

LIBRARY
OF
CALIFORNIA



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STATE LIBRARY
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Library of California Board Meeting August 8, 2007

For further information contact:

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

August 8, 2007
9:00 a.m. – 4:00 p.m.

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

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

A. BOARD OPENING

- 1. Pledge of Allegiance**
Recite the Pledge of Allegiance
- 2. Welcome and Introductions**
Welcome and introduction of Board members, staff, and audience
- 3. Adoption of Agenda**
Consider agenda as presented or amended
- 4. Approval of April 2007 Board Minutes – *Document 1***
Consider minutes as presented or amended
- 5. Ratification of Library of California Board Actions – *Document 2***
Consider Board actions taken at the April 18, 2007 meeting
- 6. Board Resolution**
Consider Board resolution for Barbara Will – *Document 3*

B. REPORTS TO THE BOARD

- 1. Board President's Report**
Report on activities since last Board meeting
 - 2. Board Vice President's Report**
Report on activities since last Board meeting
 - 3. Chief Executive Officer's Report**
Report on activities since last Board meeting
 - 4. Election of Board Officers for 2008 – Document 4**
 - a. Report from the Nominating Committee
 - b. Consider nominations for Board President and Vice-President for 2008
 - 5. Library of California Board meeting schedule and locations – Document 5**
Discussion of dates for 2008
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C. CLSA PROGRAM ITEMS FOR INFORMATION/ACTION

BUDGET AND PLANNING

- 1. CLSA Baseline Budget**
 - a. Consider 2007/08 CLSA baseline budget by program – *Document 6*
 - b. Consider 2008/09 CLSA baseline budget by program – *Document 7*
- 2. CLSA System Plans of Service – Document 8**
Consider System Plans of Service for fiscal year 2007/08

RESOURCE SHARING

- 1. Interlibrary Loan (ILL) and Direct Loan Programs – Document 9**
 - a. Consider prorating the CLSA loan reimbursement program for 2007/08
 - b. Update on program status
- 2. CLSA System Reference Program – Document 10**
 - a. Consider CLSA System population and membership figures for 2007/08
 - b. Update on CLSA System Plans of Service for 2007/08
 - c. Discussion on proposed Statewide Reference Model
- 3. CLSA System Communications and Delivery – Document 11**
 - a. Consider Budget Changes Proposal (BCP) for 2008/09
 - b. Update on CLSA System Plans of Service for 2007/08
- 4. CLSA System Advisory Board (SAB) Program – Document 12**
 - a. Consider SAB member attendance at CLA annual conference
 - b. Update on CLSA System Plans of Service for 2007/08
- 5. CLSA Consolidations and Affiliations – Document 13**
CLSA participation and funding for Lassen Library District
- 6. CLSA State Reference Centers – No Report**
- 7. CLSA Statewide Communications and Delivery – No Report**
- 8. LOC Regional Library Network Development – No Report**

LEGISLATIVE

1. Federal Legislative Issues – *Document 14*

Consider federal legislative issues

2. State Legislative Issues – *Document 15*

Consider state legislative issues

D. PUBLIC COMMENT

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

E. COMMENTS FROM BOARD MEMBERS/OFFICERS

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

F. AGENDA BUILDING

Agenda items for subsequent Board meetings.

G. ADJOURNMENT

Adjourn the meeting.

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Draft

**Library of California Board Meeting
April 18, 2007**

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

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CALL TO ORDER AND INTRODUCTIONS

President Paymaneh Maghsoudi convened the Library of California Board Meeting on April 18, 2007 at 2:00 p.m., by asking Member Steinhauser to lead those in attendance in the Pledge of Allegiance. President Maghsoudi then welcomed Board Members, staff and audience members to Sacramento and called for introductions.

Board Members Present: President Paymaneh Maghsoudi, Anne Bernardo, Victoria Fong, Susan Steinhauser, and Judy Zollman.

California State Library Staff Present: State Librarian Susan Hildreth, Tom Andersen, Chris Berger, Rushton Brandis, Ira Bray, Jacquie Brinkley, Suzanne Flint, Sandy Habbestad, Susan Hanks, Carla Lehn, Kathy Low, Gerry Maginnity, Kevin Saunders, Jon Torkelson and Cindy Tackett.

President Maghsoudi noted that there was not a quorum of the Board present. Susan Hildreth remarked that a quorum had been anticipated when the meeting date was selected, however, several members recently responded that they were unable to attend the meeting. She stated that the Board meeting would proceed as planned and that action items on the agenda would be ratified by the full Board at its fall meeting.

ADOPTION OF AGENDA

It was moved, seconded (Steinhauser/Zollman) and carried unanimously that the Library of California Board adopts the agenda of the April 18, 2007 meeting as presented.

1 **APPROVAL OF MINUTES**

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3 *It was moved, seconded (Zollman/Steinhauser) and carried unanimously that the*
4 *draft minutes of the September 14, 2006 Library of California Board meeting be*
5 *approved as presented.*
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7 **RESOLUTIONS**

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9 **Prior to the adoption, Board members read the two resolutions for the record.**

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11 *It was moved, seconded (Steinhauser/Fong) and carried unanimously that the*
12 *Library of California Board adopts Library of California Board Resolution 2007-01*
13 *for Sonia Levitin. (See Attachment A)*
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15 *It was moved, seconded (Fong/Bernardo) and carried unanimously that the Library*
16 *of California Board adopts library of California Board Resolution 2007-02 for*
17 *Cameron Robertson. (See Attachment B)*
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19 Hildreth announced that a reception was being held on Wednesday, April 25, 2007 from 2:00
20 to 4:00 p.m., in honor of Cameron Robertson who would be retiring at the end of April. She
21 invited anyone who would be available to attend.

22 **REPORTS TO THE BOARD**

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24 **Board President's Report**

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26 President Maghsoudi stated that she did not have a report to make, other than to report the great
27 support that was shown at the 2007 California Library Association (CLA) Legislative Day at the state
28 capitol.

29 **Chief Executive Officer's Report**

30
31 Hildreth began her report by sharing a bit of history about National Library Week. She stated that
32 National Library Week was first recognized in 1946 at the San Francisco Public Library. The idea
33 spread to northern and central California in the late 1940's, eventually becoming a statewide
34 celebration in 1952. The California Library Association (CLA) coordinated Annual Library Week,
35 which was celebrated during the second week of March. According to numerous articles in the

1 California Librarian, CLA distributed bookmarks, posters, TV slides and one-minute movie trailers, to
2 be shown in movie theaters during double-feature intermissions. The program was so successful that
3 the American Library Association (ALA) adopted it in 1957, and the first National Library Week was
4 celebrated in March 1958.

5 Hildreth continued by sharing that a Senate resolution was presented to CLA by Senator Torlakson
6 in honor of National Library Week, along with comments at the opening session of CLA Legislative
7 Day.

8 Hildreth further noted that in honor of library week, a Library Week Proclamation was presented
9 from the Governor, for which she thanked Bessie Condos (CSL), who helped to draft the proclamation
10 in conjunction with the Governor's Office. She stated that the wording that staff suggested was not
11 adopted by the Governor's Office; instead, for California, the Governor's Proclamation was in honor
12 of "Library Week," instead of "National Library Week." Hildreth read a portion of the proclamation,
13 and then concluded her report by thanking Governor Schwarzenegger.

14 **CLSA/LOC PROGRAM ITEMS FOR INFORMATION/ACTION**

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16 **New Statewide Reference Model Presentation**

17 Hildreth introduced Ruth Metz and stated that she has been doing great work for the State Library.
18 Hildreth commented that the work Metz has provided is a step in a process—a journey, which the State
19 Library believes will be very successful. Hildreth stated that there are two documents related to the
20 presentation, one is a very good background summary prepared by Metz, which is a synopsis of her
21 work to date. The second is her slideshow presentation. Both documents were reproduced for the
22 Board and audience.

23 Metz thanked Hildreth for the opportunity to work on the reference project, as she has learned a
24 great deal working with the people in the field and across the nation. She was excited about the

1 proposed design because it does what the State Library hoped it would achieve. It puts California first
2 in leadership, in providing cooperative library systems with reference services and in establishing
3 national trends. Metz stated that this is an opportunity for California to leverage what it has and take it
4 to the next level, and to be a leader in reference services throughout the United States and even the
5 world.

6 Metz believes that the major challenge in her proposal will be the willingness, capacity, and ability
7 to continue to morph the model chosen into ever-relevant, evidenced-based new iterations of service.
8 Metz stated that at the September 2006 Board meeting she provided the background to the project
9 methodology. The outcome was to design a new model for statewide reference, with a time frame,
10 which began in August 2006 and would end in June 2007. She stated that the project was currently on
11 time, on budget, and on target.

12 Metz stated that today she would be looking at three things: proposal, presentation and feedback.
13 The supplemental background handout that Hildreth mentioned references other documents posted on
14 the State Library's Website. Metz stated that the main goal today is to make the presentation and get
15 feedback.

16 Metz then talked about what the library environment would look like tomorrow. She stated that
17 users are currently moving from a Web 1.0 to a Web 2.0 environment and beyond. People are now
18 talking and dreaming about Web 3.0. To illustrate, she stated that in the Web 1.0 environment,
19 emailing, websites, search engines and surfing are being done. In the Web 2.0 environment, the theme
20 is interactivity, conversations, interpersonal networking, personalization and individualism. She stated
21 that we are now beginning to slide into Web 3.0. Although we don't know what Web 3.0 will provide,
22 some of the characteristics of it will be more distributed in form. For example, from California, Metz
23 could interact with her refrigerator located in Portland if she needed to. Furthermore, Web 3.0 includes

1 the provision of web services, and the semantic web, which is essentially enabling different platforms
2 to communicate with one another, and to manipulate things in a way we have yet to figure out. Metz
3 stated that Web 1.0 and Web 2.0 and beyond have implications for libraries. Librarians are currently
4 trying to do something in the area of Web 2.0, and are looking to the State Library to provide
5 leadership and help.

6 **Librarian 2.0**

7 Metz then asked, “What does Library 2.0 and beyond mean for the librarian?” She responded by
8 saying Librarian 2.0—the librarian of the future—must understand the end users, and must be where
9 the user is, when the user is there. She stated that Stephen Abram, a futures thinker, is Vice President
10 for Innovation for SirsiDynix. He speaks around the world and presents quite a long list of
11 characteristics of the Librarian 2.0 and beyond in his book, *Out Front with Stephen Abram: A Guide*
12 *for Information Leaders*, ALA, 2007. One of the characteristics is connecting people and technology
13 and information in context (i.e., in the context of what is happening in the world today). Another
14 characteristic is connecting users to expert discussions, to communities of practice, and participating
15 there as well. Metz stated that one of the points she heard in Abram’s talks was that the librarian’s core
16 skill *is not* answering questions; rather it is or should be improving the quality of the question and the
17 user experience. A third characteristic on Abram’s list is embracing non-textual information and the
18 power of pictures, moving images, sight and sound.

19 **Proposed Design**

20 Metz then spoke about the proposed design for a Statewide Reference Model for California. She
21 sees the design as a pathway. It’s getting you out of the box you are in and into a transitional model
22 that does two things: 1) it improves service now; and 2) it repositions California for future reference,
23 whatever that may be. It also moves toward an evidence-based package of services that serves

1 Californians well into the future. This will be more of an enterprise model, rather than the fixed model
2 which we have now.

3 **Out of the Box**

4 Metz stated that the following are a few comments she has heard from the field and across the
5 country when referring to the term “out of the box”:

6 • **There is a pattern of declining volume of CLSA reference questions over the last ten**
7 **years.** The number of reference questions reached its peak in about 1996/97, with the 15 California
8 reference centers handling about 24,000 questions. By 2006/07, the projected number will have
9 declined to somewhere around 8,000 reference questions. What Metz has heard, anecdotally, is that the
10 questions received are harder to answer. Other reference staff has said that the questions are either
11 really easy or really difficult.

12 • **There is a perception in the field that “reference is dead.”** Metz stated that reference, as we
13 know it today, is probably dying; but as we redefine it, then reference is not dead. There is also the
14 issue of what to do about CLSA Reference Centers and staffing.

15 • **If reference questions are diminishing, and the 15 Reference Centers are consolidated by**
16 **half, what is to be done about the decline?** There is virtual reference in the product of AskNow,
17 which California was the leader by setting the trend in this state-of-the-art virtual reference model in
18 1996/97. Metz stated that there are 20 states that have state-level virtual centers. There are more virtual
19 services than twenty, because consortia and individual libraries also provide virtual reference services
20 in some way. Most of these twenty state centers are using one of three vendors for their virtual
21 reference software, and most those are using OCLC’s QuestionPoint. She stated that when we talked to
22 those using QuestionPoint, Docutech or Tutor.com, we found that the software was not doing the job-
23 there were definite chips in the armor. Metz continued by reporting that Caleb Tucker Raymond, the

1 Virtual Reference Coordinator in Oregon, and a leader among his peers, recently launched a survey.
2 One of the questions he posed for local, state and regional virtual reference services was “What are the
3 biggest problems?” It isolated several problems: 1) software, 2) marketing, and 3) sustainability, which
4 was the biggest issue of all, meaning everyone is scrambling for ways to provide virtual reference
5 services. For example, California heavily relies on libraries as partners to handle questions. Metz stated
6 that many of the state centers are using the librarians in their cooperatives and networks to answer
7 questions. Those that are not may be contracting with Tutor.com, OCLC or some other service
8 provider, or some combination of service providers. Metz could not find any instance of state funding
9 being provided for virtual reference service. Many states are using federal LSTA funding, but even
10 federal funding has limits.

11 • **There is the issue of database cost vs. use.** Metz stated that a lot of money is going into
12 databases, but are they being used? Local, regional and some CLSA reference funds are collectively
13 providing money for library databases. The State Library is providing about \$313,000 for FirstSource,
14 contributing to Los Angeles Public Library databases so as to enable AskNow librarians and CLSA
15 Reference librarians to use those databases. The statistical data indicate that the actual use of these
16 resources is abysmal.

17 • **There is a leadership void at a time when so much is changing regarding the web-based**
18 **service development environment, Web 2.0 and beyond.** Metz stated that CLSA Systems, in terms
19 of reference leadership, have been pretty much on their own to invent, reinvent, and to hold down the
20 fort. They are in a holding pattern that continues to decline. Metz believes there has been an erosion
21 of the systems reference structure. There was a time when the System Coordinators got together and
22 the Reference Coordinators got together to discuss issues concerning them, but that just isn't

1 happening now. Today, reference centers are doing a lot of different things, and many are under-
2 staffed. The point is that there is a leadership void at a key time when so much is changing.

3 **Transitional Model**

4 Metz stated that we want to get out of the box and get into a transitional model. The transitional
5 model is an improvement over what California has now. It establishes a platform for fashioning
6 successive model iterations and it repositions California libraries for an enterprise model, in contrast to
7 a static model. It delivers service as well as planning and leadership. Planning must be in the equation.
8 She stated that there is not much data about question handling in California or from around the country
9 for that matter. This customer-driven model would provide a means of doing the data collection, the
10 analysis, the benchmarking, the needs-assessment, and the market research. Metz reported that in the
11 transitional model, it finds that intersection between what libraries do really well and what the public
12 wants, and it validates the data. It takes better advantage of the opportunities that are presented now
13 and into the future.

14 **Evidence-Based Package of Service**

15 Metz stated that the goal of the repositioning, once we are out of the box, is to arrive at an evidence-
16 based package of services. She explained that an evidence-based package of service meant conducting
17 ongoing market research; clearly defining the niche; making data-driven choices; properly packaging
18 those services that are viable; emphasizing customer-centered outcomes; creating tools that help the
19 consumer be independent with their searching and the use of library resources; consistently delivering
20 professional-level work; making the information usable and focusing on high profile targets (i.e.,
21 childhood development, gang prevention, health and wellness).

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1 **Model Components**

2 The transitional model components being recommended by Metz are as follows: there will be a
3 single virtual Portal for the public and librarians in California to have question “sessions.” The virtual
4 reference librarians prefer to speak about sessions, not questions, because many questions may be
5 answered in a session. As Abrams pointed out, a good librarian is skilled at helping define the
6 questions and make the session a good customer experience. What people are looking for in Web 2.0
7 to Web 3.0 and beyond is the social interaction experience. In her presentation, Metz phrased the
8 reference sessions “*California (CA) Answers*,” and was not necessarily recommending that the Board
9 call it by that name. She then gave the reason she came up with the name, *CA Answers*.

10 Another model component would be a single CLSA reference service plan; a
11 manager/administrator for the cadre of services that this transitional model would provide, so the
12 sessions would include document delivery and product development; and a designated leader or leader
13 team to steer the development agenda.

14 Metz then discussed how we get to the transitional model. She stated that first we have to start by
15 analyzing whether state funding for CLSA Reference could support the transitional model. Metz
16 believes that it can be supported, but stated that was for someone else to work through. She stated that
17 our thinking has to be in terms of a three to four year time horizon. During this time it is a constant
18 evolution into the thing we need it to be. Next you use LSTA and public/private corporate funding
19 partnerships to also fund the reference service. Metz restated her previous quote, “You bring to bear
20 the willingness, capacity, and ability to continue to morph in ever-relevant, evidenced-based new
21 iterations of service.” She stated that the ability to morph is what protects the investment! The ability
22 to change is what protects the service.

23

1 **Transitional Model Essentials**

2 Metz then stated that what lies beyond the three to four year transitional model is an enterprise
3 model, something which is much more nimble than the current model. It would be customer driven in a
4 Web 2.0 and beyond environment, recognizing that libraries are but one part of the information
5 equation; and it would be based on professional judgment rather than rigid procedures. The essential
6 parts of the transitional model are:

7 **Leadership:** We need a leader, whether it is an individual or a team of individuals, to undertake the
8 responsibility for planning, data-gathering assessment, benchmarking and market research. A leader
9 would be needed for coordinating, integrating, evaluating, and reintegrating the marketing research
10 data into the program; and drive the agenda for development and to form the partnerships for the
11 additional development funding.

12 **Management:** The transition would have to be constantly managed. Part of that is quality assurance,
13 customer care, marketing and publicity; but the key part of the transition would be helping the people
14 who are currently in the CLSA Reference Program make the transition.

15 **Research and Development (R&D), Innovation, Experimentation and Incubation:** These must be
16 an intentional part of this transitional program. It would be another area of development that we would
17 be moving into, which itself would be folded in again to the ongoing iterations of service.

18 **Reference Services:** Metz stated that the word “reference” does not tell the whole story but it is the
19 word used. She defines customer sessions as involving question defining, coaching, guidance, answers,
20 follow-up and follow-through. Good customer service also involves accuracy, timeliness and cost-
21 effectiveness. She commented that the turn-around time that Systems are required to achieve by CLSA
22 law is just too old for today. It should be immediate turn-around or defined to meet the customer’s

1 need. Lastly, the reference service would include database support (i.e., databases and database help
2 for customers), and document delivery.

3 **Training:** Metz stated that training must be a part of the transitional model. California is well
4 positioned for training because it already has Infopeople in place, which could meet the training needs
5 for this model.

6 **The New Model**

7 Metz continued her report, stating that *CA Answers*, or whatever the model is called, would provide
8 a single portal for the California public and librarian sessions. These sessions would be initiated by
9 email, chat, instant messaging (IM), telephone, fax and whatever other means it needs to be in the
10 future. Metz suggested that the OCLC QuestionPoint software be continued for now. She stated that
11 even though it could be better, it seems to be as good anything out there. There are a number of
12 statewide virtual center coordinators who are working together to experiment with an open source
13 software product, which should be kept in mind. Metz said that we should track the developments of
14 what other vendors are doing and what products are coming on the market.

15 Metz reported that questions needing more research would be referred to a complex question team
16 for a 24-hour turn-around or a deadline dependent on the client's timeline. It would coordinate protocol
17 for questions requiring the collections of LAPL, San Diego, Fresno, San Francisco, etc. She stated that
18 these relationships that the CLSA System structure has enabled in California are assets that we need to
19 hold onto.

20 Metz commented that a recent study conducted in another state submitted twenty questions to three
21 different virtual reference centers on the eastern seaboard. They responded well to the simple
22 questions, scoring around 90%. But none of them did very well on the harder questions, ranging from
23 65% to 40% right answers. The researchers surmised that the reason for the poor outcomes was

1 because it was a virtual interaction and that the people were still limited as to what can be accessed.
2 The localized collections are not codified anywhere, and so remain available at the local level only.

3 Metz stated that the proposed model would use any and all means to provide the desired
4 outcomes—nothing is off-limits. The answer may be at hand or in the collection at a local public
5 library, or available at a commercial service. However, it's not always just about answering a question,
6 but also defining a question well and providing a good customer experience.

7 Metz pointed out that desired outcomes are good customer service, accuracy, timeliness and
8 customer care. The customer wants an answer not a lecture. She stated that *CA Answers* would use
9 various staffing options to achieve the desired outcomes. The core staffing would be all the CLSA
10 Reference personnel. The Reference staff would handle AskNow questions as well as those referred by
11 the libraries. They could be supplemented with contract personnel. Metz commented that
12 approximately 130 hours are being contributed by California libraries to the worldwide network of
13 24/7 reference service. Some of the libraries are eager to provide the service and some of them are not.
14 Metz suggests allowing the library staff and library directors who want to provide the service to do so,
15 and those who don't to be off the hook. Metz suggests the continued use of successful CLSA
16 Reference practices. For years, CLSA Systems have been using subject and location stringers. North
17 Bay has been very resourceful using San Francisco, UC Berkeley and subject experts, such as Pat Guy
18 from Washington, to provide answers. Metz stated that the structures and resources we currently have
19 in place should not be jettisoned, but rather integrated and built upon into something that is more
20 enterprise oriented.

21 Metz stated that *CA Answers* will train and select personnel for the desired outcomes. *CA Answers*
22 would use selected databases, such as those at the LAPL, to provide document delivery. California will
23 need to stay appraised on what is happening with federated searching and what will happen worldwide

1 with the volatile area of databases. Metz suggests continuing with the databases at LAPL and the
2 resources to support it until the landscape changes and it becomes very obvious that something
3 different should be done. She stated that the new model would begin with the public accessing *CA*
4 *Answers* (or whatever it will be called) by telephone, fax, email, chat, IM, etc. California librarians
5 would go through the Web Portal for access. Reference sessions would include clarifying, consulting,
6 guiding, answering, referring, follow-up and follow-through. Sessions with clients through the Portal
7 would be managed virtually with QuestionPoint software.

8 Metz stated that the library staff would be resourcefully improvising. They would have a “toolkit”
9 which would include the option to use online services. They would exercise professional judgment
10 within an established framework. Metz believes that the staff within the reference centers is the right
11 choice for establishing the next generation protocols, although it would not have to be the reference
12 staff exclusively. Anyone else in the state who was interested could get involved, but the existing
13 reference center staff would be a tremendous resource. She stated that staff would continuously
14 improve the framework following its original establishment.

15 Metz stated that complex questions would be handled by the “*CA Answers Follow-up Team.*”
16 Questions that come in which cannot be immediately answered would be handed off to somebody who
17 could begin working on them. *CA Answers* staff would continue to have access to First Source
18 databases.

19 **Transitional “Agenda”**

20 Metz then described the meaning of her term, “Transitional Agenda,” stating that there would be a
21 focus during the transitional period that would include:

- 22 1) better understanding and incorporation of user needs, preferences and behaviors;
- 23 2) quality improvement across-the-board, such as Ask Now and second-level questions;

1 3) development in a Web 2.0 environment; and

2 4) service development priorities.

3 She stated that California was the right state to be addressing English language learners, print-
4 impaired, and underserved populations. California is also the right place to gather customer input and
5 to do market research. Metz has found that researchers with whom she has spoken are very excited
6 about the possibility of California taking leadership in the area of multiple languages and translation
7 into and from English.

8 **Organizations Structure**

9 Metz stated that for the organizational structure there would be a consultant leader, or a leader
10 team, who must be able to do three main things: 1) change management, which is very important; 2)
11 provide planning, evaluation and research; and 3) provide advocacy, development and funding
12 partnerships. She stated that options are available if all three can't be found in one person. The
13 organizational structure would need to have an external sounding board group. Metz prefers not to call
14 it an advisory board, and believes that it should not be a political board, but rather a community-based
15 board. The State Library would contract with a provider to manage *CA Answers*, which she believes
16 some CLSA Systems are very well positioned to take on that role.

17 CLSA Systems would continue to pay their Reference Center personnel. An entire team would be
18 assembled and a single service plan would be formed with that group working as a team, but from their
19 respective locations. She stated that the new structure would need a real cadre of personnel that would
20 be specifically applied to this effort. It cannot be someone functioning as a system coordinator and
21 doing a little reference, among other things.

22 **Funding the New Reference Model**

1 Metz stated that the use of LSTA funds would enable the leadership and development of a
2 multiyear commitment, perhaps a three-year window. There would need to be time for this reference
3 model to become established, as it would take time for people to know what they are working with.
4 Grants and partnership could be used to advance the development agenda. There would be at least
5 three main sources of funding. She stated that sustainability is the issue everyone in the country is
6 concerned about, but if the choice were made to try this model, California would not have that
7 problem.

8 Metz reported on the source of funds budgeted for reference, stating that for 2006/07 there is a total
9 of about \$2.1 million going into the current reference model. Of that, about \$1.3 million is funded
10 through CLSA, \$300,000 through local libraries, \$513,500 in LSTA funding (of which \$200,000 is
11 budgeted for OCLC QuestionPoint software and network), and \$313,500 for the LAPL First Source
12 database.

13 Metz stated that in this transitional model, over time, the *CA Answers* staff would be right-sized.
14 That might mean adding or cutting staff, as it is unclear now what the question volume would be. She
15 was reasonably assured that 13–16 FTE would be able to handle the volume of questions. Metz
16 stated that local contributions could continue to go into the system at the CLSA System level, or to the
17 statewide program, or go back to local libraries.

18 **Wrap-Up: Opportunity**

19 Metz stated that she sees this as an opportunity for California public libraries. Reference may be
20 dead, but the possibility of transforming it into what it needs to be is very much alive. A new reference
21 agenda in this state could refocus and re-energize everyone. The proposed approach leverages the long-
22 term gains of the CLSA Reference Program. Current reference staff could play a pivotal transitional
23 role in transforming services. CLSA funds may be repurposed to do this, along with other funding. She

1 state that while moving ahead, the model/cost would continue to be examined, rethought, improved,
2 and morphed.

3 **Project Status**

4 Metz reported on the work that still remains to be done. In April and May she will redefine the
5 design and in June there will be a final design.

6 **Board Member Comments and Questions on the New Reference Model**

7 President Maghsoudi invited questions from Board members.

8 Member Steinhauser thanked Metz for the work she had done and for incorporating into her
9 proposal what is already in place. She voiced her approval for making the model dynamic, and Metz's
10 concept that "it's got to morph." She questioned how the new model would incorporate existing local
11 and second-level reference. Would reference as we know it still remain in place, or would it morph
12 into the *CA Answers* concept? Metz responded that local libraries would still have a place to send their
13 second-level questions. That was clearly heard from most of the library community. However,
14 librarians in different regions of California express different needs, but generally they wanted a next
15 level reference as part of the portal. For example, a local librarian would fire off a question from their
16 computer to be handled by a staff member at one of the CLSA systems.

17 Member Steinhauser stated that during her time on the Board there has never been a funded
18 statewide reference level. She asked whether Metz's proposal would merge the second-level reference
19 with the new concept of a statewide reference level. Metz responded that the new model would be a
20 one-step reference model that would go from the local library into the virtual portal where one of the
21 CLSA reference staff would answer the question at whatever level of difficulty.

1 Member Steinhauser then asked whether the user would be librarians, or resident user. Metz
2 responded that both groups would use it. To further clarify how the new model would work,
3 Steinhauser posed a couple of scenarios.

4 Metz responded by saying that any question a citizen might have would be sent to this one portal,
5 just as they would send it now to AskNow, where the reference staff would determine who would
6 answer the question.

7 Member Fong asked, “As a customer, would I just skip going to my local library, and go directly
8 into the portal using my cell phone? If so, how would that change local library services?” Metz
9 responded that however libraries changed, the portal would accommodate them. Users would have the
10 portal available on their hand-held and could go to it at any time; whether it would diminish attendance
11 at the public library she did not know. In order to clarify, Hildreth interjected that having the new
12 model would not preclude local public libraries from continuing their same variety of formats for users
13 to have access to local library staff. Visits to the local library and online interaction with the local
14 library would not necessarily have to change. She further stated that the current referral process with
15 the local as the first level, the CLSA System as the second level, and then some other higher power as
16 the third level of referral, just does not fly anymore. What we’d heard from the public libraries is a
17 desire for some other reference service—from beyond the local level to a “next” level. Hildreth stated
18 that’s what the design proposal was addressing, by making something accessible to the general public
19 should they happen to stumble onto the service; but that would not preclude the public from using the
20 library.

21 Metz apologized for not getting her proposal to the Board in advance, but she really wanted the
22 Board and audience to hear it at the same time.

1 Fong commented that the model included the public libraries but did not mention academic and
2 special libraries. Metz replied that a portal, indicated by an icon on the public libraries' and the State
3 Library's web pages, would be available to anyone, although authentication for access had yet to be
4 determined. Steinhauser asked whether the service would be open to anyone, and whether a library
5 card or bar number would be required to gain access. Hildreth responded that would need to be
6 addressed. Metz commented that decisions might need to be made along the way about other types of
7 libraries' access to the service. With respect to non-resident use, authentication issues would need to be
8 sorted out.

9 Fong asked whether funding would be required and available for a transitional period? If so, should
10 the Board be thinking about it? Hildreth responded by reminding the Board that the presentation is the
11 first introduction to the proposed reference model and that no decisions would be made today.
12 Analysis could be done to see if existing CLSA Reference funds could be re-purposed. She stated that
13 the transition period would be funded with LSTA. Some of the models we create may lead us to
14 approach the Board with a request to submit a BCP (Budget Change Proposal), or we may use a
15 combination of state and federal funds.

16 Metz stated that many things must happen such as determining the legality of re-purposing money
17 for this proposal and getting buy-in from the administrative councils of the CLSA systems. She stated
18 that if the proposal were deemed possible and people could be persuaded to get on board with it, then
19 prompt action would be needed because there was a window of opportunity to do something very
20 powerful and to show leadership. Member Steinhauser asked what would happen after June. She stated
21 that at the last Board meeting, one of the critical issues raised was getting input from the field about
22 this proposal. She asked if there would be enough time to gather input from the field and incorporate it
23 into Metz's final design proposal. Hildreth responded that action on this proposal should not be

1 deferred, and that during the months following Metz's final proposal, a clear data-gathering process
2 could be in place. At the same time, she advocated going ahead with a transitional plan to get a project
3 leader or manager. Hildreth said she would work with staff to try and identify a leader or project
4 manager who would have the time, which she and her staff do not have, to make this proposal happen.
5 Hildreth thinks this is a very good proposal, but an individual or a team needs to be in place before
6 attempts can be made to gather information and start massaging and right-sizing the program.

7 Steinhauser expressed her admiration for this proposal in that it takes reference services to the
8 customers. This is the way people are getting information today, and the bottom line is that even with
9 Google, Yahoo and the accessibility of on-line databases through the library, people still need help
10 from librarians. She thanked Metz for her proposal that put librarians in the position of the customer
11 and the up-and-coming, technologically savvy next generation.

12 Member Bernardo asked Metz whether the infrastructure could be built upon the second-level
13 reference centers we have now, with their current services, or should we clean house before new steps
14 are taken? Metz responded that California Library Systems are beautifully positioned to go to the next
15 level. She stated that CLSA Reference Centers would face problems along the way to implementation
16 of the new model, but she reiterated the importance of change management, as the Reference Centers
17 would need assistance finding solutions. The first thing to do would be to regroup the reference staff
18 and begin working as a team on a service plan. The work of reference librarians handling questions
19 would continue, but the new model could be implemented alongside regular duties, where problems
20 would begin to emerge and solutions would be found.

21 Metz stated that she would have the Systems start ramping up the change management process in
22 July so that staff would be able to schedule time to begin implementation. She stated that System Plans
23 of Service are currently being developed for next year (07/08). Metz stated that it might take a full year

1 for the CLSA Systems to work out how they would proceed with implementation of the new reference
2 model with available staff. She stated that would not mean that Systems would go away, but rather
3 how each System would deal with reference in this state.

4 **Audience Comments and Questions on the New Reference Model**

5 Kathy Gould, Palos Verdes Library District, stated that, although she didn't fully understand the
6 model, she was concerned about a process that was largely based upon feedback from the library
7 community itself. The most successful innovations that she could think of, outside the library
8 community, do not come from customer research. Rather, they come from some sense of where the
9 wide space is between what we have not even thought of yet, and finding a solution. She wondered if
10 in trying to find the intersection of what the customer needs and what the library is good at, as Metz
11 pointed out, we find that the model we are looking for is not reference. She did not want to spend a lot
12 of money on a model based on an assumption that library reference is where the intersection lies.

13 Janine Goodale of Los Angeles Public Library stated that she liked the citizen entry into the portal
14 of the new reference model because of their presence in My Space, rather than having the mysterious
15 invisible third level of reference. She asked whether on a practical level patron access would result in a
16 large increase in database costs. Metz responded by saying that she did not anticipate increased costs,
17 except in development, experimental, or incubation projects, whose funding would come from LSTA.
18 CLSA costs should not increase, but would be re-directed. Metz clarified her position by stating that
19 she is not proposing in her model that the public have direct access to the databases.

20 Andersen clarified that LSTA does not fund access to all of the databases at LAPL with respect to
21 the reference centers and AskNow. Rather, it funds access to all of the unique databases that LAPL has
22 developed based on their collections and some of their commercial databases. Database funding is re-
23 negotiated each year according to available monies. Metz followed up with some numbers. First

1 Source includes about 50 databases; LAPL has about 186 databases. It is the subset of databases that
2 allows this other kind of access. LAPL spends about a million dollars on its databases, so the \$313,500
3 helps buy them and make them available to other Systems and AskNow.

4 Ray Schroff, Tehama County Library, said that second-level reference works very well for his
5 library; however, the number of second level questions being sent has decreased. Many of the simpler
6 questions are answered locally. Many patrons in Tehama do not have internet access from home
7 because they do not have a computer or because they are using dial-up access because they are too far
8 from the switch, and thus they are unwilling to take the greater amount of time that online interactive
9 searches require. He stated that the type of questions Tehama gets might require someone to actually
10 take steps to find the answer for the patron. As long as our patrons get their questions answered, they
11 probably do not care how that is done. Metz added that one of the reasons why the System Reference
12 staff remain in her design was that it became very clear that the various touch points should not be
13 eliminated. Annette Milliron, North Bay, North State and Mountain Valley Library Systems stated that
14 she favored forward change, but in managing three different budgets, as well as reference for the Black
15 Gold System, she was concerned about the CLSA funds that were directed to question handling. In
16 looking at the expenditure report from 2005/06, she cited several examples of smaller portions of
17 CLSA allocations going to question handling, with larger portions going to other reference programs.
18 She asked if CLSA money were re-purposed to question-handling, how would the other services being
19 supported by CLSA funds be maintained? Milliron stated that North State has to contribute more
20 locally for reference. The only way North State libraries could afford a major database is to pool their
21 funds and purchase it as a System.

22 Hildreth responded that the State Library was very aware of Milliron's concerns. She stated that the
23 System Coordinators were also aware of the attempt to get more information about how CLSA

1 Reference money was being spent. The purpose for requesting the additional information was not to be
2 intrusive or dictatorial, but to learn more precisely how those dollars are being spent. Over the years,
3 interpretation of reference has become more flexible than when the programs of CLSA were first
4 developing. She stated that the State Library was well aware of the concerns that CLSA Systems have
5 and will try to be very careful not to adversely impact services that are working well at the local level
6 using reference money.

7 Milliron stated that funding for databases has allowed a better point of service to North State
8 members, who would not have been able to afford them individually. Steinhauser asked for
9 clarification on the effectiveness of online databases. She stated that there is a school library bill for
10 state-funded purchase of online databases. Steinhauser reported that California is one of only three
11 states that do not have databases available statewide; however, Metz has questioned the effectiveness
12 of online databases, although they would be a part of the reference model.

13 Milliron responded that online databases are very effective when the patron is being shown directly
14 how to use them while in the library or on the telephone. Otherwise, she thought that databases were
15 not effective at all with the patron alone at home, or on their own at the library. Metz pointed out that
16 the new reference model does not preclude libraries from spending their local money on databases.

17 Darla Wegener, Lincoln Public Library, affirmed the importance of databases, stating that three or
18 four hundred magazine subscription would not be affordable for her library. She feels that public
19 libraries need to put more funding into information literacy because the user is trying to search for the
20 answer themselves, but going to the wrong websites. Wegener stated that an online service as
21 described in the new model would help to relieve the library staff from taking the added time to teach
22 the user how to search correctly, just to have them go home and use the wrong sites, like
23 Whitehouse.com.

1 Andrea Stevenson, Library Media Teacher in Lincoln, stated that most schools do not have library
2 media teachers, so the public libraries are where children come for information. The way to get good
3 accurate, reliable information in the hands of children today is to bookmark the Internet site that goes
4 straight to the portal onto their cell phone. Lincoln also has a large retirement community that enjoys
5 using the Internet. Both groups could be induced to utilize this proposed reference model.

6 Rosario Garza, MCLS, Santiago and South State Systems, thought that a virtual portal was a very
7 good idea. She expressed her concern about the digital divide, those people who either cannot afford to
8 be online, or whose connectivity is too slow. Garza asked if any consideration had been given to
9 digitizing the many printed resources not yet available in electronic form, upon which System
10 Reference staff around the state heavily rely. Garza then commented that the proposed reference model
11 would require staff to embrace whatever technology comes along. Some librarians love the latest
12 gadget, while others boast that they do not have a computer at home.

13 Metz responded to Garza's first concern by pointing out that people can utilize the new reference
14 model by calling the service from their telephones. In response to her second concern, Metz said that
15 part of product development is finding out where the local resources are which should be digitized and
16 coordinating that with a state digitization project.

17 Laura Mitchell, Escondido Public Library, complimented Metz on her thorough research. She
18 referred to the study mentioned earlier, which found that hard questions were not answered well. In her
19 rural area where the libraries are small and poor, with very limited collections, a short answer will not
20 always work. Sometimes the user needs a longer answer and one or more books on a subject are
21 required. Mitchell stated that part of the mission of the Serra Cooperative Library System is
22 supplementing the collections of libraries with small resources. She asked if the model makes room for

1 the need that some libraries with smaller resources and collections have for the actual physical items,
2 such as books.

3 Metz responded that this was one of the issues raised in the field. Some libraries are really
4 struggling with insufficient resources. She stated that the new model does not solve the dilemma of
5 local library funding, but it hasn't been ignored either.

6 Kathy Aaron, Inland Library System, presented several comments. First, concerning staff and the
7 number of questions received, she stated that if reference is done too well and gets too many questions,
8 it fails, because there is insufficient staff to handle the increased volume. She said that one of the
9 reasons their question levels are down is because Inland does not publicize the reference service to its
10 member libraries. To do so would increase the number of questions without the staff to meet the turn-
11 around objective. Another issue that Aaron raised is that in the proposed model, all reference questions
12 are going to one site, AskNow. Inland Library System would prefer that member library questions
13 continue to be handled at the System Reference Center to which the member belongs. She stated that
14 training was very important, especially Core training at the local level. Lastly, Aaron asked if the
15 statewide reference telephone number would be an 800 number?

16 Metz responded that the telephone number would more than likely be an 800 number. Regarding
17 the reference question volume issue, she stated that if dedicated CLSA Reference staff and other
18 resources (i.e., LSTA), were available for the 3-4 year implementation window, the volume of
19 questions should be pushed as high as possible. If it becomes more volume than can be managed, then
20 after three or four years, another solution could be implemented. On the other hand, if it works well
21 and is an impressive program, hopefully money would become available for question handling.

22 Barbara Pearson, Altadena Library District, stated that there appeared to be a consensus for the state
23 to change to a virtual reference model. She expressed concern that data was insufficient to support the

1 assumption that reference was the primary concern of the user, versus other kinds of library services.
2 Furthermore, she thought that details of the model should be discussed in the library community before
3 redirection of funds to support it took place. Pearson felt that before implementation, some mechanism
4 should be developed to train the library user in this model, perhaps a demonstration project of some
5 type.

6 Janet Sporleder, Arcadia Public Library, addressed the Board by saying that managing change is
7 difficult for everyone. The changes proposed in the new model are significant but it was clear that
8 reference services really do need to change. Sporleder stated that although a great deal of detail
9 remains to be developed, she applauded Metz's first step in providing a pathway, a flexible plan with
10 new directions and great possibilities.

11 Connie Corcoran, Tuolumne County Library, stated that Metz presented a great idea with
12 tremendous opportunity. Based upon her years of experience as a reference librarian and library
13 administrator, the findings of research and intuitive evidence watching what people do, she felt that the
14 proposal may be the last opportunity for libraries to show the public that they have anything to do with
15 finding information. Corcoran stated that the Tuolumne Library has die-hard library customers that
16 bring in all their questions; but it has been an uphill battle to convince most people to search for an
17 answer to their questions at a library. She stated that when it comes to implementation and naming the
18 design, she does not want to see the word "*California*" as the first word in the name. Corcoran strongly
19 felt that the first word in the name should be "*Answers,*" and the first words in the description should
20 be "*Coming to you from your Public Library.*" The Portal should advertise itself as authenticated by
21 librarians. This would indicate that it is a cut above other avenues the customer may be using. She
22 stated that if that message is effective, it may also spur customers to come into the library as well. She
23 is eager to see the new reference model go forward. Corcoran reported that her library system is on the

1 verge of not spending all its reference money this year. She wished that the design phase was further
2 along so that the 44-99 System could support the new model with this year's funding.

3 Metz stated that the term "reference" does not work well for her, but it is the current term that has
4 been in use. The word "reference" is not enough and it frames us into a certain way of thinking. What
5 we are developing is virtual library reference services, not just reference services. Second-level
6 question handling through the CLSA Reference Centers is virtual reference. Nothing is changing on
7 that score. She stated that when questions are coming in through a portal, transcripts of data could be
8 analyzed to find out what is being done and what customer services need to be provided. Metz
9 suggested that the attendees look at some of Marie Radford's research. She's doing a project called,
10 "*Seeking Synchronicity*," working with OCLC and funded through IMLS and other grant providers,
11 looking at the human side of Web 2.0 and beyond. One of the points made by Radford was by the year
12 2012, the 12-20 year old population will outnumber the Boomers. Her research shows that they would
13 not go to a librarian to ask a question, but would go to the library to find out about reading materials
14 and seek that personal interaction.

15 Loren MccRory, Yuba County Library, stated that four years ago she came from Pennsylvania,
16 which had statewide paid subscription to databases. She wondered why databases have not been made
17 available through state funds for California. MccRory stated from her experience that she knows it
18 would not be enough to just fund and make them available to the public, but that they would need to be
19 promoted by letting the public know that a library card is needed to access this rich resource.
20 Andersen commented that an *OCLC Perceptions* report showed that only 1% of people surveyed
21 thought of databases when they thought of libraries. There is a lot of customer training that has to be
22 done to educate the public.

1 Metz cautioned the state about purchasing databases for statewide access, especially for the size of
2 California. She said to look at the federated searching that is going on in other states and see if this
3 tool is increasing customer use at the library.

4 **Interlibrary Loan and Direct Loan Programs**

5 Sandy Habbestad reported that the annual cost studies that determine the proposed reimbursement
6 rates for the Interlibrary Loan (ILL) and Direct Loan programs were completed and sent to the
7 Department of Finance for consideration as part of the May Revise. The studies showed an increase in
8 the base rate for both programs for FY 2007/08. The recommended rates were proposed at \$5.29 per
9 eligible ILL transaction and \$.97 for net imbalance Direct Loan transactions. She stated that following
10 the Board's approval, the rates would be sent to the Department of Finance for consideration.

11 *It was moved, seconded (Bernardo/Fong) and carried unanimously that the Library of*
12 *California Board adopts, subject to the concurrence of the State Department of*
13 *Finance, reimbursement rates for the 2007/08 fiscal year as follows: for CLSA*
14 *interlibrary loans, a reimbursement rate of \$5.29 per eligible transaction; for CLSA*
15 *direct loans, a reimbursement rate of \$.97 per eligible transaction; and that the Chief*
16 *Executive Officer inform all participants of the 2007/08 reimbursement rates as soon*
17 *as Department of Finance concurrence is obtained.*
18

19 **Library of California (LoC) Regional Library Network Development**

20 Habbestad stated that although funding was no longer available to support the Library of California
21 (LoC) and Regional Library Networks, the Heartland region brings forward two applications for
22 membership. She stated that Heartland continues to provide service to its members through pre-paid
23 workshops and training sessions.

24 **It was moved, seconded (Zollman/Bernardo) and carried unanimously that the Library of**
25 **California Board approves the two requests for network affiliation for the members listed**
26 **in Table A, with member services to begin immediately. (See Attachment C)**
27

28 **CLSA System Reference, Communications and Delivery, and System Advisory Board programs**

29

1 Habbestad stated that the written report for the three System-level programs contained summaries
2 of the 2005/06 System Annual Reports including achievement of performance objectives and annual
3 expenditure of funds.

4 **CLSA Consolidations and Affiliations**

5 Habbestad provided the Board with an update on the three new library jurisdictions that were
6 approved for System membership at the Board's September 2006 meeting. The City of Moorpark in
7 the Metropolitan Cooperative Library System (MCLS) submitted all the documentation necessary for
8 CLSA participation and System membership. She reported that city/county arrangements with the City
9 of Redding have become clearer since the Board took action accepted Redding Public Library as a
10 member of North State. The City of Redding has taken possession of the new library building in
11 Redding and the County of Shasta is now contracting with Redding for library services. Habbestad
12 stated that an error was made in calculating the preliminary allocations for North State for the three
13 System-level programs; however, the final allocations to North State, and all other Systems, for FY
14 2007/08 would reflect the corrected amount. She also stated that documents were received from the
15 Inland Library System accepting Victorville Public Library into System membership.

16 **Legislative Report**

17 President Maghsoudi reported that Member Steinhauser, Chair of the Legislative Committee, had
18 to leave the meeting and asked Hildreth to report on Legislative issues. Hildreth reported that Member
19 Steinhauser asked to get Board consensus in support of four legislative bills. First, SB 156, authored
20 by Senator Simitian and coauthored by Assembly Member Wolk, is the California Reading and
21 Literacy Improvement and Public Library Construction and Renovation Bond Act of 2008, with a cost
22 of \$4 billion.

1 Hildreth stated that Member Steinhauser is also recommending a support position for AB 1030,
2 Libraries, Literacy and English Acquisition Services, which focuses on library literacy services for
3 young adults, 13 years and older, who are not enrolled in school. She stated that the author of the bill,
4 Assembly Member Caballero, former Mayor of Salinas, is very dedicated to literacy and literacy
5 services and is interested in targeting youth that have not completed high school and are at-risk of
6 achieving success in life. She stated that although the bill did not have a dollar amount attached, it was
7 anticipated that the author would be asking for \$2 million to fund this targeted component.

8 Hildreth stated that Member Steinhauser also suggested support for AB 1233, Galgiani, an Online
9 Homework Assistance Program provided to all public libraries through the California State Library.
10 She stated that AB 1233 was put forward because of the initiatives and activities of Tutor.com, who
11 hired a lobbyist to work on finding state funding for a statewide Homework Help Program. Assembly
12 Member Galgiani would be putting forward a request for \$3 million, which is not the total cost for
13 statewide Live Homework Help. Hildreth stated that a Request for Proposal (RFP) to all potential
14 vendors would go out if general fund dollars were allocated for the program.

15 Hildreth stated that Member Steinhauser was also seeking support for an Senate Omnibus Bill on
16 County Law Library locations, which is relieving the county from requiring the county law libraries to
17 be in the County Seat, based on changing populations and demographics.

18 Lastly, Hildreth reported that Member Steinhauser requested Board support for the Hancock bill,
19 AB 333, School Libraries: Online Databases Subscriptions, which brings support for statewide
20 databases. She stated that there would be a statewide purchase through the Department of Education
21 and then school districts could purchase off that contract.

22 Member Jewett asked how AB 1030 would fold into the current Adult Literacy programs. Hildreth
23 responded that it is a piece of the existing literacy legislation. The additional state funding that would

1 accompany the bill would provide an incentive for additional local funding to focus on the target
2 audience.

3 Member Bernardo asked if AB 333 was supported by the California Library Association (CLA).
4 Hildreth responded that the four bills mentioned have the full support of CLA Legislative Committee.

5 Since there was not a quorum of the Board, members present provided the following motion in
6 order for the President to write letters of support on behalf of the Board.

7 *By consensus the Library of California Board authorizes the Board President to send*
8 *letters in support the following legislative bills:*

9 *SB 156, Senator Simitian, Library Construction Bond Act of 2008*
10 *AB 1030, Assembly Member Caballero, Literacy and English acquisition services,*
11 *young adult component*
12 *AB 1233, Assembly Member Galgiani, Homework assistance*
13 *AB 333, Assembly Member Hancock, School libraries: online databases:*
14 *subscriptions*

15
16 **PUBLIC COMMENTS**

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

18 **BOARD COMMENTS**

19 Board members remaining at the meeting (Bernardo, Jewett, Fong, Maghsoudi) thanked staff
20 for working with Ruth Metz on behalf of the first steps toward a new reference model and looked
21 forward to seeing the program developed.

22 Member Fong also thanked Cameron Robertson upon his retirement from state service and
23 wished him well from the Board.

24 **AGENDA BUILDING**

25 President Maghsoudi stated that she would work with staff on agenda development for the August
26 8, 2007 meeting.

27

1 **ADJOURNMENT**

2 With there being no further business to come before the Board, President Maghsoudi adjourned the
3 meeting of the Library of California Board at 4:25pm on April 18, 2007.

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Library of California Board Resolution 2007-01

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

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

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

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

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

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

NOW, THEREFORE, BE IT RESOLVED, that

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

SONIA W. LEVITIN

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

Library of California Board Resolution 2007-02

In Honor of Cameron D. Robertson

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

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

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

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

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

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

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

NOW, THEREFORE, BE IT RESOLVED, that

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

CAMERON D. ROBERTSON

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

Table A
Requests for Network Affiliation for New Members

HEARTLAND REGIONAL LIBRARY NETWORK

Member

UCSF Fresno Medical Library
West Hills College Lemoore

Participating Libraries

UCSF Fresno Medical Library
West Hills College Library Lemoore

AGENDA ITEM: Ratification of Library of California Board Actions

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Consider Board actions taken at the April 18, 2007 meeting.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board ratify actions taken at the April 18, 2007 meeting.

BACKGROUND:

At the April 18, 2007 meeting of the Library of California Board, members present voted to approve the recommended motions without a quorum of the Board. It is recommended that the Board ratify the actions taken in April at this time.

Library of California Board Resolution 2007-03

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

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

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

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

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

NOW, THEREFORE BE IT RESOLVED, that

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

BARBARA WILL

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

ACTION

AGENDA ITEM: Election of Library of California Board Officers for 2008

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Officers for calendar year 2008.

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 2008.

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 2008.

BACKGROUND:

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

AGENDA ITEM: 2008 Meeting Schedule and Locations

2008 Board Proposed Meeting Schedule		
<u>Date</u>	<u>Location</u>	<u>Activities</u>
February 28 (Thursday)	Sacramento	Board Budget & Planning meeting
August 7 (Thursday)	Sacramento	Regular Business Annual Budget Meeting Election of Board Officers for year 2009 LSTA Advisory Council

BACKGROUND:

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

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

Staff is recommending that the Board schedule a day to meet in February or March to review the Governor’s Proposed Budget for 2008/09 and consider any budget change proposals that need to be submitted to the Department of Finance for FY 2009/10. A new reference design may necessitate changes in System Plans of Service and Budget documents prior to distributing materials to Systems in March. Staff is hopeful that the 2008/09 State Budget will be enacted at the beginning of the fiscal year so that an August meeting can be planned. 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.

A calendar of upcoming and future library-related events and dates is attached to this agenda item.

CALENDAR OF UPCOMING LIBRARY-RELATED EVENTS AND DATES

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

2007		
IFLA (International Federation of Library Associations and Institutions) 73 rd General Conference & Council	August 19-23, 2007	Durban, South Africa
LITA (Library Information Technology Association) National Forum	October 4-7, 2007	Denver, CO
ARL (Association of Research Libraries) Annual Membership Meeting	October 9-12, 2007	Washington, DC
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 23-26, 2007	Seattle, WA
AASL (American Association of School Librarians) 13 th National Conference & Exhibition	October 25-28, 2007	Reno, NV
ASIS&T (American Society of Information Science & Technology) Annual Meeting	October 18-24, 2007	Milwaukee, WI
CLA (California Library Association) Annual Conference	October 26-29, 2007	Long Beach, CA
CSLA (California School Library Association) Annual Conference	November 15-18, 2007	Ontario, CA
2008		
ALA (American Library Association) Midwinter Meeting	January 11-16, 2008	Philadelphia, MD
PLA (Public Library Association) National Conference	March 25-29, 2008	Minneapolis, MN
ARL Annual Membership Meeting	May 20-23, 2008	Coral Gables, FL
SLA (Special Libraries Association) Annual Conference	June 15-18, 2008	Seattle, WA
ALA Annual Conference	June 26 – July 2, 2008	Anaheim, CA
AALL (American Association of Law Libraries) Annual Meeting and Conference	July 12-15, 2008	Portland, OR
IFLA 74 th General Conference & Council	August 10-15, 2008	Quebec, Canada
ARL Annual Membership Meeting	October 14-17, 2008 (Tentative Dates)	Washington, DC
LITA 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 Annual Conference	November 14-17, 2008	San Jose, CA
2009		
ALA Midwinter Meeting	January 23-28, 2009	Denver, CO
ARL Annual Membership Meeting	May 19-22, 2009 (Tentative Dates)	Houston, TX
SLA Annual conference	June 14-17, 2009	Washington, DC
ALA Annual Conference	July 9-15, 2009	Chicago, IL

2009 (cont'd)

AALL Annual Meeting and Conference	July 25, 2009	Washington, DC
IFLA 75 th General Conference & Council	August 2009 (Days not yet posted)	Milan, Italy
CLA Annual Conference	November 2009 (TBD)	Southern (TBD) California
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	November 3-6, 2009	Denver, Colorado
ASIS&T Annual Meeting	November 6-9, 2009	Vancouver, BC, Canada

Doc.#10963

AGENDA ITEM: Recommended 2007/08 CLSA Budget

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt the 2007/08 CLSA Budget as displayed in the chart entitled "Recommended 2007/08 CLSA Baseline Budget by Program" and that the aforementioned chart be included in the minutes of this meeting.

BACKGROUND:

The 2006/07 State Budget Act included a \$7 million appropriation to the TBR program, while retaining the System-level program budget at 2005/06 levels. The appropriation to CLSA programs in fiscal year 2007/08 remains the same as the previous year. Exhibit A displays, by CLSA program, the summary of 2007/08 funding compared to the previous year.

Recommendation: Staff is recommending that the Board adopt the scheduled CLSA baseline budget for FY 2007/08.

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

RECOMMENDED 2007/08 CLSA BASELINE BUDGET BY PROGRAM

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

There is no document for this agenda item.

The 2008/09 CLSA baseline budget will be considered by the Board at its winter meeting after the Governor's preliminary budget is released for 2008/09.

AGENDA ITEM: System Plans of Service for 2007/08

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider CLSA System Plans of Service for fiscal year 2007/08.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the CLSA System Plans of Service for each of the 15 CLSA Cooperative Library System submitted for fiscal year 2007/08.

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, System Reference, and System Advisory Board. System Plans of Service for 2007/08 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: Tom Andersen/Sandy Habbestad

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

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Consider prorating the CLSA loan reimbursement program for 2007/08.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to withhold 35% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2007/08 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2007/08, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2007/08 TBR Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the program appropriation.

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 several 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 2007/08 ILL and Direct Loan program budget. Therefore, the pro rating language included in the 2002/03 Budget Bill is being proposed as the more recent act of the Legislature which supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, it does not set aside the provision of Education Code Section 18703(f) to reimburse participating libraries equitably.

The 2002/03 pro rating requirement states:

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

In September 2006, the Board adopted the method for implementing the prorating requirement by withholding a percentage of each valid claim throughout the course of the fiscal year, paying the remainder due, or a pro rated portion of the remainder due, after the close of the fiscal year.

The actual experience of the 2006/07 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--\$5.22; DL--\$0.95)	
ILL	\$12,518,593.56
Direct Loan	<u>\$10,634,797.80</u>
Total	\$23,153,391.36
ILL & Direct Loan Program Appropriation	\$18,616,000.00

Final payments to reimburse all participants at 80.4% were processed this month. A history of the TBR program shortfall appears for your information as Exhibit A.

In April 2007 the LoC Board adopted 2007/08 reimbursement rates, and as required by the Act, submitted those rates to the Department of Finance (DoF) for its approval. DoF approved the Board adopted rates (see Exhibit B); however, no increase in the program budget was seen in the 2007/08 Budget Act. Based on currently projections of transactions and the reimbursement rates approved by DoF, the full state cost of the CLSA loan program for 2007/08 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	2,738,863 @ \$5.29 = \$14,488,585
Net Imbalance Direct Loans	11,771,010 @ \$.97 = \$11,417,880
Estimated Total Program Cost	= \$25,906,465

If projected transaction levels are actually realized, the 2007/08 CLSA ILL and Direct Loan program appropriation would fall short of being sufficient to pay the full reimbursable cost of the program by approximately 28%.

Recommendation: Staff is recommending that 35% be withheld from each payment during the course of the 2007/08 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, and not knowing the final resource sharing costs for 2007/08, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

GENERAL OVERALL PROGRAM UPDATES:

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

CLSA reimbursed loan services continue throughout the state with 178 public libraries and 98 non-public libraries. A list of the 2007/08 CLSA public and non-public library participants appears as Exhibit C and D, consecutively. Reimbursement rates for the 2006/07 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance were:

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

Final transaction counts for the 2006/07 fiscal year and projected totals for 2007/08 are displayed below. A history of the program activity is included as Exhibit E.

	<u>2006/07 LOAN ACTIVITY</u>					
	1 st Quarter Actual	2 nd Quarter Actual	3 rd Quarter Actual	4 th Quarter Actual	2006/07 Total Actual	2007/08 Projected Total
ILL Reimbursable Transactions	601,998	548,933	604,954	642,313	2,398,198	2,738,863
Direct Loans: Total	7,689,000	7,764,907	7,809,100	8,140,646	31,403,653	32,262,054
Direct Loans: Net Imbalance	2,934,686	2,737,910	2,720,263	2,801,665	11,194,524	11,771,010

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

**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	Actual Rates Reimbursed Based on Percentage of Total Reimb Due	
		ILL	Direct Loan	ILL	Direct Loan	ILL	Direct Loan	Total		ILL	Direct Loan
92/93	6,537,000	\$3.08	\$0.58	715,948	9,722,634	\$2,205,120	\$5,639,128	\$7,844,248	83.3%	\$2.52	\$0.49
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	\$11,029,832	\$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	\$23,153,392	80.4%	\$4.19	\$0.76

Exhibit A



CALIFORNIA
STATE LIBRARY
FOUNDED 1850

Date: April 19, 2007

To: Matt Aguilera
Department of Finance

From: Susan Hildreth *SH*
Chief Executive Officer

Subject: FY 2007/2008 California Library Services Act (CLSA) Reimbursement Rates

The handling costs for the Transaction Based Reimbursement (TBR) Programs have been revised. As was the case in FY 2006/2007, a detailed cost study of the handling costs was conducted using CLSA participants to determine the FY 2007/2008 rates using FY 2006/2007 data. This method of annually reviewing the validity of current reimbursement rates through a detailed cost study was started in FY 84/85. Based on the results of this study, the Library of California Board has voted to approve the following reimbursement rates for FY 2007/2008 (see Item 6120-211-0001).

	<u>FY 99/00</u>	<u>FY 00/01</u>	<u>FY 01/02</u>	<u>FY 02/03</u>	<u>FY03/04</u>	<u>FY 04/05</u>	<u>FY 05/06</u>	<u>FY 06/07</u>	<u>FY 07/08</u>
Interlibrary Loan	\$ 2.85	\$3.21	\$3.87	\$4.49	\$4.91	\$5.59	\$4.95	\$5.22	\$5.29
Direct Loan	.55	.63	.73	.78	.84	.87	.89	.95	.97

The information used to calculate the above rates was presented to the Department of Finance on April 13, 2007.

Department of Finance Approval of Rates

As required by Education Code Section 18724(f), the Department of Finance hereby approves the handling costs proposed by the Library of California Board for FY 2007/2008, as revised by the Department of Finance, subject to Provision 1 of Item 6120-211-0001.

Signed: *Matt Aguilera 4/25/07*
 Name: *Matt Aguilera*
 Title: *Principal Program Budget Analyst III*

**CLSA PARTICIPANTS
FY 2007/08**

Exhibit C

BAY AREA LIBRARY AND INFORMATION SYSTEM	Universal Borrowing	Equal Access
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 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	✓	✓
Merced County Library	✓	✓
Stanislaus County Free Library	✓	✓
Stockton-San Joaquin County Public Library	✓	✓
Tuolumne County Free Library	✓	✓

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

METROPOLITAN COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Alhambra Public Library	✓	✓
Altadena Library District	✓	✓
Arcadia Public Library	✓	✓
Azusa City Library	✓	✓
Beverly Hills Public Library		✓
Burbank Public Library	✓	✓
Calabasas Public Library	✓	✓
Cerritos Public Library		✓
Commerce Public Library	✓	✓
Covina Public Library	✓	✓
Downey City Library	✓	✓
El Segundo Public Library		✓
Glendale Public Library	✓	✓

METROPOLITAN COOPERATIVE LIBRARY SYSTEM (CON'T)	Universal Borrowing	Equal Access
Glendora Public Library	✓	✓
Irwindale Public Library	✓	✓
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 Public Library		✓
Torrance Public Library	✓	✓
Whittier Public Library	✓	✓

MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
(Carmel) Harrison Memorial Library	✓	✓
Monterey County 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	✓	✓

MOUNTAIN VALLEY LIBRARY SYSTEM	Universal Borrowing	Equal Access
Alpine County Library	✓	✓
Colusa County Free Library	✓	✓
El Dorado County Library	✓	✓
Folsom Public Library	✓	✓
Lincoln Public Library	✓	✓
Mono County Free Library	✓	✓
Nevada County Library	✓	✓
Placer County Library	✓	✓
Roseville Public Library	✓	✓
Sacramento Public Library	✓	✓
Sutter County Library	✓	✓
Woodland Public Library	✓	✓
Yolo County Library	✓	✓
Yuba County Library	✓	✓

NORTH BAY COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
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	✓	✓

NORTH STATE COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Butte County Library	✓	✓
Del Norte County Library	✓	✓
Humboldt County Library		✓
Lassen Library District	✓	✓
Modoc County Library	✓	✓
Orland Free Library	✓	✓
Plumas County Library	✓	✓
Shasta Public Libraries	✓	✓
Siskiyou County Public Library	✓	✓
Tehama County Library	✓	✓
Trinity County Library	✓	✓
Willows Public Library	✓	✓

PENINSULA LIBRARY SYSTEM	Universal Borrowing	Equal Access
Burlingame Public Library	✓	✓
Daly City Public Library	✓	✓
Menlo Park Public Library	✓	✓
Redwood City Public Library	✓	✓
San Bruno Public Library	✓	✓
San Mateo County Library	✓	✓
San Mateo Public Library	✓	✓
South San Francisco Public Library	✓	✓

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

SANTIAGO LIBRARY SYSTEM	Universal Borrowing	Equal Access
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 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	✓	✓
San Diego Public Library	✓	✓

SILICON VALLEY LIBRARY SYSTEM	Universal Borrowing	Equal Access
Los Gatos Memorial Library	✓	✓
Mountain View Public Library	✓	✓
Palo Alto City Library	✓	✓
San Jose Public Library	✓	✓
Santa Clara City Library	✓	✓
Santa Clara County Free Library	✓	✓
Sunnyvale Public Library	✓	✓

SOUTH STATE COOPERATIVE LIBRARY SYSTEM	Universal Borrowing	Equal Access
Inglewood Public Library	✓	✓
Los Angeles County Public Library	✓	✓
Palmdale City Library	✓	✓
Pasadena Public Library	✓	✓

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

**California Library Services Act
Interlibrary Loan Program
Non-Public Library Loans to Public Libraries
FY 2006/07**

LIBRARY	SYSTEM	TOTAL LOANS
Allan Hancock Community College	BLK GOLD	0
American River College	MVLS	121
Butte College	NO STATE	192
Cabrillo College	MOBAC	137
California Academy of Sciences	BALIS	29
California Baptist University	INLAND	0
California Institute of the Arts, Valencia	SO STATE	179
California Institute of Integral Studies, San Francisco	BALIS	51
California Lutheran University	BLK GOLD	72
California State Polytechnic University, Pomona	MCLS	1766
CSU Bakersfield	SJVLS	229
CSU Chico	NO STATE	850
CSU Dominguez Hills	SO STATE	292
CSU East Bay (Hayward)	BALIS	1463
CSU Fresno	SJVLS	649
CSU Fullerton (Pollak Library)	SANTIAGO	421
CSU Long Beach	MCLS	1826
CSU Los Angeles (John F. Kennedy Library)	MCLS	417
CSU Monterey Bay	MOBAC	185
CSU Northridge	SO STATE	111
CSU Sacramento	MVLS	1013
CSU San Bernardino	INLAND	596
CSU San Diego	SERRA	197
CSU San Jose	SVLS	4753
CSU San Marcos	SERRA	557
CSU Sonoma	NO BAY	0
CSU Stanislaus	49-99	304
Canada College Library	PENINSULA	1261
Cerritos College	MCLS	64
Chapman University	SANTIAGO	57
Chapman University (Rinker Law Library)	SANTIAGO	17
Citrus Community College District	MCLS	17
Claremont College (Honnold-Mudd)	SO STATE	2826
Claremont School of Theology	SO STATE	0
College of San Mateo	PENINSULA	3572
College of the Canyons, Santa Clarita	SO STATE	0
College of the Siskiyous	NO STATE	100
Columbia College	49-99	86
Consumnes River College	MVLS	47
Cuesta College	BLK GOLD	7

LIBRARY	SYSTEM	TOTAL LOANS
Dominican University of California	NO BAY	0
Feather River College	NO STATE	28
Fresno City College	SJVLS	26
Fresno County Law Library	SJVLS	0
Fullerton Community College (Wm.T. Boyce Library)	SANTIAGO	30
Gavilan College Library	MOBAC	40
Glendale College Library	SO STATE	48
Golden Gate Baptist Theology Seminary	NO BAY	51
Golden West College Library (R. Dudley Boyce Library)	SANTIAGO	4
Graduate Theological (Flora Lampson Hewlett Library)	BALIS	0
Hartnell College Library	MOBAC	43
Humboldt State University	NO STATE	344
Imperial Valley College (Spencer Library Media Center)	SERRA	28
La Sierra University Library	INLAND	89
Lassen Community College District	NO STATE	7
Merced College	49-99	205
Mission College, Santa Clara	SVLS	414
Modesto Jr. College (Yosemite Community College)	49-99	67
Modoc County Office of Education (Media Center)	NO STATE	0
Monterey Peninsula College	MOBAC	74
Napa Valley College	NO BAY	4600
Naval Postgraduate School (Dudley Knox Library)	MOBAC	176
Pacific Union College	NO BAY	0
Palomar Community College District, San Marcos	SERRA	44
Riverside Community College District (Martin Luther King)	INLAND	0
Sacramento City College	MVLS	58
Saint John's Seminary College Library	BLK GOLD	0
Saint John's Seminary Theology Library	BLK GOLD	18
Saint Mary's College Library	BALIS	1731
Saint Patrick's Seminary (McKeon Memorial Library)	SVLS	5
San Diego Christian College	SERRA	27
San Francisco State University (J. Paul Leonard Library)	BALIS	4777
San Joaquin Delta Community College, Stockton	49-99	20
SMERC (San Mateo County Superintendent of Schools)	PENINSULA	1
Santa Barbara City College	BLK GOLD	36
Santa Barbara Museum of Natural History	BLK GOLD	0
Santa Clara University (Orradre Library)	SVLS	1215
Santa Rosa Junior College (Frank P. Doyle Library)	NO BAY	139
Shasta College Library	NO STATE	177
Sierra Community College	MVLS	72
Simpson College Library	NO STATE	146
Skyline College Library	PENINSULA	2891
Solano College	NO BAY	4271
Sutter Resource Library, Sacramento	MVLS	0
University of California (Berkeley)	BALIS	1437
University of California (Davis)	MVLS	1535

LIBRARY	SYSTEM	TOTAL LOANS
University of California (Irvine)	SANTIAGO	659
University of California (Los Angeles)	MCLS	1138
University of California (Riverside)	INLAND	2407
University of California (San Diego)	SERRA	714
University of California (Santa Barbara - Davidson Library)	BLK GOLD	322
University of California (Santa Cruz)	MOBAC	301
University of the Pacific	49-99	227
University of San Francisco (Gleeson Library)	BALIS	0
West Valley College Library	SVLS	514
Westmont College (R.J. Voskuyl Library)	BLK GOLD	23
Yuba Community College District	MVLS	45
Total		55,688

California Library Services Act

TBR PROGRAM ACTIVITY

1979/80 - 1986/87								
	<u>1979/80</u>	<u>1980/81</u>	<u>1981/82</u>	<u>1982/83</u>	<u>1983/84</u>	<u>1984/85</u>	<u>1985/86</u>	<u>1986/87</u>
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								
	<u>1987/88</u>	<u>1988/89</u>	<u>1989/90</u>	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>	<u>1993/94</u>	<u>1994/95</u>
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 - 2002/2003								
	<u>1995/96</u>	<u>1996/97</u>	<u>1997/98</u>	<u>1998/99</u>	<u>1999/2000</u>	<u>2000/01</u>	<u>2001/02</u>	<u>2002/03</u>
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 - 2007/08					
	<u>2003/04</u>	<u>2004/05</u>	<u>2005/06</u>	<u>2006/07</u>	2007/08 <u>Projected</u>
ILL Reimbursable Transactions	1,610,606	2,112,814	2,226,249	2,398,198	2,738,863
Total Public Library Circulation	198,424,000	198,886,000	197,060,000	204,942,000	211,090,000
Direct Loans:					
Total	28,778,674	30,096,937	30,151,623	31,403,653	32,262,054
Direct Loans:					
Net Imbalance	12,444,532	11,209,197	10,652,295	11,194,524	11,771,010

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider 2007/08 CLSA System Population and Membership Figures.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the System Population and Membership figures for use in the allocation of CLSA System Reference Program funds for the fiscal year 2007/08.

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 2007/08 System population and membership figures are included as Exhibit A to this agenda item.

In September 2006, the State Library received notification from the City of Redding requesting to join North State Cooperative Library System, effective July 1, 2007. At its September 14, 2006 meeting, the Board approved Redding Municipal Library's membership in North State Cooperative Library System, contingent upon the receipt of all documentation required for membership. In the months following the affiliation approval, the three libraries in Shasta County renamed as the Shasta Public Libraries, which includes the Redding Municipal Library as fiscal authority, and contracting for library service with Redding are the public libraries in the Anderson and Burney. The population served by the entire County of Shasta is included in the population and membership figures for North State.

GENERAL OVERALL PROGRAM UPDATES:

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

SJVLS Interlibrary Reference Progress Report: In its 2005/06 System Annual Report, the San Joaquin Valley Library System (SJVLS) reported that it returned answers to the originating member library within 10 working days for 64% of its requests, thus falling short of the 70% objective under Section 20157 of the California Library Services Act Administrative Regulations. In response to this shortfall, State Board Procedures to Ensure Meeting Interlibrary Reference Performance Objectives were put into place, and consequently, a letter from Susan Hildreth was sent to the Chair of SJVLS requesting that it file a Supplemental Plan of Service for its Interlibrary Reference component.

Progress reports from SJVLS show that it has been in full compliance for several months in meeting the 70% turn-around time for answers to Interlibrary Reference questions. The final report indicates that 93.5% of total requests were answered in 10 working days or less.

Review and Discussion of 2007/08 System Plans: 2007/08 System Plans of Service have been received. Compilations of each of the three service components of the System Reference Program are included as Exhibits B, C and D. A review of the Plans of Service indicates that many Systems are continuing to target the geographically isolated, speakers of limited English, people with disabilities, and children for the component to improve reference service to the underserved. Systems collectively plan to allocate over \$231,950 from their Reference budgets for the underserved component. (The full text of System Plans of Service is available to Board members upon request).

Exhibit E is a chart of 2007/08 System Workload Estimates by system-level programs. Exhibit F reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit G, which describes the demographic characteristics of the residents of the System service area.

A New Statewide Reference Model: In July 2005, the State Library conducted focus groups throughout California, facilitated by independent consultants Sandra Nelson and Diane Mayo, to discuss current trends and future needs of local public library and second level reference services. In late November and early December 2005, library consultant Maureen Sullivan, facilitated a series of forums throughout the state on CLSA system-level services. The State Library was able to procure the services of Ruth Metz in 2006, an independent consultant with much knowledge and experience in resource sharing and library planning and development. At the September 2006 Board meeting, Ruth shared her plan for initiating a project to improve the effectiveness and efficiency of information access for Californians; and in April 2007, provided the Board with a slide presentation and background summary (see Exhibits H and I) of the results of her work and introduced a model of a CLSA virtual centralized reference portal accessible to both the public and librarians that would lend itself to technology changes. Ruth has since produced a concise description of the proposed statewide reference design (see Exhibit J). In June, State Librarian Susan Hildreth sent a memo (see Exhibit K) to public library directors and system coordinators urging them to respond by letting the State Library know how this new approach to statewide reference would impact the current reference operations for the public library and cooperative system.

In the 2007/08 System Plan of Service process, the State Librarian requested that cooperative systems provide the State Library with additional information regarding their System Reference Programs, beyond the CLSA funding level, in order to help State Library staff more fully understand each System's unique Reference Program. Exhibit L details CLSA and local funds budgeted for the current year. Exhibit M shows how each System's Administrative Council has chosen to structure itself by contracting for services with another system or providing the services with paid system staff.

The State Library staff and cooperating partner the Metropolitan Cooperative Library System are in the process of identifying individuals who may be qualified to serve as the statewide

reference project manager. This individual would work with CLSA systems and State Library staff to determine how to implement a new statewide second-level reference plan over a multi-year period.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:

1. Summary of 2006/07 System Annual Reports
2. Recommendation on a new CLSA Reference design for California public libraries

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

2007/08 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 2007/08 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 2007) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

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



Susan Hildreth
State Librarian of California
June 1, 2007

SYSTEM/MEMBER

POPULATION

BALIS

3,295,867

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

TOTAL: 10

BLACK GOLD

1,157,951

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

TOTAL: 7

49-99

1,594,380

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

TOTAL: 7

INLAND

4,006,646

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

TOTAL: 19

SYSTEM/MEMBER

POPULATION

MCLS

6,602,671

- 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

TOTAL: 33

MOBAC

747,888

- 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

TOTAL: 10

SYSTEM/MEMBER

POPULATION

MVLS

2,405,583

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

TOTAL: 14

NORTH BAY

1,453,106

- 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

TOTAL: 17

NORTH STATE

782,292

- Butte County Library
- Del Norte County Library District
- Humboldt County Library
- 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

TOTAL: 13

SYSTEM/MEMBER

POPULATION

PENINSULA

733,496

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

TOTAL: 8

SJVLS

2,466,525

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

TOTAL: 9

SANTIAGO

2,542,443

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

TOTAL: 9

SERRA

3,270,941

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

TOTAL: 13

<u>SYSTEM/MEMBER</u>	<u>POPULATION</u>
<u>SILICON VALLEY</u>	1,808,056
Los Gatos Public Library	
Mountain View Public Library	
Palo Alto City Library	
San Jose Public Library	
Santa Clara County Free Library	
Santa Clara City Library	
Sunnyvale Public Library	
TOTAL: 7	
<u>SOUTH STATE</u>	4,085,255
County of Los Angeles Public Library	
Inglewood Public Library	
Palmdale City Library	
Pasadena Public Library	
TOTAL: 4	
GRAND TOTALS:	
All System Members:	180*
All System Population:	36,953,100
<u>Unaffiliated Public Libraries</u>	708,614
Huntington Beach Public Library	
Redlands (A.K. Smiley) Public Library	
San Leandro Community Library	
Santa Ana Public Library	
Vernon Public Library	
TOTAL: 5	
<u>Jurisdictions that Don't Have Service</u>	804
Industry	
TOTAL STATE:	37,662,518

*Includes Consolidations since 1/1/78



NORTH STATE
COOPERATIVE
LIBRARY SYSTEM

259 North Villa Avenue
Willows, California 95988

Telephone (530) 934-2173

Fax (530) 934-7156

Web Site: <http://nscls.library.net>

July 19, 2007

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

Dear Ms. Maghsoudi:

The Council of Librarians of the North State Cooperative Library System approved the request for membership from the Shasta Public Libraries at the May 13, 2007 Council meeting. Resolution number 2007-2 is attached.

The Council respectfully requests a waiver of the September 30, 2006 filing date for the 2007/08 affiliations in order that the Shasta Public Libraries can be recognized as a full member of NSCLS effective July 1, 2007. On January 1, 2007, Shasta Public Libraries assumed the responsibilities for providing library service to the residents of Shasta County that was once provided by the Shasta County Public Library. Shasta County Public Library is now in hiatus and daily operations are provided by Shasta Public Libraries.

Respectfully,

Annette Milliron
Executive Director

cc. Sandy Habbestad, CLSA Office
Susan Hildreth, State Librarian
Linda Mielke, Interim Director, Shasta Public Library
NSCLS Council

Resolution Number:2007-01
Dated: May 11, 2007

RESOLUTION OF THE COUNCIL OF LIBRARIANS OF THE NORTH STATE COOPERATIVE LIBRARY SYSTEM, APPROVING & AUTHORIZING EXECUTION OF AGREEMENT – REQUEST TO JOIN THE NORTH STATE COOPERATIVE LIBRARY SYSTEM

WHEREAS, the North State Cooperative Library System is composed of public agencies which have contracted with each other under Article 1, Chapter 5, Division 7, Title 1 of the Government Code of the State of California, for the joint exercise of their common power to provide library services; and

WHEREAS, the Shasta Public Libraries desires to join the North State Cooperative Library System; and

WHEREAS, the Shasta Public Libraries has requested permission to join the North State Cooperative Library System and agrees to abide by the terms of the North State Cooperative Library System's "Memorandum of Agreement"; therefore be it

RESOLVED that North State Cooperative Library System, by a majority vote of all members of the Administrative Council of Librarians of said Library System does hereby consent to the admission of the Shasta Public Libraries to the North State Cooperative Library System, effective July 1, 2007; and be it further

RESOLVED, that the Administrative Council authorize the Presiding Officer to sign the "Agreement Request to Join the North State Cooperative Library System"; and be it further

RESOLVED, that this Resolution be forwarded to the Shasta Public Libraries Board and to the California Library Services Board.

ADOPTED by the Administrative Council of Librarians of the North State Cooperative Library System this 11th day of May, 2007 on regular roll call vote of the members of said Council:

Vote: Aye 7 No 0 Absent 0

WHEREUPON, the Chairperson declared the foregoing resolution adopted and; SO ORDERED.

Date: May 11, 2007

Attested:

Signature Marilyn Cochran
Marilyn Cochran, Chair
NSCLS Administrative
Council of Librarians

Signature Annette Milliron DeBacker
Annette Milliron DeBacker
Secretary/Clerk of the Board

Compilation of 2007/08 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BALIS	<p>The System Reference Center (SRC) will continue to develop two key resources to assist library staff in enhancing their skills: the SRC website and the electronic newsletter <i>Search</i>. SRC staff will continue to maintain a comprehensive website to assist libraries in question submissions, database trials, training opportunities and other topics of interest.</p> <p>RFP will use finds from market research updating user perceptions on libraries.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, which will enable their users to link to the service through the system and individual libraries' websites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions.</p> <p>Based upon discussions in 2006-07, BALIS will 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 will be restructuring 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.</p>	<p>The SRC website and e-newsletter will be evaluated via a member survey during the year to determine that content, scope, frequency and length adequately support the needs of the majority of members.</p> <p>Efficacy of the marketing RFP will be included in design of the marketing campaign.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
BLACK GOLD	<p>Offer one or more workshops by experts in the field for both the professional and paraprofessional reference staff to improve library service and technology skills. Black Gold will work with library directors to allow as many staff as possible to attend. The Reference Services Committee will discuss ways of encouraging subscription databases at a meeting and will work on materials</p>	<p>Participants will evaluate training events 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 and tracked.</p>

BLACK GOLD (cont'd)	that can be distributed to potential users.	
49-99	The system plans to provide electronic database resources to assist member library staff in providing accurate and complete reference service. System staff will continue to assess local training needs and recommend programs. Rural Library Initiative opportunities will be utilized wherever possible.	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 Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections; and will be available to provide instruction, share information about websites, search strategies and encourage the staff of member libraries in the use of the Internet and electronic resources as reference tools. The System staff will use the collections of the Riverside Public Library, the University of California at Riverside and other local resources to assist in providing consultation service. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. Standing Committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products and training sessions.	Evaluate system service on a regular basis by distributing a survey to member library staff.
MCLS	MCLS Reference staff will publicize services available from the Reference Center, through the MCLS website, the <i>MCLS Reference Hotline</i> , the MCLS Reference and Adult Services discussion list, and guest/host programs. MCLS staff will coordinate all system-wide workshops and information exchanges. (Both system and member library staffs contribute to the planning, organization, and presentation of the activities described above.) MCLS Reference staff will also coordinate the design layout, and publishing of all reference-related, system-wide publications. MCLS Reference staff will disseminate information on the Internet and assist in the training for use of the World Wide Web as resource sharing tool.	Evaluate workshops via online participant questionnaire as well as follow-up discussions by appropriate committees. Periodically survey publications & other services provided by the Reference Center using random sampling techniques.
MOBAC	The Reference Committee will: 1) plan and present one Hands-on Reference workshop for at least 45 reference staff from all member libraries in the region; 2) schedule ten meetings, 3) continue to update reference resources and union lists, including the MOBAC Services Survey; 4) identify and evaluate electronic resources for possible purchase by the system; 5) choose from the list of Infopeople workshops available and MOBAC will sponsor two workshops for reference librarians and staff of member libraries that best fit the training needs of the area. The MOBAC Strategic Plan, 2005-2007, includes the commission of a comprehensive study identifying needs of local residents that will further establish MOBAC priorities.	Written evaluations will be completed by workshop participants. Statistically monitor the use of the regional catalog and of the staff intranet.

<p>MVLS</p>	<p>MVLS has arranged for a contractual agreement with North Bay to provide services to MVLS member libraries. MVLS member staff will participate on the MVLS Reference Committee. The Reference Committee and Administrative Council will recommend and develop training plans that will take advantage of the Internet and available Online databases. The training plan will: 1) decide what topics to cover in a given year and establish a cycle of recurring workshops as needed; 2) continue contracting with outside agencies for training services; 3) evaluate completed workshops in order to refine the training plan; 4) coordinate training with neighboring Systems and with MVLS Committees; 5) explore any advances in technology which might aid in access to 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; and 8) learn more about cataloging Internet sites and Internet-based resources. Whenever possible, take advantage of prepackaged training available through Infopeople, the Gates Library Foundation, or individual trainers.</p>	<p>Provide written evaluation of training events to determine participant satisfaction.</p> <p>Fewer reference questions will be sent to NBC as a result of improved training for both librarians and the public in answering informational questions.</p> <p>Review of reference activities and expenditures has proven that contracted second level Reference Service is satisfactory. The MVLS Administrative Council will continue to support second level Reference Service as performed under contract with NBC.</p>
<p>NORTH BAY</p>	<p>NBCLS staff will: 1) provide access to reference-training workshops or round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the Reference Committee meetings; 2) coordinate workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government, or any other such workshops to be held in the NBC region; 3) provide one-on-one brush-up training for individual member librarians for online databases; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; and 5) produce and distribute a monthly calendar of meetings and training events on the web page. Member librarians are invited to spend a day at the Reference Center, to observe and learn about reference tools available at the host library. Three system-wide committees will meet quarterly, semi-annually, or three times annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>NBCLS news items will be written as time allows and could include information and event calendars of interest to member libraries. The NBCLS Directory of Reference Librarians Union List will be considered for revision as needed. NBCLS staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBCLS Reference Manual; 3) NBCLS Directory of Member Libraries; 4) NBCLS SuperSearch/URSA User's Manual. The products noted above will be made available via website.</p>	<p>NBCLS staff will keep statistics of reference questions and on librarian and patron surveys. Staff will compile workshop evaluations and statistics. Local libraries will track the number of reference questions answered locally and by which means the question was answered.</p>
<p>NORTH STATE</p>	<p>NSCLS will enhance skills and knowledge of reference sources through one general reference workshop for member libraries. NSCLS will continue to encourage member library staff members to enroll and complete a C.O.R.E.</p>	<p>The contracted Reference Center will distribute questionnaires on a periodical basis and will share results with member and affiliate libraries,</p>

<p>NORTH STATE (con't)</p>	<p>Reference Online Course and/or view NSCLS distributed or other training in the form of videos, DVDs, webcasts, or Infopeople classes to improve general reference. NSCLS will continue to support the NSCLS Group Catalogs on CalCat, and will distribute bibliographies and manuals to coordinate and facilitate the improvement of local reference service. Interlibrary Loan workshops for all NSCLS members' ILL personnel will be held to share information and address common issues. NSCLS will continue to participate and contribute to the statewide virtual reference program in 2007/08. NSCLS will evaluate the effectiveness of the service in geographical areas. The System will support the continuing expansion and encourage the use for the NSCLS website; and link the website with North Bay and MVLS websites to provide easy access to System information</p>	<p>Reference/ILL/Underserved Committee, SAB, and Council of Librarians. Written workshop evaluations on content and format will be completed by individual participants. Statistics and transcripts of Virtual Reference use will be reviewed by the System Administrator, the Reference/ILL/Underserved Committee, and member libraries. System member libraries and System Reference Committee will be polled to determine how the website helps to improve reference services.</p>
<p>PLS</p>	<p>PLS has established a contractual arrangement with North Bay to provide assistance for second-level reference questions. System staff will: 1) provide content and maintenance of the SRC website; 2) develop and produce the "Search" newsletter in an electronic mail subscription format; 3) together with library staff will work with OCLC in developing patron fulfillment services through Worldcat; 4) work with the Reference Committee in the development of finding tools, preparation for reference committee meetings, coordination and ordering of new resources, and will be ready to assist any of the projects of the Reference Committee; and 5) continue to be a contact for vendors of information databases, in cooperation with Califa staff.</p> <p>Staff from member libraries will work on the virtual reference by chat service.</p> <p>The Reference Committee will evaluation the databases for possible selection and/or deselection as needed. System member libraries will send a reference staff member, usually the reference supervisor, to each committee meeting.</p>	<p>System staff are provided with feedback on System services at committee meetings. Feedback on question answering, website use, electronic newsletter, training, and other services are provided by library staff as regular agenda topics at committee meetings. Plus, System staff issue surveys and questions for service-specific topics such as newsletters and websites a few times each year. The strategic plan provides for ongoing evaluation of plan activities through the administrative council. Efficacy of the program public relations efforts will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Reference Committee will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
<p>SJVLS</p>	<p>At least 15 local staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. System-</p>	<p>SJVLS will record the number of staff trained in one-on-one and group sessions, the number of uses of the</p>

<p>SJVLS (cont'd)</p>	<p>developed resources on the website, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines will help local libraries answer questions without need to refer questions. The Reference Committee will facilitate at least one training session on a system-purchased database. SJVLS will arrange consultation with subject experts to help evaluate local collections. 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 to facilitate information exchange and cooperative purchasing. Internet access will be made available to all branch libraries. System staff assist members with development and maintenance of their own websites.</p>	<p>locally-produced indexes, and number of use of system-wide databases. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to council.</p>
<p>SANTIAGO</p>	<p>SLS will: 1) contract with MCLS for interlibrary reference; 2) sponsor one continuing educational program with 25 in attendance; MCLS Reference staff will conduct classes on online reference resources and other reference topics; and 3) support staff development by sending member library staff to MCLS, CLSA Systems, CSL, and other library related workshops. The SLS Reference Committee will discuss information on topics of current interest in SLS libraries six times a year; and along with SLS member libraries, the Reference Committee will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible. CLSA funding is expected to suffice to finance all activities proposed in this component.</p>	<p>Santiago Reference Committee and System staff will monitor MCLS performance. MCLS will provide monthly statistical records on the number & subjects of questions asked; and quarterly reports on topics, sites, and attendance at Reference trainings offered under the contract; conduct periodic patron & librarian satisfaction surveys.</p>
<p>SERRA</p>	<p>The Research Center staff will: 1) present orientation tours promoting reference services and explaining procedures; and 2) provide outreach to member libraries to promote system services, train staff, and get feedback from users.</p> <p>System staff will: 1) update and improve the Serra website; 2) provide consultation on local libraries' questions five days per week; 3) work with the Reference Committee on a minimum of two reference related sessions for local library employees; and 4) answer virtual reference questions via AskNow, provide training, and participate in the follow-up questions. Representatives from Califa or AskNow will be available to give updates, as needed, at Reference Committee meetings. Serra's Research Center will distribute information on resources and news via Serra's website. Member libraries will send reference requests and receive answers electronically. The System Reference Committee will be held every other month.</p>	<p>Statistics & comments on activities will be recorded. Evaluation surveys will be used at all workshops.</p>

<p>SILICON VALLEY</p>	<p>The System Reference Center will continue to develop two key resources to assist library staff in enhancing their skills: The SRC website and the electronic newsletter <i>Search</i>.</p> <p>System staff will provide updates to the System Reference Center website and publish the electronic newsletter. System staff, member libraries will carry out activities related to the market research. As part of the implementation of the Strategic Plan, member libraries will have access to market research updating user perceptions on libraries. A newly formed SVLS Public Information Committee will be using the findings from this research to craft future public relations campaigns.</p> <p>Member library staff will continue to participate in the statewide reference by chat service, which will enable their users to link to the service through the system and individual libraries' websites. Staff from the System Reference Center will provide second-level reference service to users of virtual reference by following up to provide answers to unresolved questions.</p> <p>In 2006-07, under the Strategic Plan, all committees underwent a review to evaluate and either re-affirm or revise their mission, goals and objectives, and memberships. One outcome was to reshape the reference committee into the SVLS Adult Services Committee. This committee will continue to evaluate its charge, programs, and activities. The Committee will continue to meet bi-monthly, six times a year, to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.</p>	<p>The System Reference Center website and e-newsletter will be evaluated via a member survey during the year to determine that content, scope, frequency and length adequately support the needs of the majority of members.</p> <p>Efficacy of the program public relations and promotion of library services developed after the market study will be measured through usage statistics, including door counts, program attendance, circulation and other measures.</p> <p>Gather questions sent to the virtual reference service and analyze and monitor responses. Users who complete a reference inquiry at AskNow are forwarded an evaluation, which are closely monitored, and appropriate congratulations or training are offered as a result of the survey results.</p> <p>Work of the Committees will be evaluated based on how well the goals and objectives they set fit in with the overall vision of the system, and how well the committee fulfills them.</p>
<p>SOUTH STATE</p>	<p>SSCLS will: 1) provide service by contracting with MCLS for interlibrary reference; 2) provide staff training through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries; 3) utilize opportunities for joint efforts with other library related organizations; 4) prepare reports on reference service activities for the SSCLS Administrative Council; and 5) purchase or lease reference resources which will enhance member library reference effectiveness. System staff, trained staff in member libraries, and outside professionals will conduct training classes and staff workshop programs.</p>	<p>The MCLS will provide monthly and quarterly statistical records on the questions asked; conduct periodic patron and librarian satisfaction surveys. Workshop participants will be asked to evaluate their training by completing a written evaluation at the end of the workshop. The Steering Committee will evaluate both the service provided by MCLS and the reference resources to be purchased. The MCLS Executive Director will report on Reference Program activities providing updates for future planning to the SSCLS Administrative Council.</p>

Compilation of 2007/08 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BALIS	Speakers of limited English/English as Second Language; Persons with mobility problems (disabled, older adults, etc.).	The BALIS Adult Services and BALIS Electronic Services Committees, with the assistance of system staff, will coordinate promotional activities with vendor PR departments, printers, etc. System staff will work with vendor representatives to set up Spanish-language interfaces as requested. Committee members will evaluate and solicit staff and patron feedback on databases selected for evaluation. System staff will support the process by setting up trials and communicating with vendors of products that could be of potential use to underserved populations. Committees will also monitor the Califa community languages project to identify potential services for specific language or languages as a target "underserved" group in a future fiscal year. An Adult Services Committee member, who is also a member of the Bay Area Disability Services Librarians (BADSL), will be the primary liaison between the two groups. A small subgroup composed of representatives from each will bear the responsibility of developing a plan for marketing services to those who have difficulties with mobility.	Increased usage statistics for Informé and other databases will determine whether or not the publicity effort has been successful. Monitor the use of services offered through library Web pages by tracking of traffic through Web pages and subsequent request for services. The rate of distribution of any printed materials will be monitored, and additional copies will be reproduced when necessary. Committees, task forces and Council will informally evaluate the benefit for coordinated reference project planning & development activities through in-kind time spent in committee meetings & assignments.	Up to \$5,000
BLACK GOLD	Young Adults and Teens	Staff will be educated in various types of gaming and the ways it can be provided to the targeted groups. It will include options for libraries that do not have access to many computers.	Children's Services Committee will review participant evaluations.	\$2,000
49-99	Geographically isolated.	Member library staff will respond to reference questions on behalf of geographically isolated patrons, making use of system-provided databases and other resources. The system will inform member libraries of Internet training opportunities and coordinate local opportunities for staff participation whenever possible.	Develop means of determining usage of remotely accessible resources by geographically isolated library users by system working with database vendor. Participants in training programs will evaluate the sessions to	\$18,625

Exhibit D

<p>MCLS (cont'd)</p>	<p>Young Adults</p>	<p>MCLS will continue to publish updated information for the <i>MCLS Performers' Resource Directory</i>.</p> <p>MCLS Reference Staff will continue to promote use of the Reference Center by Children's Services staff. The <i>MCLS Reference Hotline</i> will periodically feature articles relevant to the needs of Children's Services librarians in the System. Representatives from the Reference Center will address at least one meeting of the MCLS Children's Services Committee to explain the services of the Reference Center, and its benefits to reference staffs in Children's Services.</p> <p>MCLS Reference Center will continue to promote use of the Reference Center by Youth Services staff. <i>The MCLS Reference Hotline</i> will periodically feature articles relevant to the needs of Youth Services Librarians in the System. MCLS will coordinate at least one workshop/information exchange in conjunction with the MCLS Young Adult Services Committee designed to further the professional skills of staff involved in service to young adults</p>	<p>program.</p> <p>Use of MCLS Reference Center by Children's Services staff will be informally evaluated by number of children's/school assignment-related questions submitted to Reference Center.</p> <p>Gather statistics at the local & system levels which measure the number of young adults served & by System-sponsored cooperative efforts & by the number of Youth Services librarians attending programs. Formal evaluations by all participants at Youth Services workshops.</p>	
<p>MOBAC</p>	<p>Geographically Isolated</p>	<p>MOBAC committees will continue development of services via OCLC and CALCAT. The MOBAC Reference Committee will have resource sharing as a regular agenda item at monthly meetings. MOBAC member library staff will continue to train professional and paraprofessional staff in the use of OCLC and CALCAT. By using the new technologies and training library staff, librarians and their colleagues will be better able to assist patrons with information needs.</p>	<p>The MOBAC Reference committee will track training progress at the monthly reference meetings. Patron satisfaction with selected databases will be conducted for the MOBAC Annual Hands-on Workshop and for the Infopeople workshops.</p>	<p>\$1,500 - \$3,000</p>
<p>MVLS</p>	<p>Geographically-isolated; Residents without computer access; and Spanish speaking</p>	<p>Member library reference staff and reference staff and resources of North Bay will provide question answering within the specified objectives.</p> <p>Answers shall be provided for 90% of all reference questions from geographically isolated and Spanish speaking patrons. Answers will be provided in 10 working days for 70% of the questions from underserved patrons.</p>	<p>Use user satisfaction survey to determine the number of questions referred/answered/unanswered and response time. Member library reference staff will keep statistics.</p> <p>Current level of CLSA funding</p>	<p>\$10,000</p>

<p>MVLS (cont'd)</p>		<p>Build on the training provided by the Gates workshops in FY 2006/07 to improve library service to Spanish-speaking patrons. Facilitate subscriptions to Spanish language databases.</p>	<p>is not adequate to meet the current level of service. Local funds have been in the past used to support the program.</p> <p>MVLS will continue second level Reference Service under contract with NBC, as an Administrative Council review has proven it satisfactory.</p>	
<p>NORTH BAY</p>	<p>Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans</p> <p>Children – Home School Kids</p> <p>Disabled</p> <p>Geographically-isolated</p>	<p>NBCLS staff will: 1) continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees; 2) include items of interest on ethnic minorities on the reference and children's Listserv's and the NBC Web page; and 3) 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 other appropriate Spanish language book fairs and venues.</p> <p>NBCLS children's staffs will: 1) continue to explore shared program ideas for summer reading programs or will participate in the statewide program; 2) meet two or three times per year to share ideas on programming, collection development and children's and youth services management; 3) use the NBCLS Web page and children's listserv to discuss resources and share ideas related to serving children; 4) hold workshops or round table discussions as part of the children's services committee meetings.</p> <p>NBCLS libraries will share collection information on resource materials to serve the disabled and their caregivers.</p> <p>Questions received from geographically isolated areas of NBC service area will be answered at the NBCLS Reference Center or other outside sources such as Virtual Reference Centers, 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 the SuperSearch system.</p>	<p>Keep workshop attendance & evaluations; keep statistics for attendance at committee meetings. Keep an account of publications distribution for bibliographies, newsletters, updates, etc. Consult librarians and make adjustments, as needed, for reference questions answered for the geographically isolated.</p>	<p>\$4,000</p>

NORTH STATE	Geographically-isolated	NSCLS will: 1) encourage members to use the current email reflector by the library directors and additional reflectors for library staff; 2) consider the targeted underserved group when selecting at least one of the workshops offered through the Rural Initiative; 3) encourage the use of the blog on the website to foster communication among libraries so they may share about their services and programs; 4) promote the available resources on the NSCLS website (including virtual reference and the databases) and on the Rural Initiative website (including archived webcasts) through ongoing communication to member library staff including discussion in meetings, library visits, and email announcements; and 5) use conference calls and /or videoconferences for at least one committee meeting and one council meeting.	The Reference/ILL/Underserved Committee will survey staff to assess staff learning & awareness. Statistics on numbers of member libraries' staff being trained will be kept. Results of the staff survey will be shared with the members & the affiliate libraries, the Advisory Board, and the Council of Librarians. Monitor use of the Rural Libraries Website for use of database, Infopeople class materials, and archived webcasts.	\$1,000
PLS	Speakers of limited English or English as a Ssecond language	<p>The PLS Reference Committee provides oversight to the WebOPAC, including the language interfaces and the ability to apply language limits to catalog searches.</p> <p>The PLS/SVLS Multicultural Committee will continue to publicize the use of the multilingual brochures, "Public Libraries Are For You," in Chinese, English, Farsi, Japanese, Korean, Russian, Spanish, Tagalog and Vietnamese, and will have it posted on the PLS Web site.</p> <p>The Multicultural Committee will be responsible for the selection of the collections of non-English language material. PLS member libraries will sponsor one library staff member to attend the International Book Fair in Guadalajara</p> <p>"How To Reach The Lawmakers" a locally produced list of key government officials will be updated to reflect current appointments & a translation into Spanish will be updated. Copies of the brochure will be available through member libraries and also posted on PLS Web site.</p>	Monitor statistics on usage of the catalog's interface in Spanish, Chinese, and Tagalog (when available). The vendor will provide statistics on usage of the Spanish interface for the periodicals databases. Monitor use of links provided on the system Web pages via statistical reports. Review circulation statistics for the Spanish language collections to determine whether the purchases were successful. Monitor the rate of distribution of the "How To Reach The Lawmakers" brochure.	\$1,000
SJVLS	Geographically-isolated -- including citizens who fall into more than 1	Questions referred from geographically isolated areas will be answered at the same level of service as those in urban areas. The geographically isolated will have access to system staff, the collections	Patron evaluation forms will be sent with each question answered asking if patron's	\$57,046

<p>SJVLS (cont'd)</p>	<p>category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate</p>	<p>of the Fresno metropolitan area & other large collections in the county. The needs of non-English speaking will be met by using foreign language materials in special collections in Fresno, other system libraries, other state collections & the State Library. The System subscription to EBSCO Masterfile premier provides search interface in 12 languages.</p>	<p>needs were met. Maintain statistical records of time spent on questions. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to the Administrative Council.</p>	
<p>SANTIAGO</p>	<p>Limited & non-English speaking Children & Youth</p>	<p>SLS reference services will provide materials to questions in appropriate languages & reading levels through a reference contract with MCLS. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>The Children's Services Committee will: 1) conduct one staff training workshop on services to children, 2) meet at least 6 times to discuss services to children and share ideas; and 3) participate in a Children's Reading Program to provide consistent, systemwide encouragement of reading-related activities. The support of local vendors or other public/private partnerships will be utilized in developing the program, and 4) partner with a local vendor on implementing a winter reading program.</p> <p>The Young Adult Committee will: 1) meet at least six times to discuss services to young adults and share ideas; 2) participate in a Young Adult Summer Reading Program to provide consistent, system-wide encouragement of reading-related activities; 3) utilize the support of local vendors of other public/private partnerships in developing the program; and 4) may conduct a staff training workshop focusing on some aspect of services to young adults, conduct a survey of YA related programming/activities or create a project that would support/facilitate working with the YA population within the system.</p>	<p>Via contract with MCLS, provide statistical information on non-English language requests. Provide workshop participants evaluation forms. System staff will prepare a written summary report on the workshop. Attendee evaluation forms will be completed at the "Performers Showcase." Children's Services Committee will review a written summary report of the "Performers Showcase" workshop, and report results to the Administrative Council. Attendees at the YA Committee workshop will complete a standard evaluation form. The YA Committee will review a summary report. A transcript of the YA Committee meetings will be compiled and filed. Verbal comments from children & parents about the Children's Reading Program will be noted in the minutes of the Children's Services Committee meetings. Responses of young adults about the Summer Reading Program will be reported to the YA</p>	<p>\$19,022</p>

SANTIAGO (cont'd)			Committee and recorded in the minutes.	
SERRA	Geographically-isolated in rural areas, in and near the Imperial Valley	Serra staff will work with the Serra Reference Committee, the Desert Valley Library/Media Association & Imperial County/rural San Diego libraries to develop, present & promote services. Serra will use local funds to provide centralized ILL service.	Keep statistics on reference referrals and interlibrary loan requests from rural libraries, & on attendance at training sessions and other programs. Compile evaluations from participants at Serra sponsored activities.	\$20,000
SILICON VALLEY	"Emerging Majority" Ethnic Groups Disabled	The Multicultural Services Committee will initiate the evaluation of the non-English system brochures. The brochure, "How To Reach The Lawmakers," will be translated into Spanish by Spanish-Speaking staff of member libraries, and copies distributed by SVLS administration to the libraries. System staff will post updates to the SVLS web page. System staff produces the staff directory, which includes the listing of staff skills in languages other than English. Adult Services Committee staff will take the lead in developing promotional material to be used. System staff will assist in coordinating with vendor PR departments, printers, etc. "Location Ids" will be set up by the vendor, Thomson/Gale in order to implement the Spanish-language interface for periodical searching. System reference staff will provide support as needed. Adult Services Committee representatives will work with system reference staff to identify potential databases for evaluation that would be of benefit to this group. System staff will work with Califa, the statewide library services bureau, to coordinate trials and quotes. The Multicultural Committee will designate the member library staff who will attend the International Book Fair and select material for participating member libraries. Spanish-speaking librarians throughout the state will provide the Spanish-language assistance through the statewide virtual reference service, AskNow.	Provide usage statistics for Informé and other databases. Monitor usage of services offered through library Web pages by tracking the traffic through web pages and subsequent request for services. Monitor the rate of distribution of any printed materials, and reproduce when necessary. Informally evaluate the benefit of the activities association with coordinated reference projects, planning and development, the committees, task forces, and Council in consideration of in-kind time spent in committee meetings and assignments. Send a User Satisfaction Survey to the users of the Spanish-language interface of the virtual reference service.	\$1,500
SOUTH STATE	All underserved groups	The MCLS Executive Director, the Steering Committee, Reference librarians, and other appropriate staff members will work together to plan workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) on youth services.	Use written evaluations by workshop attendees.	\$6,800

Compilation of 2007/08 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BALIS	The System Reference Center (SRC) will lower costs by contracting with North Bay for question answering. System staff and the contract with North Bay are both funded under the CLSA Reference component. The operation of the SRC with PLS/SVLS has increased the ability of all 3 systems to provide the best possible service to all patrons within the system service areas. North Bay will use a variety of local libraries, including the collections of San Francisco Public Library, to answer questions.	Monitor the fulfillment of stated goals and objectives in the BALIS Strategic Plan 2004-7, as well as feedback from member library line staff, reference committees, and administrative councils.
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2 nd Level Reference which has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked at the local level. Staff at North Bay completes the answer and returns it to the patron via the local library. Research sources include information files, collection of the host public library, FirstSearch and online databases, computer databases and Internet access, experts in the field, and collections of area libraries.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. The Administrative Council reviews the reference service provided by Black Gold. Monthly reports and an annual compilation of statistics are analyzed.
49-99	The 49-99 interlibrary reference service is in a state of transition. It is hoped that a member library will continue to facilitate access to the resources and services of LAPL First Source and to the extensive 49-99 music resources currently housed at the SJVLS Reference Center in Fresno. Member library staff will also encourage patron use of the AskNow/QuestionPoint reference service. Some member libraries will also contribute staffing to the AskNow reference service.	Monitor patron usage of resources through SJVLS and LAPL First Source. AskNow statistics can be accessed to determine usage of that service. If resources allow, survey a sample of patrons on how well information met their needs. Maintain other data as appropriate.
INLAND	System staff will provide 2 nd level reference service to System member libraries and to SIRCULS libraries. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Use online resources & direct telephone contact. The Reference Center will be available through direct telephone contact, electronic mail and via a form on the Inland Library System Web site www.inlandlib.org . Refer questions to outside agencies when appropriate. An office is maintained at UCR to facilitate use of the UCR collections.	Use library staff & patrons evaluations on a sampling basis.
MCLS	Unanswered questions at the local library level may be referred via telephone, fax, e-mail, Web form on the MCLS Web page, or MCLS delivery to the Reference Center, located at LAPL Central. Staff regularly access materials at UCLA, thus giving access to their 18 libraries & vast resources. Reference staff will continue to utilize certain special collections of member libraries such as the Glendale-Brand & Long Beach Public Libraries. Special libraries & outside sources are also regularly consulted. Through the AskNow reference project, member libraries have access to	System Reference Librarians routinely call local librarians to follow up on particular reference questions to verify satisfaction & completeness of answer. The MCLS Reference/Adult Services Committee will monitor the performance of the Reference Center.

MCLS (cont'd)	art librarians at the Smithsonian Museum of American Art, education experts at the AskERIC clearinghouse located in Syracuse, NY, and the public law libraries of California. The Reference Center provides access to over 300 online databases through DIALOG, OCLC, MELVYL, the LAPL databases, and the Internet.	
MOBAC	The System Reference Center (SRC) will lower costs by contracting with North Bay for question answering. System staff and the contract with North Bay are both funded under the CLSA Reference component. The operation of the SRC with PLS/SVLS/BALIS has increased the ability of all 4 systems to provide the best possible service to all patrons within the system service area.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the MOBAC Strategic Plan 2004-7 business plan, as well as feedback from member library line staff, reference committees, and administrative councils.
MVLS	Member library reference staff and North Bay, by contract for 2 nd level reference, will provide question answering within the specified objections.	User satisfaction rate will be determined by surveying the number of questions referred/answered/unanswered, and the response time.
NORTH BAY	<p>System staff 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 with North Bay and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within North Bay and outside. Subject experts both within and outside North Bay will be consulted via phone, fax, email and specialist listservs.</p> <p>North Bay will share collection development information through discussion at Reference Committee meetings.</p> <p>North Bay will expand access to resources by participating in a Virtual Reference Center that includes the staffs, collections and other resources of other cooperative reference centers. This will provide a more complete and timely reference service.</p>	Compile and analyze statistics on the number of questions referred, answered, not answered, response time & turnaround time, & the type of questions received, answered with local resources, & answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.
NORTH STATE	NSCLS will contract with North Bay Cooperative Library System for question handling for FY 2007/08. North Bay will: 1) use the resources in the Bay Area and Sacramento public and academic libraries to answer questions from North State members; 2) utilize the services of several subject area specialist librarians as stringers for question handlers; 3) enhance interlibrary reference service by using OCLC's FirstSearch service and LAPL's First Source collection to search a variety of databases; and 4) after exhausting local & systemwide resources, refer questions to CLSA System Reference Centers, U.C. Cooperative Extension, Sutro Library, California State Library, & other resource centers.	North State will monitor the contract with North Bay & reference program expenditures to determine fulfillment of goals & objectives for answer ratio, cost per answer, etc.; monitor quarterly reference reports at the North Bay Reference Center and member libraries will monitor their logs to determine answer ratio, turnaround time for answers, & general performance of the reference program. Monitor user satisfaction by using periodic user satisfaction forms. Share results of monitoring the contract,

NORTH STATE (cont'd)		logs, fax costs, & user survey results with the member & affiliate libraries, Reference/ILL/Underserved Committee, System Advisory Board, Council of Librarians, & State Library.
PLS	System staff and the contract with North Bay are both funded under the CLSA Reference Component. North Bay, for those questions contracted to its services, uses a variety of local libraries, including the collections of San Francisco Public Library, to answer questions. System staff will coordinate efforts as necessary with the reference staff of local member libraries to insure the highest possible fulfillment in the shortest amount of time and in the most cost-efficient manner. The operation of the Reference Center together with Silicon Valley and BALIS has increased the ability of all three systems to provide the best possible service to all users within the system service areas.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the PLS Strategic Plan 2004-7, as well as feedback from member library line staff, reference committees, and administrative councils.
SIVLS	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. Encourage orientation visits for the staff of member libraries.	Use patron satisfaction forms based on the Statewide Reference Performance Measures Project & provide detailed statistical analyses of data gathered. The SAB will comment on the importance and benefit of the service to the community. The System Reference Committee will monitor the service and benefits and advise and make recommendations to council.
SANTIAGO	SLS will contract with MCLS for Reference service. Contract terms & monitoring provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment is provided by System staff and the SLS Reference Committee.	Selected SLS patrons and librarians will be provided a questionnaire from MCLS's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided. MCLS will review completed questionnaires before forwarding to SLS for Reference Committee review.
SERRA	Serra Research Center staff use the library resources at San Diego Public Library, University of California San Diego, & San Diego State University. Refer questions to the State Library and other CLSA systems as necessary. Research Center staff will use the expanded services available such as online databases, indexes, and document delivery from the First Source Project for statewide reference centers at LAPL. The Research Center subscribes to the OCLC online databases and also searches extensively on the Internet.	Use statistical reports and patron satisfaction questionnaire.
SILICON VALLEY	System staff and contract with NBCLS are both funded under the CLSA Reference Component. System staff will coordinate efforts as necessary with the reference staff of local member libraries to insure the highest possible fulfillment in the shortest	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the SVLS Strategic Plan, as well as feedback from

SILICON VALLEY (cont'd)	amount of time and in the most cost-efficient manner. The operation of the Reference Center together with Silicon Valley Library System and PLS has increased the ability of all three systems to provide the best possible service to all patrons within the system service areas.	member library line staff, reference committees, and administrative councils.
SOUTH STATE	SSCLS will contract with MCLS for interlibrary reference service. MCLS will use telecommunications, electronic databases, the Internet, and the collections of the multitype libraries in the region to provide the service. Contract terms and monitoring will provide monthly and quarterly statistical reports as well as other evaluative measures of the provider's effectiveness. Ongoing assessment will be provided by the SSCLS Steering Committee.	The MCLS Reference Center will provide monthly statistical records on the questions asked and conduct periodic patron and librarian satisfaction surveys.

**2007/08 Workload Estimates
By Program**

System	Reference			Communications & Delivery		System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BALIS	335	12	275	3,050	38,280	6	4	2	750
BLACK GOLD	75	6	125	526,822	960,804	5	1	12	1,600
49-99	100	3	30	20,900	418,500	2	2	2	400
INLAND	1,430	3	180	28,585	162,494	4	1	0	200
MCLS	1,748	40	800	521,083	67,001	21	2	20	3,000
MOBAC	90	3	150	2,150	117,300	4	1	1	200
MVLS	220	6	200	24,300	270,000	14	1	1	1,000
NORTH BAY	640	3	110	46,900	4,134,000	5	1	1	600
NORTH STATE	220	3	60	18,395	487,069	12	4	15	5,650
PLS	205	12	250	284,400	1,478,500	8	4	2	500
SJVLS	255	1	30	511,200	555,009	9	3	3	2,385
SANTIAGO	150	3	60	121,457	13,000	6	1	4	200
SERRA	1,000	8	100	24,950	132,456	8	6	6	2,500
SVLS	410	12	275	7,700	29,730	5	4	2	750
SOUTH STATE	200	20	200	5,010	1,410	4	2	3	500
TOTAL	7,078	135	2,845	2,146,902	8,865,553	113	37	74	20,235

* - Inland struggles to find members to fill vacant positions

NA - Not Available

Doc. 11170

SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM	Actual Reference Questions										Estimated Reference Questions	
	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
BALIS	918	1,450	813	551	499	450	569	360	341	259	341	335
BLACK GOLD	941	1,050	632	599	490	269	295	246	188	109	150	75
49-99	813	900	605	531	418	410	412	407	332	48	120	100
INLAND	1,484	1,610	1,229	1,476	1,759	2,354	1,800	1,761	1,616	1,174	1,430	1,430
MCLS	5,372	6,925	4,152	3,226	2,947	3,169	2,867	2,656	2,330	2,162	2,181	1,748
MOBAC	660	666	318	58	106	97	141	49	59	74	85	90
MVLS	621	900	425	409	430	440	283	290	301	311	315	220
NORTH BAY	1,737	1,787	1,024	1,015	849	931	881	941	1,014	687	825	640
NORTH STATE	1,205	1,296	854	714	639	372	432	430	405	329	460	220
PLS	619	864	331	369	338	326	353	226	242	150	275	205
SJVLS	2,187	3,065	1,290	1,245	1,213	603	703	410	286	254	450	255
SANTIAGO	558	477	503	397	371	295	248	253	95	105	120	150
SERRA	1,297	1,400	1,282	1,248	1,020	908	1,203	1,043	993	969	900	1000
SVLS	537	1,075	365	235	306	295	535	1,446	1,137	626	348	410
SOUTH STATE	203	512	133	143	157	157	133	135	103	103	140	200
TOTAL	19,152	23,977	13,956	12,216	11,542	11,076	10,855	10,653	9,442	7,360	8,140	7,078

*10 year history

Doc. 11172

SYSTEM DEMOGRAPHICS

Statistics taken from 2007/08 System Plans of Service and are Derived from a Combination of Federal, State, County, and Municipal Sources.

	BALIS	BLACK GOLD	49-99	INLAND	MCLS	MOBAC	MVLS	NO. BAY	NO. STATE	PLS	SJVLS	SANTI-AGO	SERRA	SILICON VALLEY	SO. STATE	Total Population All Systems	
Total Population	3,148	1,311	1,571	4,039	6,533	718	2,331	1,411	765	689	2,403	2,945	3,233	1,670	4,066	36,833	
Underserved Population																	
Children & Youth																	
Under 5	4%	6%	8%	5%	7%	8%	7%	6%	5%	7%	9%	8%	7%	8%	8%	2,604	6%
5 to 9	6%	7%	9%	7%	8%	6%	7%	6%	6%	7%	9%	7%	8%	7%	9%	2,738	7%
10 to 14	6%	8%	9%	8%	7%	7%	8%	7%	7%	6%	10%	8%	7%	7%	8%	2,782	7%
15 to 19	6%	8%	8%	8%	7%	7%	7%	7%	8%	6%	9%	7%	7%	6%	8%	2,617	7%
Aged 65+	11%	13%	11%	12%	10%	9%	11%	12%	14%	12%	10%	10%	11%	10%	9%	3,694	11%
Ethnicity																	
lack	10%	2%	4%	7%	9%	2%	8%	6%	2%	3%	5%	2%	5%	3%	10%	2,377	5%
Hispanic	54%	30%	30%	43%	41%	47%	18%	20%	11%	23%	9%	32%	30%	26%	49%	13,571	33%
Asian	23%	5%	7%	5%	12%	7%	11%	8%	3%	25%	5%	16%	9%	32%	11%	4,345	12%
Native American	0.3%	0.3%	1%	1%	1%	0.5%	1%	2%	4%	0.2%	1%	1%	1%	1%	1%	318	1%
Other *	14%	15%	NA	0%	0.2%	9%	0.1%	1%	0.1%	12%	2%	19%	1%	3%	0.3%	1,504	4%
Limited English Speaking	36%	5%	20%	14%	10%	35%	16%	9%	4%	42%	13%	2%	35%	45%	9%	5,188	17%
Non-English Speaking	2%	3%	8%	7%	5%	18%	4%	1%	0.5%	2%	5%	3%	2%	20%	5%	2,268	5%
Functionally Illiterate	23%	7%	25%	22%	10%	24%	18%	3%	2%	5%	20%	6%	19%	19%	10%	4,860	13%
Institutionalized	0.5%	3%	1%	2%	1%	2%	2%	2%	2%	1%	3%	1%	1%	0.3%	1%	429	1%
Shut-in	0.3%	2%	5%	0.2%	9%	0.1%	10%	NA	NA	0.6%	7%	6%	6%	0.2%	8%	1,571	3%
Handicapped	24%	13%	20%	14%	10%	16%	19%	16%	19%	10%	19%	7%	16%	15%	14%	5,103	14%
Economically Disadvantaged	10%	12%	17%	15%	18%	13%	12%	9%	18%	5%	21%	9%	11%	8%	16%	5,046	12%
Geographically Isolated	NA	6%	33%	25%	0%	1%	16%	28%	64%	NA	43%	NA	4%	NA	0%	3,874	15%

All #'s in thousands

* Multi-race, Native Hawaiian, Pacific Islander

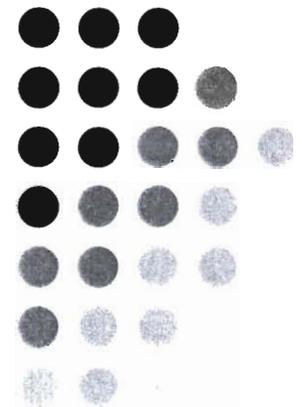
NA - Data Not Available

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

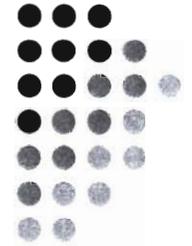
Doc #11183

California Statewide Reference: a Proposed Design

“Bring to bear the willingness, capacity, and ability to continue to morph into ever-relevant, evidenced-based new iterations of service.”

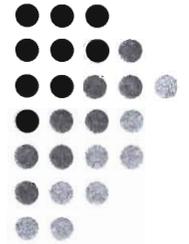


Proposed Design: A Pathway...



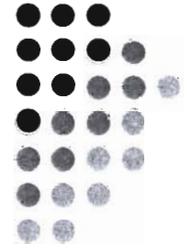
- Out of the “box” you are in...
- into a model that improves service now and repositions CA for future reference
- toward an evidence-based package of services that serve Californians well into the future

The Box



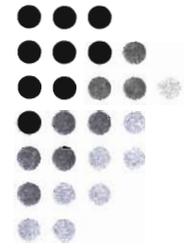
- Declining volume of CLSA reference questions
- Perception that “reference is dead”
- What to do about CLSA reference centers and staffing
- AskNow service issues: staffing, quality assurance, questions of a local nature, technical problems, public appeal, cost benefit
- Database cost vs. use
- Leadership void re: web-based service development

Proposed Model



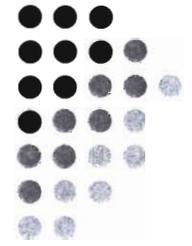
- Improves what exists
- Establishes a platform for fashioning successive model iterations
- Repositions CA for dynamic model in contrast to a static model
- Delivers service as well as planning and leadership
 - Data collection, analysis, benchmarking, needs assessment
 - Market research, applied research that would establish what would actually fill a niche
 - Customer-driven
- Finds that intersection of what you do really well and what the public wants
- takes better advantage of the opportunities that are presented now and into the future

Evidenced-based Package Of Services

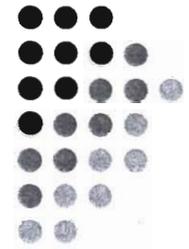


- Conduct ongoing market research
- Clearly define the niche
- Make data-driven choices
- Properly package those services that are viable
- Emphasize customer-centered results
- Create tools that help the consumer be independent
- Consistently deliver professional work
- Make the information usable: customized, personalized, collaborative, with a feedback loop
- Include focus on high profile targets: e.g., child development, gang prevention, health & wellness

Model Components



- A single virtual Portal for CA public and CA librarian question “sessions”
- A single CLSA reference service plan
- A manager/administrator for the cadre of services (sessions, document delivery, product development)
- A client team to steer the development agenda



PROPOSED MODEL ESSENTIALS

● Leadership

- Planning: data, assessment, benchmarking, Market research
- Coordination, integration, evaluation, reintegration
- Drive agenda for development; Development/Funding partnerships

● Management

- The transition has to be managed
- Quality Assurance, Customer Care
- Marketing, publicity

● R/D, innovation, experimentation, incubation

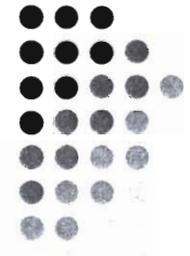
- Web-2.0 and beyond
- Project-centered
- Bring best practices and research to bear
- Local, national, international collaboration

● “Reference” Services

- Customer sessions: question defining, coaching, guidance, answers, follow-up, follow-through
- Good customer service, accuracy, timeliness, cost-effectiveness
- Database support: databases and database help for customers, document delivery

● Training

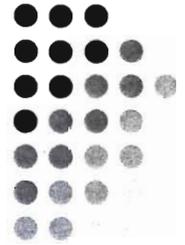
- Transcript analysis and feedback, accountability
- By InfoPeople according to specific desired results



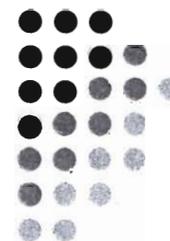
Statewide Reference Service

- Provide a Single Portal for CA Public and Librarian “sessions”
 - Service icon on CA libraries and State Library websites, etc.
 - Intake method = email, chat, IM, telephone, fax, other
 - Continue with OCLC QuestionPoint software for now
 - track developments, i.e., other vendors, products, experimentation with open source option
 - Refer questions needing more research to complex folder for 24 hour turn-around or according to client timeline
 - Coordinate protocol for questions requiring the collections of LAPL, San Diego, Fresno, San Francisco, etc.
 - Use “any and all means” to meet desired results
- Desired results
 - Good customer service, accuracy, timeliness, customer care
 - The customer wants an answer not a lecture
 - Not making the customer feel inadequate
- Use various staffing options to achieve the desired results
 - Staff with CLSA Reference Personnel, virtually
 - Supplement with contract personnel, CA Libraries, commercial services, etc.
 - Use successful CLSA Reference practices: e.g., host relationships, subject and location stringers
 - Train and select personnel for the desired results
 - Customer service skills, age-related skills, efficiency skills, content skills, referral skills
- Use Selected databases (e.g. LAPL, other non duplicative)
 - Provide document delivery
 - Possibility of public databases with federated searching

HOW IT WOULD WORK AT THE START

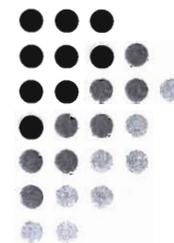


- Public accesses *Service* by telephone, fax, email, chat, instant messaging, etc.
- CA Librarians' access is through the web Portal
- "Sessions" include clarifying, consulting, coaching, guiding, answering, referring, follow-up, follow-through
- Sessions with clients through the Portal are managed virtually with *QuestionPoint* software
- Staff resourcefully improvises
 - "Toolkit" includes option to use online services
 - Exercises professional judgment within an established framework
 - Established framework is under continuous improvement
- Complex questions handled by Service Follow-Up Team
 - Handled side-by-side with other questions
 - Uses resources of the LAPL, other libraries, stringers, commercial services
- Service staff have access to First Source databases
 - Provide document delivery to client



DEVELOPMENT AGENDA

- Better understanding/incorporation of user needs, preferences, and behaviors
- Quality improvement across-the-board
 - Evaluation, i.e., data, metrics, value sets for decision-making
 - Effective communication and relationship-building
 - Marketing and public relations
- Development in a Web 2.0 and Beyond environment:
 - Interactivity, social networking
 - Diverse learning styles
- Service development priorities, e.g.,
 - English language learners, print-impaired, other
 - Informed by customer input, market research



ORGANIZATIONAL STRUCTURE

- Project Manager or leader team
 - Change management
 - Planning/evaluation/research
 - Advocacy, development/funding partnerships
- Client Team
 - State Library, CLSA System representatives
- State Library contracts w/provider(s) to Manage Service

BACKGROUND SUMMARY:
PROPOSED CALIFORNIA STATEWIDE REFERENCE DESIGN

Prepared for the California State Librarian

By

Ruth Metz

Ruth Metz Associates

Portland, Oregon

June 14, 2007

PROJECT BACKGROUND SUMMARY:
PROPOSED CALIFORNIA STATEWIDE REFERENCE DESIGN

This “Project Background Summary” is a companion to the several documents that have been created as this project has unfolded. They include the following:

June 7, 2007 Narrative description of the proposed design, entitled “California Statewide Reference: Proposed Design Description” on the California State Library website:
<http://www.library.ca.gov/assets/acrobat/RefDesign.pdf>

April 18, 2007 Slide presentation, entitled “California Statewide Reference: A Design Proposal” delivered at the Library of California (LOC) Board meeting, April 18, 2007. A slightly revised and updated version is on the State Library website:
<http://www.library.ca.gov/assets/acrobat/CARefDesign.pdf>

The minutes of the Library of California Board meeting are slated to be approved at the next Board meeting and will be available on the California State Library’s website:
<http://www.library.ca.gov/loc/board/minutes/minutes.cfm>

October 2006 “Developing a New Reference Model: Scope of Work” on the State Library’s website:
<http://www.library.ca.gov/assets/acrobat/NewRefModel.pdf>

September 14, 2006 Presentation to the LOC Board: project purpose, scope of work, methodology. The minutes of the meeting are on the State Library’s website:
<http://www.library.ca.gov/loc/board/minutes/minutes.cfm>

Project Purpose and Scope

In the fall of 2006, State Librarian Susan Hildreth hired Ruth Metz Associates, Portland, Oregon, to develop a new design for statewide reference in California. The project specifications called for the consultant to take a direct and pragmatic approach to designing the new reference model. They further stipulated that the new model should include the following components, building wherever possible on the strengths of the current reference structures in California.

- A “next level of reference” for referring and answering questions that cannot be handled at the local public library. Presently, questions are referred from a local public library system to its regional reference center. The California Services Act (CLSA) enables state funding for reference services. In FY 2006/07, state

funding totaled \$1.3 million and local libraries contributed another \$300,000 for a total of \$1.6 million.

- Virtual reference, 24 hours a day, 7 days a week (24/7). AskNow is currently California's 24/7 service. This is available directly to the public as a link on the web pages of CA public libraries. The California State Library supports this service on behalf of California libraries with \$200,000 in federal Library Services and Construction Act (LSTA) funding.
- Selected specialized databases to support the question-answering function. The regional CLSA reference centers and AskNow librarians use the Los Angeles Public Library's *First Source* databases. The California State Library uses LSTA funding to provide this service: \$313,500 in FY 2006/07.

Project Timeline

The project timeline spanned August 2006 to June 2007. The consultant's work plan included four phases: start-up/preparation, fact-finding, design, and ramp-up to implementation. The project is currently in phase 4.

Project Methodology

The consultant studied documents and conducted field visits and interviews related to second level reference, virtual reference, and databases. She also interviewed various key informants regarding reference state of the art, best practices, and futures thinking.

Major Findings

- The three elements of the current "model", reference referral, virtual reference, and database support, are not working as effectively as anyone wants.
- People in the field understand that the current elements are not functioning well for Californians and they are expecting a change. They are open to a change that offers the promise of improved service and of helping libraries into the future generations of reference and Web services.
- Some say there needs to be a "next level" of reference service, even now as reference is changing. CLSA system key informants tend to believe that local libraries need their services because local staff is ill-equipped to go it alone. Some stakeholders, particularly in better funded libraries, believe that *traditional* reference is 'dead' and that 2nd level reference is not the best expenditure of CLSA reference funds.

- Many stakeholders are of the opinion that it is time to replace next level reference with funding subsidies and/or State Library leadership to enable Library 2.0 and beyond development.
- There's universal ambivalence about the viability of virtual reference, the nature of questions, and the technical problems that make virtual reference difficult to use. Many are dissatisfied with AskNow because of its software and online technical difficulties. AskNow depends on hours contributed by local libraries. There is no service oversight or coordination. A high percentage of questions are of a "call desk" nature. For example, they are location-specific or account-related. They generally have to be referred to the local library.
- Key informants believe that while virtual reference today is far from perfect, web-based services are inevitable, public libraries need to be in the game, and the State Library needs to lead the way.
- A significant amount of money is going into acquiring databases around California at the local, regional, and state levels. Libraries report that the use of databases is discouraging. The data shows scant use of First Source by CLSA systems and AskNow.
- There's no "leaderly" oversight of any of these elements at this crucial time of changing technology and next generation Web service evolution.

Major Conclusions

- Despite any current inadequacies, all three elements should be a part of *the next* statewide model.
- Any successful model is dependent on effective leadership for oversight, coordination, integration, analysis, and development.
- The organizational structure must enable the model to change quickly as needed, adapt to the changing technology, expand and contract, add and take away.
- A better model is possible within the structure of CLSA.
- CLSA funds may be repurposed to do this along with other funds. LSTA funding could supplement the developmental facet of the model along with grants and public/private funding partnerships.

Ramp-Up to Implementation

This project is now in its 4th phase: ramp-up to implementation. "Implementation Ramp-up" includes inviting CLSA stakeholder comments, establishing a client team of State

Library and CLSA representatives, and hiring a project manager. Subsequently, the project manager and client team will develop a project implementation plan and timetable. Figure 1 below summarizes the ramp-up activities leading up to the selection of a project manager.

Ramp-Up to Implementation

Consultant prepares narrative description of the proposed design	State Library posts design narrative and related documents invites comments from public library community, especially suggestions, considerations for implementation maintains a Q&A supplementary to the design narrative Features the project in the State Librarian's quarterly web cast Monitors the library community channels and responds as needed
Consultant proposes project manager specifications and management budget including suggested funding sources	State Library hones proposed specifications Begins market search for interested, qualified candidates Convenes a client team of State Library and CLSA representatives Interviews candidates Selects project manager Develops project implementation plan and timeline with client team and project manager
Project manager plans and facilitates regional meetings for implementation kick-off	

This important and significant project in California has the potential to set the gold standard for library reference services. The willingness of California to lead the way in dealing with this universal challenge will have a lasting impact on California and on library development in general.

CALIFORNIA STATEWIDE REFERENCE: PROPOSED DESIGN DESCRIPTION

Introduction

This document is a narrative description of a proposed model for statewide reference service in California. Additional background papers and slide presentations leading up to this point can be found on the California State Library's web page at <http://www.library.ca.gov/html/lrs.cfm>.

Currently, the reference structure supported by the state includes the CLSA regional reference programs, the AskNow virtual service, and database subsidies. The proposed model will facilitate future data-driven customer services. This model changes the structure for service as well as the process for determining services.

Background

In August 2006 the California State Librarian hired Ruth Metz Associates, Portland, OR to design a statewide reference model. The prescribed specifications of the model were:

- Efficient and cost effective
- Statewide in scope
- Serves California residents
- As flexible as possible, to lend itself to the dynamic technology and the public's response to it
- Something the public sees as an extension of their local public library
- Suited to the information consumer of today and tomorrow
- Available through a variety of media (e.g. instant messaging, e-mail, telephone, etc.)
- Includes a strong document delivery component
- Provides a sustainable system of information delivery
- Employs access and referral protocols that will work in today's and tomorrow's world

Additionally, the model should:

- Include the following components:
 - Next-level reference service for local public libraries
 - Virtual reference
 - Database support
- If possible, build on the best elements of the current structure for question handling and improve upon it
- If possible, work within the existing CLSA legislation

- Be financially sustainable.

The proposed model has the potential to meet all of the stated specifications, position California to create a premiere service for its residents, and advance 21st century state-of-the-art reference services. It refocuses current resources toward the desired results. It provides the impetus for a much desired transformation that under effective leadership, the California Library community can get behind.

Description of the Model

The proposed model provides a single point of entry for CLSA 2nd level questions and the AskNow general public reference service. This single virtual reference portal receives questions from the general public and librarians. Document delivery and databases support the service. Questions are handled by CLSA reference personnel, supplemented as need with contract personnel and services. Other data-driven services are developed. A project manager implements operations, manages the transition, leads the research and development agenda, and develops the model to its next form.

Single Portal

Initially, the main service of the proposed model is a single virtual portal for the California public and for California librarians' questions. Questions that now are handled by California's virtual service, AskNow, will be handled through this portal. Likewise, questions that are now referred from local public libraries to CLSA reference centers will also be handled through this portal.

These questions will be handled in "sessions" by the CLSA reference centers' staff, virtually. That is, they will be handling client questions and conducting client sessions from their present locations. The current practice of using "stringers" to search certain libraries or to provide subject expertise continues to be an option. Additional staffing hours can be added as volume may demand. The idea is to increase the demand, if possible, through consistently good service and effective marketing and publicity.

The public and librarians will be able to submit questions by a variety of means: telephone, email, text messaging, instant messaging, and so forth. OCLC's QuestionPoint software is the product in current use for logging and tracking the AskNow questions. At least initially, the portal will use the same software for tracking all questions and sessions. Transcripts of the sessions will be produced for quality verification.

The Project Manager and CLSA systems will work together to make the portal operational by early 2008. This will include making a plan for the use of reference staff, creating protocols for triaging questions, establishing performance standards for handling sessions, and structuring data and quality systems for the service.

Single CLSA Reference Plan of Service

The Project Manager will work with CLSA system administrative councils and staff to transition from individual system reference service plans to a single reference plan of service for Californians. The single plan of service and budget for 2008/2009 should be ready for submission to the California State Library by Spring 2008.

Understandably, the first six months of the 2007/08 fiscal year will be a challenging transition period. During this time, system reference centers will be participating in the set up of a single portal and preparing to staff it beginning in early 2008. They will be transitioning from business as usual to the new model. Invariably, there will be functions they perform in their systems that compete for their time. Likewise, the reference allocations will have been planned already for the fiscal year. The allocation patterns may be well established.

The Project Manager will assist the CLSA system coordinators in identifying and cataloging these activities, functions, and allocations for review by CLSA system administrative councils and State Library staff in early 2008. The State Library will provide allocation parameters to the Project Manager for preparation of the 2008/2009 reference plan of service.

Management

The transitional model operates under a Project Manager advised by a leadership advisory team. The Project Manager implements the operations, manages the transition, and oversees the research and development aspect of the project.

Leadership

The project leadership advisory team includes State Library and CLSA system representatives and a few expert advisers: academic research, market research, public relations, and funding partnerships. The leadership team advises the Project Manager on:

- research and development agenda
- public relations
- advocacy and funding partnerships
- integration of product and service innovations and improvements based on data
- analysis of product and service effectiveness

The leadership advisory team may change according to the needs of the project.

Desired Results

The desired results of this model are four:

- Better understanding/incorporation of user needs, preferences, and behaviors into the service plan and budget.

- Quality improvement of all facets of the reference service, especially:
 - Evaluation, i.e., data, metrics, value for decision-making
 - Effective communication and relationship-building
 - Marketing and public relations
- Development in a Web 2.0-and-beyond environment
- Service development for Californians informed by market research, including focus on high profile targets; for example, English language learners, print-impaired, child development, gang prevention, health and wellness.

Transition to a Customer-Centered Model

The proposed model cultivates the State Library's capacity to nimbly create an evidenced-based package of services for Californians. The service providers will become adept at focused, ongoing market research, clarifying a service niche, and properly packaging services that are consumer-viable at any given time. Service choices will be data-driven and emphasize customer-centered outcomes. Performance will be consistently professional and based on professional judgment rather than rigid procedures. Information will be usable by the consumer: customized, personalized, and collaborative. Services will allow customers to be independent.

How to Get There

Start by analyzing whether state funding of CLSA reference could support the proposed model. Think in terms of a 3-4 year time horizon. Start the transition with CLSA systems at the beginning of the FY 2007-2008. If possible, use the CLSA reference allocation for the transitional operations, supplemented by LSTA funding. Use LSTA funding for the research and development agenda. Bring partner funding into the research and development agenda as soon as possible.



Date: June 19, 2007

To: The California Public Library Community

From: Susan Hildreth
State Librarian of California

Susan Hildreth

Re: A New Statewide Reference Model

Ever since the California reference service focus groups were held in the summer of 2005, I have been thinking about next steps for second-level reference in California. While I'm aware that not all participants in those focus groups were satisfied with the way the discussion was structured, one point reported by the focus group facilitators, Sandra Nelson and Diane Mayo, really resonated with me and apparently struck a chord with the participants as well: the belief that

"Participants in all groups agreed that by 2015 second-level reference services as they are configured now will have been replaced by a centralized reference service that will provide a seamless interface for the client. The only issue open to discussion was how soon this would happen..."

I was heartened to see how everyone agreed that second-level reference centralization was going to happen, one way or the other. The concept was further validated in the focus groups on CLSA cooperative system services conducted and facilitated by Maureen Sullivan later in 2005. One recommendation emerging from those discussions was

"Investigate the feasibility of making Reference a statewide program."

I knew that the CLSA system reference centers were not functioning in the same way they did when they were originally created. Questions had declined over 50% in ten years. The availability of instant access to information had radically

changed for the consumer, and the library was just one of many potential sources to consider. Some reference centers had disappeared and systems were contracting for second-level reference service. Some systems were spending their CLSA reference allocation on training and other reference-related activities as much as or more than question answering. It was time for a change.

One of the big questions to my mind was whether we could adapt or evolve the current regional approach to second-level reference into a statewide program or would we have to start anew? Likewise, if it was to be completely or partially a virtual service, would we look at AskNow as the base upon which to expand?

I decided that my staff and I and you, the library stakeholders throughout the state, needed outside, impartial, professional assistance. With the help of LSTA grant funds, in 2006 we were able to procure the services of Ruth Metz, an independent consultant based in Portland. Ruth had a background with CLSA but had been out of the state for several years. I asked Ruth to review all of your comments and suggestions from the two sets of focus groups, to look anew at the current condition of CLSA second-level reference throughout the state, and to develop a plan for developing a new CLSA reference model. The scope of work prepared by Ruth can be found at

www.library.ca.gov/assets/acrobat/NewRefModel.pdf

Ruth has been working on the plan since last October, doing more background research, interviewing service providers, expert informants, and consultants and developing a new reference model scenario, all the while working very closely with my staff and myself. In April she presented a slide presentation of the result of her work to date to the Library of California Board, introducing a model of a CLSA virtual centralized reference portal accessible to both the public and librarians that was built on the strength of the best of the current CLSA reference model. She also gave the Board a background summary of the project. Updated versions of both of these documents – the slide presentation and the background summary – are available at

<http://www.library.ca.gov/assets/acrobat/CARefDesign.pdf>

<http://www.library.ca.gov/assets/acrobat/CARefBkgnd.pdf>

Ruth has since produced a concise description of the proposed statewide reference design; it is available on the State Library's website at

<http://www.library.ca.gov/assets/acrobat/RefDesign.pdf>

I urge you to read this document, and then, I would like to hear from you. I am interested in seeing your suggestions about how this could occur in your CLSA cooperative system. How would this approach to statewide reference impact your system's current reference operations as well as your own library's

reference service? Do you have ideas about how this plan could be implemented?

I would like all of us to begin moving forward with this concept. We will begin recruitment for a statewide reference project manager with the goal of having that person on board by the end of this summer. We anticipate that one of the many duties of the project manager will be to travel to the CLSA systems to talk to you about current system reference services and how a new statewide second-level reference plan could be implemented. We also will undergo a thorough review of the law and system reference plans. I am committed to having a prototype model ready in spring of 2008. Yes, it's an aggressive timeline, but we need to jump-start the reference evolution now!

Please email your questions, comments, and suggestions for implementation to Rush Brandis of my staff at rbrandis@library.ca.gov. I want to emphasize that while this is far from being a done deal and that some elements may change, I do see it as the path we should take and I look forward to your help and guidance.

System Reference Budget Detail																
	BALIS	BK GOLD	49-99	INLAND	MCLS	MOBAC	MVLS	NBC	NSCLS	PLS	SJVLS	SLS	SERRA	SVLN	S.STATE	TOTALS
2007/08 CLSA Funds Budgeted																
Personnel - Salaries & Benefits					214,564			82,000								296,564
Administration																-
Library Division Mgr.																-
Reference Librarian				20,888						48,769						69,657
Reference Assistant																-
Reference Coordinator																-
Library Tech IV																-
Reference Tech																-
Sr. Library Assistant											29,464					29,464
Research Librarian													76,959			76,959
Librarian II										44,174						44,174
Library Clerk													12,637			12,637
Library Assistant				29,983									10,129			40,112
Executive Director				54,581												54,581
Subtotal Personnel				105,452	214,564			82,000		48,769	73,638		99,725			624,148
Materials																
Library Materials											500					500
Contract Services									46,672							46,672
Shared Electronic Res.	26,344					24,353										50,697
On-line Reference Services		50,843	56,438	1,000			39,990								9,750	158,021
Lease materials																-
Subtotal Materials	26,344	50,843	56,438	1,000	0	24,353	39,990	0	46,672	0	500	0	0	0	9,750	255,890
Operations								8,244								8,244
Office Supplies				5,500			500				500					6,500
Travel				2,500			1,000		1,135							4,635
Contract Services	63,054					27,786	28,100		19,560			67,090		59,109	48,850	313,549
Duplication/Photocopy							100		40							140
Other -- indirect costs/fees									375							375
Training/staff development/maintenance				15,286		4,000	22,105		1,400			9,000			20,000	71,791
Stringers for contract ref.																-
Printed materials for underserved									1,000							1,000
OCLC																-
Rent/Building Lease																-
Professional services									400							400
Performers Showcase																-
Summer Reading Program																-
Subtotal Operations	63,054	0	0	23,286	0	31,786	51,805	8,244	23,910	0	500	76,090	0	59,109	68,850	406,634
07/08 REF PROG BUDGET GRAND TTL	89,398	50,843	56,438	129,738	214,564	56,139	91,795	90,244	70,582	48,769	74,638	76,090	99,725	59,109	78,600	1,286,672
07/08 CLSA PRELIM ALLOCATION	89,398	50,843	56,438	129,738	214,564	56,139	91,795	90,244	70,582	48,769	74,638	76,090	99,725	59,109	78,600	1,286,672
2007/08 Local Funds Budgeted																
Local funds/fees																
Salaries/Benefits		36,710			136,477			93,202			35,805		26,795			330,989
Operating Expenses		12,854		3,250	2,700			12,268		2,000	1,908		2,750	5,174		42,904
Materials		9,500	3,562	750							500					14,312
On-line Reference Services		241,463			500						1,200					243,163
Equipment					5,800											5,800
Subtotal Local Funds	0	300,527	3,562	4,000	145,477	0	0	105,470	0	2,000	39,413	0	31,545	5,174	0	637,168
	Summary of CLSA funds:				Summary of Local funds:											
	48% budgeted for Salaries/Benefits				52% budgeted for Salaries/Benefits											
	20% budgeted for Materials				40% budgeted for Materials											
	32% budgeted for Operations				7% budgeted for Operations											
					1% budgeted for Equipment											

System Service Structure - 2007/08

	Administration		2nd level Reference		Delivery	
	System	Contracted	System	Contracted	System	Contracted
BALIS		Peninsula		North Bay		Courier service
BLACK GOLD	System staff			North Bay ¹		Courier service
49-99		MCLS	In transition ²			Stockton-SJ CoPL
INLAND	System staff		Sys Ref Ctr			Courier service
MCLS	System staff		Sys Ref Ctr		2 vans	1% Courier service
MOBAC		Peninsula		North Bay		Courier service
MVLS		North Bay		North Bay		North Bay
NO BAY	System staff		Sys Ref Ctr			Courier service
NO STATE		North Bay		North Bay	3 vans	
PENINSULA	System staff		System staff	North Bay	3 vans	
SJVLS	System staff		Sys Ref Ctr		2 vans	
SANTIAGO		MCLS		MCLS		MCLS
SERRA	System staff		Sys Ref Ctr		pt driver for ImpCo	Courier service
SVLS		Peninsula		North Bay		Santa Clara CoLib
SO STATE		MCLS		MCLS		MCLS

¹Black Gold has a pay-per-question agreement with North Bay.

²49-99 relies on members to answer most questions locally. All CLSA and local funds support databases for members. 49-99 member will facilitate access and services of LAPL FirstSource and to the extensive music resource currently housed at the SJVLS Reference Center in Fresno. AskNow/QuestionPoint reference service is also encouraged.

AGENDA ITEM: CLSA System Communications and Delivery Program

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consider additional funding for 2008/09

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board direct its Chief Executive Officer to seek additional 2008/09 local assistance funding for the System Communications and Delivery Program.

BACKGROUND:

In recent years the ability to meet the level of delivery service required by CLSA has been severely constrained. The percentage of local funds contributed to the state-funded delivery program continues to increase—59% in 2005/06. In order to decrease or maintain local contributions at existing levels, many Cooperative Library Systems have had to reduce the frequency of their delivery service from five per week to three, and in some cases less. The main factors leading to the inability to fully fund the delivery component of CLSA are:

- Budget cuts over the past 6 years
- Population growth
- Increased use of CLSA public libraries
- New public library jurisdictions

CLSA Cooperatives provide one of the most cost efficient delivery systems in the U.S. The average cost to deliver an item via the System Communications and Delivery (C&D) Program is approximately 20 cents; significantly lower than U.S. Postal Services or other commercial parcel systems. In 2005/06, Systems delivered 9.5 million items between member public libraries representing an increase of 62% since 2000/01; and transactions supported by the CLSA Interlibrary Loan (ILL) Program surpassed 2.2 million signifying a 97.5% increase in items loaned since 2000/01. The three new public library jurisdictions that were formed from county library systems this year have necessitated the expansion of delivery networks.

Recommendation: Staff is recommending that the Board direct its CEO to prepare a Budget Change Proposal (BCP) to help alleviate the burden on local funding for delivery by increasing the state's commitment for this resource-sharing program.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems.

Review and Discussion of 2007/08 System Plans: 2007/08 System Plans of Service have

been received. Exhibit A displays the workload estimates and service delivery methods by System, abstracted from those plans. They show that most Systems will continue to use the Internet, including email through the Internet and other forms of telecommunications systems usage, such as access to online services, as their primary communications device. Systems have also adopted 2007/08 performance objectives. The average for communication is delivery of 92% of transmitted messages within 22 hours (See Exhibit B). For the delivery of materials, the average performance objective is 92% of the items delivered within 3 working days (see Exhibit C). Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each of the 15 Systems for the past ten years.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2006/07 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

System Communications & Delivery Program
2007/08 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Contracted Delivery	US Mail	UPS	Other
BALIS	3,050	N/A	74%	26%	N/A	NU	38,280	NU	98%	1%	1%	NU
BLACK GOLD	526,822	NU	24%	0.1%	5%	71% ^a	960,804	NU	97%	2%	0.5%	0.5%
49-99	20,900	NU	18%	10%	72%	NU	418,500	NU	98%	1%	1%	NU
INLAND	28,585	NU	32%	19%	49%	N/A	162,494	NU	77%	3%	10%	10%
MCLS	521,083	N/A	4%	6%	62%	28% ^b	67,001	98.7%	1%	0.3%	NU	NU
MOBAC	2,150	N/A	56%	44%	N/A	NU	117,300	NU	99.9%	NU	NU	0.1%
MVLS	24,300	NU	17%	1%	82%	NU	270,000	NU	99%	0.5%	0.5%	NU
NORTH BAY	46,900	NU	17%	2%	82%	NU	4,134,000	NU	98%	1%	1%	NU
NORTH STATE	18,395	NU	16%	3%	81%	NU	487,069	77%	20%	1%	2%	NU
PENINSULA	284,400	N/A	2%	1%	N/A	97% ^c	1,478,500	96%	NU	1%	3%	NU
SJVLS	511,200	NU	1%	0.1%	44%	55% ^d	555,009	98%	NU	1%	1%	NU
SANTIAGO	121,457	N/A	76%	8%	10%	6%	13,000	NU	95%	5%	NU	NU
SERRA	24,950	NU	30%	40%	28%	2% ^e	131,456	NU	98%	1.5%	0.5%	NU
SVLS	7,700	NU	80%	20%	N/A	NU	29,730	NU	97.5%	2%	0.5%	NU
SOUTH STATE	5,010	NU	42%	20%	38%	NU	1,410	NU	99%	1%	NU	NU
TOTALS	2,146,902	0%	14%	3%	33%	50%	8,864,553	27%	70%	1%	2%	0.5%

N/A - Estimate Not Available

NU - Not Used

^a Holds placed on member library automation

^b OCLC ILL Subsystem and Delivery

^c Telephone Renewal

^d Horizon ILL requests

^e U.S. mail

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES
FY 2007/08

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

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

SYSTEM DELIVERY PERFORMANCE OBJECTIVES

FY 2007/08

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

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

SYSTEM COMMUNICATION WORKLOAD HISTORY*

SYSTEM	Actual Messages										Estimated Messages	
	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
BALIS	13,921	9,700	15,557	12,595	11,700	10,700	10,700	9,870	8,718	3,668	3,620	3,050
BLACK GOLD	202,464	253,300	219,055	226,175	189,231	243,787	269,845	342,577	473,691	476,198	383,851	526,822
49-99	2,704	6,450	8,000	7,900	8,750	9,800	11,300	12,400	11,900	5,170	20,900	20,900
INLAND	16,375	22,130	18,449	32,995	31,000	16,539	10,292	6,391	6,984	4,647	NA	28,585
MCLS	490,691	407,750	739,045	739,045	782,176	312,588	317,573	320,656	233,796	310,061	468,115	521,083
MOBAC	29,815	35,272	27,190	8,498	6,320	4,550	4,550	3,450	1,142	1,310	2,250	2,150
MVLS	20,000	22,600	21,500	30,000	30,000	30,000	30,000	20,000	20,000	16,000	30,000	24,300
NORTH BAY	27,147	27,250	27,975	28,214	33,778	40,468	32,322	32,167	55,402	48,452	49,200	46,900
NORTH STATE	17,599	19,634	19,833	16,874	16,469	38,715	74,009	44,439	45,215	34,729	17,495	18,395
PLS	269,089	59,600	223,497	285,845	296,614	306,300	306,300	284,275	287,743	281,238	284,075	284,400
SJVLS	532,559	366,500	317,420	323,950	311,943	386,964	231,628	316,850	329,034	478,256	436,550	511,200
SANTIAGO	66,774	115,582	100,500	100,500	100,500	100,500	100,500	100,500	100,500	100,500	121,457	121,457
SERRA	34,150	31,150	29,740	30,285	30,600	31,150	25,750	7,462	7,462	14,506	24,950	24,950
SVLS	14,900	18,000	14,000	14,000	14,000	14,000	14,000	11,200	10,472	7,975	20,000	7,700
SOUTH STATE	6,522	6,740	5,210	8,417	6,868	6,868	6,868	5,034	5,127	3,700	4,400	5,010
TOTAL	1,744,710	1,401,658	1,786,971	1,865,293	1,869,949	1,552,929	1,445,637	1,517,271	1,597,186	1,786,410	1,866,863	2,146,902

*10 year history
NA - Not Available

SYSTEM DELIVERY WORKLOAD HISTORY*

SYSTEM	Actual Items Delivered										Estimated Items Delivered	
	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
BALIS	33,700	33,700	34,675	36,835	32,248	32,320	47,400	34,125	36,712	33,638	38,700	38,280
BLACK GOLD	789,516	790,150	662,766	690,820	741,572	772,824	821,990	802,620	849,264	896,090	863,044	960,804
49-99	298,000	298,000	315,000	331,100	349,750	354,500	368,500	392,900	398,250	410,200	418,500	418,500
INLAND	22,761	23,800	77,192	144,756	126,720	87,770	146,726	71,346	144,891	134,607	162,494	162,494
MCLS	89,986	85,000	82,546	82,546	82,546	82,596	67,323	67,323	67,323	67,323	65,050	67,001
MOBAC	112,060	123,265	119,082	118,481	119,702	117,122	112,784	103,420	110,152	114,098	122,200	117,300
MVLS	95,900	95,900	91,475	109,420	110,000	160,200	192,710	218,250	270,000	276,000	270,000	270,000
NORTH BAY	1,059,479	782,000	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	4,134,000
NORTH STATE	451,847	436,813	413,166	430,268	407,284	495,378	453,616	480,989	452,244	485,407	487,069	487,069
PLS	1,429,100	1,427,000	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	1,478,500
SJVLS	179,814	143,385	202,313	229,863	259,623	276,790	315,855	439,972	441,714	488,120	441,950	555,009
SANTIAGO	61,000	60,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000
SERRA	253,500	73,500	70,135	143,293	73,050	150,695	151,238	154,692	152,626	141,718	151,364	131,456
SVLS	70,100	75,100	40,000	33,000	33,000	33,500	27,404	38,150	39,278	31,275	31,250	29,730
SOUTH STATE	19,200	23,600	14,425	3,500	4,056	4,056	8,346	1,210	1255	1,255	1,210	1,410
TOTAL	4,965,963	4,471,213	4,961,600	5,392,907	5,851,555	6,535,679	7,448,546	7,954,062	8,530,770	9,499,171	8,831,331	8,864,553

*10 year history

Doc.11023

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 2007/08 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 October 2007 California Library Association conference to be held in Long Beach.

BACKGROUND:

In past years the State Board has approved the use of CLSA System Advisory Board (SAB) Program funds allotted to Systems to support the costs of attendance by one SAB member per System at the annual conference of the California Library Association (CLA). SAB members have reported worthwhile benefits from attending the CLA conference in past years, citing the gaining of a wider understanding of library issues and trends as particularly useful. It is recommended that the Library of California Board approve blanket attendance for one SAB member from each System to attend the October 2007 CLA conference being held in Long Beach, provided that travel funds are available from within the currently approved System SAB budget to support the cost of such attendance. State Board policy has been to consider approval of SAB member attendance at the CLA conference on a year-by-year basis.

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

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: 2007/08 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 20,230 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.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2006/07 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

2007/08 System Advisory Board Workload Estimates and Mandated Activities Summary

	Estimated Number of SAB Meetings	Estimated Miles Traveled	Number of Members	Assist in Development of Plan of Service	Advise Council on Need for Services	Assist in Evaluation of System Services
BALIS	4	750	6	X	X	X
BLACK GOLD	1	1,600	5	X	X	X
49-99	2	400	2	X	X	X
INLAND ¹	1	200	4	X	X	X
MCLS	2	3,000	21	X	X	X
MOBAC ²	1	200	4	X	X	X
MVLS	1	1,000	14	X	X	X
NORTH BAY	1	600	5	X	X	X
NORTH STATE	4	5,650	12	X	X	X
PENINSULA	4	500	8	X	X	X
SJVLS	3	2,385	9	X	X	X
SANTIAGO	1	200	6	X	X	X
SERRA	6	2,500	8	X	X	X
SVLS	4	750	5	X	X	X
SOUTH STATE	2	500	4	X	X	X
TOTAL	37	20,235	113			

1 - Inland struggles to find members to fill vacant positions.

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

**Population Segments Represented on System Advisory Boards - 2007/2008
As of July 1, 2007**

System	Number of Board Members & Alternatives ¹	Population Segments Represented																	
		Economically Dis-advantaged (below poverty level)	Institutionalized	Aged (65+)	Children & Youth				Handicapped	Speakers of Limited English or English as a Second Language	Non-English Speaking	Ethnicity					Geographically Isolated	Functionally Illiterate	Shut-ins
					Under 5	5 to 9	10 to 14	15 to 19				Black	Hispanic	Asian	Native American	Other			
BALIS	8 (2V)	3	1	6	1	2	1	6	5	6	3	6	5	5	1	2	1	2	-
BLACK GOLD	6 (2V)	2	2	5	1	2	2	2	1	1	1	1	1	1	1	1	2	2	3
49-99	2 (5V)	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
INLAND ²	see below																		
MCLS	22 (14V)	4	2	5	4	4	2	4	2	6	2	3	4	4	-	1	-	1	-
MOBAC ³	see below																		
MVLS	4 (10V)	1	1	3	1	1	1		1	1	1	1	1	1	-	3	1	-	
NO. BAY	3 (12V)	3	1	2	2	2	2	2	1	1	-	2	2	1	1	-	1	1	-
NO. STATE	8 (5V)	7	2	7	7	7	7	7	5	6	6	2	6	2	5	3	7	4	7
PENINSULA	9 (0V)	1	0	9	5	5	5	5	8	7	1	5	6	9	0	3	1	1	1
SJVLS	6 (3V)	-	-	4	1	1	1	-	2	2	-	-	1	-	-	-	2	1	-
SANTIAGO	7 (3V)	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-
SERRA	8 (7V)	8	6	10	9	9	9	9	5	8	5	7	9	7	6	5	8	6	6
SVLS	4 (3V)	-	-	3	4	4	4	4	-	3	1	2	1	3	-	-	-	-	-
SO. STATE	4 (1V)	4	-	1	2	2	2	-	-	4	-	4	4	1	-	-	1	-	-
TOTAL	91 (68V)	33	15	55	37	39	36	39	32	45	20	33	41	34	15	15	26	20	17

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

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

³MOBAC - No members at this time; however, representatives from member libraries' commissions and friends' groups review and evaluation the Plan of Service.

V - Vacancy (ies)

AGENDA ITEM: CLSA Consolidations and Affiliations

GENERAL OVERALL PROGRAM UPDATES:

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

Lassen Library District: In September 2006 the Susanville District Library annexed the unincorporated areas of Lassen County and renamed the district the Lassen Library District, with the intent to provide library service to the entire county as a special district. The Lassen Library District has chosen a funding mechanism, user resident fees in selected areas, that is prohibited by law. By charging a fee for basic library service, the Lassen Library District jeopardizes its participation in California Library Services Act (CLSA) programs, including membership in the North State Cooperative Library System. Education Code Section 18700 et seq. and Code of California Regulations Title 5, Section 20105(e), make it very clear that only public libraries which service their residents free of charge are eligible for CLSA funds. State Librarian Susan Hildreth has given the Lassen Library District one year to change its practice and remove the fee imposed on residents of the unincorporated area of Lassen. If a new policy were not forthcoming, the Board would need to consider the Lassen Library District ineligible for CLSA participation and System membership at its next meeting.

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

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

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

No notification of intent to consolidate in the 2007/08 fiscal year were received by the September 1, 2006 filing date.

No notifications of intent to consolidate or affiliate in the 2008/09 fiscal year were received to date. Exhibit A contains a history of CLSA consolidations and affiliations through the 2007/08 fiscal year.

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

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

Doc.#11222

Consolidations and Affiliations Made Under CLSA

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

1978/79 (first year of CLSA)

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

1979/80

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

1980/81

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

1981/82

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

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

1982/83

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

1983/84

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

1984/85

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

1985/86

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

1986/87

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

1987/88

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

1988/89

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

1989/90

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

1990/91

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

1991/92

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

1992/93

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

1993/94

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

1994/95

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

1995/96

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

1996/97

- a. Public library consolidations: None
- b. Library System consolidations: None
- c. Affiliations:
 - Inglewood Public Library/South State
 - Belvedere-Tiburon Library/North Bay
 - Mission Viejo Public Library/Santiago
- d. System Membership changes:
 - Santa Ana Public Library withdraws from Santiago

1997/98

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

1998/99

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

1999/2000

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

2000/01

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

2001/02

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

2002/03

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

2003/04

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

2004/05

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

2005/06

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

2006/07

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

2007/08

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations:
 - Monterey Public Library/MOBAC
 - Moorpark City Library/MCLS
 - Victorville Public Library/Inland
 - Shasta Public Libraries/North State
 - o Redding Municipal Library is fiscal authority
- d. System Membership change:

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

Public Libraries not members of any System, July 1, 2007

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

** CLSA ILL Participants*

JUL 27 2007



It's your library
Check it out!

Lassen Library District

1618 Main Street
Susanville, CA 96130

Exhibit B

July 24, 2007

Susan Hildreth
California State Librarian
P.O. Box 942837
Sacramento, California 94237-0001

Dear Ms. Hildreth,

Your letter of July 16 has been shared with the Lassen Library District (LLD) Board.

Your and Mr. Smith's willingness to bear with the task of detailing the California Code's impact is appreciated. The Lassen Library District (LLD) Director has become better informed, most assuredly. The LLD Board likewise benefits.

Mr. Smith's clarification regarding LLD's lack of legal authority to charge fee(s) rather than working with the special tax authority is good knowledge. LLD's status as an independent entrepreneurial special district led to the conclusion that the special district might levy fees and/or charges in order to fund the district's objectives.

Effective July 21, 2007, the LLD ceased assessing a fee for a library card and for all basic library services. The LLD Board is in the process of developing a process to provide a library card to each of the residents within the district's boundaries. We will also be seeking California State Library advice and assistance, as well as that of others, to more uniformly apply the LLD's chosen financing vehicle to the rest of the LLD's residents.

Your recognition of the funding problems faced by rural library districts is gratefully received. The desire to fulfill the role of a public library to all of the LLD residents is at the heart of all decisions and actions taken by the LLD Board.

Yours,


John Flaherty
Director

Circulation Desk: (530) 251-8127
Literacy Office: (530) 257-8021

Business Office: (530) 257-8113
FAX: (530) 257-8115

E-mail: lassenlibrary@citlink.net

07/27/07 FRI 14:22 [TX/RX NO 9912]

LIBRARY OF CALIFORNIA BOARD LEGISLATIVE TRACKING

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

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

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

Actions:

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

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

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

- PLF

Actions:

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

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

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

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

Actions:

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

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

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

Homework Assistance

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

Legislation

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

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

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

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

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

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

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

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

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

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

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

Library Construction/Facilities

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

Library of California

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

Library Services and Technology Act (LSTA)

- 2/99 Adopted a position of support for adequate funding for the Library Services and Technology Act and work towards the equitable distribution of those funds in accordance with the State based nature of the statute.

- 8/01 Adopted a position to authorize the Board President or his designee to take appropriate action in support of increased funding for LSTA for fiscal year 2002/03 and for reauthorization of LSTA in 2003/04.
- 2/03 Adopted a position of support for the 2003 reauthorization of the Library Services and Technology Act (LSTA).

Literacy

- 2/99 Adopted a position of support for increased funding for the Families For Literacy Act and the California Library Literacy Service Act.
- 6/99 Adopted a position of support for SB 571, Family Literacy.
- 4/07 Adopted a position of support for AB 1030, Literacy and English Acquisition Services, young adult component.

Rulemaking procedure

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

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

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

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

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

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

- 8/99 Moved to modify the proposed Library of California regulations and initiate a second public comment period.
- 11/99 Moved to submit the proposed regulation to the Office of Administrative Law.

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

School Libraries

- 4/99 Adopted a position to accept testimony on AB 1289, California School Library Media Teacher Expansion Program.
- 4/00 Adopted a position of support for AB 2311, School libraries: California School Library Media Teacher Expansion Program.
- 4/01 Adopted a position of support for AB 336, School Library Pilot Program.
- 2/02 Adopted a position of support that the LoC Board Legislative Committee support strong public school library services, including supporting the preservation of the California Public School Library Association (CPSLA) and the budgetary line item that supports it. *(This position was ratified by the full Board at its May 2002 meeting.)*
- 2/03 Adopted a position of support for the California Public School Library Act and the continuation of the budget line item to fund library materials for school libraries.
- 4/07 Adopted a position of support for AB 333, School libraries: online databases: subscriptions

Young Adult Services

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

LIBRARY OF
CALIFORNIA
BOARD

Letter also addressed to: Senator Boxer
Speaker Pelosi

July 13, 2007

The Honorable Dianne Feinstein
U.S. Senate
Hart Building #331
Washington, D.C. 20510

Dear Senator Feinstein:

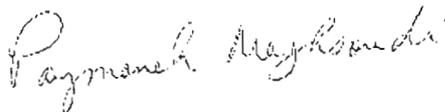
On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I urge you to support the Strengthening Kids' Interest in Learning and Libraries (SKILLS) Act. This bi-partisan legislation (S.1699; H.R. 2864) guarantees that students in elementary, middle and high schools across America will be served by highly qualified, state-certified school library media specialists no later than the beginning of the 2010-2011 school year and that they will have the library resources they need to succeed.

Numerous studies have confirmed that there is a clear correlation between school library media programs and academic achievement. Students in schools with good school libraries learn more, get better grades and score higher on standardized test scores than their peers in schools without libraries. Only 60% of the school libraries across the nation currently have a full-time, state certified school library media specialist on their staff.

The proposed legislation will strengthen school libraries in California where currently only 23% of the schools have a state-certified school library media specialist and some of those are on a part-time basis. California ranks 51st nationally having 1 state-certified school library media specialist for 5,965 students.

I hope that you will support this endeavor since it is critical for the improvement of school libraries both nationally and especially in California. Thank you for your continued support of library-related initiatives.

Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board

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

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



CALIFORNIA
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American Library Association

Washington Office Newsline

ALAWON

Volume 16, Number 074

DATE : June 28, 2008

Support the SKILLs Act: Urge your Senators to co-sponsor **S. 1699** and your Representative to co-sponsor **H.R. 2864**.

On Tuesday June 26, Senators Jack Reed (D-RI) and Thad Cochran (R-MS) and Representatives Raul Grijalva (D-AZ) and Vernon Ehlers (R-MI) introduced the Strengthening Kids' Interest in Learning and Libraries (SKILLs) Act that guarantees students across America will be served by highly qualified, state-certified school library media specialists and will have the library resources they need to succeed.

The SKILLs Act:

- Requires school districts, to the extent feasible, to ensure that every school within the district employs at least one highly qualified school library media specialist in each school library;
- Defines highly qualified school library media specialists as those who have a bachelor's degree and have obtained full state certification as a school library media specialist or passed the state teacher licensing examination, with state certification in library media in such state;
- Establishes as a state goal that there be at least one highly qualified school library media specialist in every public school no later than the beginning of the 2010-2011 school year;
- Broadens the focus of training, professional development, and recruitment activities to include school library media specialists;
- Ensures that funds will serve elementary, middle, and high school students; and
- Requires books and materials to be appropriate for and engage the interest of students in all grade levels and students with special learning needs, including English language learners.

Urgent Action Needed:

This legislation is critical to the future of school library media specialists. Contact your Senators and ask them to cosponsor **S. 1699**. Contact your Representative to co-sponsor **H.R. 2864**.

Talking Points:

- Multiple studies have affirmed that there is a clear link between school library media programs that are staffed by a school library media specialist and student academic achievement. Across the United States, research has shown that students in schools with good school libraries learn more, get better grades, and score higher on standardized test scores than their peers in schools without libraries.
- Long regarded as the cornerstone of the school community, school libraries are no longer just for books. Instead, they have become sophisticated 21st century learning environments offering a full range of print and electronic resources that provide equal learning opportunities to all students, regardless of the socio-economic or education levels of the community – but only when they are staffed by school library media specialists trained to collaborate with teachers and engage students meaningfully with information that matters to them both in the classroom and in the real world.
- Only about 60 percent of our school libraries have a full-time, state-certified school library media specialist on staff.
- With limited funding and an increased focus on school performance, administrators are trying to stretch dollars and cut funds across various programs to ensure that maximum resources are dedicated to improving student academic achievement.
- Because NCLB does not highlight the direct correlation between school library media specialists and increased student academic achievement, library resource budgets are increasingly being used to mitigate the effects of budgetary shortfalls.

LIBRARY OF
CALIFORNIA
BOARD

June 13, 2007

The Honorable Ken Calvert
United States House of Representatives
2201 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Calvert:

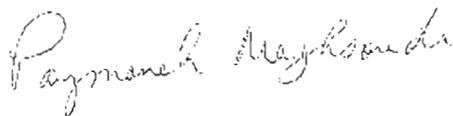
On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I urge you to support the proposed level of \$171,500,000 for the Library Services and Technology Act (LSTA) state grant program. This allocation to State Library Agencies will allow full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

LSTA is the only federal program solely devoted to aiding libraries and it consolidates federal library programs, while expanding services for learning and access to information resources in all types of libraries (public, school, academic, etc.) for individuals of all ages. The Act, administered by the Institute of Museum and Library Services (IMLS), is distributed through state library agencies to individual libraries via formula grants.

IMLS has requested \$3,500,000 for research and statistics in order to evaluate the effectiveness of library programs. This allocation is not new money—it is funding that should have been transferred out of existing programs. Without this full amount of funding, IMLS will not be able to fill all of the research and statistics responsibilities that are needed by libraries.

I hope that you will support both of these endeavors since they are critical for libraries. Thank you for your consideration and support of library services.

Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

cc: Members, Library of California Board

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

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



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LIBRARY OF
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BOARD

June 15, 2007

The Honorable Dianne Feinstein
U. S. Senate
Hart Building #331
Washington, D.C. 20510

Dear Senator Feinstein:

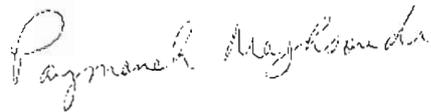
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Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

cc: Members, Library of California Board

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P.O. Box 942837
Sacramento, CA 94237-0001

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



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LIBRARY OF
CALIFORNIA
BOARD

May 03, 2007

Assembly Member Anna Caballero
State Capitol, Room 3132
Sacramento, CA 95814

Dear Assembly Member Caballero:

- On behalf of the Library of California Board, a citizen body appointed by the
- Governor and the State Legislature, I am writing to support Assembly Bill
- 1030. This bill expands the California Library Literacy and English Acquisition Services Program (California State Library) within the public libraries to include young adults who are 16 years of age and over who are not enrolled in school so that they can improve their literacy skills.

Providing services to this age group expands the literacy services program that currently provides services to adults, and families with pre-school children, to include this underserved audience of young adults who are often neglected.

Thank you for your continued support of California's literacy services and public libraries.



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Sincerely,

Paymaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board

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

(916) 653-8443 fax
www.library.ca.gov
csiloc@library.ca.gov

LIBRARY OF
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May 03, 2007

Assembly Member Loni Hancock
State Capitol, Room 4126
Sacramento, CA 95814

Dear Assembly Member Hancock:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I am writing to support Assembly Bill 333. This bill allocates funds for subscriptions to a core collection, of safe, high quality online magazines and databases for all California students in public school libraries, K-12.

At this time, forty-seven states provide all their K-12 students equitable access to rich collections of electronic resources. California does not provide this. Students in 42% of California public school libraries have no access to high quality online magazines and databases.

Thank you for your continued support of California's students and public school libraries.

Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board



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

(916) 653-8443 fax
www.librarv.ca.gov
csllcc@library.ca.gov

LIBRARY OF
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May 03, 2007

Assembly Member Cathleen Galgiani
State Capitol, Room 2170
Sacramento, CA 95814

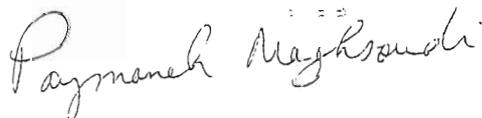
Dear Assembly Member Galgiani:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I am writing to support Assembly Bill 1233. This bill would require the State Librarian to establish and maintain a program of online homework assistance through public libraries for students attending public schools. Public Libraries are a vital part of the educational system and they are an important source of homework assistance outside of school hours. In many cases, public libraries serve as the community's only public point of access to resources for learning and by extension, self-sufficiency.

Providing this highly effective service that has been asked for by teens on a statewide basis is important to public libraries because it enhances and improves academic achievement. Students and parents who have used the service report a positive impact on student achievement.

Thank you for your support of California's students and public libraries.

Sincerely,



Payrnaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board

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

(916) 653-8443 fax
www.library.ca.gov
cslloc@library.ca.gov

LIBRARY OF
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May 03, 2007

Senator Joe Simitian
State Capitol, #2080
Sacramento, CA 95814

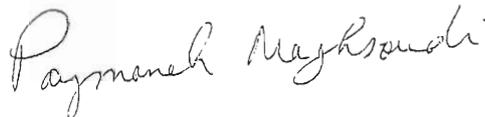
Dear Senator Simitian:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I am writing to support Senate Bill 156. This bill would enact the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2008, a proposed statewide bond bill that would provide state funding for public library construction and renovation projects.

The bill would be submitted to California voters in the 2008 statewide primary election and if approved, it would make available \$4 billion (35% local, 65% state match) for public library construction and renovation projects. The construction and renovation of public library facilities is necessary to increase access to reading and literacy programs in California's public education system and to expand access to public library services for all residents of California.

Thank your continued support of California's public libraries.

Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board

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

(916) 653-8443 fax
www.library.ca.gov
csllcc@library.ca.gov



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May 03, 2007

The Honorable Xavier Becerra
US House of Representatives
Longworth Building # 1119
Washington D.C. 20515

Dear Congressman Becerra:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I am writing to support the Librarian Act of 2007. This bi-partisan bill amends the Higher Education Act of 1965 to provide for student loan forgiveness, which will encourage individuals to become and remain librarians in low-income schools and public libraries.

Information continues to change on an almost daily basis and the Librarian Act of 2007 provides a great service to one of the world's most respected professions by attracting a younger and more diverse group with extensive knowledge of the hi-tech services offered in today's libraries.

Thank you for your continued support of librarians and libraries.

Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board

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

(916) 653-8443 fax
www.library.ca.gov
csiloc@library.ca.gov



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BOARD

Letter also addressed to: Senator Cox

July 13, 2007

Senator Tom Torlakson
Chair, Senate Appropriations Committee
State Capitol, Room 5050
Sacramento, CA 95814

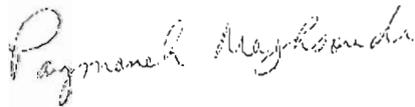
Dear Senator Torlakson:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I am writing to request support for Assembly Bill 1030 (Caballero). This bill expands the California Library Literacy and English Acquisition Services Program (California State Library) within the public libraries to include services for young adults who are 16 years of age and older who are not enrolled in school so that they can improve their literacy skills.

Providing services to this age group expands the literacy services program that currently provides services to adults and families with pre-school children, to include this underserved audience of young adults who are often neglected. In addition, this bill has the potential of providing access to opportunities that will help young adults succeed both academically and socially so they can grow and become competent caring individuals and voters in our communities.

Thank you for your continued support of California's literacy services and public libraries.

Sincerely,



Paymaneh Maghsoudi, President
Library of California Board

Cc: Members, Library of California Board

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