreased by $.03 from the previous year and increased by $.12 for the Direct Loan Program. The total recommended rate is $5.06 per eligible interlibrary loan transaction and $.89 per net imbalance direct loan transaction. The rates are subject to concurrence under the Department of Finance. The following action was taken by the Board.

> ***It was moved, seconded (Lowenthal/Fong) and carried unanimously that the Library of California Board adopts, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2008/09 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of $5.06 per eligible transaction; for CLSA direct loans, a reimbursement rate of $.89 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2008/09 reimbursement rates as soon as Department of Finance concurrence is obtained.***

Habbestad reported on the prorating requirement. The CLSA TBR program has seen a shortfall in the budget for the past 19 years. In order to reimburse participants equitably, given the potential shortfall to the baseline, the Board must annually adopt a withholding amount to be applied to each claim for reimbursement. The proposed percentage is based on

three factors, the reimbursement rate adopted by the Board, the projected transaction levels for interlibrary loan and direct loan programs, and the total amount in the TBR appropriations. Staff recommended that the Board consider withholding 66% from each quarterly payment reimbursing participants at 34% of their total cost throughout the year. Staff also recommended that the Board allow its Chief Executive Officer to make a one-time adjustment in the percentage if the appropriation is modified in the state budget when signed. Any funds remaining at the end of the fiscal year would be calculated proportionately and provided to participants in a 5th payment.

Hildreth added that when the Board met last year, the budget had not been finalized, and the prorata percentage approved was based on a funding level that was higher than was approved in the State Budget Act. The language included as part of the motion is to allow the State Library to be able to go ahead and get the TBR program started for FY 2008/09 and make the payments without a signed state budget in place. Last year we had to reconvene in a conference call to revise the amount withheld from each payment so we could get the checks out the door and have enough dollars to pay all eligible transactions equitably. The Board took the following action.

> ***It was moved, seconded (Bernardo/Lowenthal) and carried unanimously that the Library of California Board direct its Chief Executive Officer to withhold 66% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2008/09 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2008/09, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2008/09 TBR Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the program appropriation. The Board further authorizes the CEO to make a one-time adjustment in the pro rata percentage in order to pay all participants equitably if the TBR appropriation is modified by a different amount in the State Budget Act.***

Habbestad reported that in the past fiscal year transaction levels increased to the highest in the program's history with over $2.8 million interlibrary loans reimbursed and over 35 million direct loans made to nonresident borrowers. Staff recommended that the Board authorize its CEO to submit a budget change proposal for the 2009/10 fiscal year to help eliminate the documented shortfall in the TBR program budget. Hildreth added that this would allow CSL to submit a request for full funding of TBR based on the formula in the cost study that was justified. The Board took the following action.

It was moved, seconded (Lowenthal/Bernardo) and carried unanimously that the Library of California Board direct its Chief Executive Officer to seek additional 2009/10 local assistance funding in the amount of $14,932,000 to eliminate the documented shortfall for qualifying CLSA Direct Loan and Interlibrary Loans.

President Kastanis asked Habbestad for an update on the TBR program. Habbestad reported that TBR software developed to replace CSL's outdated database system is in the testing phase. The new system would have numerous features that would enable staff to send reports to participants as well as receive claim forms and process them electronically. The new software system is planned to be in place by the end of this calendar year. CSL anticipates that the software will be seamless for all participants. The plan is to send claim forms to participants electronically, and instead of staff providing manual data entry, which is the current process, to have loans returned via email and downloaded into the new software system.

CLSA System Reference Program

Habbestad reported that annual approval of the System Population and Membership figures is required in order to calculate the System Reference Program allocations. Exhibit A lists the public library members for each CLSA System and the population of the System as determined by the most recently published estimate from the Department of Finance. The population figures for this year include the change of System membership for Merced County Library, from the 49-99 System to the San Joaquin Valley Library System. The Board took the following action.

It was moved, seconded (Lowenthal/Jewett) and carried unanimously that the Library of California Board approves the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2008/09.

PLAN OF SERVICE UPDATES

In the summary of the Reference Services to the Underserved component from the plan of service, Member Jewett asked if there had ever been any coordination between schools and libraries to find out if the scores of the immigrant and underserved children populations are better because of the library's involvement. Hildreth responded that the information in the service plans is a direct result of the system-level activity; systems don't deal directly with schools and students, even though they ultimately are aimed at the end customer. It would be the benefit passed on to their public library. Therefore, it might be a little

challenging for the State Library to get an outcome through the System Reference program. We had an experience with a LSTA program, Live Homework Help, where we did try to collect some very detailed data on student participants, and we found some difficulties with that in terms of how much private data the school was going to collect or that we could collect. Sometimes it is challenging for public libraries to get that data from the schools.

Member Jewett added that it would be interesting to know in an exit question of high school graduates if the use of libraries helped to keep kids in school, or if the homework center helped. A dialogue between schools and the Department of Education and the State Library might be useful to obtain that kind of information.

Member Fong concurred with Member Jewett stating that maybe the California School Library Association (CSLA) could work with the Department of Education to design a questionnaire. Hildreth responded that the State Library's California Research Bureau has issued numerous reports on the actual dropout rates of high school students.

Update on Statewide Reference Project

President Kastanis called on Stacey Aldrich, Deputy State Librarian, for the update on the Statewide Reference Project. Using a PowerPoint presentation, Aldrich first reviewed Stage One of the Statewide Reference Project with some of the results from the Zogby poll, "How Californians are Finding and Using Information, A comparison of the results of two Zogby International Polls 2008." About 700 people were polled. In March 2008 a second poll, via the web with a link on the local library website, invited people to give feedback on their information searching; what kinds of information is requested: school, business or personal, and which resources they use and how often. People in general are searching very often for information. School projects were a high percentage of what 18 to 29 year olds were looking for, but it was their 3rd choice overall. The poll indicated they are looking more for information about particular things, not just school related information. Search engines were the first most often used resources when searching for information; the library was the next resource. Poll results indicate people go to libraries because they know what resources are available, which may or may not be only accessible at the library. The kinds of information they are looking for is specialized information to possibly supplement what they have already found on the Internet, or do-it-yourself information and help information. By the time people get to the library, they are really searching for information they expect the library to have, something extra that they have not found, and they want to be able to use it on their own.

When asked about AskNow, the interactive library reference service, people who are regular library users knew a little more about the service than people who are not as familiar with library resources.

Hildreth responded to Wikipedia comments that followed, stating that CSL has Wikipedia and that if somebody was using this resource, he/she could walk by the State Library building with his/her cell phone and get information about what is available here. Aldrich added that there is actually a bar code for the State Library.

Aldrich reported that the next phase of the Statewide Reference Project is to build. After we have all the input from people, we are going to be forming a small group of builders to look at all of the things that make sense and start to develop an action plan. We're hoping that we can develop some people beta models that might work in the State of California. Success will be measured as something that's moveable, adoptable and used by many in the State of California. Aldrich thanked Rosario Garza, MCLS, who has been working very hard with CSL on this project to make this happen.

President Kastanis asked how this action plan is to be presented to California in general, for those people who are really into the technology of the future, where this action plan is to be directed on a larger scope to get more people informed. Aldrich stated that the CSL would try to do a pilot. Hildreth added that the pilot would probably be accomplished using LSTA funding over the next couple of years, but if CSL found one or two service models that are meeting the needs or demands of our 21st century users, CSL could look at what could be done to identify a program in current legislation, possibly in CLSA Statewide Reference. President Kastanis thanked Stacey for the informative presentation.

CLSA System Advisory Board

President Kastanis called on Habbestad for an update on the CLSA System Advisory Board (SAB) program. Habbestad reported that the recommendation allows one System Advisory Board member from each System to attend the CLA conference in November as long as System funds are available within each current allocation. The statute authorizes SAB members to travel within their System service area, and for some members going to CLA would be outside of that service area. A Board policy originating from the 1980s is to consider this motion on an annual basis. State Board members voiced opinion to change the policy and permit the use of SAB funds for this purpose on an ongoing basis.

Hildreth added that the SAB is an advisory board to that System; these SABs are volunteers; they get no money; they get nothing for their time except the benefits like all of you serving their local library System. Each of the Systems gets a meager amount of money to support the activities of the SAB, and it's designed to be used within the System, so this particular action allows the System, if they want, to spend some of the state funds, and they may also have to spend local funds, and possibly the traveler's own funds to go to the CLA Conference.

It was moved, seconded (Lowenthal/Jewett) and carried unanimously that the Library of California Board approves the use of 2008/09 allocated SAB Program funds, where available within each approved SAB budget, and where requested, to reimburse one SAB member from each System for expenses incurred in attending the November 2008 California Library Association conference to be held in San Jose.

CLSA System Communications and Delivery Program

President Kastanis asked Habbestad for an update. Habbestad had no additional information from the written report but stated she would respond to questions on the excerpts from the System plans of service provided in the Board packet. Hildreth commented that in 2008/09 CSL submitted a Budget Change Proposal (BCP) for Communications and Delivery, and was challenged with the logic and kind of a nexus of how we were asking for that money. We certainly wanted to work with the library community to further those requests in subsequent years, but we didn't feel that it was really worth it to submit a BCP for 2009/10, but we would like to try to work on delivery, because it is a key component of what we're doing.

Regional Library Network Development

President Kastanis called on Habbestad for an update. Habbestad stated that the request for new membership approval with the Gold Coast Library Network is for the Santa Barbara Trust for Historic Preservation, and their participating library is the Presidio Research Center Library. The Board took the following action.

It was moved, seconded (Lowenthal/Fong) and carried unanimously that the Library of California Board approves the request for network affiliation for the member listed in Table A, with member services to begin immediately.

LEGISLATIVE

President Kastanis stated that Member Bernardo had been asked to serve on the CLA Legislative Committee, and also noted that Member Maghsoudi is an active member of the CLA Legislative Committee. Hildreth thanked Member Bernardo for assuming Legislative Committee Chair for the LoC Board.

Federal Legislation

Hildreth discussed a few key issues of the "FY 2009 Appropriations Update" from the American Library Association's Office of Governmental Relations.

Library Services and Technology Act (LSTA) Budget - The President's 2009 budget includes full Library Services and Technology Act (LSTA) funding of $171.5 million for grants to state library agencies. If the $171.5 million were approved, it would result in about $16.9 million funding for California, somewhat of an increase over the current 2008 FY funding at $16.4 million.

National Library Service (NLS) - The National Library Service (NLS) for the Blind and Physically Handicapped supports our State Library's Braille and Talking Book Library and some of the sub

regional libraries in our state, and also the program in southern California which is run by the Braille Institute. In a committee hearing, the NLS received a recommended funding boost from $12.5 million to the $19.1 million that they had asked for in previous years. If the $19.1 million is received, it will help support a more timely transition from the books on cassettes that are currently being mailed out, to a digital format with books on flash drives.

Member Bernardo asked Hildreth if it would be helpful for the Board to indicate their support for NLS. Hildreth responded that it could be helpful if the Library of California Board was on record in support of increased funding to the National Library Service.

It was moved, seconded (Bernardo/Fong) and carried unanimously that the Library of California Board supports increased funding for the National Library Service for the Blind and Physically Handicapped.

LSTA Reauthorization - The Library Services and Technology Act (LSTA) is set for reauthorization in the near future; that's absolutely critical funding here in our state for what we do with our venture, and the library community is hard at work trying to develop a consensus for any legislative changes. We're well represented in that process; I'm a member of the Chief Officers of the State Library Agency's Legislative Committee. I'm also a

member of the American Library Association (ALA) on the Legislation Subcommittee on LSTA reauthorization. In addition, the current chair of ALA's Legislative Committee is the state librarian of Connecticut, so, ALA is gearing up to have a good solid platform to get LSTA reauthorized.

State Legislative Issues

AB 2123 Lieu - California Financial Literacy Initiative: Hildreth reported that CSL staffs, particularly Jacquie Brinkley and our Adult Literacy Program, are working with the author and sponsors on AB 2123 and suggested that the Board consider taking some action on it. The Financial Literacy Initiative is also a priority of the First Lady and CSL has been meeting with her staff as well.

SB 1516 Simitian - California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010: Hildreth reported that SB 1516 is scheduled for a hearing today. Member Bernardo recommended the Board have a position of support on the bill, and she noted only a week remained to submit letters of support. President Kastanis and Hildreth concurred. Member Fong noted that the position of support should allow the President to do whatever is necessary and as timely as possible.

> ***It was moved, seconded (Bernardo/Fong) and carried unanimously that the Library of California Board supports SB 1516 Simitian – California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010.***

Budget Update - Hildreth reported that during conference committee negotiations, both the Assembly and the Senate agreed to a 5% reduction for all local assistance programs -- PLF, CLSA, Literacy, and other CSL programs -- not the 10% reduction as proposed. However, we do not know if that will hold when it gets to the Governor. Unfortunately, the Assembly and Senate did accept the 10% reduction for the state operations portion of the CSL budget.

PUBLIC COMMENT

Annette Milliron reported that North Bay received a very unique thank you from the San Leandro Library for its LSTA funded Early Learning with Families (ELF) project, which North Bay is the fiscal agent; it came in the form of a large poster (displayed for the Board) with pictures and thank you notes from the people who actually participated in the ELF program.

BOARD COMMENTS

Member Fong thanked staff for the in depth Board meeting packet. She expressed thanks to people in the field doing the work, Linda Crowe especially, for being on the cutting edge of consolidation efforts. She extended thanks for the work and contributions made by Board Members who are leaving, Linda Jewett and Susan Steinhauser.

Member Jewett thanked staff for their hard work and praised Hildreth for her inspiration. She expressed appreciation to fellow Board members as she resigned from the Board to officially retire and move to Oregon to be near her children. She assured everyone that she would continue to advocate for libraries, not only in Oregon, but libraries across the country, including libraries in California.

Member Murguia stated that it was an honor for her to join the Library of California Board, and that she looks forward to working with people who are as passionate as she is about libraries. She stated that she brings to the Board a world perspective; she lives in one of the counties and works in two of the counties that make up the new mega region in northern California. In addition to a rural perspective, Murguia stated that she brings a legislative perspective having worked in the California Legislature for 23 years and then as a staff person for a member of Congress for the last ten years. She has been a fund raiser in her community and understands about raising money to buy books. When her county had no money, their foundation raised $100,000 for Humboldt County in order for the library to have a book budget. She thanked everyone for a warm welcome and expressed appreciation to staff for all their preparations.

Member Lowenthal expressed good wishes to CSL staff in anticipation of their upcoming relocation. She welcomed Member Murguia to the Board and expressed the best to Member Jewett on her retirement to Oregon.

Member Zollman expressed farewells to Member Jewett and former Member Susan Steinhauser and appreciation for all she has learned from them. She confirmed to continue her advocacy for school library liaisons and those collaborations. She welcomed Member Murguia to the Board and thanked staff for their work and for the perfect presentation of materials.

Hildreth congratulated Member Zollman on receiving the prestigious Jefferson Award for "Excellence in Community Leadership and Civic Engagement." Member Zollman added that the Jefferson Award is a national community service award that was created by Jackie

Kennedy some years ago and stated that she received it for her literacy project in the Oakland schools.

Member Bernardo congratulated Member Zollman on her accomplishments, stated her farewells to Member Jewett and former Member Steinhauser, thanked staff for their work on the agenda packet and Hildreth for her leadership, and stated that she looks forward to the next reference service study from Aldrich. She reminded Board Members that CLA Day in the District is on January 30th and February 6th of 2009 and CLA/CSLA Day in the Capitol is on Wednesday, April 15th of 2009.

President Kastanis thanked everyone who attended today's meeting. As a teacher since 1957, and later a librarian, she expressed admiration and appreciation especially to those in the audience, and stated that they are the heart and soul of our libraries in California. The library is a destination wherever it happens to be, she stated, as she expressed gratitude for their commitments to fulfilling the needs of the people in the community.

ADJOURNMENT

President Kastanis thanked everyone for attending the Library of California Board meeting and adjourned the meeting at 12:55 p.m.

Library of California Board Resolution 2008-01

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

WHEREAS, *the Board wishes to honor Susan for her outstanding public service representing the Public-at-Large since her appointment by the Senate Rules Committee on May 20, 1996 and her subsequent reappointments in March 2002 and April 2004; and*

WHEREAS, *Susan provided the Board with her knowledge and expertise in all legislative matters by serving on its Legislative Committee since her initial appointment and provided leadership as its chair since 1999; and*

WHEREAS, *it should be noted that Susan, on behalf of the Board and the greater library community, served public libraries in her role as a member of the California Library Association (CLA) Legislative Committee, advocating for libraries through the state and federal legislative process; and*

WHEREAS, *Susan served with distinction on many committees during her tenure on the Board, including the Literacy Committee (1996-1997), Young Adult Services ad-hoc Committee (1996-1998), Access Services Committee (2001-2002), Budget and Planning Committee (2002); and*

WHEREAS, *be it known that Susan demonstrated her passion for today's youth by advocating for many years on behalf of the State Board to seek state legislation and funding to have a statewide Young Adult Services program in every library and working tirelessly to enact state legislation for after school programs for young adults; and*

WHEREAS, *Susan gave generously of her time to fulfill the Board's commitment to preside at public hearings in 1999 for proposed Regulations for the Library of California Act; and*

WHEREAS, *it should be noted that Susan was awarded the Junior League of Los Angeles Spirit of Voluntarism Award for her outstanding public service and devotion to California libraries; and*

WHEREAS, *the Board wishes to recognize Susan's outstanding contributions to enable Californians to learn and to obtain information through our libraries, and congratulates Member Steinhauser on her new appointment by the Senate Rules Committee to the California Arts Council.*

NOW, THEREFORE, BE IT RESOLVED, *that*

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

SUSAN STEINHAUSER

for her distinguished leadership and contributions
to the libraries and people of the State of California

on this day of 7 August 2008

Library of California Board Resolution 2008-02

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

WHEREAS, *the Board wishes to honor Linda for her outstanding public service representing School Libraries since her appointment by the Governor on November 4, 2003; and*

WHEREAS, *Linda has advocated for libraries at the state level on behalf of the Board and the greater library community, and extended her knowledge and expertise in education and school library services to the Board; and*

WHEREAS, *it should be noted that Linda retired in 2004 as the Coordinator of Library Services for Sacramento City Unified School District and subsequent to that retirement has worked as a School Library and Literature Consultant; and*

WHEREAS, *Linda has served as president of the Sacramento Area Library Organization and the California School Library Association (CSLA), and was named the 2005 recipient of CSLA's Honorary Membership Award, a lifetime achievement award given to an outstanding retiree for distinguished contributions to the profession and organization over a sustained period of time; and*

WHEREAS, *it should be noted that Linda was also co-chair of the Information Power Implementation project for CSLA and also served on the CSLA Curriculum Committee, and was chair of the CSLA Intellectual Freedom Committee; and*

WHEREAS, *it should be noted that Linda served as chair of the California: To Statehood and Beyond Literature List Committee and served as a member of Recommended Literature for California Schools, K-12 Literature List; and*

WHEREAS, *the Board wishes to recognize Linda's outstanding contributions to school libraries, to literature and to the people of the State of California to learn and obtain information through our libraries.*

NOW, THEREFORE, BE IT RESOLVED, *that*

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

LINDA N. JEWETT

for her distinguished leadership and contributions
to the libraries and people of the State of California

on this day of 7 August 2008

Library of California Board Resolution 2009-01

In Honor of Susan H. Hildreth

WHEREAS, Susan Hildreth has served the people of California as State Librarian with great distinction, energy, devotion, and unfailing good humor since her appointment July 15, 2004 by California Governor Arnold Schwarzenegger, until her departure on February 13, 2009; and

WHEREAS, Susan Hildreth enjoyed a distinguished 30-year career as a leader in California public libraries; and

WHEREAS, in her previous position, Susan served as City Librarian of the San Francisco Public Library and as Deputy City Librarian; and

WHEREAS, throughout her career, Susan has been selfless in offering assistance to other librarians and has mentored new librarians and library school students; and

WHEREAS, for years, Susan has lent her expertise and skills to professional librarian associations, including her service as President and Board Member of the Public Library Association, member of the Governing Council of the American Library Association, and President and Treasurer of the California Library Association; and

WHEREAS, Susan served in positions at the Yolo County Library, as Library Director for the Benicia Public Library, as County Librarian for Auburn-Placer County Library, as Deputy Director for Support Services for the Sacramento Public Library, and as planning consultant for the Library Development Services Bureau for the California State Library; and

WHEREAS, the Library of California Board desires to recognize Susan for her contributions as its Chief Executive Officer and as the Chair of the State Advisory Council on Libraries for LSTA, and for her leadership role and advocacy of California libraries; and

WHEREAS, through quarterly webcasts from the State Library, she has provided the library community with the most current information regarding state and federal programs and projects, connecting people with information both physically and virtually to enhance their quality of life; and

BE IT RESOLVED, that the Board expresses its sincere gratitude to Susan Hildreth for her guidance and assistance, and for her vision for the California State Library in the 21st century; and

BE IT FURTHER RESOLVED, that the members of the Library of California Board commend Susan for her achievements and extend to her sincere best wishes as she continues with her new role as City Librarian for Seattle Public Library.

Susan H. Hildreth

shall be honored by the Library of California Board
for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of August 13, 2009 in Sacramento, California.

Library of California Board Resolution 2008-02

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

WHEREAS, *the Board wishes to honor Linda for her outstanding public service representing School Libraries since her appointment by the Governor on November 4, 2003; and*

WHEREAS, *Linda has advocated for libraries at the state level on behalf of the Board and the greater library community, and extended her knowledge and expertise in education and school library services to the Board; and*

WHEREAS, *it should be noted that Linda retired in 2004 as the Coordinator of Library Services for Sacramento City Unified School District and subsequent to that retirement has worked as a School Library and Literature Consultant; and*

WHEREAS, *Linda has served as president of the Sacramento Area Library Organization and the California School Library Association (CSLA), and was named the 2005 recipient of CSLA's Honorary Membership Award, a lifetime achievement award given to an outstanding retiree for distinguished contributions to the profession and organization over a sustained period of time; and*

WHEREAS, *it should be noted that Linda was also co-chair of the Information Power Implementation project for CSLA and also served on the CSLA Curriculum Committee, and was chair of the CSLA Intellectual Freedom Committee; and*

WHEREAS, *it should be noted that Linda served as chair of the California: To Statehood and Beyond Literature List Committee and served as a member of Recommended Literature for California Schools, K-12 Literature List; and*

WHEREAS, *the Board wishes to recognize Linda's outstanding contributions to school libraries, to literature and to the people of the State of California to learn and obtain information through our libraries.*

NOW, THEREFORE, BE IT RESOLVED, *that*

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

LINDA N. JEWETT

for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 7 August 2008

BOND FUNDED PROJECT SURVEY ANALYSIS BOND ACT OF 2000 ADDENDUM

Presented to: Library of California Board

Submitted by:

Bessie Condos
California State Library
Library Development Services

August 13, 2009

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INTRODUCTION

During the February 28, 2008 meeting, the Library of California Board asked for information related to joint use libraries. A survey was developed that focused on bond-funded libraries that have been open for at least one year. The electronic survey (Exhibit A) was sent to public library directors for 5 bond-funded projects (Exhibit B). The response rate was 100% (5 responses). Definitions about joint use, joint venture and co-located are included in Title 5 Library Bond Act Regulations. (Exhibit C). This addendum includes information about five additional libraries. The geographic representation of respondents included:

Northern California	1
Central California	1
Southern California	3

LIBRARY JURISDICTIONS REPRESENTED IN ADDENDUM

CITY: 2	COUNTY: 3
Lincoln	Fresno County Public Library
Long Beach	San Bernardino Co.
Southern Calif: 1 Northern Calif.: 1	Central Calif: 1 Southern Calif: 2

INFORMATION ABOUT PROJECTS

MAIN LIBRARIES: 1	BRANCHES: 4
Lincoln	Fontana
	Highland
	MacArthur Park
	Mendota
	Northern Calif: 3 Central Calif: 1

SURVEY ANALYSIS

2. Specify whether project is Co-Located, Joint Venture, Joint Use, Other.

TYPE OF LIBRARY	LIBRARIES	NUMBER OF RESPONSES	%
Co-located	Highland	1	20%
Joint Use	Fontana Lincoln MacArthur Park Mendota	4	80%
Other: (please explain)		5	

3. Indicate school level of joint project

SCHOOL LEVEL	NUMBER OF RESPONSES	%
Elementary School	3	60%
Middle School	3	60%
High School	3	60%
College/University		
Community College	1	20%
Other (please specify)		

(Note: Some respondents indicated several levels)

4. Location of joint facility

LOCATION	LIBRARIES	NUMBER OF RESPONSES	%
Facility is located near or adjacent to school property and serves both as a public and school library.	Highland	1	20%
Facility is located near or adjacent to school property and serves only as a public library branch.	Fontana MacArthur Park Mendota	3	60%
Other: (please explain) Campus for Sierra College has not been built	Lincoln	1	20%

5. Who runs the joint facility?

GOVERNANCE	NUMBER OF RESPONSES	%
Public Library	5	100%
School District	0	

6. How long has facility been open?

NUMBER OF YEARS	LIBRARIES	NUMBER OF RESPONSES	%
1 year	Highland Fontana	2	40%
2 years	Lincoln MacArthur Park Mendota	3	60%

7. Has the original joint use agreement been successful?

RESPONSE	LIBRARIES	NUMBER OF RESPONSES	%
Yes	Highland Fontana MacArthur Park Mendota	4	80%
No	Lincoln	1	20%

COMMENTS

The original agreement was developed approximately 8 years ago—as a co-located library—the district was supposed to provide materials and limited staffing. The District did provide some funds for a small initial purchase of materials as well as providing a limited number of materials from their school library, but they did not provide any staffing as originally agreed to. At this point there are no plans to add to the materials collection. As currently exists, the agreement does not extend to the school district any services that would not be offered if there was not an agreement in place. Cypress elementary school does utilize the Library quite often, but most teachers view their "field trips" as a visit to the public library, rather than utilizing their own resources. (Highland)

The original agreement was developed approximately 8 years ago—as a joint venture—the district was supposed to provide materials and staffing for tutoring as well as other resources. The District did not provide any resources to the project, neither initially or on-going. As currently exists, the agreement does not extend to the school district any services that would not be offered if there was not an agreement in place. However, the agreement did provide the framework for a working relationship between the School District, where none had existed. The school district has been very cooperative, with regards, to information distribution about library activities, with co-hosting events at the library, with various behavior and discipline issues and with teacher involvement. (Fontana)

Capacity for student assistance dramatically increased through the expanded facility, as well as through the joint venture agreement and LBUSD paid staff support. The Library provided approximately 60 hours/week of assistance through library staff ("Homework Helpers") and the District provided 6 staff (four teachers and two college aides) for an additional approximate 20 hours/week. Textbook Services at LBUSD provided new sets of LBUSD math textbooks in current use (grades 3 – 8) for the students to use at the Mark Twain Library, and then to all twelve Long Beach libraries. Student assistance for the first year of operation was estimated at 5,500 students per year, which

would be nearly 3 times that of the old Mark Twain Library. However, actual first year student assistance was 12,874, four times higher than student assistance at the Main Library, and one third of the system-wide total! Local schools close to Mark Twain provided additional PF for general and specific Mark Twain Library services at Back to School, Open House, school fair events, etc. Circulation of Mark Twain Library materials tripled from the previous year (from 63,000 to 184,000), and youth program attendance increased seven-fold (1,700 to 12,000). An average of 900 – 1,000 people visited Mark Twain Library each day during the first two years, and show no sign of decreasing as we approach the third year of operation. (MacArthur Park)

The joint use agreement had been moderately successful. The school district did provide textbooks for students to utilize in the library; however, we did not receive all of them, only copies of grades 3rd – 6th grade texts. Some books had no apparent grade level available.

Instructional Aides (3) were hired in the latter part of the school year. The library opened on September 28, 2007, but the Aides were not assigned to the library until close of the end of the school year in May and no school staff available during the summer. This past school year, however, the District assigned one Aide, Lori Ledesma on May 15, 2009. The Instructional Aide has been able to fulfill part of our needs, but still has not provided all of the tutorial aspect planned for the after-school program. The Aide's duties have included assisting with computers and one-on-one tutoring, shelving, shelf reading, minor materials cleaning and other similar Aide tasks. Lori has been a great asset and we have appreciated her help. We expect her to return in August 2009 and remain as long as funding is available.

In addition to the Instructional Aide, the library utilized an on-line homework help program which was eliminated due to low usage and budget shortfalls. This tool was to be a prime source for the Instructional Aides to help students with their homework assignments. When this service was discontinued, staff became the primary source to provide tutorial assistance. (Mendota)

The College and School District seemed concerned about funding. They balked when we cut services to schools because of budget difficulties and didn't want any increased funding. (Lincoln)

8. On a scale of 1 to 5 (5 being the highest) how would you rate your joint use experience?

RANKING	NUMBER OF RESPONSES	LIBRARIES	%
1	0		
2	1	Highland	20%
3	2	Lincoln Mendota	40%
4	2	Fontana MacArthur Park	40%
5	0		

COMMENTS

On a scale of 1-5, I would probably rate the experience a 2, at best. I believe the downturn in school budgets have reduced the potential school involvement in the project. In addition, based on other joint-use projects, it would appear that schools have significantly higher investment and interest, if the project is located on school grounds. The agreement with the school district triggered a requirement for the Division of the State Architect to become involved in the project because of the stringent nature of school construction. At a minimum, the added cost of DSA involvement was $1 million dollars. An inspector was required to on the job at all times at a significant cost. Not only were significant addition requirements (some of the questionable interpretation) placed on the project, which added to the cost, the safety concerns added to the costs of furniture, equipment and displays. In some cases, displays had to be altered due to safety requirements, when in fact, there would not need to be any changes to the displays, if there was no agreement in place. (Highland)

On a scale of 1-5, I would probably rate the experience as 4. I believe the downturn in school budgets have reduced the potential school involvement in the project. In addition, based on other joint usage projects, it would appear that schools have significantly higher investment and interest, if the project is located on school grounds. However, I believe both the Library and the City of Fontana are pleased with the receptivity of the school district as suggestions and or joint programs as proposed by the library. (Fontana)

We have nothing but good things to say abut the joint venture agreement between the Library and the LBUSD at the Mark Twain Library. Comments from LBUSD staff regarding the partnership: "We are thrilled with the use of Mark Twain by our students." "This is a definite support for our students." "Teachers, please make sure to stop by Mark Twain Library, learn about its resources, and encourage your students to take advantage of all the Library has to offer."

Our only disappointment is that in the second year of operation, the District had no choice but to withdraw the funding support of the teachers providing homework assistance, due to their own organizational budget cuts coming from the State level. Currently, LBUSD funding levels permit supporting only the college aides at Mark Twain. The Library did subsequently hire two of the teachers as 'homework helpers' (at a significant pay reduction), but without their formal ties to LBUSD some of the 'district authority' and ongoing ties to curriculum instruction were lost. If the formal partnership with teacher involvement had continued, we planned to implement a pilot reading tutoring program to enhance the Library's services and further support student achievement. (MacArthur Park)

I would rate the experience at 3 or average. Both the library and school district have experienced a decrease in revenue which limits the ability to provide needed services. Our goal to have Instructional Aides assigned to the library 4-5 days per week for tutoring assistance may not be attainable during the current budget crisis. (Mendota)

Still weighing in on this. We've had good experiences and bad ones. (Lincoln)

9. Has usage of your library increased or decreased since opening?

USAGE	NUMBER OF RESPONSES	%
Increased	5	100%
Decreased	0	

COMMENTS

Library usage has doubled sine the facility opened. I would guess that the agreement with the school district has had minimal impact on usage. The proximity to the school would most likely cause significant school usage with or without the agreement. The additional materials provided by the school district assisted in supplementing the collection, but only minimally. (Highland)

Library usage has quadrupled since the facility opened. The agreement with the school district has had a positive impact on usage. While not contributing financially to the project, the promotion of the Library's resources by the District has undoubtedly increased utilization by their students as well as student families. (Fontana)

Usage has increased dramatically since opening—the new facility. Below is some information gather during our first year:

Observations: Nearly 18,000 people walked through the doors of the new library since it opened. We almost doubled the number of items in the Mendota

collection when we opened the new building. Since the branch opened in September 2007, circulation increased by 261% over the same period one year ago. In other words, we checked out nearly 4 times as many items as before. New library card registrations skyrocketed over 1000% when you compare September-January 2006/07 to September-January 2007/08. A total of 3,472 people were registered at the Mendota branch as of January 31, 2008; 34% of those were added since we increased the number of public PCs from 4 to 16 and public computer use increased over 500% when compared to October-January 2006/07 to October-January 2007/08.

Statistics **September to January 2006/07 to September January 2007/08**	
Circulation/# Check Outs	261% increase
# Public PC Sessions	551.3% increase
# New Cards	1009.2% increase
Reference Questions	68.9% increase

(Mendota)

Circulation alone has increased:

38,774	FY 2006 – 2007
160,205	FY 2007 – 2008
238,768	FY 2008 – 2009

All other statistics have also increased. (Lincoln)

10. What have you learned from this project? What would you change?

COMMENTS

I would have a strong hesitation about developing another co-located project with a school district, due to the nature of the construction requirements. The added delays and costs have not contributed to the project nor have they had any impact on the relationship or operating agreement with the school district. (Highland)

The school district involvement was not critical to the success of the project, but will be useful going forward. The City of Fontana's support for the project, both initially and ongoing has been tremendous, with annual contributions to library operations exceeding $ 1 million in addition to significant City personnel support at all stages of the project. The operating agreement with the City has proven significantly more valuable (in terms or resources and services) than the agreement with the school district. (Fontana)

Lessons learned:

- Grass roots partnerships are made stronger by formal agreements
- Formal agreements lead to additional grass roots partnerships and benefits
- 'Outside agencies' can help publicize the Library, often times more effectively than the Library itself
- Projects such as these are best planned with an eye toward sustainability – in design, in furniture, in equipment, and in special features. Although we all love the building and its features, we are challenged more each day to maintain them as we face our fiscal reductions. (MacArthur Park)

Although the statistics have shown a dramatic increase in usage which continued to rise during 2008/09, the concept of a beautiful, new library is still a novelty in this impoverished community. There are many first-time library

users and some still do not understand this is a library and not a bookstore. Many residents still ask how much does it cost to buy a book! There are many immigrants and non-English speaking patrons who suffer from illiteracy and are reluctant to ask for help. The economy has continued to decline with the only bank in town recently closing as well as a popular auto parts store. A federal prison project has been slow to complete, and a City police force was only recently formed. With the Westside "driving up" from lack of water, the agricultural industry has suffered deep cuts. The library is adjacent to a new junior high school campus slated to open in August 2009, and a high school. The youth are the driving force in this community where unemployment and poverty are among the highest in the nation. There is a great need for Job and Career training and retraining. However, the residents do not respond to traditional outreach models and often do not attend class or training for which they have registered. The library, school district and other community agencies will continue to collaborate and provide resources and training that would empower residents of all ages to improve their quality of life. Future opportunities in the library for distance learning, classes and workshops in collaboration with the local community college and other agencies would help achieve the goal of self-empowerment.

We had a turnover in our librarian staff during 2008; however in May 2009, we hired a new Spanish speaking librarian. I have great confidence that strides can be made with our new librarian in providing library services and strengthening partnership opportunities with the school district and their service providers. (Mendota)

11. Do you see major obstacles in the continuing success of your project?

COMMENTS

There are no major obstacles to the continuing success of the project. The project will succeed with or without resources form the school district. However, without the economic downturn, both the school district and the library could allocate more resources to the Library's operation. Additional hours, programs, and other resources are limited due to funding constraints. The Highland Library and Environmental Center is a unique and successful project. I do not believe it would be as large or as successful (or perhaps would not exist) without the financial contribution from the Bond Act. (Highland)

There are not major obstacles to the continuing success of the project. The project will succeed with or without resources from the school district. However, without the economic downturn, both the school district and the library could allocate more resources to the Library's operation. Additional hours, programs, and other resources are limited due to funding constraints. The Lewis Library and Technology Center has proven to be a successful project and will benefit many socio-economic groups. I believe it would be not as large or as successful (or perhaps would not exist) without the financial contribution from the Bond Act. While the City was interested in pursuing a new facility, the potential of additional funds through the State Bond Act, provided the impetus to develop the project. (Fontana)

Yes and no. The formal partnership will most likely dissolve this current year, given the economic downturn and long-range fiscal impacts for both the District and the Library/City of Long Beach. However, the two organizations have always worked hard together to provide the best opportunities for students and families, and crisis sometimes creates new opportunities. The successful joint venture outcomes, the student successes, and the renewed mutual respect and increased understanding between the organizations will hopefully serve us all well for the future. (MacArthur Park)

Current economic situation and political climate in Placer County. (Lincoln)

10. Other comments

COMMENTS

EXHIBITS

1. **Name of library jurisdiction. Please add your project name in the comments box.**

Select One

Libraries

2. **Specify whether project is:**

- [ ] Co-located
- [ ] Joint venture/joint use
- [ ] Other (please explain)

3. **Indicate school level of joint project**

- [ ] Elementary School
- [ ] Middle School
- [ ] High School
- [ ] College/University
- [ ] Community College
- [ ] Other (please specify)

EXHIBIT A

4. Location of joint facility:

- [ ] Facility is located in the same building and serves both as a public and school library.
- [ ] Facility is located near or adjacent to school property and serves both as a public and school library.
- [ ] Facility is located near to or adjacent to school property and serves as a public library branch only.
- [ ] Facility is located on school campus and serves both as public and campus library.
- [ ] Other (please describe)

5. Who runs the joint facility?

- [ ] Public library
- [ ] School district
- [ ] Campus
- [ ] Other (please specify)

6. How long has the facility been open?

- [ ] 1 year
- [ ] 2 years
- [ ] 3 years
- [ ] 4 years
- [ ] 5 years

7. Has the original joint use agreement been successful?

- [ ] Yes
- [ ] No OR yes with modifications (please explain)

8. On a scale of 1 to 5 (5 being the highest) how would you rate your joint use experience?

	1	2	3	4	5
Please choose one.	○	○	○	○	○

Please explain your ranking

9. Has usage of your library increased or decreased since opening?

- ○ Increased
- ○ Decreased

Please comment

10. What have you learned from this project? What would you change?

11. Do you see major obstacles in the continuing success of your project? (priority order):

- ◯ Yes
- ◯ No (please explain)

12. Other comments?

Library Buildings Open – August 2007-May 2008

Bond Act of 2000

Project Number	*Project Name*	*Library Building Open to Public*
2019	MacArthur Park	8/11/07
2026	Mendota Branch	9/28/07
2065	Lincoln Public Library	10/20/07
3004	Fontana Library & Resource Technology Center	04/19/08
1023	Highland Branch Library	05/31/08

EXHIBIT B

BOND ACT CYCLES

CYCLE I	CYCLE II	CYCLE III
Highland	Lincoln	Fontana
	MacArthur Park	
	Mendota	
Total: 1 Southern Calif: 1	Total: 3 Central Calif: 1 Northern Calif: 1 Southern Calif: 1	Total: 1 Southern Calif: 1

EXHIBIT B

TITLE 5 LIBRARY BOND ACT REGULATIONS
(DEFINITIONS)

Co-located – a library that houses a combined public library and public school library in a single facility, either on or off of school grounds. Library services provided in the facility shall be defined by a cooperative agreement between the public library jurisdiction that will operate the library and one or more public school districts serving any combination of K-12 students. The terms "co-location project" and "co-located library" are used synonymously. If portions of a co-located project are not devoted to the delivery and support of public library direct service, the project shall be considered , in addition, a multipurpose project.

Joint use project – a public library project that is either a co-located library or a joint venture project.

Joint venture project – a project to construct a public library facility that jointly serves both public library users and any combination of K-12 students as defined by a cooperative agreement between a public library jurisdiction and one or more public school districts. Joint venture library services are defined in section 20434(a)(1)(B).

EXHIBIT C

Document 4

ACTION

AGENDA ITEM: Election of Library of California Board Officers for 2010

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Officers for calendar year 2010.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as President of the Library of California Board for the year 2010.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board elect _____ as Vice-President of the Library of California Board for the year 2010.

BACKGROUND:

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

Doc. 13948

Document 5

INFORMATION

AGENDA ITEM: 2010 Meeting Schedule and Locations

2010 Board Proposed Meeting Schedule		
Date	Location	Activities
February 25, 2010	By Conference Call, if needed	Budget & Planning
August 12, 2010	Sacramento Location TBA	Regular Business Annual Budget Meeting Election of Board Officers for year 2011 LSTA Advisory Council Meeting

BACKGROUND:

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

"(a) Regular meetings of the state board shall be held at least four times each year, distributed over the course of the year.

(b) The tentative dates and locations for the regular meetings for the forthcoming calendar year shall be determined annually, at the last regular meeting of the calendar year.

(c) Nothing in this regulation shall be construed to prevent the state board from altering its regular meeting dates or altering the locations of meetings."

Recommendation: Staff is recommending that the Board hold one face-to-face meeting in August 2010. Having the Board's annual budget meeting early in the fiscal year allows TBR payments to be processed to CLSA participants in a timely manner. The February meeting will be conducted by conference call *if* any issues arise regarding CLSA programs from the Governor's 2010/2011 preliminary budget that need Board consideration. Exhibit A displays the results of a Doodle Poll the Board took to decide on the days to meet in 2010. A calendar of upcoming and future library-related events and dates is included to this agenda item as Exhibit B.

Staff Liaison: Sandy Habbestad

Exhibit B

Exhibit A

	February 2010			March 2010						August 2010								
	Tue 23	Wed 24	Thu 25	Tue 2	Wed 3	Thu 4	Tue 9	Wed 10	Thu 11	Tue 10	Wed 11	Thu 12	Tue 17	Wed 18	Thu 19	Tue 24	Wed 25	Thu 26
Paymaneh Maghsoudi			OK			OK			OK			OK	OK		OK			OK
Victoria Fong		OK	OK		OK	OK		OK	OK		OK	OK		OK	OK			
Judy Zollman		OK	OK		OK			OK			OK	OK		OK	OK			
Elizabeth Murguia		OK	OK		OK	OK		OK	OK			OK		OK	OK			
Anne Bernardo		OK	OK		OK	OK		OK	OK			OK		OK	OK			
Tyrone H Cannon			OK	OK	OK	OK			OK		OK	OK	OK					
Penny Kastanis			OK						OK			OK			OK			
Your name																		
Count	0	4	7	1	5	5	0	4	6	0	3	7	2	4	6	0	0	1

Doc # 14035

Exhibit B

CALENDAR OF UPCOMING LIBRARY-RELATED EVENTS AND DATES

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

2009		
CLA (California Library Association) Legislative Committee Meeting	August 21, 2009	Sacramento, CA
IFLA (International Federation of Library Associations and Instiutions) 75th General Conference & Council	August 23-27, 2009	Milan, Italy
ASIS&T (The European Chapter of the American Society for Information Science & Technology) Euro IA Summit	September 25-26, 2009	Copenhagen, Denmark
LITA (Library Information Technology Association) National Forum	October 1-4, 2009	Salt Lake City, UT
ARL (Association of Research Libraries) Membership Meeting	October 13-16, 2009	Washington, DC
CLA (California Library Association) Annual Conference & Exhibition	Oct. 30 - Nov. 2, 2009	Pasadena, CA
EDUCAUSE Annual Conference	November 3-6, 2009	Denver, CO
ASIS&T Annual Meeting	November 6-11, 2009	Vancouver, BC, Canada
CLA (California Library Association) Legislative Committee Meeting	November 20, 2009	Sacramento, CA
CLA (California Library Association) Legislative Committee	December 18, 2009	Conference Call
2010		
ALA (American Library Association) Midwinter Meeting	January 15-20, 2010	Boston, MA
PLA (Public Library Association) National Conference	March 23-27, 2010	Portland, OR7
ASIS&T IA Summit	April 7-11, 2010	Phoenix, AZ
ARL (Association of Research Libraries) Annual Membership Meeting	April 27-30, 2010	Seattle, WA
SLA (Special Libraries Association) Annual Conference	June 13-16, 2010	New Orleans, LA
ALA Annual Conference	June 24-30, 2010	Washington, DC
AALL (American Association of Law Libraries) Annual Meeting and Conference	July 10-13, 2010	Colorado
IFLA 76th General Conference & Council	August 14-19, 2010	Brisbane, Australia
ARL (Association of Research Libraries) Annual Membership Meeting	October 12-15, 2010	Washington, DC
EDUCAUSE Annual Conference	October 12-15, 2010	Anaheim, CA
ASIS&T Annual Meeting	October 22-27, 2010	Pittsburgh, PA
CLA (California Library Association) Annual Conference	November 12-15, 2010	Sacramento, CA
2011		
ASIS&T IA Summit	Mar. 30-Apr. 3, 2011	Denver, CO
ARL (Association of Research Libraries) Membership Meeting	May 3–6, 2011	Montreal, Quebec, CA
IFLA (International Federation of Library Associations and Institutions) 77th General Conference & Assembly	August 13-18, 2011	San Juan, Puerto Rico
ASIS&T Annual Meeting	October 7-12, 2011	New Orleans, LA
ARL (Association of Research Libraries) Membership Meeting	October 11–14, 2011	Washington DC
LITA (Library Information Technology Association) National Forum	October 16-19, 2008	Cincinnati, OH
ASIS&T Annual Meeting	October 24-29, 2008	Columbus, OH
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 28-31, 2008	Orlando, FL
CLA (California Library Association) Annual Conference	TBD November 2011	Southern CA
ALA Midwinter Conference	TBD November 2011	San Diego, CA

Document 6

ACTION

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

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of 2009/10 ILL and Direct Loan program reimbursement rates.
2. Consideration of prorating the CLSA loan reimbursement program for 2009/10.
3. Consideration to seek additional 2010/11 TBR funding.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2009/10 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of $5.99 per eligible transaction; for CLSA direct loans, a reimbursement rate of $1.20 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2009/10 reimbursement rates as soon as Department of Finance concurrence is obtained.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to withhold 80% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2009/10 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2009/10, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2009/10 TBR Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the program appropriation. I further move to authorize the CEO to make a one-time adjustment in the prorata percentage, if needed, in order to pay all participants equitably if actual transaction data increases at a rate that would not pay each participant equitably.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to seek additional 2010/11 local assistance funding through the BCP process to eliminate the documented shortfall for qualifying CLSA Direct and Interlibrary Loans.

ISSUE 1: Consideration of 2009/10 ILL and Direct Loan Program reimbursement rates.

BACKGROUND:

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

Programs based on three elements:

1) The weighted average per item handling cost of a loan, based on annual survey results of a representative sample of participant libraries.

2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.

3) Materials deterioration cost based on industry standard data.

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

1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.

2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.

3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.

4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2009/10 fiscal year with the following results:

1) A summary of the 2008/09 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

   After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was $5.42. This is the recommended base rate for interlibrary loan.

   For the Direct Loan Program, the study produced a base rate of $0.73.

2) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.

3) Calculation of physical deterioration of materials:

   The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, is not published in time for use in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2007 calendar year. Data for 2008 will be included in the determination of reimbursement rates for the 2010/11 fiscal year.

   Estimated price of the average library purchase = $35.11
   (Source: Book Industry Trends 2008, prepared by the Book Industry Study Group Inc.,

by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = $10.53 (Source: The Library Binding Institute)

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

$35.11 + $10.53 = $45.64
$45.64 ÷ 100 = $.46

Recommended 2009/10 CLSA Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	**Recommended Rate**
ILL	$5.42	$ .11	$ .46	**$5.99**
Direct Loan	$ .73	$ .01	$ .46	**$1.20**

Concurrence of the State Department of Finance

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

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

ISSUE 2: Consideration of prorating the CLSA loan reimbursement program for 2009/10.

BACKGROUND:

By agreement with the Department of Finance, the annual State appropriation for the CLSA Interlibrary Loan and Direct Loan Programs is determined by the Enrollment/Caseload/Population (ECP) process. This method was selected because the costs of the loan programs are driven by factors that are, essentially, beyond the control of local and State government. More specifically the costs are determined by the actual handling costs realized in libraries providing the service and the actual number of times the service is utilized by Californians. While the handling costs are, to a certain extent, controllable by individual participating libraries, the statewide average cannot be easily controlled or predicted. The second factor, usage, can only be controlled by clearly inequitable means; that is, by denying services to individuals after a calculated maximum number of transactions has occurred.

For these reasons, the ILL and Direct Loan program appropriation in any single fiscal year is based

on estimates of the increase or decrease in handling cost, and projections of the levels of use, as well as the availability of funds. The program has been extremely successful and popular, but its history has been marked by years of shortfalls in the annual appropriation. For the last six years, the State Budget Act has not included the language requiring the Board to prorate reimbursement payments in the event of an insufficient appropriation. Current projections indicate that a shortfall will occur in the 2009/10 ILL and Direct Loan program budget. Therefore, the prorating language included in the 2002/03 Budget Bill is being proposed as the more recent act of the Legislature which supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, it does not set aside the provision of Education Code Section 18703(f) to reimburse participating libraries equitably.

The 2002/03 prorating requirement states:

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

In August 2008, the Board adopted the method for implementing the prorating requirement by withholding a percentage of each valid claim throughout the course of the fiscal year, paying the remainder due, or a prorated portion of the remainder due, after the close of the fiscal year.

The actual experience of the 2008/09 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--$5.06; DL--$0.89)

ILL	$16,395,553.68
Direct Loan	$10,793,299.67
Total	$27,188,853.35
ILL & Direct Loan Program Appropriation	$10,182,000.00

Final payments to reimburse all participants at 37.4% will be processed in August. If projected transaction levels occur and the reimbursement rates proposed through the 2008/09 cost study are adopted by the Board and approved by Finance, the state cost of the CLSA loan program for fiscal year 2009/10 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	3,726,262 @ $5.99 = $22,320,310
Net Imbalance Direct Loans	12,796,838 @ $1.20 = $15,356,206
Estimated Total Program Cost	= $37,676,516

In the Governor's budget signed on July 28, 2009, the TBR program was identical to the prior year's budget, $10,182,000. If projected transaction levels are actually realized, the 2009/10 TBR program would fall short of being sufficient to pay the full reimbursable cost of the program by approximately 73%.

Recommendation: Staff is recommending that 80% be withheld from each payment during the course of the 2009/10 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

ISSUE 3: Consideration to seek additional 2010/11 TBR funding.

BACKGROUND:

The shortfall in the ILL and Direct Loan program funding has been steadily increasing over the last six years as the percentage being reimbursed to participating libraries decreases. This is due, in part, to the budget reductions seen over the last five years. Exhibit C displays the TBR shortfall and includes the reimbursement based on the percentage of the total reimbursement due to participants. Although the program budget received some relief in FY 2006/07 with $7 million in additional funding, a decrease in the same amount was seen in the 2007/08 budget appropriation. A further reduction in FY 2008/09 has brought the TBR appropriation below 2000/01 funding levels.

Recommendation: Staff is recommending that the Board authorize its CEO to submit a BCP for fiscal year 2010/11 in the amount that would provide full funding to participating libraries based on the rates adopted by the Board in August 2008 and approved by DoF, and the actual workload level documented for 2008/09. See chart below.

	2008/09 Transaction Workloads		2008/09 Board Adopted/ DoF Approved Rate		Actual TBR Program Costs
ILL	3,240,228	x	$5.06	=	$16,395,553.68
DL	12,127,303	x	$0.89	=	$10,793,299.67
					$27,188,853.35
State Appropriation					$10,182,000.00
TBR Program Shortfall					**$17,006,853.35**

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 77 participating non-public libraries. A list of CLSA public and non-public library participants appears as Exhibit D and E, consecutively. Reimbursement rates for the 2008/09 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance were:

$5.06 per eligible Interlibrary Loan
$ .89 per net imbalance Direct Loan

Final transaction counts for the 2008/09 fiscal year and projected totals for 2009/10 are displayed below. A history of the program activity is included as Exhibit F.

2008/09 LOAN ACTIVITY

	1st Quarter Actual	2nd Quarter Actual	3rd Quarter Actual	4th Quarter Actual	2008/09 Total Actual	2009/10 Projected Total
ILL Reimbursable Transactions	811,647	739,329	844,265	844,987	3,240,228	3,726,262
Direct Loans: Total	8,793,324	8,172,652	9,543,703	9,504,222	36,013,901	37,315,250
Direct Loans: Net Imbalance	2,929,075	2,666,771	3,313,270	3,218,187	12,127,303	12,796,838

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.#13939

Exhibit A

April 14, 2009

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

Dear Lisa:

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

As you review the data, please take into account the fluid nature of the program. The Direct Loan and Interlibrary Loan transactions are driven by public usage of this state's libraries, which vary in size from a four-person shop in the Trinity County, to the Los Angeles County Library with 1,861 staff. The data is the best available but the program has been known to have substantial increases for reasons we cannot always anticipate or identify.

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

Sincerely,

Stacey Aldrich
Acting, State Librarian of California

Enclosure

File: Budgets\TBR\Cost Studies\DOFLTR2009

California
STATE LIBRARY
FOUNDED 1850
PRESERVING OUR HERITAGE. SHAPING OUR FUTURE

To: Lisa Mierczynski
Department of Finance
915 L Street
Sacramento, CA 95814 A-15

Date: April 14, 2009

From: State Library - Sandy Habbestad, CLSA Program Coordinator, (653-7532)
- Sharon Croley, Fiscal Analyst, (651-0978)

Subject: Transaction Based Reimbursements (TBR) Program of the California Library Services Act (CLSA), FY 2009/10 Budget

This memo and the attached information are part of the enrollment/caseload/population process which was negotiated April 1986 between the California State Library (CSL) and the Department of Finance (DOF). A copy of the memo from Bill Borden of DOF confirming the agreed upon arrangement is attached as Attachment I. As provided in that memo, the CSL is to annually provide the DOF, in the May Revise, current year TBR program information on: 1) transaction volume estimates based on the most recent actual data; and 2) cost study data relating to the rates to be used in FY 2009/10. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at its summer 2009 meeting. Upon adoption by the LCB, the Chief Executive Officer will submit the rates to DOF for final approval.

The following information is provided as part of this process:

1) Transaction Based Reimbursement Program Rate Development background and summary materials (Attachment II).

2) Actual FY 2008/09 cost study data used to calculate the FY 2009/10 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).

3) Actual data used as the basis for estimation of FY 2009/10 transaction volume in both the Interlibrary Loan and Direct Loan Programs (Attachment IV).

4) A copy of the cost study material used by the libraries involved in the study for both the Interlibrary Loan and the Direct Loan studies are available upon request.

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2009, result in the following estimated figures for FY 2008/09: 1) for Interlibrary Loan, 3,185,602 reimbursable transactions at a cost of $16,119,146; and 2) for Direct Loan, 12,222,386 reimbursable transactions at a cost of $10,877,924. This is the current estimate based on the best data available but it must be reiterated that the program has exhibited growth in spurts which on a specific occasion put the actual transactions over our estimates by 21%. At the current time, based upon the above estimates, the CLSA TBR Program budget will have a negative balance of $16,815,070. This fact will trigger the use of Provision #1 of Item 6120-211-0001 of Chapter 379 of Statutes of 2002. This 2002 statute, being used as a more recent act of the Legislature, supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, the statute does not set aside the provision of Education Code Section 28703 (f) to reimburse participating libraries equitably. As a result of this action, payments will be prorated so that the funding used to reimburse eligible transactions does not exceed the funding level shown in Item 6120-211-0001 (1) 20.30 for a total of $10,182,000.

The estimates of total costs in the TBR Program for FY 2009/10 are based on the proposed FY 2009/10 TBR rates (Attachment III, page 5 of 5) and the estimated transaction volumes (Attachment IV, page 2 of 2). Based on these computed rates and projected transactions, the costs would be: 1) for the Interlibrary Loan Program, $21,944,018; and 2) for the Direct Loan Program, $15,356,206. If this level of expenditure actually occurs in FY 2009/10, then the program would need an augmentation of $27,118,224 over the current appropriation shown above, or an augmentation of the same amount to budget item, 6120-211-001 (1) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor for FY 2009/10.

The projected transactions for FY 2009/10 are estimated to increase by 15% for interlibrary loans and increase 4.7% for direct loans. The study of handling costs, conducted annually, can produce an increase or decrease in the base rate in any given year. This year's study produced an increase in both the Direct Loan and Interlibrary Loan programs. If the current reimbursement rates (5.06 ILL; $.89 Direct Loan) are used in the calculation for determining cost based on projected workload for FY 2009/10, the TBR Program would need an augmentation of $19,744,203 over the current appropriation of $10,182,000.

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

Attachments

cc: Stacey Aldrich
Debbie Newton
Curtis Purnell

MAY 1 1986

State of California

Memorandum

ATTACHMENT I

Date : April 29, 1986

To : Nancy Percy
Assistant State Librarian
California State Library
914 Capitol Mall, Room 220

From : Department of Finance

Subject: Funding of Transaction Based Reimbursement Program

Pursuant to your discussions with Christy Maciel this is to confirm the proposed alternate method for developing the annual budget for the Transaction Based Reimbursement (TBR) Program.

In accordance with current statutes, the California State Library (CSL) is required to conduct studies, as needed, to determine the cost to participating libraries to loan materials that are reimbursable under the TBR program. In addition, the CSL is required to obtain Department of Finance (DOF) approval prior to authorizing changes in reimbursement rates for the TBR program. Requested changes are generally approved by the DOF if substantiated by actual cost data obtained through the CSL studies, and if such rates can be funded from available appropriations for the California Library Services Act. Finally, the CSL has been required to submit budget change proposals (BCPs) to receive consideration for funding increases.

In preparation of the 1986-87 Governor's Budget, the CSL requested a funding increase via a BCP for the TBR program based on: 1) a projected increase in the number of reimbursable transactions for 1986-87; and 2) a projected increase in the cost of loaning library materials. According to the CSL, the most recent actual transaction and cost data available was for the 1984-85 fiscal year. As we have discussed, it is our desire to reduce the two year projection span and base budget estimates on more current data. In order to accomplish this the following changes are proposed in the review process for this budget.

DOF will initiate action during the annual budget preparation process to consider growth in reimbursable transactions as projected by the annual CSL study, as a base enrollment/caseload/population (ECP) adjustment. Therefore, it will no longer be necessary for the CSL to submit a BCP for transaction growth. Further, DOF will recommend funding of the projected number of transactions at the current DOF-approved rates of reimbursement.

Potential deficiencies attributable to growth will be considered for inclusion in the budget during the May Revision, if substantiated by actual transactions data and in consideration of available funding. Similarly, in accordance with current statutes, the DOF will continue to consider CSL requests for reimbursement rate increases/decreases in light of current inflationary trends and actual costs incurred by local libraries in loaning materials during the May Revision review.

Finally, consistent with current practice, it is understood that funds budgeted for the TBR program but which are determined to be surplus at year end will be reverted.

For the preparation of the 1987-88 budget, then, the CSL will submit its study of 1985-86 actual performance by August 1, 1986. The DOF will adjust the base 1987-88 budget to reflect projected transactions, using the currently approved reimbursements rates. For the next cycle, the CSL will advance the timing of its annual study so that 1986-87 performance is reported to the DOF by April 15, 1987. Based on this data, the DOF will consider 1986-87 deficiencies and adjustments to the proposed 1987-88 budget. In succeeding budget cycles, the CSL annual study will be submitted no later than April 15th.

Please let me know if this meets your understanding, and if you have any questions, please contact Christy Maciel at (916) 323-9350.

William E. Borden
Principal Program Budget Analyst

ATTACHMENT II
TRANSACTION BASED REIMBURSEMENT

PROGRAM RATE DEVELOPMENT

BACKGROUND AND SUMMARY

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

1) The weighted average per item handling costs of a loan, based on annual survey results of a representative sample of participant libraries.

2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.

3) Materials deterioration cost based on industry standard data.

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

1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.

2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.

3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.

4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2009/10 fiscal year with the following results:

1) A complete description of the methodology employed and a summary of the 2008/09 updated data appears in Attachment III.

ATTACHMENT III
COST STUDY DATA

Results of 2008/09 Survey
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1)	0.2254
2)	0.3397
3)	0.3592
4)	0.3676
5)	0.3785
6)	0.3985
7)	0.5232
8)	0.5881
9)	0.7206
10)	0.8909
11)	1.1135
12)	1.2106
13)	1.2409
14)	1.8409
ARITHMETIC MEAN (average)	0.7284
MEDIAN	0.8058

ATTACHMENT III
COST STUDY DATA

INTERLIBRARY LOAN FY 2008/09
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1)	1.182	(.97)	0.763	(.03)	1.170
2)	2.248	(.93)	1.065	(.07)	2.166
3)	2.544	(.99)	1.441	(.01)	2.533
4)	2.980	(.99)	2.052	(.01)	2.971
5)	3.764	(.99)	3.370	(.01)	3.760
6)	4.412	(.97)	3.607	(.03)	4.388
7)	5.459	(.99)	3.649	(.01)	5.440
8)	5.830	(.99)	4.903	(.01)	5.821
9)	6.566	(.99)	6.566	(.01)	6.566
10)	7.631	(.99)	6.596	(.01)	7.621
11)	9.090	(.68)	7.620	(.32)	8.619
12)	14.014	(.99)	12.346	(.01)	13.996
TOTAL	65.720		41.632		65.051
ARITHMETIC MEAN	5.477		3.469		5.421

A) The Interlibrary Loan (ILL) costs are prorated between the two major methods of ILL delivery, photocopy and actual monograph delivery. The final adjusted cost represents the final cost for a specific library after all costs and prorating factors have been considered. In FY 2008/09 the cost study produced a final base rate of $5.42.

For the Direct Loan Program, the cost represents the final cost for a specific library based on 100% use of an automated circulation system. In FY 2008/09 the cost study produced a base rate of $0.73.

B) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.

C) Calculation of physical deterioration of materials:
We were not able to get updated information for 2008 by April 15 thus we are using 2007 data for the ECP.

Estimated price of the average library purchase = $35.11
(Source: Book Industry Trends, 2008, prepared for the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = $10.53
(Source: The Library Binding Institute)

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

$35.11 + $10.53 = $45.64
$45.64 ÷ 100 = $.46

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ATTACHMENT III

FY 2008/09 CLSA TBR Program Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	2008/09 Rate
ILL	5.42	.11	.46	5.99
Direct Loan	.73	.01	.46	1.20

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ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1998/99 to Present

	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
LCB Adopted Rates												
Interlibrary Loan	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	5.99
Direct Loan	.71	.73	.77	.73	.78	.84	.87	.89	.95	.97	.89	1.20
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	
Direct Loan	.55	.55	.63	.73	.78	.84	.87	.89	.95	.97	.89	

ATTACHMENT IV
INTERLIBRARY LOAN & DIRECT LOAN
TRANSACTION VOLUME

PROGRAM TRENDS

The chart on page two displays actual TBR Program activity levels for the period FY 1979/80 through FY 2007/2008 and projected levels for the current as well as the budget year. In this process of reporting to DOF as part of the May Revise, we are unable to provide a full year of actual TBR data, so our projections are based on the latest available actual data for the current year. Both the ILL and Direct Loan projections are based on regression analysis of the prior five years' data and staff analysis of any current trends in the field which might affect the data.

The number of reimbursable ILL transactions for FY 2008/09 is expected to be 3,185,602 based on the first two quarters data, which have show the highest transaction levels in the program's history. This is an estimated 12.6% increase relative to the 2,829,113 reimbursable ILL transactions that were recorded for FY 2007/08. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
2002/03	+10%
2003/04	+ 4%
2004/05	+ 31.2%
2005/06	+ 5.5%
2006/07	+ 7.6%
2007/08	+ 18%

The Direct Loan program shows an increase of 2.4% in total loan activity for FY 2008/09. Our projections to FY 2009/10 are based on actual Direct Loan activity for the first three quarters and projected activity for the fourth quarter of FY 2008/09.

Given the above data and the long term growth patterns these programs have experienced, the following projections for the TBR program have been made for FY 2009/10: 1) Direct Loan Program: The total loans in the program are expected to grow at a rate of about 3.5% or 37,315,250 total transactions and the net Direct Loan transactions are expected to increase about 4.7%, so the net transactions is estimated at 2,796,838. 2) Interlibrary Loan Program: The total loans in the ILL program are expected to grow at a rate of 15% and have 3,663,442 reimbursable transactions.

A comparison of the FY 2008/09 Department of Finance approved reimbursement rates, ILL = $5.06 and Direct loan = $.89 and the proposed FY 2009/10 reimbursement rates, ILL = $5.99 and Direct Loan = $1.20, shows an increase in the cost by 18% in the Interlibrary Loan Program, and a 34% increase in the cost for the Direct Loan Program. This unusual increase is due, in part, to the estimated price of the average library purchase which showed a major decrease in the 2007/08 study compared to prior and current year's price average.

ATTACHMENT IV

TBR PROGRAM ACTIVITY

	ILL Reimbursable Transactions	Total Public Library Circulation	Direct Loans: Total	Direct Loans: Net Imbalance
1979/80	267,799	113,921,000	7,983,833	3,152,506
1980/81	301,307	119,279,000	9,668,836	3,975,769
1981/82	341,307	121,340,000	9,876,086	4,366,074
1982/83	349,098	125,107,000	11,070,748	4,912,803
1983/84	338,629	124,136,000	11,243,357	5,012,301
1984/85	361,015	125,140,000	12,160,892	5,691,851
1985/86	378,549	125,600,000	12,532,423	5,432,412
1986/87	416,509	131,955,000	13,060,534	5,355,373
1987/88	451,270	136,082,000	15,175,877	6,104,662
1988/89	452,540	140,223,000	15,953,733	6,734,868
1989/90	515,403	144,447,000	15,108,450	6,619,082
1990/91	602,767	150,547,000	19,651,418	8,100,318
1991/92	709,642	160,761,000	21,260,881	9,297,968
1992/93	715,948	158,802,000	22,004,106	9,722,634
1993/94	598,148	145,657,000	21,711,320	9,430,933
1994/95	651,979	146,722,000	21,545,856	9,572,561
1995/96	834,395	151,034,000	22,719,320	10,075,442
1996/97	996,825	159,670,000	23,271,736	10,486,183
1997/98	1,165,557	164,429,000	23,774,902	10,491,145
1998/99	1,223,800	162,965,000	24,874,552	11,056,055
1999/00	1,187,182	165,687,000	24,440,027	10,424,950
2000/01	1,128,006	171,822,000	25,347,765	10,296,586
2001/02	1,409,560	184,501,000	27,932,178	10,897,596
2002/03	1,549,221	198,528,000	29,477,741	11,363,394
2003/04	1,610,606	198,424,000	28,778,674	12,444,532
2004/05	2,112,814	198,886,000	30,096,937	11,209,197
2005/06	2,228,249	197,060,000	30,151,623	10,652,295
2006/07	2,398,198	204,757,000	31,403,653	11,194,524
2007/08	2,829,113	220,107,000	35,078,050	11,940,218
2008/09 P	3,185,602	222,308,000	36,053,382	12,222,386
2009/10 P	3,663,442	229,866,000	37,315,250	12,796,838

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

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Exhibit B

CLSA TBR Program Reimbursement Rates from FY 1998/99 to Present

	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
LCB Adopted Rates												
Interlibrary Loan	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	5.99
Direct Loan	.71	.73	.77	.73	.78	.84	.87	.89	.95	.97	.89	1.20
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	
Direct Loan	.55	.55	.63	.73	.78	.84	.87	.89	.95	.97	.89	

California Library Services Act
Transaction Based Reimbursement Shortfall
Based on Rates Adopted by the Board

Fiscal Year	TBR Budget Appropriation	Board Adopted Rates		Reimbursable Transactions		Proposed Cost on Board Adopted Rates			Percent of Total Reimbursement Due	Reimbursment Based on Percentage of Total Reimbursement Due	
		ILL	Direct Loan	ILL	Direct Loan	ILL	Direct Loan	Total		ILL	Direct Loan
93/94	6,537,000	$3.26	$0.62	598,148	9,430,933	$1,949,962	$5,847,178	$7,797,140	91.6%	$2.70	$0.52
94/95	6,537,000	$3.17	$0.65	651,979	9,572,561	$2,066,773	$6,222,165	$8,288,938	88.5%	$2.62	$0.50
95/96	6,537,000	$3.38	$0.66	834,395	10,075,442	$2,820,255	$6,649,792	$9,470,047	94.8%	$2.35	$0.45
96/97	6,537,000	$3.47	$0.69	996,825	10,471,870	$3,458,983	$7,225,590	$10,684,573	91.8%	$2.17	$0.42
97/98	7,919,000	$3.29	$0.75	1,165,557	10,491,145	$3,834,682	$7,868,359	$11,703,041	82.5%	$2.48	$0.48
98/99	8,600,000	$3.57	$0.71	1,223,800	11,056,055	$4,368,966	$7,849,799	$12,218,765	76.0%	$2.56	$0.49
99/00	9,092,000	$3.82	$0.73	1,187,182	10,424,950	$4,535,035	$7,610,214	$12,145,249	87.1%	$2.84	$0.55
00/01	10,894,000	$4.14	$0.77	1,128,006	10,296,586	$4,669,945	$7,928,371	$12,598,316	89.9%	$3.21	$0.63
01/02	12,145,000	$3.87	$0.73	1,409,560	10,897,596	$5,454,997	$7,955,245	$13,410,242	99.7%	$3.51	$0.66
02/03	11,848,000	$4.49	$0.78	1,549,221	11,363,394	$6,956,002	$8,863,447	$15,819,449	100%	$3.36	$0.58
03/04	12,145,000	$4.91	$0.84	1,610,606	12,444,532	$7,908,075	$10,453,407	$18,361,482	66.1%	$3.24	$0.56
04/05	12,145,000	$5.59	$0.87	2,112,814	11,209,197	$11,810,630	$9,752,001	$21,562,631	56.3%	$3.14	$0.49
05/06	11,616,000	$4.95	$0.89	2,228,249	10,652,295	$11,029,833	$9,480,543	$20,510,375	56.6%	$2.80	$0.50
06/07	18,616,000	$5.22	$0.95	2,398,198	11,194,524	$12,518,594	$10,634,798	$23,153,391	80.4%	$4.19	$0.76
07/08	11,616,000	$5.29	$0.97	2,829,113	11,940,218	$14,966,008	$11,582,011	$26,548,019	43.8%	$2.31	$0.42
08/09	10,182,000	$5.06	$0.89	3,240,228	12,127,303	$16,395,554	$10,793,300	$27,188,853	37.4%	$1.89	$0.33

Board adopted reimbursement rates have been approved by DoF since FY 2001/02

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Exhibit C

CLSA PARTICIPANTS
FY 2009/10

Exhibit D

BLACK GOLD COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Lompoc Public Library	✓	✓
Paso Robles Public Library	✓	✓
San Luis Obispo City-County Library	✓	✓
Santa Barbara Public Library	✓	✓
Santa Maria Public Library	✓	✓
(Santa Paula) Blanchard Community Library	✓	✓
Ventura County Library	✓	✓

49/99 COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Amador County Library	✓	✓
Calaveras County Library	✓	✓
Lodi Public Library	✓	✓
Stanislaus County Free Library	✓	✓
Stockton-San Joaquin County Public Library	✓	✓
Tuolumne County Free Library	✓	✓

INLAND LIBRARY SYSTEM	Universal Borrowing	Equal Access
Banning Library District	✓	✓
Beaumont District Library	✓	✓
Colton Public Library	✓	✓
Corona Public Library	✓	✓
Hemet Public Library	✓	✓
Inyo County Free Library	✓	✓
Moreno Valley Public Library	✓	✓
Murrieta Public Library	✓	✓
Ontario Public Library	✓	✓
Palm Springs Public Library	✓	✓
Palo Verde Valley District Library	✓	✓
Rancho Cucamonga Public Library	✓	✓
Rancho Mirage Public Library	✓	✓
Riverside County Library System	✓	✓

INLAND LIBRARY SYSTEM (continued)	Universal Borrowing	Equal Access
Riverside Public Library	✓	✓
San Bernardino County Library	✓	✓
San Bernardino Public Library	✓	✓
Upland Public Library	✓	✓
Victorville Public Library	✓	✓

NORTHNET LIBRARY SYSTEM	Universal Borrowing	Equal Access
Alpine County Library	✓	✓
Belvedere-Tiburon Library Agency	✓	✓
Benicia Public Library	✓	✓
Butte County Library	✓	✓
Colusa County Free Library	✓	✓
Del Norte County Library	✓	✓
Dixon Library District	✓	✓
El Dorado County Library	✓	✓
Folsom Public Library	✓	✓
Humboldt County Library		✓
Lake County Library	✓	✓
Larkspur Public Library	✓	✓
Lassen Library District	✓	✓
Lincoln Public Library	✓	✓
Marin County Free Library	✓	✓
Mendocino County Library	✓	✓
Mill Valley Public Library	✓	✓
Modoc County Library	✓	✓
Mono County Free Library	✓	✓
Napa City-County Library	✓	✓
Nevada County Library	✓	✓
Orland Free Library	✓	✓
Placer County Library	✓	✓
Plumas County Library	✓	✓
Roseville Public Library	✓	✓
Sacramento Public Library	✓	✓
San Anselmo Public Library	✓	✓
San Rafael Public Library	✓	✓
Sausalito Public Library	✓	✓
Shasta Public Libraries	✓	✓

NORTHNET LIBRARY SYSTEM (continued)	Universal Borrowing	Equal Access
Siskiyou County Public Library	✓	✓
Solano County Library	✓	✓
Sonoma County Library	✓	✓
St. Helena Public Library	✓	✓
Sutter County Library	✓	✓
Tehama County Library	✓	✓
Trinity County Library	✓	✓
Willows Public Library	✓	✓
Woodland Public Library	✓	✓
Yolo County Library	✓	✓
Yuba County Library	✓	✓

PACIFIC LIBRARY PARTNERSHIP	Universal Borrowing	Equal Access
Alameda County Library	✓	✓
Alameda Free Library	✓	✓
Berkeley Public Library	✓	✓
Burlingame Public Library	✓	✓
(Carmel) Harrison Memorial Library	✓	✓
Contra Costa County Library	✓	✓
Daly City Public Library	✓	✓
Hayward Public Library	✓	✓
Livermore Public Library	✓	✓
Los Gatos Memorial Library	✓	✓
Menlo Park Public Library	✓	✓
Monterey County Library	✓	✓
Monterey Public Library	✓	✓
Mountain View Public Library	✓	✓
Oakland Public Library	✓	✓
Pacific Grove Public Library	✓	✓
Palo Alto City Library	✓	✓
Pleasanton Public Library	✓	✓
Redwood City Public Library	✓	✓
Richmond Public Library	✓	✓
Salinas Public Library	✓	✓
San Benito County Free Library	✓	✓
San Bruno Public Library	✓	✓
San Francisco Public Library	✓	✓

PACIFIC LIBRARY PARTNERSHIP (continued)	Universal Borrowing	Equal Access
San Jose Public Library	✓	✓
San Juan Bautista City Library	✓	✓
San Mateo County Library	✓	✓
San Mateo Public Library	✓	✓
Santa Clara City Library	✓	✓
Santa Clara County Free Library	✓	✓
Santa Cruz Public Library	✓	✓
South San Francisco Public Library	✓	✓
Sunnyvale Public Library	✓	✓
Watsonville Public Library	✓	✓

SAN JOAQUIN VALLEY LIBRARY SYSTEM	Universal Borrowing	Equal Access
Coalinga District Library	✓	✓
Fresno County Free Library	✓	✓
Kern County Library	✓	✓
Kings County Library	✓	✓
Madera County Library	✓	✓
Mariposa County Library	✓	✓
Merced County Library	✓	✓
Porterville Public Library	✓	✓
Tulare County Free Library	✓	✓
Tulare Public Library	✓	✓

SERRA LIBRARY SYSTEM	Universal Borrowing	Equal Access
Brawley Public Library	✓	✓
(Calexico) Camarena Public Library	✓	✓
Carlsbad City Library	✓	✓
Chula Vista Public Library	✓	✓
Coronado Public Library	✓	✓
El Centro Public Library		✓
Escondido Public Library	✓	✓
Imperial County Free Library	✓	✓
Imperial Public Library	✓	✓
National City Public Library	✓	✓
Oceanside Public Library	✓	✓
San Diego County Library	✓	✓

SERRA LIBRARY SYSTEM (continued)	Universal Borrowing	Equal Access
San Diego Public Library	✓	✓

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE	Universal Borrowing	Equal Access
Alhambra Public Library	✓	✓
Altadena Library District	✓	✓
Anaheim Public Library	✓	✓
Arcadia Public Library	✓	✓
Azusa City Library	✓	✓
Beverly Hills Public Library		✓
Buena Park Library District	✓	✓
Burbank Public Library	✓	✓
Calabasas Public Library	✓	✓
Cerritos Public Library		✓
Commerce Public Library	✓	✓
Covina Public Library	✓	✓
Downey City Library	✓	✓
El Segundo Public Library		✓
Fullerton Public Library	✓	✓
Glendale Public Library	✓	✓
Glendora Public Library	✓	✓
Inglewood Public Library	✓	✓
Irwindale Public Library	✓	✓
Long Beach Public Library	✓	✓
Los Angeles County Public Library	✓	✓
Los Angeles Public Library	✓	✓
Mission Viejo Public Library	✓	✓
Monrovia Public Library	✓	✓
(Monterey Park) Bruggemeyer Memorial Library	✓	✓
Moorpark City Library	✓	✓
Newport Beach Public Library	✓	✓
Orange County Public Library	✓	✓
Orange Public Library	✓	✓
Oxnard Public Library	✓	✓
Palmdale City Library	✓	✓
Palos Verdes Library District	✓	✓
Pasadena Public Library	✓	✓
Placentia Library District	✓	✓

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE (continued)	Universal Borrowing	Equal Access
Pomona Public Library		✓
Redondo Beach Public Library	✓	✓
San Marino Public Library	✓	✓
Santa Fe Springs City Library	✓	✓
Santa Monica Public Library	✓	✓
Sierra Madre Public Library	✓	✓
Signal Hill Public Library	✓	✓
South Pasadena Public Library	✓	✓
Thousand Oaks Public Library		✓
Torrance Public Library	✓	✓
Whittier Public Library	✓	✓
Yorba Linda Public Library	✓	✓

PUBLIC LIBRARIES NOT CLSA SYSTEM MEMBERS
Huntington Beach Public Library
(Redlands) A. K. Smiley Public Library
San Leandro Community Library
Santa Ana Public Library
Vernon Public Library

IManage#13788

California Library Services Act
Interlibrary Loan Program
Non-Public Library Loans to Public Libraries
FY 2008/09

LIBRARY	SYSTEM	TOTAL LOANS
American River College	MVLS	84
Butte College	NO STATE	251
Cabrillo College	MOBAC	136
California Academy of Sciences	BALIS	30
California Institute of the Arts, Valencia	SO STATE	209
California Inst of Integral Studies, San Francisco	BALIS	45
California Lutheran University	BLK GOLD	85
California State Polytechnic University, Pomona	MCLS	2,148
CSU Bakersfield	SJVLS	196
CSU Chico	NO STATE	1,242
CSU Dominguez Hills	SO STATE	740
CSU East Bay (Hayward)	BALIS	2,794
CSU Fresno	SJVLS	3,077
CSU Fullerton (Pollak Library)	SANTIAGO	625
CSU Long Beach	MCLS	3,245
CSU Los Angeles (John F. Kennedy Library)	MCLS	421
CSU Monterey Bay	MOBAC	169
CSU Northridge	SO STATE	203
CSU Sacramento	MVLS	1,168
CSU San Bernardino	INLAND	781
CSU San Diego	SERRA	0
CSU San Jose	SVLS	9,781
CSU San Marcos	SERRA	2,597
CSU Sonoma	NO BAY	3,619
CSU Stanislaus	49-99	190
Canada College Library	PENINSULA	2,335
Cerritos College	MCLS	0
Chapman University	SANTIAGO	120
Chapman University (Rinker Law Library)	SANTIAGO	31
Citrus Community College District	MCLS	11
Claremont College (Honnold-Mudd)	SO STATE	5,564
College of San Mateo	PENINSULA	4,011
College of the Siskiyous	NO STATE	56
Columbia College	49-99	90
Consumnes River College	MVLS	80
Cuesta College	BLK GOLD	9
Feather River College	NO STATE	0
Fresno City College	SJVLS	30
Fullerton Community College Library	SANTIAGO	35
Gavilan College Library	MOBAC	33

LIBRARY	SYSTEM	TOTAL LOANS
Glendale College Library	SO STATE	39
Golden Gate Baptist Theology Seminary	NO BAY	51
Golden West College Library	SANTIAGO	15
Hartnell College Library	MOBAC	31
Humboldt State University	NO STATE	384
Imperial Valley College, Library Media Center	SERRA	23
La Sierra University Library	INLAND	108
Lassen Community College District	NO STATE	0
Merced College	49-99	62
Mission College, Santa Clara	SVLS	846
Modesto Jr. College (Yosemite Community College)	49-99	81
Monterey Peninsula College	MOBAC	69
Napa Valley College	NO BAY	6,221
Naval Postgraduate School (Dudley Knox Library)	MOBAC	220
Palomar Community College District, San Marcos	SERRA	58
Sacramento City College	MVLS	59
Saint John's Seminary Theology Library	BLK GOLD	0
Saint Mary's College Library	BALIS	5,352
Saint Patrick's Seminary Library	SVLS	46
San Diego Christian College	SERRA	61
San Francisco State Univ. (J. Paul Leonard Library)	BALIS	3,354
San Joaquin Delta Community College, Stockton	49-99	16
San Mateo County Supertindent of Schools	PENINSULA	14
Santa Barbara City College	BLK GOLD	0
Santa Clara University (Orradre Library)	SVLS	5,353
Santa Rosa Junior College (Frank P. Doyle Library)	NO BAY	140
Shasta College Library	NO STATE	171
Sierra Community College	MVLS	67
Simpson College Library	NO STATE	153
Skyline College Library	PENINSULA	3,185
Solano College	NO BAY	4,603
University of California (Berkeley)	BALIS	1,376
University of California (Davis)	MVLS	1,513
University of California (Irvine)	SANTIAGO	755
University of California (Los Angeles)	MCLS	1,244
University of California (Riverside)	INLAND	4,941
University of California (San Diego)	SERRA	764
University of California (Santa Barbara)	BLK GOLD	485
University of California (Santa Cruz)	MOBAC	3,298
University of the Pacific	49-99	207
West Valley College Library	SVLS	985
Westmont College (R.J. Voskuyl Library)	BLK GOLD	19
Yuba Community College District	MVLS	52
Total		92,662

Exhibit F

California Library Services Act

TBR PROGRAM ACTIVITY

1979/80 - 1986/87

	1979/80	1980/81	1981/82	1982/83	1983/84	1984/85	1985/86	1986/87
ILL Reimbursable Transactions	267,799	301,307	341,307	349,098	338,629	361,015	378,549	416,509
Total Public Library Circulation	113,920,874	119,279,297	121,340,000	125,107,000	124,136,000	125,140,000	125,600,000	131,955,186
Direct Loans: Total	7,983,833	9,668,836	9,876,086	11,070,748	11,243,357	12,160,892	12,532,423	13,060,534
Direct Loans: Net Imbalance	3,152,506	3,975,769	4,366,074	4,912,803	5,012,301	5,691,851	5,432,412	5,355,373

1987/88 - 1994/95

	1987/88	1988/89	1989/90	1990/91	1991/92	1992/93	1993/94	1994/95
ILL Reimbursable Transactions	451,270	452,540	515,403	602,767	709,642	715,948	598,148	651,979
Total Public Library Circulation	136,082,000	140,223,000	144,447,000	150,547,000	160,761,000	158,802,000	145,657,000	146,722,000
Direct Loans: Total	15,175,877	15,953,733	15,108,450	19,651,418	21,260,881	22,004,106	21,711,320	21,545,856
Direct Loans: Net Imbalance	6,104,662	6,734,868	6,619,082	8,100,318	9,297,968	9,722,634	9,430,933	9,572,561

1995/96 - 2002/03

	1995/96	1996/97	1997/98	1998/99	1999/2000	2000/01	2001/02	2002/03
ILL Reimbursable Transactions	834,395	996,825	1,165,557	1,223,800	1,187,182	1,128,006	1,409,560	1,549,221
Total Public Library Circulation	151,034,000	159,670,000	164,429,000	162,965,000	165,687,000	171,822,000	184,501,000	198,528,000
Direct Loans: Total	22,718,780	23,271,736	23,774,902	24,874,552	24,440,027	25,347,765	27,932,178	29,477,741
Direct Loans: Net Imbalance	10,075,442	10,486,183	10,491,145	11,056,055	10,424,950	10,296,586	10,897,596	11,363,394

2003/04 - 2008/09

	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10 Projections
ILL Reimbursable Transactions	1,610,606	2,112,814	2,228,249	2,398,198	2,829,113	3,240,228	3,726,262
Total Public Library Circulation	198,424,000	198,886,000	197,060,000	204,757,000	220,107,000	Projection 222,308,000	229,866,000
Direct Loans: Total	28,778,674	30,096,937	30,151,623	31,403,653	35,078,050	36,013,901	37,315,250
Direct Loans: Net Imbalance	12,444,532	11,209,197	10,652,295	11,194,524	11,940,218	12,127,303	12,796,838

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Document 10

ACTION

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of revised 2008/09 CLSA System Population and Membership figures.
2. Consideration of San Juan Bautista City Library to affiliation with the Monterey Bay Area Cooperative Library System/Pacific Library Partnership.
3. Consideration of 2009/10 CLSA System Population and Membership figures.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures, revised in October 2008, and used in the allocation of CLSA System Reference Program funds for the fiscal year 2008/09.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the re-affiliation of the San Juan Bautista City Library with the Monterey Bay Area Cooperative Library System/Pacific Library Partnership, effective July 1, 2009, and waive the September 1, 2008 filing date for 2009/10 affiliations.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2009/10.

ISSUE 1: Consideration to revised 2008/09 CLSA System Population and Membership figures.

BACKGROUND:

In late October 2008, the State Library received notice that the San Juan Bautista City Library was charging all non-resident borrowers a library card fee. By doing so the library is not eligible to remain a member of the Monterey Bay Area Cooperative Library System (MOBAC). CLSA Regulations Section 20192 places the burden to notice the State Board on the System; however, in this case, MOBAC administrative staff was unaware of the change in San Juan Bautista's library policy. State Library staff was able to revise the System allocations to include the withdrawal of San Juan Bautista City Library from MOBAC prior to any funds being disbursed. Board approval is needed as a housekeeping formality to show that for FY 2008/09 System Reference funding was calculated based on nine members in MOBAC instead of ten and the reduce population for the City of San Juan Bautista, which is used to calculate the System Reference allocation. A letter from the State Librarian to the director of the San Juan Bautista Library is included as Exhibit A. Exhibit B is the revised 2008/09 System Membership and Population figures for Board consideration.

ISSUE 2: Consideration of San Juan Bautista City Library to affiliation with the Monterey Bay Area Cooperative Library System/Pacific Library Partnership.

BACKGROUND:
In a letter dated February 19, 2009, the City Manager of the City of San Juan Bautista notified the state that its City Council has rescinded the non-resident library card fee in February 2009 (see Exhibit C). The San Juan Bautista City Library requests to re-affiliate with MOBAC/Pacific Library Partnership in FY 2009/10 and further requests that the Board waive the filing date requirement in the CCR Sec. 20190(c) (see Exhibit D). The MOBAC Administrative Council adopted a resolution to reinstate the San Juan Bautista City Library to full membership in MOBAC, effective March 13, 2009 (see Exhibit E). The funding allocation to the System (PLP) will be effective July 1, 2009.

ISSUE 3: Consideration of 2009/10 CLSA System Population and Membership figures.

BACKGROUND:
Section 20158 of the Administrative Regulations for the System Reference Program provides for an annual review and approval of System population and membership figures used in the allocation of System Reference Program funds by the State Board. Section 20106 stipulates that any CLSA funds distributed on the basis of population shall be awarded using the most recently published and available combined estimate for cities and counties from the State Department of Finance. The 2009/10 System population and membership figures are included as Exhibit F to this agenda item.

At the August 2008 meeting the Board approved system consolidations in several areas of the state:

- Bay Area Library & Information System, Monterey Bay Area Cooperative Library System, Peninsula Library System, and Silicon Valley Library System merged to form a single system, Pacific Library Partnership.
- Mountain Valley Library System, North Bay Cooperative Library System, and North State Cooperative Library System merged to form a single system, NorthNet Library System.
- Metropolitan Cooperative Library System, Santiago Library System, and South State Cooperative Library System merged to form a single system, Southern California Library Cooperative.

The Board also adopted a new policy, beginning in FY 2009/10, for allocating CLSA System-level program funds that allows two or more cooperative library systems to consolidate and retain the same funding level by adding together the allocations for each of the merged systems.

The population calculations for the merged systems are represented individually in order to apply the new policy, above.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Reference Program continues to support regional reference services in the eight (8) CLSA Cooperative Library Systems.

Review and Discussion of 2009/10 System Plans: 2009/10 System Plans of Service have been summarized and included as exhibits to this agenda item. Compilations for each of the three service components for System Reference are included as Exhibits G, H and I. A review of the Plans of Service indicates that many Systems are continuing to target the geographically isolated, speakers of limited English/non-English speaking, the disabled, and children for the component to improve reference service to the underserved. Systems collectively plan to allocate over $240,200 from their Reference budgets for the underserved component. (The full text of System Plans of Service is available to Board members upon request).

Exhibit J is a chart of 2009/10 System Workload Estimates by System-level programs. Exhibit K reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit L, which describes the demographic characteristics of the residents of the System service area.

Summary of 2007/08 System Annual Reports

Service Component: General Improvement of Local Reference Service

Exhibit M 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 N displays the performance objectives set by each System for this service component and the reported achievement levels. 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.

Service Component: Interlibrary Reference

In 2007/08 all but one System (49-99) was able to meet the performance objectives of answering 90% of the questions referred to the System level, and all Systems (except 49-99) met the objective of answering 70% within 10 working days (see Exhibit O). The 49-99 Cooperative Library System went through an administrative transition in 2007/08. Instead of provided second level reference service, CLSA Reference funds were being used to purchase electronic database resources to assist member libraries in answering reference questions at the local level. However, in 2008/09, 49-99 revised its plan of service to include a contractual agreement with MCLS for second level reference service, which brings the System back into compliance with CLSA regulations.

Expenditures: Exhibit P displays CLSA and local funds expended in support of the System Reference Program in 2007/08. Overall, 68% of the total budgeted for System Reference was expended from CLSA funds, and 32% was expended from local funds. See Exhibit Q

for a summary of local member contributions to the Reference program.

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 R to this agenda item displays administrative expenditures for the three system-level programs for fiscal year 2007/08.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:

1. Summary of 2008/09 System Annual Reports
2. Recommendation on a new statewide Reference design for California public libraries

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Exhibit A

CALIFORNIA
STATE LIBRARY
FOUNDED 1850

October 22, 2008

Dee Dee Hanania, Director
San Juan Bautista City Library
P.O. Box 1420
San Juan Bautista, CA 95045-1420

Dear Ms. Hanania:

It has come to my attention that the San Juan Bautista City Library has established a non-resident library card fee of $20, which took effect in March 2007. Your library is no longer in compliance with the California Library Services Act (CLSA). The CLSA law requires, in Section 20105(f), that the information services of public libraries be provided free of charge.

By charging fees to non-resident borrowers, the San Juan Bautista City Library is denied state funds for lending its resources to residents of other library jurisdictions, and is denied services that are provided by the Monterey Bay Area Cooperative Library System (MOBAC). For CLSA purposes, this means services such as second level reference, reference training, delivery of materials between your library and other jurisdictions, among others. I understand that many public libraries are discouraged by the state budget cuts in resource sharing programs. State funds cover only a small percentage of the handling costs to loan materials to non-residents.

In order to comply with California Library Laws, we will notify the State Board at its next meeting of your library's withdrawal from CLSA programs and services. If you have any questions please don't hesitate to contact Sandy Habbestad, CLSA Program Coordinator, at (916) 653-7532 or by email at shabbestad@library.ca.gov.

Yours truly,

Susan Hildreth

Susan Hildreth
State Librarian of California

cc: Donna Truong, MOBAC Assistant Director
Sandy Habbestad, CLSA Program Coordinator

Doc#13004

2008/09 System Population & Membership

The following pages contain the System membership and System population figures, which will be used to allocate funds to the individual Systems for the System Reference Program in the 2008/09 fiscal year.

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

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2008) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

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

Susan Hildreth
State Librarian of California
Revised October 2008

SYSTEM/MEMBER	POPULATION
BALIS: 10 Members	3,337,348
Alameda County Library	
Alameda Free Library	
Berkeley Public Library	
Contra Costa County Library	
Hayward Public Library	
Livermore Public Library	
Oakland Public Library	
Pleasanton Public Library	
Richmond Public Library	
San Francisco Public Library	
BLACK GOLD: 7 Members	1,169,210
Lompoc Public Library	
Paso Robles Public Library	
San Luis Obispo City-County Library	
Santa Barbara Public Library	
Santa Maria Public Library	
Santa Paula (Blanchard Community) Library	
Ventura County Library Services Agency	
49-99: 6 Members	1,352,432
Amador County Library	
Calaveras County Library	
Lodi Public Library	
Stanislaus County Free Library	
Stockton-San Joaquin County Public Library	
Tuolumne County Free Library	
INLAND: 19 Members	4,090,433
Banning Library District	
Beaumont Library District	
Colton Public Library	
Corona Public Library	
Hemet Public Library	
Inyo County Free Library	
Moreno Valley Public Library	
Murrieta Public Library	
Ontario City Library	
Palm Springs Public Library	
Palo Verde Valley Library District	
Rancho Cucamonga Public Library	
Rancho Mirage Public Library	
Riverside County Library System	
Riverside Public Library	
San Bernardino County Library	
San Bernardino Public Library	
Upland Public Library	
Victorville Public Library	

SYSTEM/MEMBER	POPULATION
MCLS: 33 Members	6,637,361
Alhambra Public Library	
Altadena Library District	
Arcadia Public Library	
Azusa City Library	
Beverly Hills Public Library	
Burbank Public Library	
Calabasas Public Library	
Cerritos Public Library	
City of Commerce Public Library	
Covina Public Library	
Downey City Library	
El Segundo Public Library	
Irwindale Public Library	
Glendale Public Library	
Glendora Library & Cultural Center	
Long Beach Public Library	
Los Angeles Public Library	
Monrovia Public Library	
Monterey Park (Bruggemeyer) Memorial Library	
Moorpark City Library	
Oxnard Public Library	
Palos Verdes Library District	
Pomona Public Library	
Redondo Beach Public Library	
San Marino Public Library	
Santa Fe Springs City Library	
Santa Monica Public Library	
Sierra Madre Public Library	
Signal Hill Public Library	
South Pasadena Public Library	
Thousand Oaks Library	
Torrance Public Library	
Whittier Public Library	
MOBAC: 9 Members*	750,978
Carmel (Harrison) Memorial Library	
Monterey County Free Library	
Monterey Public Library	
Pacific Grove Public Library	
Salinas Public Library	
San Benito County Free Library	
Santa Cruz Public Library	
Watsonville Public Library	

+ King City/Monterey County

SYSTEM/MEMBER		POPULATION
SILICON VALLEY: 7 Members		1,837,075
Los Gatos Public Library		
Mountain View Public Library		
Palo Alto City Library		
San Jose Public Library		
Santa Clara County Free Library		
Santa Clara City Library		
Sunnyvale Public Library		
SOUTH STATE: 4 Members		4,085,965
County of Los Angeles Public Library		
Inglewood Public Library		
Palmdale City Library		
Pasadena Public Library		
	GRAND TOTALS:	
	All System Members:	**179***
	All System Population:	**37,337,860**
Unaffiliated Public Libraries: 6 Jurisdictions		710,804
Huntington Beach Public Library		
Redlands (A.K. Smiley) Public Library		
San Juan Bautista City Library		
San Leandro Community Library		
Santa Ana Public Library		
Vernon Public Library		
Jurisdictions that Don't Have Service		798
Industry		
	TOTAL STATE:	**38,049,462**

*Includes Consolidations since 1/1/78

SYSTEM/MEMBER	POPULATION
PENINSULA: 8 Members	739,469
Burlingame Public Library	
Daly City Public Library	
Menlo Park Public Library	
Redwood City Public Library	
San Bruno Public Library	
San Mateo County Library	
San Mateo Public Library	
South San Francisco Public Library	
SJVLS: 10 Members	2,762,846
Coalinga-Huron Unified School District Library	
Fresno County Public Library	
Kern County Library	
Kings County Library	
Madera County Library	
Mariposa County Library	
Merced County Library	
Porterville Public Library	
Tulare County Free Library	
Tulare Public Library	
SANTIAGO: 9 Members	2,566,074
Anaheim Public Library	
Buena Park Library District	
Fullerton Public Library	
Mission Viejo Public Library	
Newport Beach Public Library	
Orange County Public Library	
Orange Public Library	
Placentia Library District	
Yorba Linda Public Library	
SERRA: 13 Members	3,322,432
Brawley Public Library	
Calexico (Camarena Memorial) Public Library	
Carlsbad City Library	
Chula Vista Public Library	
Coronado Public Library	
El Centro Public Library	
Escondido Public Library	
Imperial County Library	
Imperial Public Library	
National City Public Library	
Oceanside Public Library	
San Diego County Library	
San Diego Public Library	

SYSTEM/MEMBER	POPULATION
MVLS: 14 Members	2,440,488
Alpine County Library	
Colusa County Free Library	
El Dorado County Library	
Folsom Public Library	
Lincoln Public Library	
Mono County Free Library	
Nevada County Library	
Placer County Library	
Roseville Public Library	
Sacramento Public Library	
Sutter County Library	
Woodland Public Library	
Yolo County Library	
Yuba County Library	
NORTH BAY: 17 Members*	1,459,559
Belvedere-Tiburon Library Agency	
Benicia Public Library	
Dixon Library District	
Lake County Library	
Larkspur Public Library	
Marin County Free Library	
Mendocino County Library	
Mill Valley Public Library	
Napa City-County Library	
San Anselmo Public Library	
San Rafael Public Library	
Sausalito Public Library	
Solano County Library	
Sonoma County Library	
St. Helena Public Library	
+ Vacaville/Solano	
+ Calistoga/Napa	
NORTH STATE: 13 Members*	786,190
Butte County Library	
Del Norte County Library District	
Humboldt County Library	
Lassen Library District	
Modoc County Library	
Orland Free Library	
Plumas County Library	
Shasta Public Libraries	
Siskiyou County Free Library	
Tehama County Library	
Trinity County Library	
Willows Public Library	
+ Crescent City/Del Norte	

Exhibit C

City of San Juan Bautista

The "City of History"

RECEIVED FEB 23 2009

February 19, 2009

P.O. Box 1420
311 Second Street
San Juan Bautista
California 95045
(831) 623-4661
Fax (831)623-4093

City Council
Mayor
Rick Edge

Vice Mayor
Ed Laverone

Councilmember
Priscilla J. Hill

Councilmember
Maggie Bilich

Councilmember
Andy Moore

Acting City Manager
Stephen B. Julian

City Clerk
Linda G. McIntyre

City Treasurer
Colleen Johnson

Fire Chief
Scott Freels

Ms. Susan Aldrich, State Librarian
California State Library
P.O. Box 942837
Sacramento, CA 94237

Dear Ms. Aldrich:

As you may be aware, the City of San Juan Bautista Public Library has been a participant in the inter-library loan program through the Monterey Bay Area Cooperative Library System.

As the new City Manager in San Juan Bautista, I was disturbed to learn that a "non resident" library card fee which had been established by the City Council had resulted in the City's inability to participate in the inter-library loan program. The fee was enacted by the City Council as a modest revenue measure. Unfortunately, the prior management of the City neglected to inform the City Council that enacting such a fee would jeopardize the City's participation in the inter-library loan program, and thereby deprive the patrons of our library of a very valuable asset, access to books throughout the state.

Moreover, the City Council was not informed that its action to impose such a fee would also jeopardize funding from the State of California to the Monterey Bay Area Cooperative Library System (MOBAC).

I am pleased to advise you that the San Juan Bautista City Council rescinded the fee at its regular meeting of February 17, 2009. I am enclosing a certified copy of City Council Resolution 2009-02 directing rescission of the non resident library card fee.

It would be most appreciated by the City Council, as well as the patrons and staff of our library, if the State Library would take action to allow San Juan Bautista to once again participate in the inter-library loan program, and that any funding to MOBAC based on our participation be restored as soon as possible.

City of San Juan Bautista

The "City of History"

Should you have any question, please do not hesitate to contact me.

Respectfully,

Stephen B. Julian
City Manager

Attachment

cc: City Council
MOBAC Administrative Council ✓
San Juan Library Staff.

RESOLUTION 2009-02

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN JUAN BAUTISTA AUTHORIZING ELIMINATION OF THE NON-RESIDENT LIBRARY CARD FEE

WHEREAS, with the passage of Resolution 2007-52, the City Council instituted $20 fee for non-resident library cards; and

WHEREAS, MOBAC (Monterey Bay Area Cooperative Library System), a multi-type library network that includes libraries in Monterey, San Benito, and Santa Cruz counties, entitles patrons to access all other MOBAC member libraries, and provides full interlibrary loan service, including delivery of materials through a courier service, provides technical consultation and assistance, and extensive staff development services including local workshops and seminars to introduce new resources and help staff keep their skills up to date; and

WHEREAS, institution of non-resident borrowing fees for library cards has resulted in the library losing their membership in MOBAC; and

WHEREAS, by charging fees to non-resident borrowers, the San Juan Bautista City Library is no longer in compliance with the California Library Services Act (CLSA) and, consequently, is denied state funds for lending its resources to residents of other library jurisdictions; and

WHEREAS, the funds received from non resident library cards is nominal when compared to the benefits derived from MOBAC and funds allocated to the San Juan Bautista City Library from the California State Library Public Library Fund.

NOW, THEREFORE, BE IT RESOLVED THAT THE CITY COUNCIL hereby authorizes immediate elimination of a non-resident library card fee for patrons of the San Juan Bautista City Library.

PASSED AND ADOPTED this 17th day of February, 2009 by the following vote:

AYES: **Edge, Hill, Laverone, Moore, Bilich**

NOES: **None**

ABSTAIN: **None**

ABSENT: **None**

Rick Edge, Mayor

ATTEST:

Trish Paetz, Deputy City Clerk

Exhibit D

San Juan Bautista City Library

801 Second Street P O Box 1420 Tel. 831.623.4687 FAX 831.623. 4701
San Juan Bautista, California 95045

March 14, 2009

Penny Kastanis, President
Library of California Board
P.O. Box 942837
Sacramento, CA 94237

Dear Penny:

The City of San Juan Bautista is pleased to advise you that it has rescinded the "non-resident" library card fee that was established by the prior City Council and resulted in the City's inability to participate in the Direct Loan program. Unfortunately, prior management also neglected to inform the City Council that enacting this fee would jeopardize the Monterey Bay Area Cooperative Library System (MOBAC) from receiving funding from the State of California for San Juan Bautista Public Library's membership in the system.

The City of San Juan Bautista has rescinded the fee at its meeting of February 17, 2009 (see Resolution 2009-02 enclosed) and has asked to be affiliated with MOBAC, effective July 1, 2009; and respectfully requests the Board to waive the filing date requirement in CCR 20190(c).

Dee Dee Hanania
Dee Dee Hanania
San Juan Bautista Library

cc: MOBAC Administrative Council Chair

San Juan Bautista City Library

The Mission — 1797

801 Second Street P O Box 1420 Tel. 831.623.4687 FAX 831.623. 4701
San Juan Bautista, California 95045

March 3, 2009

Ginny Steele
MOBAC Administrative Council Chair
UC Santa Cruz University Library
1156 High Street
Santa Cruz, CA 95064

Dear MOBAC Council:

The San Juan Bautista City Council has decided to rescind the "non resident" library card fee that had been established by the City Council and resulted in the City's inability to participate in the inter-library loan program. The fee was started by the City Council as a small revenue measure. Prior management neglected to inform the City Council that such an action jeopardized the City's participation in the inter-library loan program and results in the patrons inability to access library books throughout the state.

The City Council was also not informed that such an action would jeopardize funding from the State of California to the Monterey Bay Area Cooperative Library System (MOBAC).

San Juan Bautista City Council rescinded the fee at its regular meeting of February 17, 2009 and would appreciate it if MOBAC would reinstate the city of San Juan Bautista to full MOBAC membership status as soon as possible.

Sincerely,

Dee Dee Hanania

Dee Dee Hanania

San Juan Bautista Library

Exhibit E

MOBAC

Monterey Bay Area Cooperative Library System
2471 Flores Street, San Mateo, CA 94403-2273
Phone: (650) 349-5538 • Fax: (650) 349-5089

RESOLUTION NO. 2009 – 1

APPLYING FOR FULL MEMBERSHIP IN THE MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM UNDER THE CALIFORNIA LIBRARY SERVICES ACT

WHEREAS, institution of non-resident borrowing fees for library cards resulted in the San Juan Bautista City Library losing its membership in MOBAC; and

WHEREAS, by charging fees to non-resident borrowers, the San Juan Bautista City Library is not longer in compliance with the California Library Services Act (CLSA) and, consequently, has been denied state funds for lending its resources to residents of other library jurisdictions; and

WHEREAS, MOBAC (Monterey Bay Area Cooperative Library System), a Multi-type library network that includes libraries in Monterey, San Benito, and Santa Cruz counties, entitles patrons to access all other MOBAC member libraries, and provides full interlibrary loan service, including delivery of materials through a courier service, provides technical consultation and assistance, and extensive staff development services including local workshops and seminars to introduce new resources and help staff keep their skills up to date; and

WHEREAS, the funds received from non-resident library cards are nominal when compared to the benefits derived from MOBAC and funds allocated to the San Juan Bautista City Library from the California State Library Public Library Fund; and

WHEREAS, the City Council authorizes immediate elimination of a non-resident library card fees for patrons of the San Juan Bautista City Library, this 17th day of February, 2009.

NOW, THEREFORE BE IT RESOLVED that the City of San Juan Bautista make application to the Monterey Bay Area Cooperative Library System to reinstate full membership in the Monterey Bay Area Cooperative System under the California Library Services Act effective on or before March 13, 2009:

PASSES AND ADOPTED BY THE MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM this 13th day of March, 2009 by the following vote:

AYES: 13

NOES: 0

ABSTAIN: 0

ABSENT: 4

Virginia Steel

Ginny Steel, Chair of MOBAC

2009/10 System Population & Membership

The following pages contain the System membership and System population figures, which will be used to allocate funds to the individual Systems for the System Reference Program in the 2009/10 fiscal year.

At its August 2008 meeting, the Library of California Board adopted a policy for allocation of CLSA System-level funding for Reference, Communications & Delivery, and Advisory Boards for the 2009/10 fiscal year that allows two or more CLSA Cooperative Library Systems to consolidate and retain the same funding level by simply adding together the allocations for each System.

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

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2009) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

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

Stacey Aldrich
Acting State Librarian of California
June 1, 2009

SYSTEM/MEMBER	POPULATION
BLACK GOLD: 7 Members	1,175,104
Lompoc Public Library	
Paso Robles Public Library	
San Luis Obispo City-County Library	
Santa Barbara Public Library	
Santa Maria Public Library	
Santa Paula (Blanchard Community) Library	
Ventura County Library Services Agency	
49-99: 6 Members	1,356,265
Amador County Library	
Calaveras County Library	
Lodi Public Library	
Stanislaus County Free Library	
Stockton-San Joaquin County Public Library	
Tuolumne County Free Library	
INLAND: 19 Members	4,115,006
Banning Library District	
Beaumont Library District	
Colton Public Library	
Corona Public Library	
Hemet Public Library	
Inyo County Free Library	
Moreno Valley Public Library	
Murrieta Public Library	
Ontario City Library	
Palm Springs Public Library	
Palo Verde Valley Library District	
Rancho Cucamonga Public Library	
Rancho Mirage Public Library	
Riverside County Library System	
Riverside Public Library	
San Bernardino County Library	
San Bernardino Public Library	
Upland Public Library	
Victorville Public Library	

SYSTEM/MEMBER	POPULATION

NORTHNET LIBRARY SYSTEM – Members: 44 Population: 4,709,629
(Mountain Valley + North Bay + North State)

MVLS: 14 Members	2,458,532
Alpine County Library	
Colusa County Free Library	
El Dorado County Library	
Folsom Public Library	
Lincoln Public Library	
Mono County Free Library	
Nevada County Library	
Placer County Library	
Roseville Public Library	
Sacramento Public Library	
Sutter County Library	
Woodland Public Library	
Yolo County Library	
Yuba County Library	
NORTH BAY: 17 Members*	1,463,779
Belvedere-Tiburon Library Agency	
Benicia Public Library	
Dixon Library District	
Lake County Library	
Larkspur Public Library	
Marin County Free Library	
Mendocino County Library	
Mill Valley Public Library	
Napa City-County Library	
San Anselmo Public Library	
San Rafael Public Library	
Sausalito Public Library	
Solano County Library	
Sonoma County Library	
St. Helena Public Library	
+ Vacaville/Solano	
+ Calistoga/Napa	
NORTH STATE: 13 Members*	787,318
Butte County Library	
Del Norte County Library District	
Humboldt County Library	
Lassen Library District	
Modoc County Library	
Orland Free Library	
Plumas County Library	
Shasta Public Libraries	
Siskiyou County Free Library	
Tehama County Library	
Trinity County Library	
Willows Public Library	
+ Crescent City/Del Norte	

SYSTEM/MEMBER	POPULATION
PACIFIC LIBRARY PARTNERSHIP – Members: 35 Population: 6,742,203 (BALIS + MOBAC + Peninsula + Silicon Valley)	
BALIS: 10 Members	3,380,179
Alameda County Library	
Alameda Free Library	
Berkeley Public Library	
Contra Costa County Library	
Hayward Public Library	
Livermore Public Library	
Oakland Public Library	
Pleasanton Public Library	
Richmond Public Library	
San Francisco Public Library	
MOBAC: 10 Members*	758,545
Carmel (Harrison) Memorial Library	
Monterey County Free Library	
Monterey Public Library	
Pacific Grove Public Library	
Salinas Public Library	
San Benito County Free Library	
San Juan Bautista City Library	
Santa Cruz Public Library	
Watsonville Public Library	
+ King City/Monterey County	
PENINSULA: 8 Members	745,858
Burlingame Public Library	
Daly City Public Library	
Menlo Park Public Library	
Redwood City Public Library	
San Bruno Public Library	
San Mateo County Library	
San Mateo Public Library	
South San Francisco Public Library	
SILICON VALLEY: 7 Members	1,857,621
Los Gatos Public Library	
Mountain View Public Library	
Palo Alto City Library	
San Jose Public Library	
Santa Clara County Free Library	
Santa Clara City Library	
Sunnyvale Public Library	

SYSTEM/MEMBER	POPULATION
SJVLS: 10 Members	2,792,782
Coalinga-Huron Unified School District Library	
Fresno County Public Library	
Kern County Library	
Kings County Library	
Madera County Library	
Mariposa County Library	
Merced County Library	
Porterville Public Library	
Tulare County Free Library	
Tulare Public Library	
SERRA: 13 Members	3,352,661
Brawley Public Library	
Calexico (Camarena Memorial) Public Library	
Carlsbad City Library	
Chula Vista Public Library	
Coronado Public Library	
El Centro Public Library	
Escondido Public Library	
Imperial County Library	
Imperial Public Library	
National City Public Library	
Oceanside Public Library	
San Diego County Library	
San Diego Public Library	
SOUTHERN CALIFORNIA LIBRARY COOPERATIVE – Members: 46 Population: 13,335,885	
(MCLS + Santiago + South State)	
MCLS: 33 Members	6,661,729
Alhambra Public Library	
Altadena Library District	
Arcadia Public Library	
Azusa City Library	
Beverly Hills Public Library	
Burbank Public Library	
Calabasas Public Library	
Cerritos Public Library	
City of Commerce Public Library	
Covina Public Library	
Downey City Library	
El Segundo Public Library	
Irwindale Public Library	
Glendale Public Library	
Glendora Library & Cultural Center	
Long Beach Public Library	
Los Angeles Public Library	
Monrovia Public Library	
Monterey Park (Bruggemeyer) Memorial Library	
Moorpark City Library	
Oxnard Public Library	
Palos Verdes Library District	
Pomona Public Library	
Redondo Beach Public Library	

SYSTEM/MEMBER		POPULATION
San Marino Public Library		
Santa Fe Springs City Library		
Santa Monica Public Library		
Sierra Madre Public Library		
Signal Hill Public Library		
South Pasadena Public Library		
Thousand Oaks Library		
Torrance Public Library		
Whittier Public Library		
SANTIAGO: 9 Members		2,580,875
Anaheim Public Library		
Buena Park Library District		
Fullerton Public Library		
Mission Viejo Public Library		
Newport Beach Public Library		
Orange County Public Library		
Orange Public Library		
Placentia Library District		
Yorba Linda Public Library		
SOUTH STATE: 4 Members		4,093,281
County of Los Angeles Public Library		
Inglewood Public Library		
Palmdale City Library		
Pasadena Public Library		
	GRAND TOTALS:	
	All System Members:	**180***
	All System Population:	**37,579,535**
Unaffiliated Public Libraries: 6 Jurisdictions		712,355
Huntington Beach Public Library		
Redlands (A.K. Smiley) Public Library		
San Juan Bautista City Library		
San Leandro Community Library		
Santa Ana Public Library		
Vernon Public Library		
Jurisdictions that Don't Have Service		797
Industry		
	TOTAL STATE:	**38,292,687**

*Includes Consolidations since 1/1/78

Compilation of 2009/10 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BLACK GOLD	Offer one or more workshops for both the professional and paraprofessional staff to improve library service and technology skills. Black Gold will work with library directors to allow as many staff as possible to attend. In some cases, staff will be sent out of the area to attend Infopeople sponsored training. For database use, the Reference Services Committee will discuss possible ways to increase usage of subscription databases and will work on materials that can be distributed to potential users.	Training events are evaluated by the participants on a specific evaluation form. The Reference Services Committee will review the training programs for effectiveness in meeting local needs. Statistics on database usage will be gathered, tracked and evaluated to determine their continued usefulness.
49-99	The system has contracted with Southern California Library Cooperative (SCLC) to answer questions submitted by the System's public library members. SCLC will provide ongoing training to the reference staff of the System's public library members on an as needed basis. The System will continue to provide electronic database resources to assist member library staff in providing accurate and complete reference service. The System will continue to assess local training needs and recommend programs. Opportunities presented by the Rural Library Initiative will be utilized wherever possible. If available, training made available at no cost from reference database providers will be offered to System member libraries as appropriate.	SCLC will provide 49-99 Council members with monthly reports detailing the questions submitted by their staff and the turn around time. The System will gather information on member library use of System-provided electronic resources. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	System staff will use the collections of the Riverside Public Library, the University of California at Riverside libraries and other local resources to assist in the provision of services. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. System staff will coordinate the meetings of the ILS committees.	An evaluation of service will be distributed to member library staff on a regular basis. Evaluation forms will be distributed at all workshops.
NORTHNET	Each region will select two representatives to serve on the NorthNet Library System Information Services Community of Interest. The Community will maintain a balance of urban and rural libraries. System staff will: 1) provide access to reference-training workshops or hold round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the Information Services Community of Interest meetings; 2) coordinate workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, staff development, CORE Reference Fundamentals online, online database, virtual reference, government (such as census), or any other such workshops to be held in any of three regions; 3)	System staff will keep statistics on all reference questions. Staff will compile evaluations and statistics on workshops. Local libraries will track the number of reference questions answered locally and by which means the question was answered.

Exhibit G

NORTHNET *(cont'd)*	provide one-on-one brush-up training for individual member librarians for online databases, at System headquarters or virtually; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; and 5) publish a monthly calendar of meetings and training events on the web page. Member librarians are invited to spend a day at the System Reference Center, to observe and learn about reference tools available at the host library. Reference staff may visit reference committees to discuss and promote reference service. The System Directory of Reference Librarians Union List will be considered for revision as needed. System staff will update the following as needed: 1) Interlibrary Loan Manual; 2) Reference Manual; 3) Directory of Member Libraries; and 4) SuperSearch/URSA User's Manual. The products noted above are, or will be, made available in electronic form via website.	
PACIFIC LIBRARY PARTNERSHIP (PLP)	PLP has established a contractual arrangement with MCLS to provide assistance for second-level reference questions, thus freeing the System Reference Center (SRC) staff to focus on providing its services online to support members' information services, outreach and programming. System staff will: 1) provide content and maintenance of the SRC website; 2) produce the bimonthly *Search* e-newsletter in an electronic mail subscription format; and 3) work with the appropriate committees in the development of finding tools, in the preparation for committee meetings, in the coordination and ordering of new resources, and will be ready to assist any of the system committee projects. In cooperation with Califa staff system, staff will continue to be a contact for vendors of information databases. The appropriate committees will evaluate databases for possible selection and/or deselection. Member libraries will send staff representatives to committee meetings and will work on activities related to joint marketing initiatives, such as Free2, with guidance from the Executive Committee and system staff. Training workshops both local and provided by InfoPeople will be continued.	System staff is provided with feedback on System services at committee meetings held throughout the year. Library staff is invited to provide feedback on question answering, website use, electronic newsletter, training, and other services as a regular agenda topic at these meetings. In addition, System staff periodically issue surveys and questions for service-specific topics such as newsletters and websites. The success of the work of the committees will be based on how well their goals and objectives align with the overall vision of the System, PLP, and how they move forward as a community of practice, working in an increasing virtual environment.
SJVLS	At least 15 local staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. Locally produced databases, such as the index of sheet music/song books, the vertical file index, and the index of antique and collectible magazines will be available on the web to help local libraries answer questions without need to refer questions. The Reference Committee will facilitate at least one training session on a System-purchased database. The Reference Committee, working with the Collection Development Committee, will identify online reference works for System purchase. The Reference Committee will hold reference source review sessions	Numbers of staff trained in one-on-one sessions and group sessions, number of uses of the locally-produced indexes, and number of uses of System-wide databases are counted. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.

SJVLS *(cont'd)*	to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings. Internet access is available to all branch libraries. A System homepage is maintained and SJVLS staffs assist member libraries with development and maintenance of their own websites.	
SERRA	The Research Center staff will: 1) present orientation tours promoting reference services and explaining procedures, as requested by member libraries; and 2) provide outreach to member libraries to promote System services, train staff, and get feedback from users. System staff will: 1) redesign, update and improve the Serra website with an emphasis on making it a reference tool for member libraries; 2) be available five days per week via telephone, computer and in person to provide consultation on local libraries' questions; 3) work on core reference related sessions for System library employees. Representatives from appropriate organizations such as Califa and AskNow will present at meetings to give updates as needed; 4) continue to work with San Diego County Public Law Library on organizing legal websites for Public Library staff workshops; and 5) answer virtual reference questions via AskNow, provide training, and will answer second-tier virtual reference questions by answering follow-up questions. Serra's Research Center will distribute information, such as the Elected Officials List, via Serra's website. Member libraries will send reference requests and receive answers electronically. Adult Services Committee meetings will be held regularly with Serra staff attending and providing assistance and information as needed. A revised Serra print map will be completed and printed.	Statistics and comments on activities will be recorded. Evaluation surveys will be used at all workshops.
SOUTHERN CALIFORNIA LIBRARY COOPERATIVE (SCLC)	SCLC staff will publicize services available from the Reference Center, through the SCLC website, the SCLC Reference and Adult Services discussion list, and guest/host programs. SCLC staff will coordinate all Systemwide workshops and information exchanges. (Both System and member library staffs contribute to the planning, organization, and presentation of the activities described above.) SCLC Reference staff will disseminate information on the Internet and assist in the training for use of the Internet as a resource sharing tool.	Workshops are individually evaluated by each participant via an online evaluation tool as well as followup discussions by the SCLC Reference/Adult Services interest groups. In addition, feedback from library staff will be used to improve the electronic newsletter and other distribution mechanisms.

Compilation of 2009/10 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BLACK GOLD	Spanish-Speaking Population	A staff program will be provided to help provide better service to Spanish-speaking patrons. Reference committee members and system staff will work together to identify potential speakers for a program. System staff will make arrangements for the selected speaker to present the program.	Attendees will evaluate the session which will be shared with the Reference Committee and Administrative Council.	$2,000
49-99	Geographically isolated	Member library staff will respond to reference questions on behalf of geographically isolated patrons by making use of the Southern California Library Cooperative (SCLC) Reference Service, System-provided online databases and other resources. The System will inform member libraries of Internet training opportunities and coordinate local opportunities for staff participation whenever possible.	System will work with database vendor to develop a means of determining usage of remotely accessible resources by geographically isolated library users. Participants in training programs will evaluate the sessions to determine how well each program met their needs for enhanced skills and information.	$18,625
INLAND	Geographically isolated; Institutionalized; Disabled; Children/Teens	System staff will: 1) answer reference questions submitted by members of the underserved groups using resources of the Riverside Public Library, UCR, and other ILS & SIRCULS libraries, and online resources and referrals; 2) support and provide materials for a coordinated Children and Young Adult Summer Reading Program; and 3) coordinate purchases of incentives and other items useful to library staff to obtain the lowest possible price; and 4) support the Annual Performers' Showcase.	Patron and staff evaluations of the System Reference Center will be collected on a sampling basis.	$42,000
NORTHNET	Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African Americans	System staff will: 1) continue to share collection development information and discuss appropriate topics related to Northern California ethnic communities with both the Reference and Children's Services Communities of Practice; 2) include items of interest on ethnic minorities on the Reference and Children's forums and the System web page; and 3) continue to support Spanish language collection development through the distribution	Keep workshop attendance and evaluations; keep statistics for attendance at committee meetings. Keep an account of publication distribution for bibliographies, newsletters, updates, etc. Consult librarians and make adjustments, as	$9,000

Exhibit H

NORTHNET *(cont'd)*	Disabled Geographically isolated	of resource lists for the purchase of books or media from the Guadalajara Book Fair, or other appropriate Spanish language book fairs and venues. Member libraries will continue to develop their collections to aid the disabled and their caregivers. Questions received from geographically isolated areas of the System service area will be answered at the System's Reference Center or other outside sources such as Virtual Reference Centers, First Source at LAPL or contracted sources such as art and poetry experts. Access to more resources will be provided through access to library catalogs on CalCat and SuperSearch. Online databases will be publicized for virtual reference 24/7.	needed, for reference questions answered for the geographically isolated.	
PACIFIC LIBRARY PARTNERSHIP (PLP)	Speakers of limited English or English as a Second Language "Emerging Majority" Ethnic Groups; Persons with mobility problems; Adults & Teens with limited reading skills	The PLS Information Services Committee provides oversight to the PLS WebOPAC, including the language interfaces and the ability to apply language limits to catalog searches. The expanded Multicultural Committee will continue to publicize the use of the multilingual brochures, "Public Libraries Are For You," in Arabic, Chinese, English, Farsi, Hindi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will be available to all PLP libraries. MOBAC Reference committee will sponsor a Spanish language fair. PLP System staff will: 1) produce the staff directory which includes the listing of staff skills in languages other than English; 2) assist in coordinating with vendor PR departments, printers, etc., for brochures and with web software vendors to develop tools for training staff and facilitating communication with diverse populations; and 3) work with Califa, and the committees to coordinate trials and quotes for databases and services and to identify potential databases for evaluation that would be of benefit to multicultural groups in the region.	The committees, task forces and staff will work with PLP to evaluate the benefit of the activities in consideration of the in-kind time spent in committee meetings and on assignments to coordination, planning and development of marketing, training, resources, and web projects. Statistics on usage of the Spanish interface for the periodicals databases will be provided by the vendor. Circulation statistics for the Spanish language collections will be reviewed to determine whether the purchases were successful. The use of the links provided on the PLP web page will be monitored. Individual libraries will monitor their own statistics and share the results at committee meetings to determine benefit.	Up to $6,000

PLP *(cont'd)*			The rate of distribution of any printed materials on behalf of member libraries will be monitored, and additional copies will be reproduced upon request.	
SJVLS	Geographically isolated, including citizens who fall into more than 1 category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate	The Reference Center will answer questions referred from geographically isolated areas. By making use of the System staff, the collections of the Fresno metropolitan area and when needed of other large collections in the country, and then by transmitting information found in local libraries, the geographically isolated have access to those collections. The staff uses a similar procedure to meet the needs of non-English language materials in special collections in Fresno, other System libraries, other state collections and the State Library. In addition, the System subscription to InfoTrac databases provides search interfaces in multiple languages and will translate eight languages.	Evaluation forms are sent with each question answered asking if the patron's needs were met, and the importance of the service. Detailed statistical records are kept of the time spent on questions. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.	$62,636
SERRA	Geographically isolated in rural areas, primarily in and near the Imperial Valley, including children and teens	Serra will offer reference services to Imperial Valley libraries and provide a centralized interlibrary loan service for reference materials using local funds. Serra staff and Serra committees will develop a core reference training program for the staffs of rural libraries. Contacts will be initiated with appropriate groups to explore possibilities for cooperation and the promotion of library and system services; Serra will participate in local library organizations. Delivery of reference materials in a timely manner will be maintained. Interlibrary loan fill rate will be 90% and the average turn around time will be 7 days for Imperial Valley libraries.		$17,020
SOUTHERN CALIFORNIA LIBRARY COOPERATIVE (SCLC)	Limited/non-English Speaking	The SCLC Reference Center staff and the SCLC Reference/Adult Services interest group will update and maintain the online information that lists each library's language fluency/expertise and their language collections. 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	Library staff will be surveyed periodically to ensure that the language fluency/expertise information on the SCLC website continues to be useful.	$88,007

SCLC *(cont'd)*		service area by making the information readily available through the SCLC website. SCLC will continue to handle System requests for international language information by using the resources of the International Languages Department collection of LAPL, and make available throughout the System any multilingual library finding tools, bibliographies, flyers, etc., that are produced by the International Languages staff at LAPL. The AskNow Service 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.		
	Children	Working with the SCLC Children's Services interest group will assist with ensuring that Summer Reading Program information is communicated to all member libraries' staff. SCLC staff will assist library staff whenever appropriate in planning activities for successful reading programs. SCLC staff, working with the Children's interest group, will coordinate at least one workshop of interest and relevance to member libraries' Children's staff. SCLC will continue to publish updated information for the *SCLC Performers' Resource Directory*. SCLC Reference Staff will continue to promote use of the Reference Center by Children's Services staff. Representatives from the Reference Center will address at least one meeting of the SCLC Children's Services interest group to explain the services of the Reference Center, and its benefits to reference staffs in Children's Services.	Statistics will be gathered at the local and System levels which measure the number of children served by System-sponsored cooperative efforts and by the number of Children's Services librarians attending the System-sponsored programs. For all Children's Services workshops, formal evaluations by all participants are gathered. Use of SCLC Reference Center by Children's Services staff will be informally evaluated by number of children's/school assignment-related questions submitted to Reference Center.	
	Young Adults	SCLC Reference Center will continue to promote use of the Reference Center by Youth Services staff. The SCLC electronic	Statistics will be gathered at the local and System levels which measure the	

SCLC *(cont'd)*		newsletter will periodically feature articles relevant to the needs of Youth Services librarians throughout the System. SCLC will coordinate at least one workshop/information exchange in conjunction with the SCLC Young Adult Services interest group designed to further the professional skills of staff involved in service to young adults.	number of young adults served by System-sponsored cooperative efforts and by the number of Youth Services librarians attending the System-sponsored programs. For all Youth Services workshops, formal evaluations by all participants are also gathered for a means of evidence of benefit.	
	Foster Children	Working with the County of Los Angeles Dept. of Children and Family Services (DCFS), SCLC will promote the no-fault library card program for foster children. Participating libraries will be encouraged to develop program-specific information to make available at various community events, especially those focused on family activities. SCLC will also participate in DCFS activities that promote a wide variety of services to foster families throughout the County of Los Angeles. SCLC will continue to promote the program and remind libraries of its availability at Council meetings, committee meetings and appropriate communication venues throughout the fiscal year.	Statistics will be gathered on the increase in the number of no-fault library card holders.	

Compilation of 2009/10 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2nd Level Reference which has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked. Staff at North Bay completes the answer and returns it to the library, where information is given to the patron. Research sources include information files, collection of the host public library, FirstSearch and online databases, computer databases and Internet access, experts in the field, and collections of area libraries.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. As part of the annual budget process the Council reviews the reference service provided by Black Gold. In addition, monthly reports and an annual compilation of statistics are analyzed to evaluate second-level reference activity.
49-99	This service will be provided via contract with SCLC. Contract terms and monitoring provide monthly statistical reports as well as other evaluative measures of the provider's effectiveness. System staff and the 49-99 Administrative Council are involved with ongoing assessment of this component.	A questionnaire from the SCLC's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided, will be given to 49-99 patrons and librarians and then distributed periodically to libraries who sought 49-99 reference service. SCLC will review the questionnaires and will distribute them on request to members of the 49-99 for review.
INLAND	System staff will provide second-level reference services to System member libraries and SIRCULS libraries. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Referral of questions to outside agencies will be made when appropriate. On-line resources and direct telephone contact will be used. The Reference Center will be available through direct phone contact, electronic mail, delivery and via a form on the Inland Library System website, www.inlandlib.org. An office is maintained in the Science Library at UCR to facilitate access to the UCR collections. That office is also available via electronic mail, a form on the Inland Library System website, fax, phone, or delivery. Delivery of materials will be through the fax, US Mail, UPS or electronically.	Library staff and patrons will receive evaluations with answers to questions. Evaluations will be sent on a sampling basis.
NORTHNET	System staff (1 FTE librarian) and subject expert stringers will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the First Source project from LAPL. All library collections within the North Bay region and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where	Statistics will be compiled and analyzed on the number of questions referred, answered, not answered, response time and turnaround time, and the type of questions received, answered with local resources, and answered with outside

Exhibit I

NORTHNET *(cont'd)*	special skills have been identified both within the North Bay region and outside. Subject experts both within and outside the North Bay region will be consulted via phone, fax, email and specialist listservs. Questions will be shared when appropriate with other reference centers with expertise in mind.	resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.
PACIFIC LIBRARY PARTNERSHIP	The System Reference Center (SRC) will lower costs for question answering by contracting with MCLS, whose reference staff is fully trained in advanced reference techniques. The website for the reference center will be updated and maintained at www.systemref.org. Member libraries will be able to submit questions via email through the site, or print out a form to fax. There will also be announcements of training sessions, webliographies on topics in demand; information on databases, which libraries subscribe to what database; links to publicity resources; a statewide reference project document archive, and more. The SRC e-newsletter, *Search*, will be distributed to email subscribers on a bi-monthly basis. The e-newsletter will feature reports, reviews of reference resources on the web, news from System libraries, and upcoming workshops.	Evaluation will consist of monitoring the fulfillment of questions submitted to System staff, including anecdotal feedback from library staff, PLP committees, and the Executive Committee.
SJVLS	Maintain the System Reference Center at the Fresno County Library. Questions are referred from member libraries to the Reference Center via a web-based form, fax, telephone, and e-mail. Reference Center staff will contact libraries and subject experts beyond the region when necessary to answer submitted questions. System Reference Center will use the resources of the First Source system to access databases at LAPL, the OCLC FirstSearch Service, and the Dialog online database service. Reference Center-produced databases, available from the System webpage, support Reference Center activities and effectively share resources of the Center with other CLSA Systems, local libraries, and researchers worldwide. Files of completed questions and the resources used to answer them are available via the SJVLS homepage on the web. Procedures are in place to implement service contracts for question answering. Reference Center staff has library cards for California State University Fresno to expedite use of that collection. Orientation visits for the staff of member libraries are encouraged.	Evaluation forms based on the Statewide Reference Performance Measures Project are sent with each completed question asking if work was satisfactory and how important it was to the patron. Detailed statistical analyses are made from the data gathered. The System Advisory Board comments on the importance and benefit of the service to the community. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.
SERRA	Serra Reference staff use the library resources at San Diego Public Library, University of California San Diego, and San Diego State University. Staffs use the online databases, indexes, and document delivery from the First Source Project. Serra subscribes to OCLC and also searches extensively on the Internet.	Statistical reports and results from a biannual patron satisfaction questionnaire will be provided.
SOUTHERN CALIFORNIA LIBRARY COOPERATIVE	Any question that is unanswered at the local library may be referred via telephone, fax, email, online form, or SCLC delivery to the Reference Center, located at LAPL Central. In addition to the collection of LAPL's Central Library, SCLC staffs have access to materials at other local libraries such as UCLA, USC, and the LA County	System Reference Librarians routinely survey local librarians to follow up on particular reference questions to verify satisfaction & completeness of answer. The SCLC

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE *(cont'd)*	Law Library. If appropriate, SCLC staff also contact specialists at libraries throughout the United States, as well as government agencies (federal, state and local), nonprofit organizations and for-profit companies. Staffs also have access to a wide variety of databases available through LAPL. SCLC maintains a subscription to DIALOG.	Reference/Adult Services interest group has as one of its charges the monitoring of the performance of the Reference Center. Additionally, regular reports are provided to the SCLC Administrative Council.

2009/10 Workload Estimates
By Program

System	Reference		Communications & Delivery			System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BLACK GOLD	5	8	100	807,174	1,290,247	4	2	5	1,710
49-99	18	3	30	20,900	418,500	4	4	4	1,200
INLAND	817	2	64	N/A	290,612	4	1	0	200
NORTHNET	950	11	260	87,320	5,260,327	17	1	1	1,000
PLP	670	8	300	379,700	3,068,864	8	3	2	750
SJVLS	205	2	25	1,069,480	952,336	3	2	2	240
SERRA	950	10	200	17,400	153,020	6	4	20	2,500
SCLC	1,099	11	200	609,638	78,827	34	2	10	3,000
TOTAL	4,714	55	1,179	2,991,612	11,512,733	80	19	44	10,600

Exhibit J

SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM	Actual Number of Reference Questions										Estimated Reference Questions	
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
BALIS	813	551	499	450	569	360	341	259	341	335	184	**
BLACK GOLD	632	599	490	269	295	246	188	109	150	75	28	5
49-99	605	531	418	410	412	407	332	48	120	100	10	18
INLAND	1,229	1,476	1,759	2,354	1,800	1,761	1,616	1,174	1,430	1,430	1,140	817
MCLS	4,152	3,226	2,947	3,169	2,867	2,656	2,330	2,162	2,181	1,748	966	**
MOBAC	318	58	106	97	141	49	59	74	85	90	62	**
MVLS	425	409	430	440	283	290	301	311	315	220	205	**
NORTH BAY	1,024	1,015	849	931	881	941	1,014	687	825	640	500	**
NORTH STATE	854	714	639	372	432	430	405	329	460	220	220	**
NORTHNET												950
PLP												670
PLS	331	369	338	326	353	226	242	150	275	205	110	**
SJVLS	1,290	1,245	1,213	603	703	410	286	254	450	255	265	205
SANTIAGO	503	397	371	295	248	253	95	105	120	150	100	**
SERRA	1,282	1,248	1,020	908	1,203	1,043	993	969	900	1000	950	950
SVLS	365	235	306	295	535	1,446	1,137	626	348	410	332	**
SOUTH STATE	133	143	157	157	133	135	103	103	140	200	160	**
SCLC												1,099
TOTAL	13,956	12,216	11,542	11,076	10,855	10,653	9,442	7,360	8,140	7,078	5,232	4,714

*10 year history

**2009/10 Reference questions reflected under new System names as a result of System consolidations on August 7, 2008.

SYSTEM DEMOGRAPHICS

Statistics taken from 2009/10 System Plans of Service and are derived from a combination of Federal, State, County, and Municipal Sources.

	BLACK GOLD	49-99	INLAND	NORTHNET	PLP	SJVLS	SERRA	SO. CAL.	Total Population All Systems	
Total Population	**1,169,210**	**1,356,265**	**4,141,602**	**4,587,163**	**6,332,941**	**2,705,831**	**3,352,661**	**13,336,777**	**36,982,450**	
Underserved Population										
Children & Youth Under 5	6%	7%	8%	6%	7%	8%	7%	8%	2,704,733	7%
5 to 9	6%	9%	7%	6%	6%	7%	6%	8%	2,675,372	7%
10 to 14	7%	9%	8%	7%	6%	8%	6%	8%	2,369,755	6%
15 to 19	8%	8%	9%	7%	6%	8%	7%	7%	2,715,123	7%
Aged 65+	13%	11%	12%	10%	11%	9%	16%	10%	4,175,841	11%
Ethnicity Black	2%	4%	8%	8%	6%	5%	5%	8%	2,204,376	6%
Hispanic	31%	28%	43%	18%	28%	47%	33%	41%	12,702,796	34%
Asian	5%	7%	5%	8%	18%	6%	10%	12%	3,883,215	11%
Native American	1%	1%	6%	2%	0.3%	2%	1%	1%	561,043	2%
Other *	92%	0%	4%	0.5%	10%	0%	1%	0.3%	2,004,793	5%
Limited English Speaking	8%	5%	18%	14%	39%	8%	37%	9%	6,747,274	18%
Non-English Speaking	8%	3%	NA	2%	18%	4%	2%	4%	2,206,043	6%
Functionally Illiterate	3%	12%	23%	2%	17%	25%	20%	9%	4,885,922	13%
Institutionalized	5%	2%	1%	3%	0.5%	3%	3%	1%	566,172	2%
Shut-In	4%	8%	0.2%	0%	0.7%	7%	7%	8%	1,707,158	5%
Handicapped	13%	9%	10%	16%	11%	13%	14%	9%	4,110,012	11%
Economically Disadvantaged	14%	16%	13%	12%	10%	20%	22%	16%	5,456,935	15%
Geographically Isolated	11%	31%	35%	26%	0.1%	35%	5%	0%	4,313,959	12%

* Multi-race, Native Hawaiian, Pacific Islander, White

NA - Data Not Available

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

Exhibit L

SUMMARY OF IMPROVEMENTS OF LOCAL REFERENCE SERVICES - FY 2007/08
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS

System	Performance Objectives	Achievement of Performance Objectives
BALIS	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. 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 System Reference Committee.	a. Objective met. The SRC continues its services via postings on its website and adding and updating pages. It is currently piloting a blog and wiki. To effectively serve members while continuing the service with reduced SRC staff hours, the SRC's e-newsletter, Search, went to a bi-monthly publishing schedule starting with the March 2008 issue. The System developed a workshop support service, using eVance software for workshop registrations via the web, offering flyer design, and writing and publishing "Workshop Guidelines," posted on the SRC website on its "Member Services" page at http://tinyurl.com/5myfvc. The System scheduled dates, secured meeting space, and handled registrations for the annual on-site Gale database training in the fall as specified in the 2006-2009 contract.
	b. As part of the social marketing RFP, use 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.	b. Objective met. The market research has also been posted on the SRC website on its "Members Services" page at http://tinyurl.com/6dvztl to make it even more available. The BALIS Public Information Committee collaborated with the SVLS Public Awareness Task Force and their counterparts in PLS to deploy the "Free2" campaign in April, which received over 80,000 submissions on www.free2.org.
	c. BALIS member library staff will continue to participate in the statewide reference service, enabling patrons to link to the service through the SRC and individual libraries' websites. Staff from the System Reference Center will provide virtual reference service by following up to provide answers to unresolved questions.	c. Objective met. Some BALIS libraries continue to participate in the statewide virtual reference service, AskNow, though not at the levels in prior years. Since the SRC website is only for systems' members, patrons link to AskNow directly through the participating libraries' websites and through AskNow.org.
	d. In 2006-07, the BALIS committees and council reviewed all committees to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. Based on this discussion, BALIS has decided to differentiate between adult services and electronic services and has altered the committee structure to accommodate these two service areas. In 2007-08, the reference committee restructured membership, committee charges, and tasks to further reflect local service needs. Members of the committees will be critical participants since their input will have direct service impacts.	d. Objective met. In 2007-08, the reference committee re-named itself the adult services committee, restructured membership, committee charges, and tasks o further reflect local service needs. The newly formed electronic services committee piloted posting its documents and discussions on a WordPress blog to facilitate its work and to provide hands-on experience for themselves with that means of communication. With other systems' and BALIS committees, the reference committee co-sponsored two well attended programs managed by the systems' workshop support service.

BLACK GOLD	a. Offer one or more workshops aimed at both the professional and paraprofessional staff to improve library service and technology skills.	a. Objective met. Black Gold offered several training sessions for staff this year. • "Customer Service in a Self-Check World" was held in two locations with a total of 50 attendees. Participants learned about positive solutions to create self-sufficient customers who feel empowered. • **"Web 2.0: A Hands-On Introduction for Library Staff,"** was offered by Infopeople. Ten attendees were introduced to Wikis, blogs, RSS, bookmarking and tagging. • Other Infopeople training courses selected and attended by staff are as follows: 1. **Survival Spanish for Library Staff**, 3 students attended; 2. **Technical Services 101**, 2 students attended; 3. **Survival Spanish II**, 4 students attended; 4. **Customer Service Skills for Culturally Diverse Communities**, 1 student attended; 5. **Stress Management in the Library Workspace**, 2 students attended; 6. **Planning, Doing & Sustaining a Successful Bilingual Storytime Program**, 3 students attended; 7. **Core Reference Fundamentals,** 2 students attended; 8. **Using Web 2.0 Tools for Staff Training, 3** students attended; 9. **Essential Tools & Tips for Success in Searching Today's Web**, 2 students attended; 10. **Popular Licensed Databases: Getting the Most from your Library's Subscriptions**, 2 students attended; 11. **Making Difficult Conversations Easier**, 1 student attended; 12. **Library Grant Writing**, 1 student attended; 13. **Reference Interview Skills for Public Library Staff**, 1 student attended; 14. **Simply Irresistible: Storytimes for Newborns to Two Years**, 3 students attended; 15. **Library Branch Management,** 2 students attended; 16. **Simply Irresistible: Storytimes for Newborns to Two Years**, 8 students attended; and 17. **Advanced Web Search Tools & Tips for 2008,** 3 students attended.

BLACK GOLD (Cont'd)		After purchase of the databases, Ancestry.com and Heritage Quest, Black Gold arranged for training of staff and anyone else interested in pursuing genealogy research. Three two-hour webinar sessions were held to show the various resources available. Approximately 65 staff and volunteers attended the training. In addition, a Reference USA representative visited five of the Black Gold libraries to show them updated functionality on that product.
	b. Develop a plan for encouraging use of online database products. Since Black Gold members share many of the same databases, they can combine resources to promote the databases throughout the cooperative.	b. Modified objective met. Member libraries have worked on marketing their databases to the public. As a result, some have created flyers and brochures for their patrons; others have focused on using their web pages to promote database usage. The Reference Services Committee discusses ways to increase database usage, as well as review usage statistics. Black Gold is still working on a plan to promote databases systemwide.
49/99	a. 100% of System member public libraries will refer reference requests to the System Reference Center and relay the responses to their patrons.	a. Objective not met. Because of changes in the System's fiscal agent, 49-99 disbanded as a JPA and reestablished as a cooperative by joint resolution. Administrative services were being provided by contract with MCLS. The System purchased a subscription to several databases. All 7 public library members were issued passwords, with physical and remote access to all users. The databases are as follows: • Infotrac Custom 1000 Journals (Gale) • Health & Wellness Resource Center (Gale) • Student Resource Center Gold (Gale) • Social Studies Fact Cards (Toucan Valley Publications)
	b. Reference staff of four or more System member public libraries will participate in training sessions to improve their ability to provide reference services to their patrons.	b. Objective met. Four sessions of Thomson Gale database training were held. Staff from four member libraries and one college library attended. Member library staff also participated in the following Rural Initiative Training/Workshops: • Dealing with Difficult People • Web 2.0: What Rural Library Staff Need to Know • Traveling Technology Petting Zoo
INLAND	a. Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections.	a. Objective met. Inland reference staff provided consultant services to member libraries.
	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.	b. Objective met. Inland co-sponsored and helped present the following UCLA Friday Forum program: **Anecdote to Evidence: Complementary and Alternative Medicine and the Challenge for Librarians.** System staff distributed information about new and unique reference services and products to the staff of member libraries. System

INLAND (Cont'd)	c. Standing committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products, and training sessions.	staff also maintained a listserve for each ILS Committee. c. Objective met. The System sponsored the following meetings: • Adult Readers and Information Services Committee • Children's Services Committee • Literacy Committee • Young Adult Services Committee
MCLS	a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS committees. Twelve issues of the *Reference Hotline* will be distributed electronically to MCLS, SLS and South State libraries, all MCLS Associate Members of MCLS, all System Reference Centers, and members of the LoC Board. The *Hotline* is also mounted on the MCLS Web site. The *Guide to Government Officials* will continue to be updated and mounted on the MCLS Web site for public use.	a. Primary objectives met. In total, the System and its committees sponsored 32 continuing education programs. In addition, 16 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. Only six issues of the *Reference Hotline* were distributed. Information of interest was posted to MCLS librarians on the MCLS Web site's front page. The MCLS Reference Center also emails brief, entertaining, and enlightening articles that highlight a question recently answered by the Reference Center and that showcase the extensive resources used by the MCLS Reference Center staff. The MCLS Reference Center was unable to update *Federal Government Officials* and *California Government Officials*. In addition, the MCLS Reference Center published the *2007 Tax Guide*, a guide to taxpayer assistance, sources of tax forms (including Internet sources), and other information to assist libraries during tax season. This was sent to MCLS, SLS, and South State libraries by email; it was also posted on the MCLS Web site.
	b. 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.	b. Objective met. MCLS launched a new Web site that each member library of MCLS, SLS and SSCLS can use to submit reference questions. Paper forms have been translated into online forms, allowing reference staff to submit their questions electronically rather than having to fax them to the Reference Center.
	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. 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.	c. Objective not met. The MCLS Reference Center was unable to offer any Internet training sessions in FY 07/08 due to staff illness and the loss of a part-time position.
MOBAC	a. At least one reference workshop, the annual Hands-On, will be held in FY 2007/08, attended by at least 45 reference staff from all	a. Objective met. More than 45 attended two workshops. One featured ALA Best Reference Books and web tutorials, and another featured members'

MOBAC (Cont'd)	member libraries in the region.	web collections.
	b. The Reference Committee will schedule ten meetings, rotating among member libraries.	b. Objective met.
	c. Reference resources and union lists, including the MOBAC Services Survey, will continue to be updated.	c. Objective met. The committee developed a "New Member Welcome" to train new members to any MOBAC committee and posted it on the staff intranet as well as a workshop checklist. It continues to identify community resources.
	d. The Reference Committee will identify and evaluate electronic resources for possible System purchase.	d. Objective met. The committee continued to discuss and evaluate members' findings on various databases at each meeting. Presentations and trials at member libraries were open to all committee members.
	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.	e. Objective met. One workshop focused on academic reference and another focused on public library reference.
	f. The MOBAC Strategic Plan, 2005-07, includes the commission of a comprehensive study identifying needs of local residents that will further establish MOBAC priorities.	f. Objective met. The committee studied the "Fishbowl Report" and sent written comments to the MOBAC Administrative Council. Member libraries continue to evaluate needs of Spanish speaking residents and adapt library services and resources to them.
MVLS	a. The Reference Committee and Administrative Council will recommend and develop training plans that will take advantage of the Internet and available online databases.	a. Objective met. The focus for the year was improving interdepartmental relations, collection health, and web 2.0.
	1. Decide what topics to cover in a given year and establish a cycle of recurring workshops as needed.	1. Objective met. The Council selected a number of topics with input from their staff and scheduled workshops.
	2. Continue contracting with outside agencies for training services.	2. Objective met. A contract was established with Infopeople for 5 workshops. In addition stipends were given to all MVLS libraries to be able to attend other reference support workshops of their staff's choice.
	3. Evaluate completed workshops in order to refine the training plan.	3. Objective met. Evaluations were conducted and will be used to plan a subsequent year of training.
	4. Coordinate training with neighboring Cooperative Library Systems and with MVLS Committees.	4. Objective met. Both North State and North Bay Cooperative Library Systems were invited to participate in all training sessions. There were two North State participants in at least one workshop, and several North Bay participants in at least three workshops.

MVLS (Cont'd)	5. Explore any advances in technology that might aid in the training sessions. 6. Learn more about Open WorldCat in order to train library users. 7. Learn more about Web 2.0 in order to train librarians. 8. Learn more about cataloging Internet sites and Internet-based resources. b. Take advantage of prepackaged training available through Infopeople, the Gates Library Foundation, or individual trainers.	5. Objective met. One of the workshops was conducted online. 6. Objective met. Two workshops were dedicated to learning more about CalCat and resource sharing. Open Worldcat continues to be used and explored. In addition, within CalCat, a group catalog for ILL was fully implemented this year. 7. Objective met. One of the workshops was on the topic of Web 2.0. 8. Objective met. Web-based information was shared with the Reference Committee. b. Objective met. Nearly all training provided this year was prepackaged. The following workshops were provided by Infopeople: • They're From Mars, We're From Reference, 24 participants • Putting Excel to Work, 18 participants • Weeding for Library's Health, 23 participants • Library 101: What you Need to Know (online), 29 registered participants (20 did the week 3 quiz/22 did the week 4 reading/14 requested course certificates) • Web 2.0, 22 participants Local funds were added to meet the level of service provided.
NORTH BAY	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, when appropriate. b. NBCLS staff will coordinate workshops or round tables 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. c. NBCLS staff can provide one-on-one brush-up training for individual member librarians for online databases at System headquarters. 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.	a. Objective met. NBC had at least two round table discussions, and members took advantage to attend MVLS sponsored workshops, and two Bay Area wide staff development workshops for the future of libraries and paraprofessionals. b. Objective met. See a. above. c. Objective met. One librarian took advantage of the one-on-one brush-up training. d. Objective met. NBC promoted reference service at all committee meetings and in the Reference Coordinator's report to the NBC Board of Directors.

NORTH BAY (Cont'd)	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.	e. Objective met. Collection development needs were tracked, presented and discussed at the appropriate committee meetings.
	f. Three Systemwide 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.	f. Objective met. Reference committee met three times with the average attendance of six. The Children's Committee met two times with the average attendance of ten. Spanish language collection development matters were discussed concurrently at the Reference and Children's Committee meetings.
	g. The following publications will be produced or revised:	g. Publications:
	1. NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries.	1. Objective met. Event calendars were produced, and news items were passed on to committee meetings.
	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 requested.	2. Objective met. However, paper calendars are no longer requested.
	3. NBCLS staff will update the following directories, handbooks and manuals as needed: - NBCLS Directory of Reference Librarians - NBCLS Interlibrary Loan Manual - NBCLS Reference Manual - NBCLS Directory of Member Libraries - NBCLS Super Search/URSA User's Manual	3. Objective met. Directory of Member Libraries and the SuperSearch/URSA User's Manual were maintained on the web site.
	4. The products noted above will be made available in electronic form via the Web site.	4. Objective met. The Directory of Member Libraries, events calendar, NBC manual, and Reference Webform have continued to be maintained on the NBC Web site.
NORTH STATE	a. At least one workshop will be sponsored by the System on reference referral and improvement of local reference services.	a. Objective met. The System sponsored several training opportunities for members including training on using our Gale databases for reference in three different libraries in our region and an Infopeople Web 2.0 class to improve staff ability to use newer communications tools to deliver reference.
	b. Continue to promote member library employees to enroll and complete a C.O.R.E. Reference Online Course and/or view NSCLS distributed training or other training in the form of videos, DVDs, Webcasts, or Infopeople classes to improve general reference.	b. Objective met. Seven people completed the CORE training, and many employees viewed Infopeople Webcasts throughout the year.

PENINSULA	a. A contractual arrangement with North Bay Cooperative Library System (NBCLS) will provide PLS members and patrons with second-level reference services. By outsourcing this service, SRC staff can focus on providing training services, a system reference Website, resume publication of a system newsletter, and provide direct support to library staff and their projects.	a. Objective met. The System Reference Center contracted with both NBCLS and MCLS to provide assistance for second-level reference questions with a plan to evaluate the service from each before the start of the next fiscal year. The System developed a workshop support service, using eVance software for workshop registrations via the Web, offering flyer design, and writing and publishing "Workshop Guidelines," posted on the SRC Web site. The annual on-site Gale database training was conducted in the fall. The SRC's e-newsletter, *Search*, went to a bi-monthly publishing schedule due to reduced staff hours. The SRC continues its services via postings on its website and adding and updating pages, posting reports and forms on the PLS intranet, FIDO. It is currently piloting a blog and Wiki.
	b. PLS will be a pilot partner with OCLC to provide a patron interface via the Worldcat patron fulfillment project. The interface will include faceted searching, bundled search results using FRBR, and the ability to scope search results geographically.	b. Objective met. PLS piloted a patron interface via the WorldCat patron fulfillment project, but after careful review and evaluation, did not adopt it system-wide because it didn't meet the needs of most of the public. PLS also piloted and established SMS notifications and reminders, which were well received – http://www.plsinfo.org/access/sms.htm.
	c. Through the ILS, users 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.	c. Objective met. The CIP database is continually updated, expanded and accessible to the public. The list of resources is published in English and Spanish annually; the *Help at Home* resource list is published in Spanish and Chinese.
	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 users.	d. Objective met
	e. Selected PLS member library staff will continue to participate in the statewide reference service, which will enable their users to link to the service through the System and individual library Web sites.	e. Objective met.
	f. The Reference Committee will continue to meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.	f. Objective met. The Reference Committee accepted the Administrative Council recommendation to have a greater focus on programming. To more accurately describe its activities, the committee renamed itself as the Information Services Committee.
	g. 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.	g. Objective met. The committee appointed a database task force to analyze the cost/benefit of each of the system's subscription databases. The contracts for StatUSA from the U.S. Department of Commerce, the RAND California database and Schoolwise Press were all cancelled by July 1, 2007, because ot was determined that the costs outweighed the benefits.

SJVLS	a. At least 30 local staff members will receive one-on-one training related to the answers of referred questions.	a. Objective partially met. Training continues to be under provided due to lack of staff. Vendor provided training for the Learning Express database was held in early July 2007.
	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.	b. Objective met. NEWS AND CLUES published a spring 2007 issue.
	c. Directory of regional libraries belonging to the Heartland Regional Library Network will be available on the Web.	c. Objectives met. The Web pages for the SJVLS and Heartland Regional Library Networks were kept up to date. The SJVLS Web site (http://www.sjvls.org) provides links to tools developed to aid local libraries – including song and antiques indexes and Ben's Almanac – Web-based access to materials from the vertical files of SJVLS.
	d. The Reference Committee will hold reference source review sessions to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings. e. The Reference Committee will coordinate identification of online database needs and coordinate evaluation and selection of databases for System-wide purchase. f. The Reference Committee, working with the Collection Development Committee, will identify online reference works for system purchase.	d- f. Objective met. The Reference Committee reviewed and assessed possible database subscriptions. Development of the systemwide eBooks collection continues.
	g. Internet access is available to all branches. A System home page is maintained and SJVLS staff assist member libraries with development and maintenance of their own Web sites.	g. Objectives met. One of the two members who lacked functional public Websites now has a presence on the Internet http://www.portervillelibrary.org). Work on the Web site for the other member is nearing completion.
	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.	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.
SANTIAGO	a. SLS will contract with MCLS for interlibrary reference, with MCLS performance to be monitored by the SLS Reference Committee and System staff.	a. Objective met. SLS contracted with MCLS for "150 reference librarian hours and 150 reference questions" for FY 2007/2008.
	b.1. SLS will sponsor at least one continuing education program, which will be attended by a minimum of 25 staff (professional and non-professional). The workshop will be developed by the SLS Reference Committee.	b.1. Objective met. The SLS Reference Committee sponsored the workshop "Reference . . . New Models for a New Millennium" with 80 in attendance.
	b.2. Classes on online reference resources and other reference topics will be conducted by MCLS Reference staff as part of contracted services.	b.2. Objective met. SLS contracted with MCLS for 4 reference workshops.

SANTIAGO (Cont'd)	b.3. SLS will support staff development by sending member library staff to MCLS, CLSA Systems, California State Library and other library related workshops. 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.	b.3. Objective not met. Due to staff illness, staff cuts, and an increased workload, the MCLS Reference Center did not offer any staff development workshops in 2007/2008. c. Objective met. However, the SLS Reference Committee met only five times in FY 2007/2008. One meeting was cancelled because it was too close to a scheduled workshop. The System and Reference Committee sponsored continuing education programs at their staff meetings where information on a variety of current topics was shared. Working with MCLS and SSCLS, SLS staff attended workshops on various aspects of reference service.
SERRA	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. b. System staff will improve the Serra web site. c. Serra's Research Center will distribute the information on resources and news via Serra's Web site. d. Reference requests and answers shall be submitted electronically. e. Staff will be available five days per week via telephone, computer and in person to provide consultation on local libraries' questions. f. Reference Committee meetings will be held every other month with Serra staff attending and providing assistance and information as needed. g. System staff will work with the Reference Committee on at least two workshops on some aspect of reference service for local library	a. Objective met. Outreach efforts continued with orientation visits to the Serra office and tours of the San Diego Public Library; reference librarians took advantage of seeing the Serra Research Center first hand and getting acquainted with reference procedures. Over 50 reference and youth librarians, mostly from SDCL and SDPL staff, toured the facility and got an overview of Serra services. b. Objective met. Information on the Serra Web site was continually updated; and plans made for redesigning the web page to make it more user-friendly and easier to navigate. c. Objective met. System staff continued to compile and update the "Answers" database and maintained it online. "Answers" covers local, state and federal elected officials, population and cost of living data. Upcoming Serra System events were highlighted on the home page; information on local libraries updated. d. Objective met. The electronic submission page for reference questions was totally redesigned for ease of use and additional pages for interlibrary loan requests added. 95% of the requests from member libraries were submitted electronically, and 5% by fax. Serra staff regularly trained and encouraged member library staff to submit their questions via the Serra Web site. e. Objective met. Research Center staffing was maintained during business hours, five days per week. f. Objective met. The Reference Committee held regular meetings, with Serra staff attending each meeting; the Committee changed its name to the Adult Services Committee to better reflect its goals and mission. g. Objectives met. Reference Committee/Adult Services Committee members from the San Diego County Public Law Library and the Serra

SERRA (Cont'd)	employees. Representatives from appropriate organizations such as Califa and AskNow will be present at meetings for updates as needed.	Resource Librarian organized and presented a "Legal Websites for all Library Staff" workshop. There were two sessions, with 40 participants.
	h. Staff will answer virtual reference questions via AskNow, provide training, and participate in the follow up questions.	h. Objective met. Research Center staff answered AskNow virtual questions on a weekly basis, with the Resource Librarian also answering the follow up questions. Many Serra members in San Diego participated in the AskNow service. The Serra Resource Librarian was on the AskNow Advisory Board, attended AskNow Advisory Board virtual meetings and a meeting of the Board at the 2007 California Library Association conference. In addition, Serra participated in a disaster response network for libraries in San Diego and Imperial Counties (SILDRN). SILDRN sponsors a Web page and makes available stockpiles of disaster supplies in San Diego and Imperial County locations. The System Coordinator is a member of the Board. In FY 2007/08, the SILDRN contract with the lead agency, UC San Diego, was updated. Serra renewed its own membership on behalf of all the member libraries. Also, as part of Serra System's overall goal of exploring alternative local reference models, the Serra Resource Librarian and the Reference Librarian attended an ALA pre-conference in June 2008 entitled "Reinvented Reference 4: Emerging Technologies for Reference Service."
SILICON VALLEY	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.	a. Objective met. The Administrative Council is working closely with all groups to ensure activities continue to support the goals and objectives of the SVLS Strategic Plan. One outcome of this review is to reshape the reference committee into the SVLS Adult Services Committee. This committee will continue to evaluate its charge, programs, and activities, including meeting bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote inter-library cooperation. SRC continues its services via the Web and is currently piloting a blog and Wiki.
	b. Libraries will have access to market research, updating user perceptions on libraries. A newly formed SVLS Public Information Committee will be using the findings to create a system-wide public information campaign to be launched in the fall.	b. Objective met. The market research has also been posted on the SRC website at http://www.systemref.org/member_services.htm#godbe to make it even more available. The newly formed SVLS Public Information Committee collaborated with its counterparts in BALIS and PLS to deploy the "Free2" campaign in spring 2008, which received over 80,000 submissions on www.free2.org.
	c. SVLS member library staff will continue to participate in statewide virtual reference 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.	c. Objective met. Since the SRC Web site is only for SVLS members, patrons link to AskNow directly through the individual libraries' Web sites and through AskNow.org.
	d. All committees will undergo a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. The Administrative Council is working closely with all groups to ensure	d. Objective met. The administrative council representative met with the reshaped committee. This resulted in working with other systems to sponsor two well attended staff-development programs, which were

SILICON VALLEY (Cont'd)	activities continue to support the goals and objectives of the SVLS Strategic Plan. One outcome of this review is to reshape the reference committee into the SVLS Adult Services Committee. This committee will continue to evaluate its charge, programs, and activities, including meeting bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote inter-library cooperation.	managed by the systems' workshop support service.
SOUTH STATE	a. Reference service will be provided by contracting with MCLS for interlibrary reference. b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to reference training needs of member libraries. Opportunities for joint efforts with other library related organizations will be utilized. c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased. d. Reports on reference service activities will be prepared for the SSCLS Administrative Council.	a. Objective met. Interlibrary reference continues to be provided through a contract with the MCLS Reference Center. b. Objective met. South State reference staff attended the workshop of the MCLS Reference and Adult Services Committee entitled How to Get What You Want: Techniques and Tools for Everyday Negotiating. Additionally, South State reference staff regularly attend the meetings of the MCLS Reference and Adult Services Committee and contribute to the staff exchanges. c. Objective met. Each library jurisdiction selected reference materials and/or services to enhance reference effectiveness. d. Objective met. Reports on reference statistics were prepared and distributed monthly to the SSCLS Administrative Council. These reports recorded the number of reference questions received, the number of questions answered, and the turn around time actually used to answer them.

SUMMARY OF IMPROVEMENTS OF REFERENCE SERVICES TO THE UNDERSERVED - FY 2007/08
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS

System	Performance Objectives	Achievement of Performance Objectives
BALIS	Speakers of limited English and English as a second language. a. The BALIS Electronic Resources Committee will work with Thomson/Gale to distribute materials publicizing the *¡Informe!* Spanish Language Database. b. The BALIS Adult Services 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. c. The BALIS Electronic Services 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. d. Members of the Adult Services Committee will work with selected members of the Community Language Project and offer assistance as needed with evaluation of current collections. Persons with mobility problems (disabled, older adults, etc.) e. The BALIS Adult Services 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.	a. Objective not met. The Committee discussed objective activities. b. Objective not met. A brief discussion took place. c. Objective met. The Committee evaluated new Chinese language databases for eBooks and magazine articles. It also tested alternatives to Rosetta Stone, which is very popular for ESL. d. Objective met. The Community Languages project was taken over by Califa and is being developed for libraries throughout California. A member of the Adult Services Committee participated in the Community Language Project by translating Chinese language materials for a library in another system. e. Objective partially met. The Committee briefly discussed this objective. The Bay Area Disability Services Librarians, which BALIS is represented, evaluated technologies and made presentations to the public.
BLACK GOLD	a. A workshop that introduces staff to various types of gaming and the ways it can be provided will be planned. It will include options for libraries that do not have access to many computers.	a. Objective met. The Infopeople's workshop, "Gaming at the Library," was held. Sixteen member library staff from six of the seven jurisdictions attended the workshop. Participants learned about the various types of games that are appropriate for children, teens and families, and ways of presenting them to their patrons. In addition, a half-day Summer Reading program workshop was held with 51 staff members from Black Gold libraries in attendance.
49/99	a. 100% of member libraries will utilize system-provided electronic resources on behalf of geographically isolated patrons. b. At least four (4) member public libraries will participate in training opportunities.	a. Objective met. The Reference Center answered 90% of the reference questions referred on behalf of geographically isolated patrons. b. Objective met. Four sessions of the Thomson Gale database training were held, with staff participating from four member library

49/99 (cont'd)		jurisdictions and the San Joaquin Delta College Library. Also, member library staff participated in Rural Library Initiatives workshops and trainings: *Dealing with Difficult People; Web 2.0: What Rural Library Staff Need to Know; and Traveling Technology Petting Zoo*.
INLAND	a. At least 20% of our reference questions will be from members of underserved groups identified: geography isolated, institutionalized, disabled, and children. b. Electronic and printed material will be provided in a timely manner.	a. Objective met. 31% of the reference questions were from members of the underserved groups. b. Objective met. Printed materials were provided in a timely manner. System staff participated in the coordination and distribution of printed materials for the Children's Summer Reading Program. 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 160 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.
MCLS	SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING 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. 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. c. The AskNow 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. SERVICE TO CHILDREN a. The majority of member libraries will participate in the Reading Program, which is an annual program designed to encourage reading in children of all ages. The majority of the libraries will be represented at the Reading Program Kickoff. The purpose of the Kickoff program is to showcase model programs and performers, as well as offer a networking forum for the exchange of ideas.	SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING a. Objective met. The MCLS Reference Center updated the *Language Fluency and Collections* 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. 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. c. Objective met. Bilingual librarians have been providing AskNow Reference web-based Ask A Librarian service to Spanish speaking patrons since June 2002. SERVICE TO CHILDREN a. Objective partially met. The majority of member libraries participated in the Summer Reading Program; however, the Reading Program kickoff was not held. In addition, many MCLS libraries also participated in a fall reading program sponsored by In-N-Out Burger and another program sponsored by UCLA.

MCLS (cont'd)	b. The *MCLS Performers' Resource Directory* will be continuously updated by the Children's Services Committee members. 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. d. Promotion of the MCLS Reference Center via articles in the *Reference Hotline* 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. SERVICE TO YOUNG ADULTS 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. 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.	b. Objective met. The *Performers' Resource Directory* continues to be updated as new performers are identified. c. Objective met. The Children's Services Committee sponsored "Share Fair 2008" with guest speaker Pam Carlson with 32 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. d. Objective partially met. The *Reference Hotline* was discontinued. The primary means of promoting the MCLS Reference Center have been through the MCLS liaison's updates at the MCLS Children's Services Committee meetings. SERVICE TO YOUNG ADULTS 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. b. Objective met. The Young Adult Services Committee of MCLS and Santiago presented a workshop: "Gaming 2.0: Video Games @ Your Library," with 38 attendees. The committee also held three structured exchanges: 1) Teen Programming, 2) Teen Volunteers, and 3) Staff Training. 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.
MOBAC	a The MOBAC Reference Committee will continue to update the Services Survey. b. The MOBAC Reference Committee will continue to update the intranet site.	a. Objective met. The MOBAC Reference Committee appointed another person to work with the intranet author to update the survey and add a map. Members continued contributing their edits which were incorporated into the survey. b. Objective met. The Committee posted many new documents, including a MOBAC committee orientation document for new committee members that was written and approved in 2007/08.
MVLS	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.	a. Objective met. 100% of questions were filled; 100% of the requests were filled within 10 working days. Local funds were added to meet the level of service provided.

NORTH BAY	ETHNIC MINORITIES 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. b. The System will include items of interest on ethnic minorities on the reference and children's Listservs and the NBC web page. c. NBCLS will continue to support Spanish language collection development through the distribution of resource lists for the purchase of books or media from the Guadalajara Book Fair, or from other appropriate Spanish language book fairs and venues. CHILDREN a. NBCLS children's librarians will continue to explore shared program ideas for summer reading programs. 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. c. The NBCLS web page and children's listserv will be used to discuss resources and share ideas related to serving children. 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. DISABLED a. North Bay libraries will continue to develop their collections to aid the disabled and their caregivers. GEOGRAPHICALLY ISOLATED a. All questions received from geographically isolated areas of the North Bay service area will be answered at the NBCLS Reference Center and other outside sources such as Virtual Reference Centers, First Source at LAPL, or contracted sources such as art and poetry experts. b. Access to more resources will be provided as more library catalogs are added to the SuperSearch system.	ETHNIC MINORITIES a. Objective met. Resource lists generated from the Guadalajara Book Fair were distributed, and discussions ensued at both the reference and children's committee meetings. b. Objective met. Appropriate items were passed along to the committee Listservs and at the committee meetings. c. Objective met. Resource lists were distributed from the Guadalajara Book Fair. CHILDREN a. Objective met. Information about shared summer reading programs was done at committee meetings and on the Listserv. b. Objective met. This was done at two children's services committee meetings. c. Objective met. Items, as they came in, were posted on the NBC Children's Listserv. d. Objective met. Two roundtable discussions were held in conjunction with the committee meetings. DISABLED a. Objective met. Collections were developed to aid the disabled and their caregiver. GEOGRAPHICALLY ISOLATED 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. b. Objective met.

NORTH STATE	a. Increase communication between member library staff so to share information about services to the geographically isolated through email reflectors and blogs.	a. Objective met. Two more blogs were developed and promoted use of the original blog on the NSCLS webpage.
	b. Continue using the NSCLS website to allow sharing of news and services from member libraries.	b. Objective met. The webpage was redesigned to allow member library staff to find information more easily. Two libraries began using patron initiated ILL requests. The Reference/ILL/Underserved Committee had several meetings in which members were able to share resources for working with their geographically isolated patrons.
	c. Sponsor more training by May 2007 to the geographically isolated.	c. Objective met. While there was no on-ground Infopeople class that addressed services to geographically isolated, a number of member library staff were able to take the online Infopeople course, "Web 2.0: What Rural Library Staff Need to Know." About half of the Infopeople workshops presented in the System were geared to using web 2.0 tools to increase library staff members' use of the new technologies necessary to provide virtual reference.
	d. Publicize Virtual Reference to the geographically isolated.	d. Objective met. Member libraries and NSCLS have Virtual Reference links on their webpages, and the Reference Committee shares resources that each member had developed for using the databases.
	e. Increase the use of the Rural Initiative website, http://ruallibraries.org by member library sites.	e. Objective partially met. The System promoted use of the Rural Initiative website, but usage was the same—about 70 daily "successful requests for pages."
	f. Increase the involvement of rural library staff in committee, NSCLS Council, and other training activities.	f. Objective met. The Reference/ILL/Underserved committee and Children's committee had new members who had not participated before. Also, about half of the libraries sent staff to a Resource Sharing Symposium that NSCLS sponsored in collaboration with MVLS and NBCLS. Access to conference call or videoconferencing has improved attendance at meeting/trainings.
PENINSULA	a. The catalog's WebOPAC will continue to be a key tool for searching library materials in Spanish and Chinese interfaces. A Tagalog interface will also be provided when available. The choice of these languages interfaces was determined by educational statistics identifying languages spoken in the home.	a. Objective partially met. A Tagalog interface for the WebOPAC is not yet available. The committee suggested a Korean interface.
	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.	b. Objective met. Gale continues to develop its offerings in depth and breach to meet the diverse needs of library patrons, and PLS adopts these enhancements as soon as they are available.

PENINSULA *(cont'd)*	c. The Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected System libraries. PLS member libraries sponsor the travel expenses of one library staff member to attend the International Book Fair in Guadalajara.	c. Objective met. PLS/SVLS members sent a representative from the San Mateo County Library to the International Book Fair in Guadalajara in the fall of 2007.
	d. The list of non-English language materials will be updated by the joint PLS/SVLS Multicultural Committee. The current list, by library and by language, is posted on the PLS website at http://www.plsinfo.org/whats_happening/intl_materials.htm.	d. Objective met. The "Language Resource List" was posted on the updated staff intranet, FIDO, in October 2007. The language spoken list was also updated and incorporated in the annual staff directory in October 2007.
	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 http://www.plsinfo.org/community/espanol_lawmakers/index.htm.	e. Objective met. The English version of "How to Reach the Lawmakers," was revised in April 2008 to reflect current appointments. In place of print copies, the brochure is published in PDF on the web by the Community Information Project at http://cip.plsinfo.org/PDF/LawmakersSMCo.rev08/04.pdf. The Spanish print version was not updated, but the information is available and current at http://www.plsinfo.org/community/espanol_lawmakers/index.htm.
SJVLS	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.	a. Objective met. All reference questions are answered according to the same performance objectives set for the System Interlibrary Reference regardless of geographic location.
	b. Questions from non-English speaking and handicapped patrons will be answered in a language or format they require.	b. Objective met. Questions are answered in the appropriate format and accuracy is required. Spanish language sources are used when requested.
	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).	c. Objective met. SJVIS makes members aware of the availability of community services in their local areas 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.
	d. Local reference staff will be able to assist patrons in using tools available in the patron's native language.	d. Objective not met. SJVIS is working to coordinate available resources among member libraries. This is a new approach that needs further development.
SANTIAGO	a. The vendor for SLS reference services, MCLS, will provide materials in appropriate languages and reading levels as requested by SLS reference librarians.	a. Objective met. MCLS provided materials in appropriate languages and reading levels as requested by SLS, including Spanish, Korean and Chinese.
	b. SLS Children's Services Committee may conduct one staff training workshop focusing on some aspect of services to children; a minimum of 20 staff will attend.	b. Objective met. Objective was fulfilled by the sponsorship of the "2008 Performers' Showcase."

SANTIAGO *(cont'd)*	c. The SLS Children's Services Committee will meet at least 6 times during 2007/08 to discuss services to children and share ideas.	c. Objective met. The SLS Children's Services Committee met six times during 2007/08.
	d. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use. Talent and programs that appeal to a variety of cultures will be included to meet the diverse ethnic needs of the community.	d. Objective met. The "Performers' Showcase" was held in January 2008; 98 staff attended.
	e. The SLS Young Adult Committee may conduct a staff training workshop focusing on some aspect of services to young adults; a minimum of 20 staff members will attend, conduct a survey of young adult related programming/activities or create a project that would support/facilitate working with the young adult population within the system.	e. Objective met. The SLS Young Adult Committee (along with the MCLS Young Adult Committee) held a "Gaming 2.0" workshop in February 2008; 38 people attended.
	f. The SLS Young Adult Committee will meet at least 6 times during 2007/08 to discuss services to young adults and share ideas.	f. Objective met. The SLS Young Adult Committee met 6 times during 2007/08.
	g. The SLS Children's Services Committee will participate in a Children's Summer Reading Program to provide consistent, systemwide encouragement of reading-related activities. The Children's Services Committee will utilize, wherever possible, the support of local vendors or other public/private partnerships in developing the program. The SLS Children's Committee will also partner with a local vendor on implementing a winter reading program.	g. Objective met. Sponsored jointly by CLA and the California State Library, SLS participated in a children's summer reading program, "Catch The Reading Bug" and a Young Adult/Teen program, "Metamorphosis Your Library."
	h. The SLS Young Adult Committee will participate in a Young Adult Summer Reading Program to provide consistent, systemwide encouragement of reading-related activities. The Young Adult Committee will utilize, whenever possible, the support of local vendors of other public/private partnerships in developing the program.	h. Objective met. The various SLS libraries held their own Young Adult Program, several shared the same theme.
SERRA	The underserved group identified for FY 2007/08 was the geographically isolated in rural areas, specifically in and near the Imperial Valley.	
	a. Serra will offer reference services to Imperial Valley libraries.	a. Objective met. 22% of all reference questions came from the Imperial Valley libraries. Serra was able to expand their resources and staff expertise to fully answer their clients' information needs using the Internet and the extensive holdings of the San Diego Public Library.
	b. Serra staff will offer training programs for the staffs of rural libraries, produce resource-sharing tools, and participate in local library organizations.	b. Objective met. Imperial Valley library staff took an active part in programs focusing on Serra reference services, on materials selection in languages other than English, and on children's services. The Serra Resource Librarian too part in the annual imperials County-wide training session and explained Serra services to the Imperial library staff.

SERRA *(cont'd)*	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.	c. Objective met. A centralized interlibrary loan service funded by local funds was provided.
	d. Interlibrary loan fill rate of 90% and average turn around time of 7 days for Imperial Valley libraries.	d. 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.
SILICON VALLEY	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.	a. Objective met. Objective partially met. The "Welcome to the Library" brochures were posted on the updated version of FIDO, the staff intranet. In addition to the languages listed in the Plan of Service, there is also Arabic. The lawmakers' brochures weren't updated in either language as that information is available now on the web.
	b. The "Language Resource List" will continue to be updated annually and incorporated into the staff directory, which lists staff in all SVLS libraries.	b. Objective met. The list was incorporated in the annual staff directory in October 2007.
	c. The Adult Services Committee will work with the Gale Research PR department to develop materials to publicize the *¡Informe!* Spanish-language database.	c. Objective met. SVLS continues to subscribe to *¡Informe!* Downloadable publicity materials for *¡Informe!* are now available on Gale's product information web page.
	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.	d. Objective met. Staff works closely with member libraries and vendors upon request.
	e. The SVLS Adult Services Committee will identify and evaluate databases that serve the informational needs of specific multicultural communities.	e. Objective met. Working with and through Califa, member libraries sought and evaluated replacements to Rosetta Stone, which is heavily used for ESL, e.g. Mango.
	f. Members of the Reference Committee will work with Califa to 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.	f. Objective met. Working with and through Califa, an SVLS member library cataloged materials in Russian for a participating library. When the data for the area served by SVLS is sufficient, the committee will be able to use it to identify underserved groups that are not already included in future goals.
	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.	g. Objective not met.

SILICON VALLEY *(cont'd)*	h. Sponsorship of a staff member to the International Book Fair in Guadalajara allows libraries to have material selected for them that would not be available through other means.	h. Objective met. Co-sponsored with PLS to send a representative from San Mateo County Library to the International Book Fair.
	i. 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.	i Objective met. Selected member libraries continued in their participation in AskNow.
SOUTH STATE	a. One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on youth services.	a. Objective met. South State Young Adult librarians attended the "Gaming 2.0" workshop held in February 2008. The objective of the workshop was to introduce YA staff to gaming and discuss how it can be incorporated into their efforts to attract the YA community to the library.
	b. The above performance objective was identified by the South State Steering Committee and Council as useful and meaningful to improve reference service in the system service area.	b. Objective met. The YA staff feel more comfortable with the concept of introducing gaming into their activities.

System Interlibrary Reference Program Objectives
System Program Annual Report – FY 2007/08
(California Administrative Code Section 20157)

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

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	178	100%	100%	178	178
BLACK GOLD	32	100%	100%	32	32
49-99*	0	0%	0%	0	0
INLAND	681	100%	79%	681	538
MCLS	970	99.8%	99.21%	968	960
MOBAC	63	100%	100%	63	63
MVLS	170	100%	100%	170	170
NORTH BAY	471	100%	98.7%	471	465
NORTH STATE	118	100%	98.3%	118	116
PENINSULA	102	100%	100%	102	102
SJVLS	227	100%	95%	227	216
SANTIAGO	93	100%	99%	93	92
SERRA	957	98.9%	97.2%	946	920
SILICON VALLEY	330	100%	99.7%	330	329
SOUTH STATE	172	99.4%	100%	171	171
TOTALS	**4,564**	**93.2%**	**91.1%**	**4,550**	**4,352**

(a) All but one system (49-99—see below) was able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided 93.2% or 4,550 questions answered in total.

(b) All but one system was able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 91.1% or 4,352 questions returned to the originating member library within 10 working days.

* 49-99 was going through a transitional period in FY07/08. In FY08/09, 49-99 revised its plan of service to include a contractual agreement with MCLS for 2nd level Reference service.

Doc. 13147v1

Exhibit O

Exhibit P

Summary of System Reference Expenditures for FY 2007/08
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 89,498	$ -	$ 89,498
BLACK GOLD	50,861	273,198	324,059
49-99	56,559	0	56,559
INLAND	130,945	8,827	139,772
MCLS	214,878	73,811	288,689
MOBAC	56,229	0	56,229
MVLS	92,170	2,855	95,025
NORTH BAY	90,455	81,711	172,166
NORTH STATE	67,400	3,900	71,300
PENINSULA	48,892	67,446	116,338
SJVLS	75,095	53,771	128,866
SANTIAGO	76,086	0	76,086
SERRA	99,895	31,150	131,045
SILICON VALLEY	59,349	9,014	68,363
SOUTH STATE	78,360	0	78,360
TOTAL	$1,286,672	$ 605,683	$1,892,355

LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2007/08

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	100%	0%	$ 89,498	79%	21%	$ 56,158
BLACK GOLD	16%	84%	324,059	65%	35%	75,833
49-99	100%	0%	56,559	66%	34%	64,830
INLAND	94%	6%	139,772	93%	7%	103,835
MCLS	74%	26%	288,689	54%	46%	164,746
MOBAC	100%	0%	56,229	64%	36%	72,485
MVLS	97%	3%	95,025	71%	29%	106,882
NORTH BAY	53%	47%	172,166	21%	79%	300,863
NORTH STATE	95%	5%	71,300	87%	17%	118,223
PENINSULA	42%	58%	116,338	11%	89%	307,886
SJVLS	58%	42%	128,866	16%	84%	354,948
SANTIAGO	100%	0%	76,086	89%	11%	45,105
SERRA	76%	24%	131,045	72%	28%	84,123
SILICON VALLEY	87%	13%	68,363	97%	3%	35,376
SOUTH STATE	100%	0%	78,360	100%	0%	35,648
TOTAL PERCENT	68%	32%	100%	45%	55%	100%
TOTAL EXPEND.	$ 1,286,672	$ 605,683	$ 1,892,355	$ 872,320	$ 1,054,621	$ 1,926,941

2007/08 expenditures:

	CLSA	Local	LSTA	Total
Administration	$ 545,200 (15.2%)	$ 3,028,091 (84.5%)	$ 9,849 (0 .3%)	$ 3,583,140
Reference	1,286,672 (68%)	605,683 (32%)		1,892,355
Comm. & Delivery	872,320 (45%)	1,054,621 (55%)		1,926,941
Advisory Boards (SAB)	20,255 (84%)	3,753 (16%)		24,008
Total	$ 2,724,447	$ 4,692,148	$ 9,849	$ 7,426,444

All systems contributed local funds to support system administration.
All but five systems (BALIS, 49-99, MOBAC, Santiago and South State) used local funds to support Reference.
All but one system (South State) contributed local funds to support Communications and Delivery.
Four systems (BALIS, Black Gold, North State and Peninsula) used local funds to support the SAB program.

Exhibit Q

Exhibit R

Summary of System Administration Expenditures for FY 2007/08
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 33,566	$ 170,878	$ 204,444
BLACK GOLD	25,447	83,868	109,315
49-99	25,148	49,681	74,829
INLAND	57,308	10,682	67,990
MCLS	76,784	617,026	693,810
MOBAC	25,856	45,450	71,306
MVLS	42,477	27,301	69,778
NORTH BAY	38,765	363,210	401,975
NORTH STATE	42,558	27,333	69,891
PENINSULA	21,089	1,269,541	1,290,630
SJVLS	33,735	88,343	122,078
SANTIAGO	29,139	29,543	58,682
SERRA	40,692	46,530	87,222
SILICON VALLEY	23,609	162,898	186,507
SOUTH STATE	29,027	35,807	64,834
TOTAL	$ 545,200	$3,028,091	$3,573,291

LSTA funds spent on System Administration: North Bay - $2,273
Silicon Valley - $7,576

Document 8

ACTION

AGENDA ITEM: CLSA System Advisory Board

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

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

BACKGROUND:

The State Board has annually approved the use of CLSA System Advisory Board (SAB) Program funds allotted to Systems to support the costs of one SAB member per System to attend the conference of the California Library Association (CLA). SAB members have reported worthwhile benefits from attending the CLA conference in past years, citing the gaining of a wider understanding of library issues and trends as particularly useful. State Board policy has been to consider this motion on a year-by-year basis; however, in a discussion among Board members at the August 2008 meeting, it was recommended that the Board continue its practice of encouraging SAB members to attend the annual CLA conference, and change its policy by permitting the use of SAB funds for this purpose on an ongoing basis.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The System Advisory Board (SAB) Program continue 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).

Review and Discussion of 2009/10 System Plans

2009/10 System Plans of Service for the System Advisory Board Program indicate that all Systems have planned to accomplish the duties specified for SABs in the Act (see Exhibit A). Plans indicate that SABs will interact with the administrative council through council meetings and by serving on System committees. SABs will continue their emphasis on publicity and public relations as well as their activities in the evaluation of System services and in the assessment of community needs for library services. Some Systems continue to provide their SABs the opportunity to participate in System-sponsored workshops and

training events. Many SABs are making the needs of libraries known through personal contacts and written communications to state and local legislators, local officials and community groups. Plans of Service estimates show that SAB members will collectively travel over 10,600 miles to attend SAB and Administrative Council meetings. This does not include the many hours SABs contribute by attending these meetings, as well as various committee meetings to the effort to improve System planning for the delivery of CLSA supported services. SABs also contribute many hours to special projects and publicity for the System.

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

Summary of 2007/08 System Annual Reports

Exhibit C 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 D displays CLSA and local funds expended in support of the System Advisory Board (SAB) Program in 2007/08.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2008/09 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Doc.#13992

2009/10 System Advisory Board Workload Estimates and Mandated Activities Summary

	Estimated Number of SAB Meetings	Estimated Miles Traveled	Number of Members	Assist in Development of Plan of Service	Advise Council on Need for Services	Assist in Evaluation of System Services
BLACK GOLD	2	1,710	4	X	X	X
49-99	4	1,200	4	X	X	X
INLAND	1	200	4	X	X	X
NORTHNET	1	1,000	17	X	X	X
PLP	3	750	8	X	X	X
SJVLS	2	240	3	X	X	X
SERRA	4	2,500	6	X	X	X
SCLC	2	3,000	34	X	X	X
TOTAL	19	10,600	80			

Doc. 13907

Exhibit A

Population Segments Represented on System Advisory Boards - 2009/2010
As of July 1, 2009

System	Number of Board Members & Alternatives[1]	Population Segments Represented																	
		Economically Dis-advantaged (below poverty level)	Institution-alized	Aged (65+)	Children & Youth				Handi-capped	Speakers of Limited English or English as a Second Language	Non-English Speaking	Ethnicity					Geogra-phically Isolated	Functionally Illiterate	Shut-Ins
					Under 5	5 to 9	10 to 14	15 to 19				Black	Hispanic	Asian	Native American	Other			
BLACK GOLD	4 (3V)	1	1	3	1	1	1	1	1	1	1	1	1	1	1	1	3	2	3
49-99	4 (3V)	3		2	2	2	2	3	2	3	3	3	3	3	3	2		3	1
INLAND[2]	see below																		
NORTHNET	17 (24V)	7	2	11	7	10	9	7	7	7	7	4	9	4	7	4	13	5	7
PLP	19 (15V)	3	1	17	16	16	15	15	12	16	4	11	12	16	1	5	1	2	1
SJVLS	2 (8V)			1													2		
SERRA	6 (7V)	5	6	7	5	5	5	5	3	5	3	4	6	4	3	2	4	3	3
SCLC	33 (17V)	6	2	6	5	6	3	3	3	10	3	6	9	3		1	1	1	1
TOTAL	85 (77V)	25	12	47	36	40	35	34	28	42	21	29	40	31	15	15	24	16	16

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

[2]Inland did not submit an SAB roster indicating population segments.

V - Vacancies

Doc.#13908 July 2009

Exhibit B

SUMMARY OF 2007/08 SYSTEM ADVISORY BOARD PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. Meetings: 1. An orientation will be held in September for new and continuing members. 2. Administrative Council members will be invited to attend each SAB meeting. 3. All SAB members will have the opportunity to attend local BALIS workshops. 4. SAB member will receive all Administrative Council agendas and may attend Administrative Council meetings. b. Meeting Content: 1. An update on BALIS activities is provided at each meeting. 2. Provide opportunities for on-going self-education through topical meetings, including: a) Friends and Foundation activities, b) State legislative initiatives and legislation. 3. Include time for SAB members to ask questions and/or exchange information about System services. c. Presentations and Activities: 1. Each SAB member will serve as public relations representative for local libraries. 2. 100% of SAB members will be able to understand system services well enough to give a brief report to the jurisdiction they represent. 3. Each SAB member will be expected to attend at least one workshop on public library services. 4. SAB members will be encouraged to attend the annual California Library Association conference. Partial funding will	a. Meetings: 1. Objective met. 2. Objective met. Council members received all SAB agenda packets. 3. Objective met. Workshops are open to all SAB members. 4. Objective met. Selected SAB members attended a number of Administrative Council meetings this year. b. Meeting Content: 1. Objective met. 2. Objective met. Topical meetings included a) Friends and foundation activities, and b) State legislative initiatives and legislation. 3. Objective met. Each meeting included time to share information and ask questions. c. Presentations and Activities: 1. Objective met. 2. Objective met. 3. Objective partially met. The workshop was scheduled and announced. The program was cancelled due to lack of attendance. 4. Objective met.

BALIS (cont'd)	be provided as allowed by the system budget. d. Legislative Activities: 1. Co-host a systemwide library issues breakfast with SABs from SVLS and PLS (federal, state, local, lawmakers invited). 2. Encourage attendance at CLA Legislative Day and/or Day in the District to represent overall library issues. e. Planning and Evaluation: 1. Participate in planning and evaluation of SAB objectives for FY 2008/09. 2. Evaluate activities for the year and make recommendations as appropriate. 3. Review the System annual Plan of Service and make recommendations to the Administrative Council.	d. Legislative Activities: 1. Objective met. The guest speaker was Dr. Emmitt Carson, CEO of Silicon Valley Community Foundation. 2. Objective met. Various members attended both events. e. Planning and Evaluation: 1. Objective met. A subcommittee of two SAB members worked on the planning and objectives for next year. 2. Objective met. Completed at May meeting. 3. Objective met. Completed at May meeting.
BLACK GOLD	a. Each member of the SAB will develop sufficient understanding of System services and funding to make brief presentations to community organizations. 100% participation is expected. b. Each member will become familiar with the System Plan of Service, FY 2007/08. 100% participation is expected. c. SAB will continue library advocacy and public awareness activities in the counties of San Luis Obispo, Santa Barbara and Ventura. 100% participation is expected. d. Black Gold will refurbish and 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.	a. Objective met. All members attended the annual meeting held in April and reviewed their notebooks as well as discussed their activities during the year. b. Objective met. The Plan of Service was reviewed and discussed at length during the meeting, and approved its goals for the year. c. Objective met. The SAB continued their library advocacy and public awareness activities throughout the year. One SAB member, Catherine Penprase, was rewarded by CALTAC with an Emeritus Award for work she has done on behalf of California libraries for many years. Mrs. Penprase attended the CLA Conference in Long Beach on behalf of the SAB and Black Gold as well. d. Objective met. The SAB refurbished one of the photo displays, "Native Americans on the Central Coast." In addition, a new set of display panels was purchased with SAB funds. The photo displays were sent out for exhibition twice during the year. One venue, La Purisima Mission State Historic Park, counted a total of 4,185 visitors during its five month exhibition. The SAB also investigated the possibility of reprinting at least one of the books that accompany the Photo Essay exhibit. However, copyright questions and cost of printing have put those plans on hold.

BLACK GOLD (cont'd)	e. Develop a workshop aimed at "Friends Helping Friends" in future years.	e. Objective met. A binder with all the planning materials was created for any group that would like to produce such a workshop in the future.
49/99	a. A majority of the SAB members will review and contribute to the annual System Plan of Service. b. The SAB will send a representative to at least one 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 when opportunities arise.	a. Objective partially met. The Plan of Service was transmitted to the System Advisory Board and comment was made at the May 2008 Administrative Council meeting. b. Objective met. SAB members attended the July and September 2007 and May 2008 Administrative Council meetings. c. Objective met. SAB members offered comments on system services at the meetings attended in July and September 2007 and May 2008. d. Objective may have been met. This may have been done informally, but no reports were received.
INLAND	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.	a-c. Objectives not 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 holding additional SAB meetings or activities.
MCLS	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. d. 100% of SAB members will be knowledgeable on MCLS committees.	Objectives a-d. were partially met. Two System Advisory Board meetings were held in September 2007 and May 2008. An SAB orientation meeting was held at the September 2007 meeting and there was a good turnout of SAB members who attended the May 2008 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.
MOBAC	a. Meetings: At meetings of local Commissions and Friends' group, Administrative Council member will discuss System services. 1. A subcommittee will meet to assist with development of the	a. Meetings: Objective met.

MOBAC (cont'd)	System Plan of Service. 2. The Council and representatives from the public libraries' friends or commissions will meet to discuss, review and evaluate the Plan of Service. 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. 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. d. Planning and Evaluation: In May 2008 the MOBAC Council will evaluate the success of this change in the structure for presenting MOBAC services to public representatives.	b. Meeting Content: Objective met. c. Legislative and Advocacy Activities: Objective met. d. Planning and Evaluation: Objective met.
MVLS	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. Plans for a joint meeting with the SABs from North Bay and North State Library Systems were shelved until FY 2008/09 when the groups could participate in consolidation planning efforts.
NORTH BAY	a. All public libraries will be represented on the SAB. b. All of the SAB members will understand NBCLS services well enough to give brief presentations about the System to local community groups and jurisdictional governing bodies. c. A representative from the SAB will attend the Board of Directors' meetings and any other committee meetings as appropriate. d. The SAB will review and contribute to the FY 2007/08 NBCLS Plan of Service.	a. Objective partially met. The System still lacks representation from all 15 public libraries. With limited state funding, it is increasingly difficult. b. Objective partially met. SAB members attended meetings with elected officials throughout the year to stimulate meaningful activities for the SABs. c. Objective not met. With rising fuel costs volunteers are not eager to drive to meetings. The activities that the SAB attended were meetings where they were able to conveniently carpool with other library staff. d. Objective not met. The Plan of service was sent to all SAB members via email and U.S. Postal Service, and members were encouraged to contribute to the plan, but no comments were received.

NORTH BAY (cont'd)	e. The SAB will review and evaluate activities of the 2006/07 SAB, and will prepare a plan and timeline for 2007/08 activities.	e. Objective not met. No comments were received.
	f. The SAB will review CLSA System programs in NBCLS and make recommendations to the Board of Directors.	f. Objective not met. No recommendations received.
NORTH STATE	a. 100% of the SAB members will submit written and/or oral reports of Board and System activities to their respective appointing bodies and a memoranda to NSCLS Administrator.	a. Objective met. Even SAB members who weren't able to make it to the meeting submitted their reports electronically.
	b. SAB members will present the Council of Librarians with information about their community service needs and library activities.	b. Objective met. An SAB report was made to the Council at each board meeting.
	c. SAB members will share information about library activities with other SAB members and local friends groups.	c. Objective met. Information sharing took place at SAB meetings. The SAB considers this the most important part of their meeting.
	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.	d. Objective met. At least one SAB member attended every meeting and most training sessions.
	e. 100 % of SAB members will have the opportunity to review and contribute to the 2007/08 System Plan of Service and to evaluate System services.	e. Objective met. SAB members that could not attend the SAB planning session for FY 2007/08 system services were asked to contribute comments via email.
	f. The SAB members will review and evaluate the activities of FY 2006/07 and prepare a plan for FY 2007/08's SAB activities.	f. Objective met. All SAB members were sent copies of the 2006/07 Plan of Service prior to the planning session for 2007/08.
	g. SAB members will encourage their libraries to improve services to the geographically isolated.	g. Objective met.
PENINSULA	a. Meetings: 1. An orientation will be held in September for new and continuing members. 2. Administrative Council members will be invited to attend each SAB meeting. 3. SAB members will receive all Administrative Council agendas and may attend Administrative Council meetings.	a. Meetings: 1. Objective met. An orientation was held in September. 2. Objective met. Administrative Council members received all SAB agenda packets. 3. Objective met. Selected SAB members attended a number of Council meetings this year.
	b. Meeting Content: 1. Time will be provided at each SAB meeting to discuss	b. Meeting Content: 1. Objective met.

PENINSULA (cont'd)	community needs and views for library service. 2. Time will be scheduled at each meeting for SAB members to ask questions and/or exchange information about System services. 3. Each SAB agenda will include the opportunity for SAB members to share local library information. c. Presentations/Activities: 1. Each SAB member will serve as public relations representative for local libraries. 2. 100% of SAB members will be able to understand System services well enough to give a brief report to the jurisdictions they represent. 3. Each SAB member will attend at least one workshop on public services. 4. SAB members will be encouraged to attend the annual California Library Association conference. Partial funding will be provided as allowed by the System budget. d. Legislative Activities: 1. The SAB will co-host a systemwide library issues breakfast with the SAB from SVLS and BALIS (federal, state, local lawmakers invited). 2. At least one SAB member will represent the SAB at CLA's Legislative Day or attend Day in the District. e. Planning and Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.	2. Objective met. Each meeting included time to share information and ask questions. 3. Objective met. c. Presentations/Activities: 1. Objective met. 2. Objective met. 3. Objective not met. The workshop was scheduled and announced. The program was cancelled due to lack of attendance. 4. Objective met. One SAB member attended CLA. d. Legislative Activities: 1. Objective met. The annual breakfast was held and Dr. Emmitt Carson, CEO of the Silicon Valley Community Foundation was the speaker. 2. Objective met. Various members attended both events. e. Planning and Evaluation: Objective met. Two SAB members worked on the planning and objectives for next year.
SJVLS	a. 100% of SAB members will be knowledgeable about System services. b. 100% of SAB members will be able to give a presentation regarding	Objectives a-f. were not met. Advisory Board participation in FY 2007/2008 was problematic. While SAB meetings were scheduled prior to each of the six Administrative Council meetings during the year, at no point was a quorum reached. At the end of the fiscal year, there were two Advisory Board members holding current term appointments and one member continuing to serve with an expired term.

SJVLS (cont'd)	System services in their local jurisdiction. c. 100% of SAB members will be knowledgeable about CLSA services. d. 100% of SAB members will be knowledgeable about their local library services. e. SAB members will provide information whenever necessary to help the Administrative Council in evaluating and in providing improved services at the System level. f. Continue to distribute public awareness program materials and evaluate program effectiveness.	The Administrative Council is exploring options for improving Advisory Board participation. One member of the Advisory Board participated in review of the System Budget.
SANTIAGO	a. The SAB will attend a joint SLS Council/SAB meeting in April to review the Plan of Service for FY 2008/09. 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. 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. 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.	a. Objective met. The SAB met on April 17, 2008 at a joint SLS Council/SAB meeting and reviewed and approved the 2008/09 Plan of Service. b. Objective met. At least one SAB member attended the four SLS Council meetings. The joint SLS Council/SAB meeting was attended by four SAB representatives. c. Objective met. Members of the SAB attended library-related events in their communities. d. Objective met. All SAB members represented libraries and promoted library services in their community.
SERRA	a. The SAB will report at each meeting of the System Administrative Council to provide citizen input on service, activities and needs. b. The SAB will collaborate with at least one Serra committee on a specific project(s).	a. Objective met. The SAB met five times during the year with the Administrative Council. The System Plan of Service and Budget were agenda items at the appropriate joint meetings; a separate SAB meeting was scheduled on the same day as the joint meeting. A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings. b. Objective met. The System Advisory Board approved the Serra Children's Ser vices Committee's pro posal to fund a storytime training workshop from their travel budget. Children's libr arians from the two counties were able to take advantage of the hands-on training.

SERRA (cont'd)	c. An orientation session will be scheduled to inform new SAB members of System operations and services. d. SAB will review the System Plan of Service and Budget. e. The SAB will seek local city and county legislative support of System programs. f. The SAB will recommend techniques for publicizing System programs and projects. g. The SAB will advise on all issues referred by the Administrative Council.	c. Objective not met. However, the SAB members reviewed assignments for the system committees and chose committees of interest to support. They attended the committee meetings as they were able and reported to the other SAB members during the AC/SAB meetings. d. Objective met. The SAB reviewed the Plan of Service and Budget at the August 2008 joint meeting. e. Objective met. The SAB member for San Diego Public Library reported on System activities regularly at the monthly meetings of the San Diego City Board of Library Commissioners. SAB members reported back at meetings of the library that they represented. f. Objective met. An SAB member is a member of the Public Relations Committee. g. Objective met. The SAB takes part in all discussions held at AC meetings; the chairman of the SAB takes part in Executive Committee meetings.
SILICON VALLEY	a. Meetings: 1. An orientation will be held in September for new and continuing members. 2. A subcommittee will meet to assist with the development of the Plan of Service. A meeting will be held in May to review the Plan of Service. b. Meeting Content: 1. Update of SVLS activities (regular meetings) 2. Orientation for new members (September) 3. Sub-committee develops 2008/09 Plan of Service (April) 4. Review/approve 2008/09 Plan of Service (May) c. Legislative and Local Activities: 1. The SVLS SAB will co-host a Systemwide Library Issues Breakfast with the SAB from PLS and BALIS. This annual breakfast is a popular event for local elected officials. 2. The libraries' Co mmissions and Friends' gro ups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation. • The Annual CLA Day in the District will be held in January and February.	a. Meetings: 1. Objective met. 2. Objective met. A committee developed the Plan of Service and met in May to review the Plan of Service. b. Meeting Content: 1. Objective met. 2. Objective met. 3. Objective met. 2008/09 Plan of Service was developed. 4. Objective met. Plan of Service was received in May. c. Legislative and Local Activities: 1. Objective met. The annual breakfast was held and Dr. Emmitt Carson, CEO of Silicon Valley Community Foundation was the speaker. 2. Objective partially met. Members attended the CLA Day in the District; however, no one was able to attend CLA Legislative Day in Sacramento.

SILICON VALLEY (cont'd)	• The Annual CLA Legislative Day will be held in April. d. Planning and Evaluation: The SVLS SAB will evaluate the success of their activities in May 2008.	d. Planning and Evaluation: Objective met. Completed at the May 2008 meeting.
SOUTH STATE	a. 100% of SAB members will familiarize themselves with the 2007/08 Plan of Service. 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. 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. d. All SAB members will communicate local library and service needs to the Administrative Council and to community leaders and government officials. e. The Advisory Board will make available material supporting libraries and library legislation.	a. Objective met. 2007/08 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged. 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. 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. d. Objective met. SAB members were encouraged to participate in CLA Legislative Day and annual CLA Conference. e. Objective met. The SAB supported the children's summer reading program at South State libraries.

Exhibit D

Summary of System Advisory Board Expenditures for FY 2007/08
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 351	$ 981	$ 1,332
BLACK GOLD	1,569	56	1,625
49-99	1,041	0	1,041
INLAND	1,581	0	1,581
MCLS	2,476	0	2,476
MOBAC	453	0	453
MVLS	1,538	0	1,538
NORTH BAY	679	0	679
NORTH STATE	5,098	394	5,492
PENINSULA	469	2,322	2,791
SJVLS	0*	0	0
SANTIAGO	145	0	145
SERRA	1,907	0	1,907
SILICON VALLEY	850	0	850
SOUTH STATE	2,098	0	2,098
TOTAL	$ 20,255	$ 3,753	$ 24,008

*SJVLS returned unexpended funds ($1,553) to CSL. The Administrative Council is exploring options for improving Advisory Board participation.

Document 9

INFORMATION

AGENDA ITEM: CLSA System Communications and Delivery Program

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's eight (8) CLSA Cooperative Library Systems.

Review and Discussion of 2009/10 System Plans

2009/10 System Plans of Service have been compiled in summary form from the eight cooperatives. Exhibit A displays the workload estimates and service delivery methods by System. They show that most Systems will continue to use the Internet, including email through the Internet and other forms of telecommunications systems usage, such as automated holds and telephone renewal, as their primary communications device. Systems have also adopted 2009/10 performance objectives. The average for communication is delivery of 91% of transmitted messages within 24.5 hours (see Exhibit B). For the delivery of materials, the average performance objective is 93.5% of the items delivered within 2 working days (see Exhibit C). Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each System for the past ten years.

Summary of 2007/08 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 E displays performance objectives adopted by each System for the 2007/08 fiscal year and the degree of success in meeting each objective.

Workload: Exhibit F displays a summary of actual workload statistics for the 2007/08 fiscal year. In general, statistics are comparable to the previous year, with a slight increase in number of messages communicated (5%) and a higher than usual increase in the number of items delivered (17%).

Expenditures: Exhibit G displays CLSA and local funds expended in support of System Communications and Delivery (C&D) services in 2007/08. Overall, 45% of the total budgeted for System C&D was expended from CLSA funds, and 55% was expended from local funds. See Exhibit H for a summary of local member contributions to the C&D program.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2008/09 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

System Communications & Delivery Program
2009/10 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other
BLACK GOLD	807,174	NU	17%	NU	3%	80%[a]	1,290,247	NU	97.0%	2%	0.5%	0.5%
49-99	20,900	NU	18%	10%	72%	NU	418,500	NU	98.0%	1%	1%	NA
INLAND	NA	NA	NA	NA	NA	NA	290,612	NU	93.0%	1%	2%	4%
NORTHNET	87,320	NU	17%	1%	82%	NU	5,260,327	NU	97.5%	0.5%	2%	NU
PLP	379,700	NA	2%	1%	NA	97%[b]	3,068,864	70%	28.9%	1%	NA	0.1%
SJVLS	1,069,480	NU	0.4%	0.04%	26%	73.6%	952,336	98%	NU	1%	1%	NU
SERRA	17,400	NU	23%	10%	63%	3%[c]	153,020	NU	98.0%	1.5%	0.5%	NU
SCLC	609,638	NA	14%	6%	55%	25%[d]	78,827	97%	2.6%	0.1%	NU	NU
TOTALS	2,991,612	0%	8.6%	1.6%	24.6%	65.2%	11,512,733	27.4%	70.4%	1%	1%	0.2%

NA - Estimate Not Available; or unable to determine

NU - Not Used

[a] Holds placed on member library automation

[b] Telephone Renewal

[c] U.S. Mail

[d] OCLC iLL Subsystem

Exhibit A

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES
FY 2009/10
_____% of intrasystem messages will be received by addressees within
_____ hours (time of origin to time of receipt)

SYSTEM	%	HOURS
BLACK GOLD	90%	24
49-99	90%	48
INLAND	95%	24
NORTHNET	100%	24
PLP	96%	24
SJVLS	80%	4
SERRA	90%	24
SCLC	90%	24
AVERAGE	**91%**	**24.5**

Doc# 13,973

Exhibit B

SYSTEM DELIVERY PERFORMANCE OBJECTIVES
FY 2009/10
_____ % of items sent by intrasystem delivery will be delivered within
_____ working days

SYSTEM	%	DAYS
BLACK GOLD	98%	2
49-99	90%	3
INLAND	95%	1
NORTHNET	90%	4
PLP	95%	3
SJVLS	100%	3
SERRA	90%	1
SCLC	90%	2
AVERAGE	**93.5%**	**2**

Doc# 13,974

Exhibit C

SYSTEM COMMUNICATION WORKLOAD HISTORY*

SYSTEM	Actual Messages										Estimated Messages	
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
BALIS	15,557	12,595	11,700	10,700	10,700	9,870	8,718	3,668	3,620	2,200	2,550	**
BLACK GOLD	219,055	226,175	189,231	243,787	269,845	342,577	473,691	476,198	383,851	643,364	600,232	807,174
49-99	8,000	7,900	8,750	9,800	11,300	12,400	11,900	5,170	20,900	3,970	20,900	20,900
INLAND	18,449	32,995	31,000	16,539	10,292	6,391	6,984	4,647	NA	2,573	28,585	NA
MCLS	739,045	739,045	782,176	312,588	317,573	320,656	233,796	310,061	468,115	200,675	516,500	**
MOBAC	27,190	8,498	6,320	4,550	4,550	3,450	1,142	1,310	2,250	1,600	1,870	**
MVLS	21,500	30,000	30,000	30,000	30,000	20,000	20,000	16,000	30,000	17,700	28,300	**
NORTH BAY	27,975	28,214	33,778	40,468	32,322	32,167	55,402	48,452	49,200	59,520	46,900	**
NORTH STATE	19,833	16,874	16,469	38,715	74,009	44,439	45,215	34,729	17,495	38,654	22,895	**
NORTHNET												87,320
PLP												379,700
PLS	223,497	285,845	296,614	306,300	306,300	284,275	287,743	281,238	284,075	306,250	310,100	**
SJVLS	317,420	323,950	311,943	386,964	231,628	316,850	329,034	478,256	436,550	702,800	647,065	1,069,480
SANTIAGO	100,500	100,500	100,500	100,500	100,500	100,500	100,500	100,500	121,457	4,786	121,457	**
SERRA	29,740	30,285	30,600	31,150	25,750	7,462	7,462	14,506	24,950	19,300	18,000	17,400
SVLS	14,000	14,000	14,000	14,000	14,000	11,200	10,472	7,975	20,000	6,200	5,850	**
SOUTH STATE	5,210	8,417	6,868	6,868	6,868	5,034	5,127	3,700	4,400	4,291	5,010	**
SCLC												609,638
TOTAL	1,786,971	1,865,293	1,869,949	1,552,929	1,445,637	1,517,271	1,597,186	1,786,410	1,866,863	2,013,883	2,376,214	2,991,612

*10 year history

**2009/10 Communication & Delivery workload reflected under new System names as a result of System consolidations approved on August 7, 2008.

SYSTEM DELIVERY WORKLOAD HISTORY*

SYSTEM	Actual Items Delivered										Estimated Items Delivered	
	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
BALIS	34,675	36,835	32,248	32,320	47,400	34,125	36,712	33,638	38,700	33,940	38,420	**
BLACK GOLD	662,766	690,820	741,572	772,824	821,990	802,620	849,264	896,090	863,044	1,196,129	1,093,752	1,290,247
49-99	315,000	331,100	349,750	354,500	368,500	392,900	398,250	410,200	418,500	425,875	418,500	418,500
INLAND	77,192	144,756	126,720	87,770	146,726	71,346	144,891	134,607	162,494	238,291	162,494	290,612
MCLS	82,546	82,546	82,546	82,596	67,323	67,323	67,323	67,323	65,050	80,919	64,417	**
MOBAC	119,082	118,481	119,702	117,122	112,784	108,420	110,152	114,098	122,200	113,500	111,500	**
MVLS	91,475	109,420	110,000	160,200	192,710	218,250	270,000	276,000	270,000	1,048,300	351,000	**
NORTH BAY	1,524,775	1,616,245	1,841,716	2,264,328	2,757,654	3,009,549	3,306,102	4,144,896	4,134,000	4,544,462	4,456,000	**
NORTH STATE	413,166	430,268	407,284	495,378	453,616	480,989	452,244	485,407	487,069	550,727	534,327	**
NORTHNET												5,260,327
PLP												3,068,864
PLS	1,301,050	1,409,780	1,657,288	1,690,600	1,964,000	2,121,516	2,247,956	2,261,544	1,631,500	2,603,528	1,503,850	**
SJVLS	202,313	229,863	259,623	276,790	315,855	439,972	441,714	488,120	441,950	784,857	766,044	952,336
SANTIAGO	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	1,400	13,000	**
SERRA	70,135	143,293	73,050	150,695	151,238	154,692	152,626	141,718	151,364	135,252	131,020	153,020
SVLS	40,000	33,000	33,000	33,500	27,404	38,150	39,278	31,275	31,250	27,250	27,000	**
SOUTH STATE	14,425	3,500	4,056	4,056	8,346	1,210	1255	1,255	1,210	1,255	1,410	**
SCLC												78,827
TOTAL	4,961,600	5,392,907	5,851,555	6,535,679	7,448,546	7,954,062	8,530,767	8,530,770	9,499,171	11,785,685	9,672,734	11,512,733

*10 year history

**2009/10 Communication & Delivery workload reflected under new System names as a result of System consolidations approved on August 7, 2008.

SUMMARY OF 2007/08 COMMUNICATIONS & DELIVERY PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.	a. Objective met. b. Objective met.
BLACK GOLD	a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message). b. 98% of items sent by intrasystem delivery will be delivered within 2 working days.	a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. Black Gold's C & D allocation from CLSA supports only the delivery service essential to resource sharing. The Black Gold ATS office has an internal Web page for posting committee minutes and other information for library members. Information continues to be added to the Web site, including frequent migrations to the new automated system. The two online catalogs have been an effective communication tool for resource sharing with the staff and public. Use of the California Catalog has increased, as has the number of Interlibrary Loan requests. b. Objective met. Black Gold continues to contract with a courier service to provide full-route delivery. The number of items going into delivery continues to increase; discussions began with the vendor to accommodate this increase in a way that works well for all parties.
49/99	a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	a. Objective exceeded, due in part to email being the primary method of communication. b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 3 working days or less.

INLAND	a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.	a. Objective met. 98% of intrasystem messages were received within 24 hours. b. Objective exceeded. 96% of items sent by intrasystem delivery were delivered within 1 working day.
MCLS	Communications a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of all messages requiring a response will be answered within 2 working days. c. 177,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, email and delivery). d. 450 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via facsimile. e. 6,400 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via email. Delivery a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days. b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days. c. 65,000 items will be transported among member libraries by the System delivery vans.	Communications a-b. Objectives met. The majority of the messages were transmitted electronically. c. Objective met. Over 181,000 messages were transmitted among member libraries through all communications mechanisms. d. Objective not met. There has been a decrease in the number of messages being sent by fax. Approximately 250 messages were transmitted between the MCLS Reference Center and member libraries via fax. e. Objective met. Approximately 8,000 messages were transmitted between the MCLS Reference Center and member libraries via email. This was a considerable increase from the projected number. Delivery a-c. Objectives met. Delivery continued on an alternating 5-day and 3-day a week schedule per route, carrying over 80,919 items during the year. Related non-CLSA activities of providing linkages with other systems were maintained.

MOBAC	a. 100% of intrasystem messages will be received by addressees within 24 hours. b. 100% of items sent by intrasystem delivery will be delivered within 1 to 4 working days. c. 117,300 items will be delivered during the fiscal year.	a. Objective met. a. Objective met. c. Objective partially met. 113,500 were delivered.
MVLS	a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day). b. 100% of items sent by intrasystem delivery will be delivered within 3 working days.	a. Objectives met. Use of email continues to increase as the preferred method of communication. b. Objective not met. One member of the cooperatives received delivery one day per week. The Council will seek to increase days of delivery to members, but cost is an issue. Delivery needs will be reviewed and hopefully a solution for increased delivery will be developed in FY 2008/09. Local funds were added to meet the level of service provided.
NORTH BAY	a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax and electronic mail). b. 90% of items sent by intrasystem delivery will be received within 4 working days.	a-b. Objectives met. Delivery statistics in the North Bay increased by 16.1% which represents moving an additional 600,000 items per year. The total number of items moved by the North Bay delivery system was over 4.5 million at a cost of about 6½ cents per item. The preferred method for delivery of documents for most libraries was via emailed PDF files; fax usage continues to decline for most libraries. The increased cost of fuel and budget cuts at the local libraries may require a change in the service objectives in future years. Daily delivery to all library jurisdiction headquarters may not be affordable.
NORTH STATE	a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	a. Objective met. All libraries have fax machines and email accounts b. Objective partially met. Several libraries still have only one day per week delivery-- Del Norte and Modoc counties. Lassen Library District received its deliveries through UPS and USPS. The rest of the North State member libraries met the objective.

PENINSULA	a. 98% of the intrasystem messages will be received within one hour. b. 98% of total items will be received within 3 working days (main library to main library). c. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the working day following pick-up (main library to main library). d. 2,700,000 items will be delivered during the fiscal year. e. 50% of all items to SVLS will be delivered within 3 working days. f. 50% of all items to BALIS will be delivered within 3 working days.	a. Objective met. b. Objective met. c. Objective met. d. Objective partially met. 2,593,528 items were delivered. e. Objective met. f. Objective met.
SJVLS	a. All System messages to be sent in the most cost effective manner to: 1. Allow 80% of messages to be received within 4 hours and 100% of the reference and information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, and evaluation messages to be received in a form and manner to expedite decision-making and the efficient use of staff time. b. To allow 100% of interlibrary loan and other materials to be delivered within 3 working days to the member library headquarters. c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.	a-c. Objectives met. SJVLS operated 1 delivery van in 2007/08. Delivery between members continued to be stretched to capacity as use of the holds function increases and restrictions on loans of materials are reduced. Average delivery time from headquarters library to headquarters library in the System is 4.3 calendar days; average delivery time between any location to any location in another jurisdiction is 5.2 calendar days. All member library staff have accounts on the System-run Exchange mail 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.

SANTIAGO	a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 4 working days. c. An online directory of staff at SLS libraries, hosted on the MCLS Web site, will be maintained.	a. Objective met. Use of email has ensured receipt of many messages in less than 24 hours. b. Objective met. SLS contracts with MCLS for delivery service. Bi-annual satisfaction surveys continue to rate services as good to excellent. c. Objective met. The SLS directory is hosted on the MCLS Web site and SLS libraries are assigned passwords to access this information.
SERRA	a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.	a. Objective met. 99.1% of intra-system messages were received within 24 hours. Fax, email, and phone messages were received immediately. 95% of items sent by intrasystem 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 took two to three days longer. The smallest and most remote branches may occasionally require a week. b. Objective met. 90% of items were delivered in one working day. Serra contracted with a vendor to increase its delivery to 5 days a week delivery service to System libraries in San Diego County and the Serra offices at San Diego Public. San Diego State University and University of California San Diego received twice weekly delivery. Associate member libraries received weekly delivery as needed. A total of 135,262 items were handled by all segments of Serra's delivery system. In addition, Serra headquarters applied for 2007/08 E-Rate funding and received an 80% discount of its telecommunications costs. Serra staff facilitated networking and cooperation among its members through five system committees. System staff supported the successful operation of the Serra committees by attending meetings, communicating opportunities for grants and training, and updating committee information on the Web page. Planning for a revised print and new electronic Serra map to facilitate communication between library systems and branches was begun by the Public Relations Committee.
SILICON VALLEY	a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	a. Objective met. 90% of all intrasystem messages were received within 24 hours, because all libraries and staff have email and Internet connections. b. Objective met. 90% of items sent by intrasystem delivery were delivered within 3 working days.

SILICON VALLEY (cont'd)	c. 50% of all items sent to PLS libraries will be delivered within 3 working days. d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days.	c. Objective met. 50% of all items sent to PLS libraries were delivered within 3 working days. d. Objective met. 50% of all items sent to BALIS libraries and to MOBAC libraries were delivered within 7 working days.
SOUTH STATE	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 provided delivery services to South State by contract.

System Communications & Delivery Program
2007/08 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	2,200	NA	68%	32%	NA	NU	33,940	NU	98%	1%	1%	NU	35,000
BLK GOLD	643,364	NU	19.9%	0.02%	5.7%	74.4%[a]	1,196,129	NU	97%	2%	0.5%	0.5%	75,000
49-99	3,970	NU	21%	3%	76%	NU	425,875	NU	99%	1%	NU	NU	73,500
INLAND	2,573	NU	76%	24%	NU	NU	238,291	NU	97%	1%	1%	1%	128,000
MCLS	200,675	NU	3%	4%	91%	2%[b]	80,919	97%	2%	1%	NU	NU	12,480
MOBAC	1,600	NU	56%	44%	NU	NU	113,500	NU	99.9%	NU	NU	0.1%	26,000
MVLS	17,700	NU	25%	7%	68%	NU	1,048,300	NU	99.8%	0.1%	0.1%	NU	15,288
NO. BAY	59,520	NU	13%	1%	86%	NU	4,544,462	NU	99%	0.5%	0.5%	NU	208,000
NO. STATE	38,654	NU	2%	1%	97%	NU	550,727	50%	47%	1%	2%	NU	36,782
PENINSULA	306,250	NU	1%	1%	NU	98%[c]	2,603,528	96%	NU	1%	3%	NU	52,000
SJVLS	702,800	12%	0.3%	0.03%	35.57%	52.1%[d]	784,857	96%	NU	2%	2%	NU	57,400
SANTIAGO	4,786	NU	47%	19%	34%	NU	1,400	NU	98%	2%	NU	NU	12,000
SERRA	19,300	NU	34%	6%	57%	3%[e]	135,252	NU	98%	1.5%	0.5%	NU	69,764
SVLS	6,200	NU	68%	32%	NU	NU	27,250	NU	98%	2%	NU	NU	NA
SO. STATE	4,291	NU	41%	22%	37%	NU	1,255	NU	99%	1%	NU	NU	9,670
TOTALS	2,013,883	4.2%	8.6%	1%	29.2%	57%	11,775,675	31%	67%	0.9%	1%	0.1%	810,934

NA - Not Available

NU - Not Used

[a] Holds placed on automated systems

[b] Delivery

[c] Telephone service renewal

[d] ILS reserve messages

[e] UPS, US Mail

Exhibit F

Exhibit G

Summary of Communications and Delivery Expenditures for FY 2007/08
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	$ 44,416	$ 11,742	$ 56,158
BLACK GOLD	49,363	26,470	75,833
49-99	42,993	21,837	64,830
INLAND	96,708	7,127	103,835
MCLS	89,780	74,966	164,746
MOBAC	46,745	25,740	72,485
MVLS	76,205	30,677	106,882
NORTH BAY	63,923	236,940	300,863
NORTH STATE	97,733	20,490	118,223
PENINSULA	34,990	272,896	307,886
SJVLS	58,290	296,658	354,948
SANTIAGO	40,325	4,780	45,105
SERRA	60,967	23,156	84,123
SILICON VALLEY	34,234	1,142	35,376
SOUTH STATE	35,648	0	35,648
TOTAL	$ 872,320	$1,054,621	$1,926,941

LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2007/08

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	100%	0%	$ 89,498	79%	21%	$ 56,158
BLACK GOLD	16%	84%	324,059	65%	35%	75,833
49-99	100%	0%	56,559	66%	34%	64,830
INLAND	94%	6%	139,772	93%	7%	103,835
MCLS	74%	26%	288,689	54%	46%	164,746
MOBAC	100%	0%	56,229	64%	36%	72,485
MVLS	97%	3%	95,025	71%	29%	106,882
NORTH BAY	53%	47%	172,166	21%	79%	300,863
NORTH STATE	95%	5%	71,300	87%	17%	118,223
PENINSULA	42%	58%	116,338	11%	89%	307,886
SJVLS	58%	42%	128,866	16%	84%	354,948
SANTIAGO	100%	0%	76,086	89%	11%	45,105
SERRA	76%	24%	131,045	72%	28%	84,123
SILICON VALLEY	87%	13%	68,363	97%	3%	35,376
SOUTH STATE	100%	0%	78,360	100%	0%	35,648
TOTAL PERCENT	68%	32%	100%	45%	55%	100%
TOTAL EXPEND.	$ 1,286,672	$ 605,683	$ 1,892,355	$ 872,320	$ 1,054,621	$ 1,926,941

2007/08 expenditures:

	CLSA	Local	LSTA	Total
Administration	$ 545,200 (15.2%)	$ 3,028,091 (84.5%)	$ 9,849 (0 .3%)	$ 3,583,140
Reference	1,286,672 (68%)	605,683 (32%)		1,892,355
Comm. & Delivery	872,320 (45%)	1,054,621 (55%)		1,926,941
Advisory Boards (SAB)	20,255 (84%)	3,753 (16%)		24,008
Total	$ 2,724,447	$ 4,692,148	$ 9,849	$ 7,426,444

All systems contributed local funds to support system administration.
All but five systems (BALIS, 49-99, MOBAC, Santiago and South State) used local funds to support Reference.
All but one system (South State) contributed local funds to support Communications and Delivery.
Four systems (BALIS, Black Gold, North State and Peninsula) used local funds to support the SAB program.

13257v1 System Prog Local Member Contribution 2007/08
C&D

Exhibit H

Document 10

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 Heartland Regional Library Network. The application has been approved by the Heartland board of directors, and forwarded to the Library of California (LoC) Board for approval. This member represents 16 participating libraries.

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

Table A
Requests for Network Affiliation for New Members

HEARTLAND REGIONAL LIBRARY NETWORK

Member	**Participating Libraries**	
Sanger Unified School District	Sanger Academy Charter	Centerville Elementary
	Ronald Reagan Elementary	Del Rey Elementary
	Fairmont Elementary	Lone Star Elementary
	Madison Elementary	John Wash Elementary
	Lincoln Elementary	Quail Lake Charter
	Jackson Elementary	Washington Academic
	Hallmark Charter	Jefferson Elementary
	Wilson Elementary	Middle School
	Sanger High School	

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 libraries, are attached as Exhibit A.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: A summary of Regional Library Network status for fiscal year 2009/10 is included below.

Cascade Pacific: Inactive as of July 2005.

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

Sierra Valley: By-laws were suspended in March 2005. In June 2008, the Board of Directors voted to dissolve as a non-profit corporation. All remaining assets were distributed to the Califa Library Group to be used for the benefit of libraries within the SVLN service area.

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

Tierra del Sol: Inactive as of March 2009.

Heartland: The Board of Directors continues to meet regularly in 2009/10. 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. In fact, Heartland continues to add members to the region. Their focus is on collaboration and offering support that does not carry a price tag. Some free workshops are being offered pertinent to members, using members who may possess a talent in a particular area. HRLN still has some prepaid Infopeople workshop scholarships and a number of unused searches on First Search. The Web site is maintained at: www.heartlandlibraries.org.

Gold Coast: Board of Directors continues to meet in 2009/10 to provide a multi-type dialog. The entire network of members is also brought together for an annual meeting. No services are provided.

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

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Regional Library Network Membership as of the August 2009 Board Meeting*

	Region I Cascade Pacific	Region II Golden Gateway	Region III Sierra Valley	Region IV Arroyo Seco	Region V Tierra del Sol	Region VI Heartland	Region VII Gold Coast	TOTAL
Academic Colleges/Universities	9	47	16	51	25	12	15	**175**
Participating Libraries	9	78	23	78	39	14	17	**258**
Public Library Jurisdictions	13	48	21	43	31	9	7	**172**
Participating Libraries	68	244	134	275	164	95	49	**1,029**
School Districts/Independent Schools	14	34	22	37	17	20	9	**153**
Participating Libraries	23	82	59	132	59	79	13	**447**
Special Agencies	4	27	21	18	23	16	17	**126**
Participating Libraries	4	29	23	25	27	17	18	**143**
Regional Totals:	**Region I**	**Region II**	**Region III**	**Region IV**	**Region V**	**Region VI**	**Region VII**	**TOTAL**
Members	40	156	80	149	96	57	48	**626**
Participating Libraries	104	433	239	510	289	205	97	**1,877**

*Subject to Board Approval at the August 13, 2009 meeting.

Exhibit A

ACTION

AGENDA ITEM: Recommended 2009/10 CLSA Budget

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt the 2009/10 CLSA Budget as displayed in the chart entitled "Summary—2009/10 CLSA Baseline Budget Recommendation by Program" and that the aforementioned chart be included in the minutes of this meeting.

BACKGROUND:

The Governor's budget for 2009/10 signed on July 28, 2009 provided the same funding levels for CLSA programs as the 2008/09 fiscal year. Staff is recommending that the Board adopt the scheduled CLSA baseline budget for the 2009/10 fiscal year as displayed in Exhibit A.

Exhibit A

SUMMARY – 2009/10 CLSA Baseline Budget Recommendation by Program

PROGRAM	2008/09 CLSA BASELINE BUDGET	2009/10 CLSA BASELINE BUDGET	ADDITIONAL FUNDING RECOMMENDED
Transaction Based Reimbursements	$ 10,182,000	$ 10,182,000	$ 17,000,000
Consolidations & Affiliations	-0-	-0-	
Statewide Data Base	-0-	-0-	
System Advisory Boards	27,260	27,260	
System Reference	1,608,340	1,608,340	
System Communications & Delivery	1,090,400	1,090,400	
System Planning, Coordination, & Evaluation	-0-	-0-	
Statewide Communications & Delivery	-0-	-0-	
State Reference Centers	-0-	-0-	
Total	$12,908,000	$12,908,000	$17,000,000

Document#13958

Document 12

ACTION

AGENDA ITEM: System Plans of Service for 2009/10

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consideration of CLSA System Plans of Service for fiscal year 2009/10.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the CLSA System Plans of Service for the eight CLSA Cooperative Library Systems submitted for fiscal year 2009/10.

BACKGROUND:

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

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: CLSA programs are divided into service areas used in the funding formula, and reports from the systems correspond to those service areas. They include: Communications and Delivery, Reference, and Advisory Boards. System Plans of Service for 2009/10 are summarized in this Board packet by service components and are included with the respective document for each program.

Relevant Committee: Budget and Planning
Staff Liaison: Sandy Habbestad

Doc.#13956

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.

8/08 Adopted a position of support for increased funding for the National Library Service for the Blind and Physically Handicapped.

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.

8/08 Adopted a position of support for SB 1516, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010.

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.

2/08 Support for CLLS and urge Governor to not eliminate it as introduced in Senate Republican's version of the proposed 2008-08 state budget.

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.

LIBRARY OF

CALIFORNIA

BOARD

January 29, 2009

Ms. Cheryl Falvey, General Council
U.S. Consumer Products Safety Commission
4330 East West Highway
Bethesda, MD 20814

Dear General Counsel Falvey:

As President of the Library of California Board, it has come to my attention that the Consumer Product Safety Improvement Act of 2008 has been interpreted to include books as a product that must be tested for lead. While I can understand the need to protect children from toxic materials, publishers have already tested the book components and found that the lead levels are lower than the regulations require three years from now. Additionally, all book recalls in the last two decades have been because of toys attached to the books that posed a choking hazard, not the books themselves.

Making these testing regulations retroactive would require both school and public libraries to take drastic steps to come into compliance. They would have to ban children from their libraries or pull every book intended for children under the age of 12 from their bookshelves at the time children are fostering a lifelong love of learning and reading.

In order to allow children and families to continue accessing critical library materials, please either exempt books from the Consumer Product Safety Improvement Act of 2008, accept the component tests that have already been done, or exempt all books currently in school and public libraries. This will ensure that our children continue to have access to safe and educational library materials.

Sincerely,

Penny G. Kastanis

Penny G. Kastanis, President
Library of California Board

cc: Member, Library of California Board
Katherine Gould, Director, Palos Verdes Library District

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LIBRARY OF

CALIFORNIA

BOARD

September 8, 2008

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

RE: **Support for California Library Literacy and English Acquisition Services Program (Title I General Education Code Provisions, Division 1, Chapter 4.6 Libraries, Sections 18880-18884 or Budget Item 6120-213-0001)**

Dear Governor Schwarzenegger:

On behalf of the Library of California Board, I am writing to express our strong support for the above-referenced program, and urge you to not eliminate it as has been included in the Senate Republicans' version of the proposed 2008-09 state budget.

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This library literacy program fills an important gap in the adult education system because:

- Library literacy programs serve a specific niche of English speaking adults who fell through the cracks in the education system. It is not an English as a Second Language program -- those services are provided by adult schools and community colleges. The library program is not duplicative of services provided by adult schools, community colleges, or any other community-based programs. The library literacy program is designed as a volunteer-based one-on-one tutoring service aimed at meeting the specific needs of these adult learners with the lowest level of literacy skills. Services are provided in a safe, comfortable and confidential library setting rather than in a classroom. This program serves as a last resort to this adult learner population which has not succeeded in their classroom experiences in K-12 and in their attempts in adult education.

- This program is truly a state/local/private partnership. State funds are successfully leveraged, generating over $15 million additional non-State dollars to assist in providing these services. In addition, over 10,000 volunteers serve as tutors of adult learners and provide over 750,000 hours of volunteer time each year. Using EDD's average California hourly wage figure for 2007 of $21.78, that volunteer time adds up to over $16 million. Essentially, the State's $5 million contribution is leveraged to produce an additional $31 million in resources which would not be available to local libraries without the initial infusion of foundational State funds.

- Outcomes data collected on the program demonstrate that significant percentages of adult learners in these library literacy programs were able to become more self-sufficient through improved employment prospects, greater ability to pay their bills, more informed voting, and potentially breaking the vicious cycle of familial illiteracy by reading to their children regularly for the first time.

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The loss of this program would be devastating to the 38 million residents of our state. This is an issue that affects the quality of life for all Californians. We must invest in our citizens because an illiterate adult population cannot create and sustain a vibrant California economy. Further, a society of individuals who cannot read, cannot work, and cannot help in the educational development of their children does not have a very bright, hopeful or lengthy future.

Thank you for considering our perspective on this critical program. I respectfully request that you not allow this program to be eliminated from the state budget.

Yours truly,

Penny Kastanis, President
Library of California Board

Cc: Don Perata, Senate President pro Tem
Dave Cogdill, Senate Republican Leader
Denise Moreno Ducheny, Senate Budget Committee Chair
Karen Bass, Speaker of the Assembly
Mike Villines, Assembly Republican Leader
John Laird, Assembly Budget Committee Chair
Members, Library of California Board

UCLA
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GARY E. STRONG
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September 8, 2008

The Honorable Don Perata
Senate President pro Tempore
State Capitol
Sacramento, CA. 95814

Re: Education Code 4.6 California Library Literacy and English Acquisition Services Program 18880-18884, Line Item in 08/09 Proposed Budget 6120-213-0001

Dear Senator Perata:

The recent Senate Republican Budget Proposal includes the **elimination** of California Library Literacy and English Acquisition Services Program – or California Library Literacy Services (CLLS) as it's more casually known statewide.

I am moved to write as the former State Librarian of California who helped initiate CLLS programs over 24 years ago. As University Librarian at UCLA today, I still am concerned that we are making very little progress toward a literate California. The hallmark of this unique program is in providing individualized services to English-speaking adults who are working to improve their basic reading and writing skills. Adults are matched with trained volunteer tutors from the community and lessons are customized to the adult's needs with lessons tailored just for them--working at the adult's pace and based on the adult's goals. Typical goals include being able to fill out job applications, paying bills, reading medicine labels or being able to read to a child. The adults served by these programs are generally not capable of handling classes provided by other providers; this gives them the necessary start to begin a path toward success. This small state investment triggers significant local and private match to make these programs work.

I know personally of the struggle adults have in mastering English language skills and helping their children break the cycle of illiteracy. As state librarian we enjoyed the non-partisan support from both sides of the aisle in the Assembly and Senate. It would be a shame to put this success on the chopping block at a time when we need a more informed workforce and citizenry.

Frankly, my request is simple: Please do not support ELIMINATING these vital library literacy services that are so valuable to so many.

Thank you for your thoughtful consideration.

Sincerely,

Gary E Strong

Gary E. Strong
University Librarian and
State Librarian of California, 1980-1994