

# Library of California Board Meeting August 7, 2008

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August 7, 2008  
9:00 a.m. – 3:00 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**



CALIFORNIA  
STATE LIBRARY  
FOUNDED 1850

## 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 February 2008 Board Minutes – Document 1**  
Consider minutes as presented or amended
5. **Board Resolution**  
Consider Board resolution for Susan Steinhauser – *Document 2*

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## B. REPORTS TO THE BOARD

1. **Board President's Report**  
Report on activities since last Board meeting
2. **Board Vice President's Report**  
Report on activities since last Board meeting

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Report on activities since last Board meeting

3. **Chief Executive Officer's Report**  
Report on activities since last Board meeting
  4. **Library Bond Act of 2000 – Document 3**  
Update on joint use Bond-funded projects
  5. **Election of Board Officers for 2009 – Document 4**
    - a. Report from the Nominating Committee
    - b. Consider nominations for Board President and Vice-President for 2009
  6. **Library of California Board meeting schedule and locations – Document 5**  
Discussion on dates and locations for 2009 Board meetings
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## **C. CLSA PROGRAM ITEMS FOR INFORMATION/ACTION**

### **BUDGET AND PLANNING**

1. **CLSA System Plans of Service – Document 6**  
Consider System Plans of Service for fiscal year 2008/09
2. **CLSA System Allocation – Document 7**  
Consider Board policy for allocation of System funds for 2009/10

### **RESOURCE SHARING**

1. **CLSA Consolidations and Affiliations – Document 8**
    - a. Consider 2009/10 System Consolidation of BALIS/MOBAC/PLS/SVLS
    - b. Consider 2009/10 System Consolidation of MCLS/SLS/SSCLS
    - c. Consider 2009/10 System Consolidation of MVLS/NBC/NSCLS
  2. **Interlibrary Loan (ILL) and Direct Loan Programs – Document 9**
    - a. Consider CLSA loan reimbursement rates for 2008/09
    - b. Consider prorating the CLSA loan reimbursement program for 2008/09
    - c. Consider 2009/10 Budget Change Proposal (BCP) for CLSA ILL and Direct Loan programs
    - d. Update on program status
  3. **CLSA System Reference Program – Document 10**
    - a. Consider CLSA System population and membership figures for 2008/09
    - b. Update on CLSA System Plans of Service for 2008/09
    - c. Update on Statewide Reference Project – *Document 11*
  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 2008/09
  5. **CLSA System Communications and Delivery – Document 13**  
Update on CLSA System Plans of Service for 2008/09
  6. **LOC Regional Library Network Development – Document 14**  
Consider application for membership with Gold Coast Library Network
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**LEGISLATIVE**

**1. Federal Legislative Issues – Document 15**

Consider federal legislative issues

**2. State Legislative Issues – Document 16**

Consider state legislative issues

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**D. PUBLIC COMMENT**

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

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**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.

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**F. AGENDA BUILDING**

Agenda items for subsequent Board meetings.

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**G. ADJOURNMENT**

Adjourn the meeting.

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*DRAFT*

Library of California Board Meeting  
February 28, 2008

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

**CALL TO ORDER AND INTRODUCTIONS**

President Penny Kastanis convened the Library of California Board Meeting on February 28, 2008 at 9:05 a.m., by asking the Board Members and those present to say the Pledge of Allegiance. President Kastanis then welcomed Board Members, staff and audience members to Sacramento and called for introductions.

**Board Members Present:** President Kastanis, Anne Bernardo, Tyrone Cannon, Victoria Fong, Linda Jewett, Jane Lowenthal, Paymaneh Maghsoudi, Susan Steinhauser and Judy Zollman.

**California State Library Staff Present:** State Librarian Susan Hildreth, Stacey Aldrich, Bessie Condos, Tom Andersen, Gerry Maginnity, Sandy Habbestad, Rush Brandis and Ira Bray.

**ADOPTION OF AGENDA**

*It was moved, seconded (Maghsoudi/Fong) and carried unanimously that the Library of California Board adopts the agenda of the February 28, 2008 meeting as presented.*

**APPROVAL OF MINUTES**

*It was moved, seconded (Fong/Zollman) and carried unanimously that the draft minutes of the August 8, 2007 Library of California Board meeting be approved as corrected.*

*It was moved, seconded (Cannon/Bernardo) and carried unanimously that the draft minutes of the October 31, 2007 Library of California Board meeting be approved as presented.*

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2 **REPORTS TO THE BOARD**

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4 **Board President's Report**

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6 President Kastanis reported that she attended a California Library Association (CLA)  
7 Legislative Committee meeting for Board representative Susan Steinhauser who was  
8 unable to attend. Although there had been other meetings, they were mostly concerned  
9 about how cuts could be made during this time of tight budgets.

10 **Board Vice President's Report**

11  
12 Member Cannon reported that since his election as Vice President, most of his  
13 activities had been focused within the American Library Association (ALA). He was now  
14 serving on the *ALA Budget Analysis and Review Committee*. He was also chairing the  
15 *ACRL Dr. E. J. Josey Spectrum Scholars Mentor Committee*, which sought to increase  
16 underrepresented ethnic groups into academic libraries. He also began his second year on  
17 the *Friends of the San Francisco Public Library Board*. He was now Chair of the *Library*  
18 *Support and Evaluation Sub-committee*.

19 **Chief Executive Officer's Report**

20  
21 Hildreth reported that there had been some ups and downs at the State Library since  
22 the Board had last met in August and teleconferenced in October. Some good news was  
23 that 98 percent of the public library systems that had applied for Public Library  
24 Foundation (PLF) funds qualified. Out of the 181 public library systems in California,  
25 179 applied, leaving only two libraries that did not apply. But out of the 179 that applied,  
26 only two of those were ineligible. This indicated to Hildreth that at least the funding for  
27 maintaining operations was stable.

1 Hildreth reported on some good news for the California State Library (CSL). In the  
2 2008/09 Proposed State Budget, Hildreth was surprised that two of the submitted Budget  
3 Change Proposals (BCPs) had been funded. Both were one-time expenditures. The first  
4 was for CSL's new on-line library system. The massive library collections, both  
5 electronic and print, would have been inaccessible without it. Also funded were the  
6 relocation costs to facilitate the renovation of Library and Courts I (LC I).

7 The State had been funded to renovate and restore LC I to its historical significance.  
8 The move of State Library staff and collection out of LC I was anticipated for early in  
9 2009. The library would have a storage facility, with some staff and minimal public  
10 access somewhere in the area of the collection. Most of the staff would regroup with their  
11 colleagues in Library and Courts II (LC II). The Board should still be able to have its fall  
12 meeting in LC I, but it might need to identify a new location after that session.

13 The challenging news was the proposed 10 percent reduction in the State Library  
14 Operating Budget and in Local Assistance. That included the Transaction Based  
15 Reimbursement (TBR) Program which was of special concern to the LoC Board. Also  
16 slated for a 10 percent reduction was PLF. The Literacy Program, which had been funded  
17 at about \$5 million, was slated for a \$500,000 reduction. Two other lesser known local  
18 assistance programs administered by the State Library were also reduced: the *California*  
19 *Civil Liberty Public Education Program* (CCLPEP), which focused on education and  
20 activities surrounding the Japanese internment, and the California Newspaper Project.  
21 Everything across the board had been reduced by 10 percent.

22 One of the most challenging budget reductions was the \$1.6 million reduction for  
23 State Library operations. It was challenging because the CSL used federal funding to

1 manage some of its functions, primarily Library Development Services and the Braille  
2 and Talking Book Library. Some State Library functions, along with the Administrative  
3 Services Bureau and the California Research Bureau, were completely funded by the  
4 State General Fund, whereas other parts of CSL had some Federal and some General  
5 Fund alliance. The State Library had been unable to pass through all the library units with  
6 completely equitable cuts and still meet the budget requirement. Some positions had to be  
7 completely abolished. Once a position was gone, it would be very difficult to get it back.

8 Reduction in library operating budget would effect everything, including training,  
9 travel, technology and in particular, materials. The materials budget for the year 2008/09  
10 was anticipated to be about \$850,000. By way of comparison, the book budget in  
11 1999/2000, which had been a good year, was at \$2.7 million; \$850,000 would barely  
12 support electronic databases and some of the standard serial subscriptions, things that  
13 continued from year to year. Although the Technical Services staff have said that there  
14 was a backlog of work to be done, at some point the library would no longer be able to  
15 serve its primary clientele, the state customers, i.e., the legislators and state employees.  
16 For now the focus would continue to be on electronic resources, because getting  
17 information at their desk tops seemed to be the most useful service to state employees.

18 Hildreth next reported some good news concerning one of the initiatives being  
19 developed using federal Library Services and Technology Act (LSTA) funds. The State  
20 Library had formed a partnership with a non-profit organization, *Libraries for the Future*,  
21 which provided new services, new service models and advocacy for libraries. They had a  
22 particular interest in developing services for the boomer population. CSL was partnering  
23 with them to remake services to the boomer population, which included not only seniors,

1 but engaged older adults. This collaboration had led to some other partnerships with  
2 them, particularly regarding consumer health issues, volunteering opportunities and some  
3 specialized early learning programs. *Libraries for the Future* had been around for ten to  
4 fifteen years. Although they had been headquartered in New York City for a number of  
5 years they were creating offices all over the country. They were adept at identifying  
6 private sources of funding. Some of their funders really wanted to support activities in  
7 California. It was hoped that the partnership would be very strategic in channeling to  
8 California some of the private and corporate money to which they seemed to have access.

9 Andersen added that along with the ten percent reduction in 2008/09, a 1.5 percent  
10 reduction had been required from the current fiscal year budget. Hildreth clarified that the  
11 1.5 percent reduction was required across the board for fiscal year 2007/08 and not just  
12 from the remainder of the budget.

13 Member Cannon asked whether the State Library was at the point of having to cancel  
14 databases. Hildreth responded that CSL would have to look at that very closely and be  
15 very careful in its spending over the 2008/09 fiscal year. However, she was not inclined  
16 to cancel the databases. Many things had been cancelled over the years, but if some of the  
17 publications were not maintained they would lose their value.

18 Member Fong wondered what State Library positions might be considered for  
19 elimination. Hildreth declared that the topic had not yet been discussed publicly with  
20 library staff. Federal funds were being redirected to three positions in the Braille and  
21 Talking Book Library that were formerly funded from the General Fund. Three positions  
22 in the California Research Bureau (CRB), two or three positions in Administrative

1 Services (ASB) and four positions in State Library Services (SLS) were being considered  
2 for abolishment.

3 Hildreth explained how each state department had to achieve a certain percentage of  
4 salary attrition every year. The mandate was six percent. Even though CSL had to go into  
5 2008/09 with a reduced position level, still it had to come up with six percent attrition.  
6 The library had about 190 authorized positions, but with the attrition savings it had about  
7 173 that were filled. So, about eleven positions would be either redirected or abolished.  
8 Andersen remarked that the good news was that a lay-off mode was not anticipated.

9 **Resource Sharing Report**

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11 **CLSA Consolidations and Affiliations**

12

13 Sandy Habbestad reported that Merced County Library had requested a change of  
14 System membership from the 49-99 Cooperative Library System to the San Joaquin  
15 Valley Library System, effective July 1, 2008. It also requested that the State Board  
16 waive the filing date requirement, since the notice was received after the legally required,  
17 September 1, 2007 deadline. Some background information was given. Last year, the  
18 City of Stockton made it known that it no longer wanted to be the fiscal agent for 49-99.  
19 In order to contract with another agency for those services, the System needed to rescind  
20 its joint powers agreement. They have done so and have reestablished themselves as the  
21 49-99 System, an organization by joint resolution. They are now contracting with MCLS  
22 to provide administrative services. Instead of continuing with 49-99, the Merced County  
23 Board of Supervisors approved to terminate the agreement with 49-99 and authorized the  
24 affiliation with SJVLS, which borders three member library jurisdictions: Madera,  
25 Mariposa and Fresno counties.

1 President Kastanis invited comment from Jacque Meriam, Merced County Librarian,  
2 who was in the audience. Meriam stated that one of the major reasons Merced Library  
3 wanted to switch affiliations was the resource sharing that went on through the San  
4 Joaquin Valley Library System. Many Merced residents worked in Madera and Fresno  
5 counties and even went up to Mariposa County to work. She considered it a wonderful  
6 and beneficial resource to her patrons that they could go to all these different places and  
7 share items.

8 Hildreth then invited Jeff Crosby, Administrative Librarian at the San Joaquin Valley  
9 Library System (SJVLS), to speak. Crosby stated that because many of the SJVLS  
10 members were some of the poorest funded libraries in the state per capita, SJVLS had  
11 been heavily involved in resource sharing for a very long time. For example, the entire  
12 card catalog was shared in common. Anyone in the six-county area could log into any  
13 library and borrow materials. Responding to Hildreth's question, Crosby affirmed that  
14 Merced would be participating in SJVLS's circulation consortium. The migration had  
15 already been priced and scheduled to tap in within the first week of July.

16 President Kastanis called for the motion but first asked for comments from the Board.  
17 Member Steinhauser offered that given the very lean financial situation that LoC funding  
18 was in, she was very delighted that the LoC statute had not been eliminated. She  
19 applauded SJVLS that even in tight financial times their area seemed to be the most  
20 active of any of the regions and that poverty had brought them together. President  
21 Kastanis remarked that the changes initiated during the time of the LoC had been positive  
22 for the library users and she thought this move had been a healthy move for the library  
23 System.

1 Member Bernardo commented that as a member of the SJVLS area she was very  
2 happy to see her colleagues actively coordinating their efforts. Member Steinhauser then  
3 asked what impact the change of System membership would have on 49-99. Rosario  
4 Garza, Administrator for 49-99, answered that currently Merced accounted for about 15  
5 percent of the entire population for the 49-99 libraries. On that basis, a 15 percent budget  
6 reduction was expected, with additional reductions expected based upon the state budget  
7 crisis.

8 Andersen reported that Systems in three areas of the state had been considering  
9 consolidation into a larger CLSA System. This began in the Bay Area about one and one-  
10 half years ago, and although the State Library has been in favor of it happening, it had  
11 been a completely local decision. The law stipulated that small grants should be made to  
12 Systems going through consolidation. Even though there was no CLSA funding  
13 available, some LSTA dollars had been given for planning assistance. Some of the  
14 outcomes of this had been increased resource sharing activities. In the Bay Area, three  
15 out of the four Systems had agreed to the consolidation.

16 In the Los Angeles area there was an unusual situation in that it was the only place  
17 where two Systems sat on top of each other. The South State Cooperative Library System  
18 and the Metropolitan Cooperative Library System share the same geographic borders of  
19 Los Angeles County. South State had four members, so it was the smallest in terms of  
20 jurisdictions. But in terms of outlets, those four members included Los Angeles County.  
21 L.A. County Library and L.A. Public Library were by far the two largest library systems  
22 in the state. Because it took a lot of work to do a consolidation, South State was carefully  
23 considering whether it wanted to go through with it. It would mean that the Joint Powers

1 Agreement (JPA) would disband and a new one would be formed. Since an infrastructure  
2 was already in place, it would be just a matter of affiliating with MCLS; but that would  
3 be decided at the local level. Twelve out of the fifteen Systems were organized by JPAs.  
4 The other three Systems had Agreements by Joint Resolution. All three had been going  
5 through various planning sessions with some outside consulting assistance. Requests to  
6 consolidate could be expected by next fall.

7 President Kastanis asked Andersen whether more consolidation activity could be  
8 expected, considering the present budget constraints. Andersen thought that the economy  
9 of scale that might be achieved by consolidation would be another incentive for change.  
10 He explained that the North Bay System now administered the North State and the  
11 Mountain Valley Library Systems. North Bay members had already agreed to consolidate  
12 and were now actively courting North State and Mountain Valley. Andersen and  
13 Habbestad attended one joint meeting of all three Systems, in which they agreed to move  
14 fairly quickly in their decision. Should any formal notice of intent be submitted to the  
15 Board prior to its meeting in August, the earliest the proposed consolidation could take  
16 effect is July 1, 2009.

17 *It was moved, seconded (Je ett/Lowenthal) and carried unanimously*  
18 *that the Library of California board approves the proposed change in*  
19 *System membership for the Merced County Library from the 49-99*  
20 *Cooperative Library system to the San Joaquin Valley Library System;*  
21 *and further moves to accept the request to waive the September 1, 2007*  
22 *filing date for 2008/09 affiliations so that this request becomes effective*  
23 *July 1, 2008.*

24  
25 **LoC Regional Library Network Development**

26  
27 Habbestad reported that the Gold Coast Library Network had forwarded one new  
28 application for Library of California membership from the Antioch University, Santa

1 Barbara. The Gold Coast Board of Directors continued to meet annually to provide a  
2 multitype dialog, although no services were provided to their members. Although funding  
3 was no longer available to support LoC activities, the State Board must continue to  
4 approve the memberships, whenever requested.

5 Member Fong asked whether Golden Gateway and Sierra Valley were still Network  
6 members even though they had suspended their operation. Habbestad responded that  
7 Golden Gateway's Board of Directors had suspended all operation, but the non-profit  
8 entity had not dissolved. As for Sierra Valley, the Board of Directors would decide in  
9 2008 whether to dissolve as a non-profit entity. Andersen added that the law was still  
10 active about the formation of the regional networks and membership in them. Suspension  
11 of operations was a local decision.

12 *It was moved, seconded (Lowenthal/Maghsoudi) and carried*  
13 *unanimously that the Library of California Board approves the request*  
14 *for network affiliation for the member listed in Table A, with member*  
15 *services to begin immediately. (See Attachment A)*  
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#### 17 **Interlibrary Loan (ILL) and Direct Loan Programs**

18  
19 Habbestad reported that the transaction levels for both Interlibrary Loan and Direct  
20 Loan programs continued to increase. In fact ILL activity showed the highest transaction  
21 levels in the history of the program. In the first two quarters of this year, it was estimated  
22 that 2.8 million interlibrary loans would be made during the year. That was an increase of  
23 about 18 percent from 2006/07 levels. Net imbalance direct loan transactions were  
24 estimated to increase by 8 percent. Staff was projecting that the TBR appropriation would  
25 reimburse participants at about 43 percent this fiscal year, which was the lowest in the  
26 program's history. Hildreth commented that even at 43 percent reimbursement, people  
27 continued to use the services. A CSL investment was made in the California Libraries

1 Catalog (CalCat), where the holdings of all participating academic, government, public,  
2 special, and school libraries may be accessed; however, it might not be possible to do  
3 analysis to see if the CalCat effort had anything to do with the increase in ILLs. It is  
4 possible that the increase in the ILL actually may have come from the fact that a number  
5 of Systems were now working together and doing a lot more resource sharing. The more  
6 library holdings were made available on the Web the more customers were taking  
7 advantage of them.

8 Andersen updated the Board on the new software being developed to calculate  
9 transactions for ILL and Direct Loan reimbursements. The new software would replace  
10 the current database that had been functioning on a very old operating system. Currently,  
11 library participants submitted claim forms by U.S. mail or fax. The new operating  
12 system would allow online reporting by both the library participants and the State  
13 Library, making for a seamless process with improved tracking mechanisms. He stated  
14 that the software was being paid for with LSTA dollars as part of a networking grant,  
15 since it obviously helped promote resource sharing. Hildreth said that it was going to help  
16 the State Library manage those programs with reduced staff. Streamlining what is now a  
17 laborious, paper-driven process would not only make it easier for CSL but also for the  
18 local libraries to submit their data.

19 Member Steinhauser inquired whether, given the serious reduction in the  
20 reimbursement to participating libraries, there had been any indications that certain  
21 libraries would pull out of the program? She heard city managers or supervisors saying  
22 from time to time that in these lean budget times, they could barely take care of their  
23 own, and they really could not take care of individuals who worked in the area but did not

1 pay taxes. Andersen remarked that there were occasional inquiries about what the effect  
2 would be if a library pulled out of the System in order to charge non-resident fees; but  
3 there were no indications at present that any library was actively pursuing such a course.

#### 4 **Statewide Reference Model**

5  
6 President Kastanis called on Stacey Aldrich to update the Board on the Statewide  
7 Reference project. Aldrich reported that for the past two year the State Library had done  
8 many studies and focus groups and a Statewide Reference model had been designed by  
9 Ruth Metz. After a complete review of all documents developed to date, Aldrich had  
10 many questions, such as:

- 11 • What were we actually trying to do?
- 12 • What was the total information ecosystem that we were trying to address with  
13 statewide reference, and thinking more broadly?
- 14 • How did we work with academic and school libraries?
- 15 • How did all of that, including our other information resources, fit together?

16 Aldrich stated that the first step was to find out how we could best serve our  
17 customers and their information needs, and how people were actually using information.  
18 In order to collect data the State Library began working with Zogby International to get  
19 demographic information on California. We began looking through a stack of studies  
20 from PEW and IMLS on information behaviors so that we could determine what kind of  
21 information people were looking for, how they were finding that information, and where  
22 they were having problems finding it.

23 Aldrich met with library directors and system coordinators around the state and  
24 became aware that many felt uninvolved in creating the new statewide reference model.

1 It was then decided to build in the capacity for involving more people in the process. A  
2 Zogby poll was conducted. Zogby kept a huge database of information, broken down by  
3 state, from people who had participated in their previous surveys. These people were  
4 asked whether they would like to participate in further surveys. Zogby selected a pool of  
5 people to get a cross-range of demographics and then put out an email message to elicit  
6 responses to their online poll. They received 706 responses and the results were compiled  
7 in the report included in the Board packet. Participants were asked how often they  
8 searched for information. Nine out of ten said “often,” with eight out of ten saying “very  
9 often.” Ninety-two percent started their search on the Internet, and 92 percent began with  
10 Google. Only .5 percent began their information search with their local library. When  
11 asked whether they had trouble finding information, 71.2 percent reported that they had  
12 no trouble finding what they wanted. Of the 25.2 percent reporting some trouble finding  
13 information, 3.2 percent reported “very often” having a problem finding what they  
14 wanted. Participants responded that they were using their local library as a  
15 complementary information source, looking for more specialized information to  
16 supplement what they had found on the Internet.

17 With respect to the AskNow service, 81 percent did not know what it was. Of those  
18 who did know, six of ten had never used it. Of those who interacted with a library, email  
19 was the first preference for interaction and online live chat was the second. Of those who  
20 indicated that they had visited their local library, 75 percent would look online for local  
21 library resources when unable to find information on the Internet. The poll indicated that  
22 for the most part the local library was not the first choice for finding information. People  
23 were asked if they would like to see more multi-lingual materials in their library; a split

1 was found between those saying “yes” and those saying “no.” Sixty-two percent said they  
2 would like to see their local libraries expand their online services via the Internet.

3 A second Zogby poll would be conducted during the week of March 10<sup>th</sup> via library  
4 websites statewide. It would be the same survey as before but the question, “what kinds  
5 of services would people like to see?” would be expanded. The poll would offer people  
6 some choices like e-books, audio-books, full-text articles, or others, should they have  
7 different ideas to contribute. Public libraries would be invited to encourage people to take  
8 this survey by putting a link to the poll on their websites. The survey would yield data not  
9 only for use at the state level, but also for use at the local level. Local data would be  
10 given to the libraries so that they would have some idea how people in their community  
11 were responding to these questions. Aldrich thought that this would be very beneficial for  
12 the local jurisdictions.

13 Other library demographic studies had shown that California was on track with other  
14 states in the nation with respect to how people were searching for and using information.  
15 The next stage would be to create a think-tank of people from around the state to look at  
16 all the data we collected, to consider how the world had changed and to consider what  
17 kind of services would benefit the people of California in their information searching  
18 needs. To begin that process, a small group of librarians were selected called the Think  
19 Tank Creators. Librarians from around the state would come together in April with two  
20 futurists, Michelle Bowman and Sandy Berkstead, who would be working with us to  
21 design a statewide reference process and to create the larger think tank group. The  
22 Creators would take all the data and reports, and begin to mash up and combine the  
23 numbers to look at different ways of tying the information together.

1 In August or September there would be a one and one-half day Think Tank event. The  
2 group would be invited to come up with three statewide reference scenarios. After that  
3 there would be several other opportunities for input. Then, at CLA, those scenarios would  
4 be shared and feedback would be requested. After the feedback had been gathered, a  
5 Builders Group would be established. They would come together and take all the input  
6 and the scenarios and actually design the statewide reference model that would be used.  
7 Then we would look at how to support that model.

8 Member Fong asked for more detail about the selection of the Creators and Builders  
9 groups. Aldrich responded that the State Library had selected a small group of five or six  
10 people who had demonstrated leadership or innovation within the library community. The  
11 Think Tank itself would consist of about eighty-plus people, but the Creator Group would  
12 decide how the Think Tank members would come in. An application process had been  
13 discussed. It would be important to involve academic libraries and different people in the  
14 process. Hildreth interjected that often there would be activities where an open invitation  
15 would be extended. However, this group would be by an invitation only, and/or of a  
16 competitive nature where people would write their thoughts or give an idea about how  
17 they would design a new reference system. This was going to be a great opportunity to  
18 bring minds together to try and move us forward.

19 Hildreth shared information about a new system being developed called  
20 *Bibliocomments*. It was a tool that would allow reference librarians to mount their  
21 information searches on an interface in the library system catalog. Also, individuals who  
22 found information about the same thing from another source could add it there as well.

23

1 President Kastanis asked if the library community was positive about the development  
2 of a new reference model. Aldrich responded that there had been a mixed response. A lot  
3 of people who were comfortable with the current model might not have considered all the  
4 other possibilities. Some people were not sure they wanted to be involved, and other  
5 people were very excited.

6 Rosario Garza, MCLS, Santiago, South State and 49-99 System Administrator,  
7 expressed that it was important to create a sense of ownership with the statewide  
8 reference project. She thought that had been missing in the past. She wanted people to be  
9 considered for the Creators group who were willing to think outside the box, put out risky  
10 ideas and take a hit if their ideas were unpopular. She wanted a group of people who were  
11 willing to be pro-active and who took such a sense of ownership that they would start to  
12 proselytize the statewide reference idea. Change was needed because statistics showed  
13 that second-level reference continued to decline. Something needed to be done to reverse  
14 that trend.

15 Member Jewett wondered whether the library customer had changed over the years.  
16 She was surprised that AskNow was hardly used and that many people were unaware of  
17 it. She expressed her hope that when the next model in the library reference process was  
18 achieved, advocacy information would be promoted. It seemed to her that the reference  
19 service in California's public libraries was something of a best kept secret. There was  
20 now a great deal of competition for the services that the public libraries had always  
21 offered. The Statewide Reference process was a good time to consider how to integrate  
22 library services with the ways people access information. The IMLS study that Aldrich  
23 mentioned previously showed that people value people connections. In developing the

1 new reference model, a gradual evolutionary transition should be considered, since  
2 existing practices could not be changed over night. Possibilities for all libraries, including  
3 those with fewer resources, should be considered. A bridge should be built to enable  
4 everyone to share.

5 Member Jewett then asked whether clients had been surveyed and asked what it was  
6 they needed. Aldrich replied that the question had not been asked directly, although  
7 several questions came close to it. Often the question was hard for people to answer.  
8 They were asked questions like: “What is it that you are looking for in terms of  
9 information?” “How do you use the library?” “What are you using?” “Are you looking  
10 for health resources?” “Are you using it for education?” Member Jewett asked if the  
11 demographic information of the respondents was known. Aldrich stated that a list of the  
12 demographics was on page two of the study.

13 Member Steinhauser asked about the survey sample size, with Aldrich confirming that  
14 only 20 percent of the 706 people sampled were ages 18 to 29 years of age. Member  
15 Steinhauser thought that more people in the 29 and younger age range should be  
16 interviewed. As the baby-boomer generation receded, it was critical that libraries were  
17 relevant to a younger demographic. The younger group would go to college and continue  
18 to use the library.

19 Member Steinhauser then asked about the composition of the Creators, the Think  
20 Tank and Builders groups. Would there be non-librarians included? If the competition  
21 was Google but the library community only talked among themselves, then there would  
22 be only the same old ideas. What is wanted is something new and integral. Aldrich  
23 responded that the groups would actually be a mix, with some academic librarians and

1 people from the Information Technology (IT) community being invited. Aldrich  
2 continued that in the following week, she would be going to a conference called *Merging*  
3 *Technologies* where she would be meeting IT people. It was very intentional that two  
4 seasoned futurists were being brought in from across the country and it would be very  
5 intentional how other people would be selected. So yes, the library was looking to bring  
6 in outsiders.

7 Member Zollman had a question about the multilingual component of the Zogby  
8 survey. With many school districts having over 181 languages, why were people not  
9 asking for multilingual services? Since the state was becoming more multilingual than  
10 otherwise, she thought the Board really needed to address that issue and plan for the  
11 future.

12 Aldrich replied that she had looked at that data. For people who were asked about  
13 multilingual services, the race of the respondent was actually noted. It was very  
14 interesting that the people who would want multilingual services were not supporting it.  
15 A lot of people responded “not sure.” So the question was shipped back to Zogby to look  
16 at the data again and provide an interpretation of it. Zogby was not sure what it meant. It  
17 could be that these people were not frequent users of the library; or perhaps library users  
18 had not been the target for the survey. They thought the next poll would show different  
19 responses.

20 Member Fong agreed with Member Steinhauser about the importance of surveying  
21 the younger generation. They would be paying our taxes and social security one day.  
22 Aldrich said that the survey numbers showed that California was not that different from  
23 the rest of the nation. Other polls and surveys demonstrated that people were changing in

1 the same ways. A study had been done of *Generation Y* in the UK about how they did  
2 searches, how it worked and what they were looking for. That group was not that much  
3 different than this group. The really interesting thing about young adults was that they  
4 were a growing market. Kids were coming back to the library.

5 Member Fong was concerned about the survey's high percentage (82%) of people  
6 who began their search on the Internet with *Google.com*. She wondered if this trend  
7 would continue after a statewide reference program was developed. It might be like the  
8 Phoenix; by letting it go, it might rise again as something else, replied Aldrich.  
9 Something interesting Aldrich had seen recently posted by Palos Verdes Public Library  
10 was a Meebo. A little widget that could be put on a website to chat with people right off  
11 the front page. Palos Verdes saw a spike in usage and they had not even told people they  
12 were doing it. Kathy Gould, Director of Palos Verde Public Library District and the Chair  
13 of MCLS said that Meebo was an experiment. Palos Verde had put Meebo up and within  
14 a day had received twenty questions. The site was only up a couple of hours each day, so  
15 Meebo was considered very successful. Previously there had been email and AskNow for  
16 reference questions, resulting in maybe one question each month. Now the library was  
17 getting seventy, eighty or even one hundred questions each month, depending on the  
18 hours and the staffing. Presently, the library was in the process of putting up and trying  
19 out something called ChatStat, which was a customer service tool that a lot of businesses  
20 were using. It was really low in cost and offered a lot more functionality than Meebo did.  
21 If the trial was successful, the library would go live with ChatStat.

22 Gould disagreed with the comment that libraries needed to tell people more about  
23 what they do. A lot of talk has been done; but her library put up Meebo on their home

1 page without PR and people found it. If her library went live with ChatStat, it would be  
2 on every page. It was not about talking about what the library did, it was about doing  
3 something that connected with people. When people got it they used it.

4       Regarding the report, Member Fong noted that 75 percent of the people seemed to be  
5 satisfied with how they were getting their information. So, in terms of the study, could  
6 the State Library do a two-pronged approach? One prong could be on how to increase  
7 the understanding and the use of the 75 percent who were satisfied. The second prong  
8 could be about increasing better service to the 25 percent who were dissatisfied. Aldrich  
9 answered that the intent with this data had not been focused in that direction. The attempt  
10 was made to find out how many reference questions were being asked, what the  
11 population of a region was, and what were the white spaces where people were not  
12 getting what they needed. The hope was to see things in a more comprehensive way.  
13 Member Fong was concerned about the longer term when funding would be needed one  
14 day but it would have been read that 75 percent of constituents were getting their  
15 information needs met. So why would anything else need to be done? Hildreth thought that  
16 one of the goals was to find ways to inform people about what was available to them and  
17 to add value to what they had found on their own. In fact, she thought that it was all  
18 about trying to add value.

19       Member Lowenthal asked Aldrich about the income reference in the survey. She did  
20 not think that 33 percent of Californians earned \$150 thousand per year or more. The  
21 survey appeared to show a highly skewed percentage of wealth to the average in  
22 California. She questioned whether the wealthy looked at the databases in the same way  
23 that other folk might. Aldrich responded that that was very possible, but she reminded the

1 Board that the survey was only a sample. The results corresponded with people who did  
2 have internet access. But these were intended to be snapshots of data only. The next  
3 survey would pass through libraries, which would yield completely different data. It was  
4 known that people who use libraries were using the Internet a lot. Hopefully they would  
5 come from all ranges of income.

6 Hildreth spoke to reiterate that the email survey produced just one piece of the puzzle;  
7 it was a way Zogby could collect data for the library. She was fascinated that CSL was  
8 working with Zogby, who was doing presidential polling. As one piece of the puzzle the  
9 survey data was being looked at with care; but more information would be forthcoming.  
10 CSL wanted to show that what was happening in California was not unique; the same  
11 thing was happening nationally and internationally.

12 President Kastanis asked about what other states were doing and whether they were  
13 going in the same direction. Aldrich responded that from the conversations she had heard,  
14 other states had *Ask us Now*. In the case of the more rural states, they were just trying to  
15 raise the bar for the many small rural libraries. Hildreth added that some of the smaller  
16 states had established a priority to provide statewide databases from their general funds  
17 or through LSTA funds. That is how they have addressed providing reference services or  
18 enhanced information services. California and the bigger states were not able to do that.

19 Hildreth commented that statewide funding for System Reference was \$1.6 million. In  
20 the scheme of things, that was not much funding. She did not want libraries to be  
21 concerned that their portion of the CLSA allocation would be eliminated. That was not  
22 what the State Library was going to do. Hildreth hoped that something would be built that  
23 was so valuable and so exciting that people would say, "Wow, we want to buy even more

1 of that than we are getting from the state.” Then they could decide whether they were  
2 going to use their reference money in that way. Ultimately, if enough value could be  
3 added, people in the state would talk with their legislators and tell everyone how great  
4 library reference service was, and then the funding would come. Aldrich added that  
5 whatever reference system was designed, a high priority would be given to ensure that  
6 people knew that it was there and available.

7 Kathy Aaron, Inland Library System Director, stated that she thought current  
8 statewide reference was not provided directly to the customer, but to the member  
9 libraries. It was through them that help was provided to the public. It seemed to her that  
10 what was being talked about as statewide reference was where the public was coming  
11 directly to libraries to ask their questions. Hildreth responded that it was not yet known  
12 what reference would be. Second-level reference was developed so that all the libraries,  
13 big, small and in between would have a place to bump up their questions.

#### 14 **CLSA System Reference, Communications and Delivery, and Advisory Boards**

15 President Kastanis reported that the System annual report summaries were included in  
16 the Board packet and asked if there were any questions or comments regarding the  
17 reports. Member Jewett commented that after reading the reports, she had tremendous  
18 admiration for everything the Systems were doing, but she was very discouraged at how  
19 much less they were able to do now.

#### 20 **Budget and Planning Report**

21 Hildreth called attention to the document Recommended 2008/09 CLSA Baseline  
22 Budget by Program. She wanted to make sure that everyone knew that after much  
23 internal discussion, as well as discussion with the Department of Finance (DoF), the

1 intent of DoF with respect to the 2008/09 reduction was that SAB, Reference, and  
2 Communications and Delivery Programs would remain at 2007/08 levels. That was why  
3 the budget showed a 12.35 percent reduction to Transaction Based Reimbursements  
4 (TBR). DoF used the entire amount funded for TBR (\$11,616 million), plus the funding  
5 for Systems (\$1.434 million), to determine the ten percent reduction amount and directed  
6 it to come entirely out of TBR. After the State Library clarified that this was DoF's  
7 intention, there was some internal dialogue about whether that was fair, equitable, and  
8 appropriate. The State Library would have had the opportunity to submit a Finance Letter  
9 asking that the cuts be made completely across the board. But an informal poll of some  
10 members at a CLA Legislative Committee meeting suggested that because Systems serve  
11 every library, regardless of whether they were a net borrower or a net lender, DoF's  
12 recommendation was accepted.

13 President Kastanis asked whether there had been an opportunity to reject the reduction  
14 coming entirely out of TBR, and for another proposal to be put forward. Hildreth replied  
15 that another proposal could have been submitted, but thought its acceptance was highly  
16 unlikely. Two other necessary internal proposals had already been submitted and she did  
17 not want to submit more since DoF's intent regarding TBR was already known.  
18 Habbestad said that other budget scenarios were examined, but there was only a one  
19 percent difference compared to just taking the ten percent cut out of TBR. Hildreth  
20 remarked that an attempt was made to be very strategic and get more money available to  
21 Communication and Delivery, but that was not DoF's intent.

22

1 After much discussion, President Kastanis suggested that the Board approve the  
2 budget and recommended that a letter of clarification go forward to the Governor, stating  
3 that there were issues that needed to be addressed.

4 As members continued to address the budget reduction issue, Hildreth pointed out that  
5 Interlibrary Loans in the first quarter of 2007/08 were at the highest levels in history.  
6 People were using the service and thereby proving its value. However, she was worried  
7 that if that were pointed out it would just be said that the program was going to continue  
8 whether it was funded by the state or not.

9 Member Jewett urged that the letter contain not only text, but visual material, such as  
10 a color bar graph chart. It would be very effective for people to see easily what was going  
11 on. Member Steinhauser asked whether it was possible to show how the budget cuts  
12 would impact the ability to reimburse participating libraries. Andersen stated that that  
13 was done every year. Member Jewett wanted to show also that the user demand was up,  
14 thereby demonstrating its importance. Member Steinhauser thought that a small group  
15 should work on charts, one showing the 12.3 percent cut versus the 10 percent cut and  
16 one showing no cut and \$7 million versus \$14 million. She thought that an important  
17 point to be made, as was earlier pointed out by Aldrich, was that people were using  
18 libraries more, although as a remotely accessed, complementary resource.

19 Member Steinhauser requested that the letter and visuals be prepared in order to  
20 distribute in advance of meetings of the Finance Committee, CLA Legislative Committee  
21 in March, and the Day in the Capitol event in April; and be made available for any Board  
22 member who was going to participate. Andersen agreed and asked for clarification as to  
23 whom this letter would be sent. Member Steinhauser replied the Budget Sub-Committees

1 and the two chairs of the respective Education Committees. President Kastanis declared  
2 that she would work with the staff to prepare the letter. She advised placing the names of  
3 the LoC Board Members at the bottom of the letter.

4 *It was moved, seconded (Cannon/Bernardo) and carried by a vote of 8-1*  
5 *(Steinhauser opposed) that the Library of California Board adopts the*  
6 *proposed 2008/09 CLSA budget, reduced by \$1.434 million in the*  
7 *preliminary state budget, as displayed in the chart entitled*  
8 *“Recommended 2008/09 CLSA Baseline Budget by Program” and that*  
9 *the chart be included in the minutes of this meeting. (See Attachment B)*

10  
11 At this time in the agenda, President Kastanis excused herself from the business  
12 meeting and turned the direction of the meeting over to Vice-President Cannon.

### 13 **LEGISLATIVE**

14  
15 Member Steinhauser, Chair of the Legislative Committee, reported that for fiscal year  
16 2008-09 there was roughly \$60 million available for LSTA. California would receive an  
17 allocation of about \$17 million. Hildreth commented that she and others from California  
18 would be attending the Federal Legislative Day in Washington D.C. in the middle of  
19 May. Every year letters were prepared for all of the federal officials concerning LSTA  
20 projects in their districts. They were carried to Washington and distributed and were  
21 found to be very effective. Officials were very interested in seeing what was going on in  
22 their particular district and a lot of good feedback was returned. Bessie Condos and LDS  
23 staff were preparing those letters. Andersen added that the letters tried to show how the  
24 LSTA money impacted the constituents.

25 Member Lowenthal said that the bill was up for re-authorization this year, and the  
26 letters and the amount of money given to each congressional district were really critical  
27 when asking for signatures on the re-authorization act of the bill, which allowed President  
28 Bush to give money away to projects like this.

1 Member Steinhauser called attention to the fact that Senator Simitian had stepped up  
2 again to carry a library construction bond bill, SB 1516. In this bill, the amount of money  
3 authorized by bonds was reduced to \$4 billion. Should it pass, it would go to the people  
4 in the primary election of 2010. She believed that the rationale was that the economy  
5 would have improved by then. If it passed the legislature, one of the issues would be  
6 whether a better turnout could be had in a primary election or in a general election.

7 Member Steinhauser wanted supporters of public libraries to be aware that the PLF  
8 had also taken a budget reduction. She also thought it was important to know that *Day in*  
9 *the Capitol* was scheduled for April 16<sup>th</sup>, and that it would be coordinated by CLA and  
10 the California School Library Association (CSLA). Unfortunately, due to the financial  
11 situation, the State Library could not reimburse Board Members who attended, although  
12 their presence was very useful. She thanked Hildreth and Ira Bray for producing a sheet  
13 very similar to the one for LSTA that reported state monies that were going to libraries. It  
14 could be found on the CLA website.

15 **PUBLIC COMMENT**

16  
17 Vice President Cannon next invited public comment, an opportunity to bring any item  
18 of issue to the Board that had not been on the agenda. No one from the audience rose to  
19 address the Board.

20 **BOARD COMMENT**

21  
22 Vice President Cannon expressed that these were very tough budget times. He very  
23 much appreciated the opportunity for the Board to come together, especially for the  
24 discussion regarding research. To the extent that the Board was financially strained, there  
25 was the alternative of teleconferencing. He thanked Aldrich for bringing new energy to

1 the reference project. Although the State Library was a public agency, very often it  
2 needed to think like private enterprise. He thanked staff for their hard work and looked  
3 forward to seeing what Aldrich brought to the Board next time. He was very pleased with  
4 the use of the surveys, which he thought was a step away from information only and  
5 worked toward integration.

6 Member Fong thanked staff for all the hard work that had gone into preparations and  
7 the agenda packet. She reiterated the Board's commitment to good library service even  
8 during lean times. She appreciated all those library workers in the field doing battle for  
9 libraries. She pointed out that on the good side, several libraries had opened, especially  
10 some branches in San Francisco. She looked forward to working on the reference  
11 program to see how the people of California could be better served. She thanked Hildreth  
12 for her great leadership.

13 Member Zollman thanked staff for all their hard work in preparing for the Board  
14 meeting, and Hildreth for dealing with the seemingly insurmountable budget issues. She  
15 complimented Aldrich for a great report and hoped she did not feel the Board was  
16 challenging her in any with all of their questions.

17 Member Bernardo thanked staff for all their hard work and Hildreth for leading the  
18 way. She congratulated her colleagues for sticking together during the past difficult year.  
19 She was encouraged to see all of the activity in the libraries and to see that people were  
20 interested in keeping the libraries together. She volunteered the participation of the  
21 special libraries in any surveys done concerning statewide reference. She was fascinated  
22 by the efforts, activity and initiatives of the State Library.

23

1 Member Lowenthal thought that one of the most important things the Board could  
2 offer to all of the folks out in the field was the opportunity for collaboration. She hoped  
3 the Board was providing light in a sometimes gloomy environment. The message to be  
4 conveyed to the administration was not that libraries were somehow getting by each time  
5 their budgets were cut, but rather imagine what could be done if libraries received all the  
6 money they were supposed to be getting. She congratulated Aldrich on her new reference  
7 project, which sounded wonderful and was much needed. She expected great outcomes to  
8 follow.

9 Member Jewett reported that on December 31<sup>st</sup>, 2007, she had retired as Executive  
10 Director for the California School Library Association. She now functioned solely as a  
11 California School Library Consultant. She also reported that as of January 1<sup>st</sup>, 2008, the  
12 official term for the credentialed librarian in a school library in California was *Teacher*  
13 *Librarian*. It was no longer *Library Media Teacher*. It would appear on all new  
14 certificates for those who had already completed their teaching credential and had gone  
15 on to complete their library work. One of the reasons for this was that many people did  
16 not realize that the teacher in a library had to be a credentialed teacher prior to receiving a  
17 library credential. The designation *Teacher Librarian* clarified the matter.

18 Member Jewett went on to point out that with every spring there came the annual pink  
19 slip to Teacher Librarians and Library Technicians. They always seemed to be on the  
20 chopping block. Information literacy lessons after school was an important part of the  
21 school environment but she wondered if there would ever be monies for it. In the  
22 community of Davis, home of the University of California, Davis, the Board had  
23 suggested budget cuts that would leave a Teacher Librarian at the high school level only.

1 Before, their district always had credentialed teachers and librarians at elementary  
2 schools, middle schools and high schools; but not any more.

3 Member Maghsoudi congratulated Member Steinhauser. She thanked Hildreth for  
4 being everywhere. All the council members knew her and felt comfortable visiting with  
5 her or calling her. She thanked the CSL staff and looked forward to Aldrich's leadership  
6 for statewide reference.

7 Member Steinhauser expressed that not only did the Board love having Hildreth  
8 representing the State Library throughout California, but they loved having her designees  
9 everywhere, as well. During the years of the LoC, Member Steinhauser and Bessie  
10 Condos had the opportunity to work together on the Young Adult legislation. Now she  
11 understood that Condos was out in the field cutting ribbons and opening doors to the new  
12 public libraries that had opened with the last round of library construction bond money.  
13 She stated that was a little bit of sunshine in an otherwise gloomy sky, and thanked  
14 Condos for her good effort.

15 **Agenda Building**

16

17 Vice President Cannon introduced the next item which gave an opportunity for the  
18 Board to consider topics for upcoming meetings. Member Fong requested time be set  
19 aside to discuss ways of promoting LoC. She and Lowenthal had spoken previously about  
20 proclamations or certificates from the State Librarian that could be taken to local events.  
21 Perhaps, in addition to Hildreth and her appointed designees, some local representatives  
22 could help get the LoC name out there.

23 Member Jewett expressed interest in a joint use concepts discussion. She referred to a  
24 report completed some years ago. Condos stated that the Bond Act libraries were

1 currently listed on CSL's website. They were categorized by those that were funded as  
2 joint venture and those that were joint use. Condos stated that another report had been  
3 completed about seven years ago when she was working in Library Development  
4 Services. Hildreth asked whether there was enough history on the Bond Act libraries to  
5 learn how they were doing. Condos responded that some of the libraries were still under  
6 construction, but that she might be able to get some information on the cycle libraries.  
7 Member Jewett requested that the information be provided just before the next Board  
8 meeting packet went out, with an up-to-date printout of the website information.

9 Andersen reminded the Board that in August they would be meeting as the LSTA  
10 Advisory Council. The deadline for the competitive proposals had been December 31<sup>st</sup>.  
11 The staff reviews had been completed already and advice letters would be sent out soon.  
12 Staff review of the priority proposals would be completed in a couple of weeks and  
13 letters mailed out. Final proposals were due in late April and early May, with the awards  
14 being out by the end of June, subject to whenever the budget passed.

15 *It was moved, seconded (Maghsoudi/Fong) and carried unanimously that*  
16 *the Library of California Board adjourn its business meeting of February*  
17 *28, 2008 at 12:10 a.m.*

## ***Library of California Board Resolution 2008-01***

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

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

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

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

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

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

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

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

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

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

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

***SUSAN STEINHAUSER***

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

**BOND FUNDED PROJECT  
SURVEY ANALYSIS  
BOND ACT OF 2000**

*Presented to: Library of California Board*

*Submitted by:*

*Bessie Condos  
California State Library  
Bond Administration Office*

*August 7, 2008*

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## **INTRODUCTION**

During the February 28, 2008 meeting, the Library of California Board asked for information related to joint use libraries. A survey was developed that focused on bond-funded libraries that have been open for at least one year. The electronic survey (Exhibit A) was sent to public library directors for 22 bond-funded projects (Exhibit B). The response rate was 100% (22 responses). Two directors responded that their projects were not joint use/joint venture, or co-located (Bruggemeyer, San Mateo). Definitions about joint use, joint venture and co-located are included in Title 5 Library Bond Act Regulations. (Exhibit C). The geographic representation of respondents included:

Northern California	9
Southern California	13

## LIBRARY JURISDICTIONS REPRESENTED

<b>CITY: 13</b>	<b>COUNTY: 9</b>
Alameda	Contra Costa Co.
Anaheim	Monterey Co.
Bruggemeyer	Riverside Co.
Los Angeles Public	San Bernardino Co.
Murrieta	San Diego Co.
National City	Shasta Co.
Newport Beach	Siskiyou Co.
Orange	Solano Co.
Oxnard	Ventura Co.
Rancho Cucamonga	
San Leandro	
San Mateo	
San Rafael	
Northern Calif: 4	Northern Calif: 5
Southern Calif: 9	Southern Calif: 4

## INFORMATION ABOUT PROJECTS

<b>MAIN LIBRARIES: 7</b>	<b>BRANCHES: 15</b>
Alameda	Camarillo
Bruggemeyer	Castroville
Murrieta	Dorris
National City	Fairfield-Cordelia
Orange	Harbor Gateway
Redding	Haskett
San Mateo	Hercules
	Hesperia
	Julian
	Manor
	Mariners
	Pickleweed
	South Oxnard
	Temecula
	Victoria Gardens
Northern Calif: 3	Northern Calif: 6
Southern Calif: 4	Southern Calif: 9

# **SURVEY ANALYSIS**

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

<b>TYPE OF LIBRARY</b>	<b>LIBRARIES</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
Co-located	Julian	1	5%
Joint Use	Alameda Camarillo Castroville Dorris Fairfield-Cordelia Harbor Gateway Haskett Hercules Hesperia Manor Mariners Murrieta National City Orange Redding South Oxnard Temecula Victoria Gardens	18	90%
Other: (please explain)	Pickleweed (Community Center)	1	5%

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

<b>SCHOOL LEVEL</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
Elementary School	13	65%
Middle School	11	55%
High School	12	60%
College/University	3	15%
Community College	1	5%
Other (please specify)	1	5%

(Note: Some respondents indicated several levels)

#### 4. Location of joint facility

LOCATION	LIBRARIES	NUMBER OF RESPONSES	%
Facility is located near or adjacent to school property and serves both as a public and school library.	Mariners Julian	2	10%
Facility is located near or adjacent to school property and serves only as a public library branch.	Alameda Camarillo Castroville Dorris Fairfield-Cordelia Harbor Gateway Haskett Hercules Hesperia Manor Murrieta National City Orange Redding South Oxnard Temecula	16	80%
Other: (please explain)	Pickleweed (Community Center) Victoria Gardens (Cultural Center)	2	10%

**5. Who runs the joint facility?**

<b>GOVERNANCE</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
Public Library	20	100%
School District	0	

**6. How long has facility been open?**

<b>NUMBER OF YEARS</b>	<b>LIBRARIES</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
1 year	Alameda Bruggemeyer Camarillo Harbor Gateway Hercules Hesperia Manor Murrieta Orange Redding San Mateo South Oxnard Temecula	13	59%
2 years	Castroville Dorris Fairfield-Cordelia Haskett Mariners Pickleweed Victoria Gardens	7	32%
3 years	National City	1	5%
4 years	Julian	1	5%

**7. Has the original joint use agreement been successful?**

<b>RESPONSE</b>	<b>LIBRARIES</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
Yes	Alameda Camarillo Castroville Dorris Fairfield-Cordelia Haskett Hercules Hesperia Julian Manor Mariners Murrieta National City Orange Pickleweed Redding South Oxnard Temecula Victoria Gardens	19	95%
No	Harbor Gateway	1	5%

## **COMMENTS**

Budget restrictions from school district--not all activities were implemented. Library not able to absorb school district shortfall so modified activities were put in place. (Alameda)

The concepts in the joint use agreement were good ones but the District hasn't provided the necessary support outlined in agreement—i.e., school district didn't have instructional staff to provide. (Fairfield-Cordelia)

Successful during first 6 months. New school principal indicated that unless MOU was mandatory, school would not participate – not a priority. All faculty involvement ceased. (Harbor Gateway)

Greater success with local teachers, librarians, administrators than with district administration. Local school employees have done a very good job helping us develop, determine and market programming. (Hercules)

District provided computers as promised but other things that were promised such as textbooks, staff to assist with tutoring and career assistance have not been accomplished. (Hesperia)

Library staff providing programs/services that had been promised by school. (Manor)

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

<b>RANKING</b>	<b>NUMBER OF RESPONSES</b>	<b>LIBRARIES</b>	<b>%</b>
1	0		
2	3	Harbor Gateway Hesperia Manor	15%
3	4	Alameda Dorris Fairfield-Cordelia Redding	20%
4	8	Camarillo Haskett Hercules Julian Murrieta Orange South Oxnard Temecula	40%
5	5	Castroville Mariners National City Pickleweed Victoria Gardens	25%

## COMMENTS

Although previous administrations for school district and library signed joint use agreement, current administration in the school district did not strongly encourage staff to move forward with the agreed upon programs. Getting responses to inquiries or assistance in recruiting student participation in new programs/activities was very frustrating for library staff. (Alameda)

Cooperation between entities has been very good with use of the homework center continuing to increase. (Camarillo)

We have not been as successful at getting the administration of the school to implement the program as described possibly because of the after school funding that came subsequent to the project proposal. This school district has had a lot of turnover in the people running the after school program making it harder to get a consistent program going. Also the school superintendent says most of the students get on the bus right away to travel long distances to go home after school in this rural agricultural area. (Dorris)

The elements in the agreement haven't been fulfilled but the schools have taken full advantage of the library being in their geographic area for class visits and programming that supports the curriculum. Just the fact that the library is located where it is, is having a tremendous impact on students' ability to complete their homework assignments. (Fairfield-Cordelia)

This "Joint Use" requirement has been a very difficult one for us since the beginning. The relationship has always been one-sided. Los Angeles Unified School District is a huge district with hundreds of schools. The local school feels this MOU is more a burden than a help to them. There is no monetary gain for them and the school constantly has shifting priorities. They feel they were there just to help us get this grant. The Library had to do all of the dialoging with the community, with the council office, with the Board of

Education, the Area Superintendent's staff, and the local school staff. The library held the community forums, focus groups, meetings. Local school staff that were involved in the original planning process were at least willing to participate, but once the school administrator changed, everything changed as well. (Harbor Gateway)

In the years since the joint use agreement was signed, the Magnolia School District has joined the PC World. The original joint use agreement included the installation and maintenance of Macs at Haskett Library by the school district. Four Macs were provided by school to the library. Computers are not maintained nor will they be replaced because the school district has abandoned the Mac for the PC world. (Haskett)

Library is well attended by after school students who use study rooms, designated quiet study areas, and the Homework Center to do their homework, create documents on computers, and perform research. City and library staff have worked well together to provide excellent customer service for students. (Hercules)

While the District's initial interest was high, 4 years later politics and local budgets came into play. School District does not have resources to provide staffing assistance. Students make use of the facility to access the library databases. (Hesperia)

We have had great cooperation between the school and the library from the day the building opened. The school media clerk and the librarian work together to ensure that the needs of students and public are met. (Mariners)

Library staff do quite a bit of outreach to schools but elements of the joint use agreement have not been fulfilled. District had committed to providing a career guidance database and writing software but did not, so the library ended up purchasing and installing software. (Manor)

The school district is willing to work with us and is pro-active about proposing their projects rather than waiting for the library to always be the initiator. (Murrieta)

Because our local public school district does not allow any flyers to be sent home with its students, it has been challenging to get the word out to parents about the new homework center that's available for after-school use. (Orange)

The "marriage" between the two departments is wonderful. Customers visit the community center for classes, sports, etc. and are delighted to discover the library. (Pickleweed)

The schools are working with us and we have complete sets of textbooks for grades 1-12. Both schools use the library and the computer lab. (South Oxnard)

The arrangement has been very successful and we look forward to the continuing to find ways to improve the relationship for the benefit of the students using the library. (Temecula)

The energy generated by this facility is amazing. The partnership has resulted in a strengthening of the education role of the theatrical performances and the library has benefitted tremendously by the theatrical sparkle given to our programs and offerings by the theater crew. (Victoria Gardens)

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

<b>USAGE</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
Increased	20	100%
Decreased	0	

**COMMENTS**

It is very gratifying to see the significant increase in library use since the opening of the new main library. Use at our neighborhood libraries had decreased some but a survey has shown that about 50% of those who use the neighborhood libraries also use the new main library. We hope to increase use of the neighborhood libraries when renovation projects for both move forward and are completed. (Alameda)

Library circulation has more than doubled and attendance at programs has more than quadrupled. (Camarillo)

Since the library was built in an unserved area, the usage could only increase. However in the year and a half it has been open, usage from one year ago has increased 170% from this time last year. (Fairfield-Cordelia)

One of the largest increases has been in space for and collaborative use of the Family Resource center and Homework support programs. (Haskett)

Library usage continues to grow strongly, with our busiest times being when the Homework Center is open, during weekday afternoons. (Hercules)

Significantly increased—demonstrating the need for additional space. (Hesperia)

Our circulation has increased by almost 50% from the amount that was done in the old building. Part of this increase is due to checkouts to the school children during class time, but we had new customers walking in the main doors as well. (Mariners)

It is located in a formerly unserved area so usage could only go up! However, it's been open a little over a year and usage is growing compared to a year ago. The attendance at teen programs is consistently higher than at any of our other branches as are the school age programs. (Manor)

Our circulation statistics indicate a 100% increase since we have opened the new library! Our program statistics indicate a 500% increase in attendance! (Murrieta)

Every month our circulation increases and attendance at programs grows. (Pickleweed)

It has remained pretty steady. (Redding)

The library was closed January 22 through February 28, 2007. The soft opening period was March 1 – April 12, 2007. The grand opening was April 19, 2007. Circulation for the period April 1, 2006 through March 31, 2007 was 99,828 with 2,854 registered borrowers. Circulation for April 1, 2007 through March 31, 2008, was 325,658 with 6,988 registrations. Circulation increased by 226% and registration 145%. (South Oxnard)

The Temecula Library was already the busiest library in the Riverside County Library System with annual circulation of approximately 450,000 items. In the new building, use has increased to approximately 50-60,000 items per month and annual circulation this year will likely top 640,000 items. (Temecula)

Usage of library services within our City has always been high, but it is currently moving “off the chart”. We have increased our circulation by over 40%. Previously a popular service, we have marketed our three libraries as “The 3 Amazing Libraries of Rancho Cucamonga,” highlighting the different experiences our customers can receive by using our original, traditional library, our Virtual Library or our new “Destination Place” library, Victoria Gardens. Politically, we have increased our visibility with City Council and city funders, and recently found it easy to receive over \$2 million to remodel and upgrade our original library location—even though it was only 15 years “old”. (Victoria Gardens)

**10. What have you learned form this project? What would you change?**

**COMMENTS**

We’ve learned that as much as possible, public input during the planning process is very important in the design and layout of the building. To the extent possible, line staff, not just the management group should be included in the communications as to the design and status of the planning/design/construction project. These are the people who face the public daily and all who gave input can defend decisions made to the detractors both individually and in public forums. For large projects such as new construction, although the process was long and painful, we probably wouldn’t change much. For remodels/renovations, a more streamline process may be more appropriate. We also wouldn’t have 50+ different types of light bulbs in the building!! (Alameda)

Not having everything about operations set in stone before the opening has been very helpful as it allowed us to be flexible in finding solutions. (Camarillo)

Monterey County Free Libraries and North Monterey County Unified School District work very well together for the betterment of students and their education. MCFL and NMCUSD working together during this MOU process has enabled both groups to get to know each other better. We better understand

our common aims and are more easily and comfortably able to call on each other for help and ideas. Staff are on a first name basis(!). (Castroville)

I would try to find funds to pay the library assistant to be available for meetings with the school personnel and try to get out to this distant branch more often to monitor implementation of the program (it is over 100 miles from the main library). (Dorris)

Partnering with the school district has been good in terms of concerted effort to improve students learning ability. There is good communication which makes it easier for the library to respond to students needs. In retrospect, the joint use agreement elements looked good but practically speaking haven't worked out. In some ways, it would have been easier to form the partnership after opening to see where there would be realistic areas of partnering. (Fairfield-Cordelia)

We would recommend that the "joint use" be deleted from future Bond Program requirements. Joint use and even co-location may be easily negotiated and met in small cities with small school districts. It is really difficult to negotiate and then enforce in large school district like the Los Angeles Unified School District. (Harbor Gateway)

The joint agreement stated that the library and the school district would meet annually to establish a work plan and set priorities for joint venture services. The agreement would have benefitted by identifying the position which would represent each entity. Turnover at the District and elementary school campus left no one who was involved with the original agreement. New administrators are not interested in this project and the reduction of school library staff make it difficult to develop a formal annual process. (Haskett)

The fact that the Hercules Library has such a great range of areas with dedicated uses and behavior expectations has proven an overwhelming success. Teens can go from the quiet of the Homework Center where they finish up their homework, to the relatively noisy social space of the library Teen Room to meet

with friends, to one of the garden areas, where they can drink a soda and talk on their cell phone. We are looking forward to more dedication from the school district addressing specific elements of the joint use plan. A new Deputy Superintendent for school year 2008/09 has indicated possible interest in a number of projects, and we will be holding discussions with her over the summer to address possible use of the facility for the school district's Adult School, whose current classrooms are quite distant from Hercules. (Hercules)

While joint usage projects are great in theory—the reality of school districts, unless they are wealthy, is that they do not have the resources—including the time to devote to off site projects. Many school districts provide few resources for their own libraries—let alone joint usage projects that are not on their campus. The school district does recognize the fact the public library does provide some valuable resources for their students—they just don't have enough resources to extend their services to the public library. (Hesperia)

Early on, we heard concern from parents about safety and security of their school age children. I think we found good solutions to the issues that were raised in that regard. There is never enough space. I would be nice to have more room for the younger school children to sit and enjoy listening to a storyteller. We also wish we had more space in the adult and teen areas. (Mariners)

The school personnel all changed from the time we wrote and received the grant so it made it more difficult to plan with people who weren't as vested in the process. However, what we discovered is strong familial support for children to succeed. I don't know what we would change. We entered the agreement with the concern the school participating would be lacking and that has been borne out to date. There really isn't school personnel available to do what was promised—they are stretched already. But there is tremendous good will between the District and Library staff. (Manor)

I would not change a thing (other than the construction related matters)! Everyone, including the local teachers, the teachers from the Pechanga Reservation, and our City administration and Council LOVE our new library, the services, programs, resources and staff!! (Murrieta)

The project has offered the library the opportunity to become a community place which caters to the residents' informational, educational, and recreational needs and to partner with other agencies with similar goals for the delivery of larger scale service. (National City)

This project has generated healthy new interest in Orange's public libraries among local schools, particularly the public schools. Three entire elementary schools in our service area have sent every single class, K-6, on field trips to us during the past year. That said, there is also healthy new tension. An administrator from our local public school district asked us to make over the Storytime Room (adjacent to "The HC") and other space in the Children's Library area as after-school homework help space and was clearly aggravated when we did not pursue this. We learned about the most effective hours of operation by trying one set of open hours, having limited success, and modifying them – three times during the first year of operation. Chalk this up to a normal learning curve in public service. Also, we have changed another aspect of "The HC" by adding morning access to/independent use of "The HC" by local homeschooling groups. This uses the valuable homework-help resources there and forges stronger connections with homeschooling parents without requiring any additional staff time/supervision. A plus! (Orange)

I have learned that neighborhood libraries should be the wave of the future like they once used to be. We are in a densely populated area of San Rafael and customers are so grateful that they can just walk down the street to this great place. We should be getting people out of cars and neighborhood libraries are part of that. Plus, the kids feel comfortable walking a few blocks to come visit, moms with stroller have an easier time getting here and overall it is

phenomenal. We are a destination—there is park next door, ball field behind us, community center attached—it's perfect. (Pickleweed)

We have learned that appropriate staffing and space is essential to the success of the program. (Redding)

We need a large meeting room in the library for the community. It would be better to cluster computers in a centralized area instead of locating them throughout the library in alcoves. When we do this again, computers will be in clusters and a large meeting room will be located inside of the library for community usage. (South Oxnard)

So far the joint-use project has been very successful and has allowed us to have a very high degree of cooperation with the school district. We have found that the movement of materials between the public library and the schools created some challenges; however, we resolved those early on and are now shipping materials directly from the library to the schools. (Temecula)

The most important lesson learned is the importance of partnerships. We now have strong partnerships with retail businesses, major developers, performing artists, school administrators and more. What would we change? Absolutely nothing! (Victoria Gardens)

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

**COMMENTS**

I don't see major obstacles; it is the small day to day annoyances that slow you down--learning the new mechanical systems, setting up maintenance contracts, allowing for training for city maintenance staff to learn how to troubleshoot/fix the new mechanical systems in the building. There is a continuous process of revising new policies (i.e., meeting room use policy, display policy) as issues not

thought of during the writing of the new use policies arise, all while moving forward with other business. (Alameda)

Although all libraries have obstacles—continued funding, etc., this project is working well with minimal to no issues between the three cooperating governmental entities. (Camarillo)

Distance from main library administration, Library Assistant at branch being unwilling to reach out effectively, School District personnel turnover and attitude using the library facility. (Dorris)

The cooperation with the schools on this project led to a good relationship with the Fairfield-Suisun Unified School District. As a result, the Library has gone on to partner with the District and Suisun City on a joint use public-school library that just opened in Suisun City, June 25, 2008. I don't know that that project would have happened had we not done the Fairfield-Cordelia project together, gotten to know each other and built a level of trust so we could embark on this new venture together. We are still going to pursue the college application programs with the District at the Fairfield-Cordelia Library. (Fairfield-Cordelia)

Lack of commitment from the top caused by changes in the principal, assistant principal levels; Shift of priorities within the school; Local school personnel considers the MOU as "recommendations" for desirable actions, and not as "obligations." (Harbor Gateway)

Overall there are no major obstacles in the joint use of the Haskett Library by Magnolia students, staff, parents and residents. However, the continued elimination of school library staff at both the district and site levels makes continuous communication and planning more difficult. No one on the school side has responsibility for library services, including this joint venture. (Haskett)

We do not expect the popularity of library resources & joint use elements of the facility to go down among our targeted audience. Continued communications with school district and local schools will be necessary to ensure that we are helping the district meet its organizational and educational goals. (Hercules)

Since the school district was never going to bring major resources to the project, their current non-participation, while missed, is not significant. (Hesperia)

Community is happy and engaged with the project and the library. (Julian)

I think that we will be able to continue to meet the needs of the school children as well as the public in the environment which has been established at the Mariners Library. (Mariners)

I don't know that I would characterize any major obstacles. It's more that the elements selected for the joint use agreement weren't realistic so we are finding other ways to partner with the schools that work for everyone—especially the children. (Manor)

Both parties of this agreement are more than motivated to continue working together! The unfortunate advent of the school budget reductions has resulted in cut-backs and some lay-offs, which really will necessitate the use of the local public library to maintain the high school scores for which this District is known. (Murrieta)

No, the library does not see major obstacles in the continuing success of our project. The library will keep collaborating and partnering with schools/colleges, non-profit agencies, literacy programs to serve the needs of the community. (National City)

The local public school district is content having Orange Public Library plan and operate "The HC" with minimal input from school district staff. The public loves and needs this services – so we'll go on offering it. (Orange)

We just need to keep the overall community center, park and library well maintained. With budget cuts, it is easy to see where painting over marks on walls or other things can fall by the wayside. We need to keep it looking clean and new for as long as possible. (Pickleweed)

Staffing changes are being made. (Redding)

The new library is a major asset to the community and because of the commitment between the City and schools any and all obstacles will be worked out for the benefit of the community including the schools. The only issue for everyone is the budget. Next year's budget is status quo and a half percent sales tax for the City will probably be on the November ballot. Half percent sales tax would generate \$12 million for the City and this will be beneficial to the library. (South Oxnard)

## **12. Other comments**

### **COMMENTS**

There is still willingness to make this project successful by library staff and by community groups. The County Office of Education has oversight on all of the after school projects and the Library Director has been meeting at that level to discuss how to make this project successful. The funded after school project has had turnovers in personnel and other issues that have made it a less successful program outside of any interaction with the library. (Dorris)

The Hercules Library is the best used library in West Contra Costa County, with more library visits & programming, greater volunteer participation, and higher circulation than any of its neighboring community libraries. The fact that library staff work collaboratively with city and school district staff enables us to continuously gather information about community needs and respond proactively to this information. Being a joint use facility has been a real blessing. (Hercules)

Our system has other joint-usage projects, but the ones that are more successful seem to be those that are housed on school campuses. They all have their issues, but they do provide library services to the public where none would probably exist and they provide extended services to students. I would point out however that while the school district has not participated as fully as the agreement indicates, we have developed a relationship that may provide opportunities down the road. A new high school which is in the planning stages may lead to another joint usage facility-located on the school campus. (Hesperia)

I think that working with the community, the school, the city and the state enables us to get so many different views on the needs and how to meet those needs. The children become so familiar with the library and how to use the resources that they continue to come in after school, during the summer and as

they move on to middle school. Although many of us were not immediately happy with having to close off a portion of the library during the school day, it has worked well. All customers are able to get the books they want and we are able to better keep the kids in a school setting which I believe will contribute to on-going success of the joint use agreement. (Mariners)

The library has been a tremendous asset to the community and is much loved. It is well used by students, their families, teachers and college students preparing to go into education. From our viewpoint, it is a great success story. (Manor)

The City of Murrieta and the community are truly grateful to the California State Library for assisting us with the construction of our beautiful library. It is very well used and appreciated by the teachers, parents, and students as well as other individuals and families of all ages and backgrounds! Thank you! (Murrieta)

"The HC" is already well integrated into the life of the new Orange Public Library & History Center. Its initial Homework Center Coordinator left the position for reassignment elsewhere in our system after about eight months, forcing us to assign other Children's Services staff to cover "The HC" until a new Homework Center Coordinator was hired. This encouraged a review of all activities and practices (always good) and demonstrated clearly to both staff and the public how important it is to provide after-school homework help. Orange Public Library also now offers after-school homework help at our El Modena Branch Library using high-school volunteers. This resulted from the lessons we learned from "The HC." Another plus! Thanks for building this area of emphasis into the Library Bond Act. It encouraged the City of Orange and its public libraries to get into the much-needed service area of after-school homework help. (Orange)

I wish our library was bigger—we've already outgrown the space—there aren't enough tables and chairs for after school work, for instance. Sometimes people

who have never been here are disappointed by the size, considering how big the community center is, but it was a good first step because we used to be tiny before. (Pickleweed)

The City of Oxnard is extremely grateful to have received grant funding to build a new library in the South Oxnard Community. The new library exists because of your financial help. All of us including City leaders and community residents are delighted with our new library. Favorable comments are received daily about the library environment, computers, quiet places, homework centers, and especially the new library materials. Thanks for making this happen in our Oxnard community. (South Oxnard)

The response to the new Temecula Library has been outstanding. It is a flagship library for the Riverside County Library System and a point of immense pride for the City of Temecula. The joint-use project has ensured that students use the library every day of the week and has facilitated the transfer of materials from our collection directly to the schools. Students are encouraged to visit and use the library and do so in significant numbers every day. (Temecula)

Thank you, State Library, for allocating us the funds to create this extraordinary project in the heart of Rancho Cucamonga. (Victoria Gardens)

# **EXHIBITS**

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

Street One

City/State

**2. Specify whether project is:**

- Co-related
- Joint venture joint use
- Other (please explain)

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

- Elementary school
- Middle school
- High school
- College/University
- Community College
- Other (please specify)

**EXHIBIT A**

#### 4. Location of joint facility:

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

#### 5. Who runs the joint facility?

- Public library
- School district
- Campus
- Other (please specify):

#### 6. How long has the facility been open?

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

**7. Has the original joint use agreement been successful?**

Yes

No OR yes with modifications (please explain)

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

Please check one  1  2  3  4  5

Please explain your ranking

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

Increased

Decreased

Please comment

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

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

Yes

No, please explain:

**12. Other comments?**

**Library Buildings Open – September 2004-April 2007**  
**Bond Act of 2007**

<i>Project Number</i>	<i>Project Name</i>	<i>Library Building Open to Public</i>	<i>Notes</i>
1046	Julian Branch Library	09/17/04	
1028	National City Public Library	08/13/05	
1047	Haskett Branch Library	04/01/06	
1038	Mariners Joint Use Library	04/20/06	
2004	Pickleweed Library	07/15/06	
1030	Victoria Gardens Library	08/18/06	
1016	San Mateo Main Library	08/27/06	
1042	Bruggemeyer Library (Monterey Park)	09/09/06	
2008	Castroville Library	09/29/06	
2033	Hesperia Branch Library	10/14/06	
1008	Alameda Main Library	11/02/06	
1018	Hercules Public Library	11/11/06	
2046	Dorris Library	11/15/06	
2064	Fairfield-Cordelia Library	12/14/06	
2052	Temecula Public Library	12/14/06	
2048	Harbor Gateway Branch Library	02/01/07	
1026	Manor Community Branch Library	02/05/07	
2005	Redding Main Library	03/01/07	
2067	Murrieta Public Library	03/17/07	
1003	Camarillo Library	03/31/07	
1024	South Oxnard Branch Library	04/19/07	
1041	Orange (City) Main Library Expansion	04/21/07	

**EXHIBIT B**

## BOND ACT CYCLES

CYCLE I	CYCLE II
Alameda	Castroville
Bruggemeyer	Dorris
Camarillo	Fairfield-Cordelia
Haskett	Harbor Gateway
Hercules	Hesperia
Julian	Murrieta
Manor	Pickleweed
Mariners	Redding
National City	Temecula
Orange	
San Mateo	
South Oxnard	
Victoria Gardens	
Total: 13	Total: 9
Northern Calif: 4	Northern Calif: 5
Southern Calif: 9	Southern Calif: 4

## EXHIBIT B

## **TITLE 5 LIBRARY BOND ACT REGULATIONS (DEFINITIONS)**

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

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

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

**EXHIBIT D**  
**Powerpoint**

**BOND FUNDED  
PROJECT  
SURVEY ANALYSIS  
BOND ACT OF 2000**

**TITLE 5 LIBRARY BOND ACT  
REGULATIONS  
(DEFINITIONS)**

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

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

# Library Buildings Open – September 2004-April 2007

<i>Project Number</i>	<i>Project Name</i>	<i>Library Building Open to Public</i>
1046	Julian Branch Library	09/17/04
1028	National City Public Library	08/13/05
1047	Haskett Branch Library	04/01/06
1038	Mariners Joint Use Library	04/20/06
2004	Pickleweed Library	07/15/06
1030	Victoria Gardens Library	08/18/06
1016	San Mateo Main Library	08/27/06
1042	Bruggemeyer Library (Monterey Park)	09/09/06
2008	Castroville Library	09/29/06
2033	Hesperia Branch Library	10/14/06
1008	Alameda Main Library	11/02/06
1018	Hercules Public Library	11/11/06
2046	Dorris Library	11/15/06
2064	Fairfield-Cordelia Library	12/14/06
2052	Temecula Public Library	12/14/06
2048	Harbor Gateway Branch Library	02/01/07
1026	Manor Community Branch Library	02/05/07
2005	Redding Main Library	03/01/07
2067	Murrieta Public Library	03/17/07
1003	Camarillo Library	03/31/07
1024	South Oxnard Branch Library	04/19/07
1041	Orange (City) Main Library Expansion	04/21/07

# BOND ACT CYCLES

CYCLE I	CYCLE II
<b>Alameda</b>	<b>Castroville</b>
<b>Bruggemeyer</b>	<b>Dorris</b>
<b>Camarillo</b>	<b>Fairfield-Cordelia</b>
<b>Haskett</b>	<b>Harbor Gateway</b>
<b>Hercules</b>	<b>Hesperia</b>
<b>Julian</b>	<b>Murrieta</b>
<b>Manor</b>	<b>Pickleweed</b>
<b>Mariners</b>	<b>Redding</b>
<b>National City</b>	<b>Temecula</b>
<b>Orange</b>	
<b>San Mateo</b>	
<b>South Oxnard</b>	
<b>Victoria Gardens</b>	
<b>Total: 13</b> <b>Northern Calif: 4</b> <b>Southern Calif: 9</b>	<b>Total: 9</b> <b>Northern Calif: 5</b> <b>Southern Calif: 4</b>

# LIBRARY JURISDICTIONS REPRESENTED

<b>CITY: 13</b>	<b>COUNTY: 9</b>
<b>Alameda</b>	<b>Contra Costa Co.</b>
<b>Anaheim</b>	<b>Monterey Co.</b>
<b>Bruggemeyer</b>	<b>Riverside Co.</b>
<b>Los Angeles Public</b>	<b>San Bernardino Co.</b>
<b>Murrieta</b>	<b>San Diego Co.</b>
<b>National City</b>	<b>Shasta Co.</b>
<b>Newport Beach</b>	<b>Siskiyou Co.</b>
<b>Orange</b>	<b>Solano Co.</b>
<b>Oxnard</b>	<b>Ventura Co.</b>
<b>Rancho Cucamonga</b>	
<b>San Leandro</b>	
<b>San Mateo</b>	
<b>San Rafael</b>	
<b>Northern Calif: 4</b> <b>Southern Calif: 9</b>	<b>Northern Calif: 5</b> <b>Southern Calif: 4</b>

# INFORMATION ABOUT PROJECTS

MAIN LIBRARIES: 7	BRANCHES: 15
<b>Alameda</b>	<b>Camarillo</b>
<b>Bruggemeyer</b>	<b>Castroville</b>
<b>Murrieta</b>	<b>Dorris</b>
<b>National City</b>	<b>Fairfield-Cordelia</b>
<b>Orange</b>	<b>Harbor Gateway</b>
<b>Redding</b>	<b>Haskett</b>
<b>San Mateo</b>	<b>Hercules</b>
	<b>Hesperia</b>
	<b>Julian</b>
	<b>Manor</b>
	<b>Mariners</b>
	<b>Pickleweed</b>
	<b>South Oxnard</b>
	<b>Temecula</b>
	<b>Victoria Gardens</b>
<b>Northern Calif: 3</b> <b>Southern Calif: 4</b>	<b>Northern Calif: 6</b> <b>Southern Calif: 9</b>

## Question #2: Specify whether project is Co-located, Joint Venture, Joint Use, Other.

TYPE OF LIBRARY	LIBRARIES	NUMBER OF RESPONSES	%
<b>Co-located</b>	<b>Julian</b>	<b>1</b>	<b>5%</b>
<b>Joint Use</b>	<b>Alameda  Camarillo  Castroville  Dorris  Fairfield-Cordelia  Harbor Gateway  Haskett  Hercules  Hesperia  Manor  Mariners  Murrieta  National City  Orange  Redding  South Oxnard  Temecula  Victoria Gardens</b>	<b>18</b>	<b>90%</b>
<b>Other: (please explain)</b>	<b>Pickleweed (Community Center)</b>	<b>1</b>	<b>5%</b>

# Question #3: Indicate school level of joint project.

<b>SCHOOL LEVEL</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
<b>Elementary School</b>	<b>13</b>	<b>65%</b>
<b>Middle School</b>	<b>11</b>	<b>55%</b>
<b>High School</b>	<b>12</b>	<b>60%</b>
<b>College/University</b>	<b>3</b>	<b>15%</b>
<b>Community College</b>	<b>1</b>	<b>5%</b>
<b>Other (please specify)</b>	<b>1</b>	<b>5%</b>

(Note: Some respondents indicated several levels)

## Question #4: Location of joint facility

LOCATION	LIBRARIES	NUMBER OF RESPONSES	%
<b>Facility is located near or adjacent to school property and serves both as a public and school library.</b>	<b>Mariners Julian</b>	<b>2</b>	<b>10%</b>
<b>Facility is located near or adjacent to school property and serves only as a public library branch.</b>	<b>Alameda Camarillo Castroville Dorris Fairfield-Cordelia Harbor Gateway Haskett Hercules Hesperia Manor Murrieta National City Orange Redding South Oxnard Temecula</b>	<b>16</b>	<b>80%</b>
<b>Other: (please explain)</b>	<b>Pickleweed (Community Center) Victoria Gardens (Cultural Center)</b>	<b>2</b>	<b>10%</b>

# Question #5: Who runs the joint facility?

<b>GOVERNANCE</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
<b>Public Library</b>	<b>20</b>	<b>100%</b>
<b>School District</b>	<b>0</b>	

## Question #6: How long has facility been open?

<b>NUMBER OF YEARS</b>	<b>LIBRARIES</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
<b>1 year</b>	<b>Alameda</b> <b>Bruggemeyer</b> <b>Camarillo</b> <b>Harbor Gateway</b> <b>Hercules</b> <b>Hesperia</b> <b>Manor</b> <b>Murrieta</b> <b>Orange</b> <b>Redding</b> <b>San Mateo</b> <b>South Oxnard</b> <b>Temecula</b>	<b>13</b>	<b>59%</b>
<b>2 years</b>	<b>Castroville</b> <b>Dorris</b> <b>Fairfield-Cordelia</b> <b>Haskett</b> <b>Mariners</b> <b>Pickleweed</b> <b>Victoria Gardens</b>	<b>7</b>	<b>32%</b>
<b>3 years</b>	<b>National City</b>	<b>1</b>	<b>5%</b>
<b>4 years</b>	<b>Julian</b>	<b>1</b>	<b>5%</b>

# Question #7: Has the original joint use agreement been successful?

RESPONSE	LIBRARIES	NUMBER OF RESPONSES	%
<b>Yes</b>	<b>Alameda  Camarillo  Castroville  Dorris  Fairfield-Cordelia  Haskett  Hercules  Hesperia  Julian  Manor  Mariners  Murrieta  National City  Orange  Pickleweed  Redding  South Oxnard  Temecula  Victoria Gardens</b>	<b>19</b>	<b>95%</b>
<b>No</b>	<b>Harbor Gateway</b>	<b>1</b>	<b>5%</b>

## Question #7 Comments:

- Budget restrictions from school district--not all activities were implemented. Library not able to absorb school district shortfall so modified activities were put in place. **(Alameda)**
- The concepts in the joint use agreement were good ones but the District hasn't provided the necessary support outlined in agreement—i.e., school district didn't have instructional staff to provide. **(Fairfield-Cordelia)**
- District provided computers as promised but other things that were promised such as textbooks, staff to assist with tutoring and career assistance have not been accomplished. **(Hesperia)**

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

<b>RANKING</b>	<b>NUMBER OF RESPONSES</b>	<b>LIBRARIES</b>	<b>%</b>
<b>1</b>	<b>0</b>		
<b>2</b>	<b>3</b>	<b>Harbor Gateway Hesperia Manor</b>	<b>15%</b>
<b>3</b>	<b>4</b>	<b>Alameda Dorris Fairfield-Cordelia Redding</b>	<b>20%</b>
<b>4</b>	<b>8</b>	<b>Camarillo Haskett Hercules Julian Murrieta Orange South Oxnard Temecula</b>	<b>40%</b>
<b>5</b>	<b>5</b>	<b>Castroville Mariners National City Pickleweed Victoria Gardens</b>	<b>25%</b>

## Question #8 Comments:

- Cooperation between entities has been very good with use of the homework center continuing to increase. **(Camarillo)**
- In the years since the joint use agreement was signed, the Magnolia School District has joined the PC World. The original joint use agreement included the installation and maintenance of Macs at Haskett Library by the school district. Four Macs were provided by school to the library. Computers are not maintained nor will they be replaced because the school district has abandoned the Mac for the PC world. **(Haskett)**

## Question #8 Comments Continued:

- Library staff do quite a bit of outreach to schools but elements of the joint use agreement have not been fulfilled. District had committed to providing a career guidance database and writing software but did not, so the library ended up purchasing and installing software. (Manor)
- Because our local public school district does not allow any flyers to be sent home with its students, it has been challenging to get the word out to parents about the new homework center that's available for after-school use. (Orange)
- The arrangement has been very successful and we look forward to the continuing to find ways to improve the relationship for the benefit of the students using the library. (Temecula)

**Question #9: Has usage of your library increased or decreased since opening?**

<b>USAGE</b>	<b>NUMBER OF RESPONSES</b>	<b>%</b>
Increased	20	100%
Decreased	0	0%

## Question #9 Comments:

- Our circulation has increased by almost 50% from the amount that was done in the old building. Part of this increase is due to checkouts to the school children during class time, but we had new customers walking in the main doors as well. **(Mariners)**
- Our circulation statistics indicate a 100% increase since we have opened the new library! Our program statistics indicate a 500% increase in attendance! **(Murrieta)**
- The library was closed January 22 through February 28, 2007. The soft opening period was March 1 – April 12, 2007. The grand opening was April 19, 2007. Circulation for the period April 1, 2006 through March 31, 2007 was 99,828 with 2,854 registered borrowers. Circulation for April 1, 2007 through March 31, 2008, was 325,658 with 6,988 registrations. Circulation increased by 226% and registration 145%. **(South Oxnard)**

## **Question #10: What have you learned form this project? What would you change?**

- Monterey County Free Libraries and North Monterey County Unified School District work very well together for the betterment of students and their education. MCFL and NMCUSD working together during this MOU process has enabled both groups to get to know each other better. We better understand our common aims and are more easily and comfortably able to call on each other for help and ideas. Staff are on a first name basis(!). **(Castroville)**
- I would try to find funds to pay the library assistant to be available for meetings with the school personnel and try to get out to this distant branch more often to monitor implementation of the program (it is over 100 miles from the main library). **(Dorris)**

# Question #10: Comments Continued

- Partnering with the school district has been good in terms of concerted effort to improve students learning ability. There is good communication which makes it easier for the library to respond to students needs. In retrospect, the joint use agreement elements looked good but practically speaking haven't worked out. In some ways, it would have been easier to form the partnership after opening to see where there would be realistic areas of partnering. **(Fairfield-Cordelia)**
- While joint usage projects are great in theory—the reality of school districts, unless they are wealthy, is that they do not have the resources—including the time to devote to off site projects. Many school districts provide few resources for their own libraries—let alone joint usage projects that are not on their campus. The school district does recognize the fact the public library does provide some valuable resources for their students—they just don't have enough resources to extend their services to the public library. **(Hesperia)**

## Question #10: Continued

- I have learned that neighborhood libraries should be the wave of the future like they once used to be. We are in a densely populated area of San Rafael and customers are so grateful that they can just walk down the street to this great place. We should be getting people out of cars and neighborhood libraries are part of that. Plus, the kids feel comfortable walking a few blocks to come visit, moms with stroller have an easier time getting here and overall it is phenomenal. We are a destination—there is park next door, ball field behind us, community center attached—it's perfect. (**Pickleweed**)

## **Question #11: Do you see major obstacles in the continuing success of your project?**

- The cooperation with the schools on this project led to a good relationship with the Fairfield-Suisun Unified School District. As a result, the Library has gone on to partner with the District and Suisun City on a joint use public-school library that just opened in Suisun City, June 25, 2008. I don't know that that project would have happened had we not done the Fairfield-Cordelia project together, gotten to know each other and built a level of trust so we could embark on this new venture together. **(Fairfield-Cordelia)**
- Lack of commitment from the top caused by changes in the principal, assistant principal levels; Shift of priorities within the school; Local school personnel considers the MOU as “recommendations” for desirable actions, and not as “obligations.” **(Harbor Gateway)**

## Question #11: Continued

- Since the school district was never going to bring major resources to the project, their current non-participation, while missed, is not significant. **(Hesperia)**
- The new library is a major asset to the community and because of the commitment between the City and schools any and all obstacles will be worked out for the benefit of the community including the schools. The only issue for everyone is the budget. Next year's budget is status quo and a half percent sales tax for the City will probably be on the November ballot. Half percent sales tax would generate \$12 million for the City and this will be beneficial to the library. **(South Oxnard)**

## Question #12: Other Comments

- The Hercules Library is the best used library in West Contra Costa County, with more library visits & programming, greater volunteer participation, and higher circulation than any of its neighboring community libraries. The fact that library staff work collaboratively with city and school district staff enables us to continuously gather information about community needs and respond proactively to this information. Being a joint use facility has been a real blessing. **(Hercules)**
- I wish our library was bigger—we've already outgrown the space—there aren't enough tables and chairs for after school work, for instance. Sometimes people who have never been here are disappointed by the size, considering how big the community center is, but it was a good first step because we used to be tiny before. **(Pickleweed)**

## Question #12: Continued

- Thank you, State Library, for allocating us the funds to create this extraordinary project in the heart of Rancho Cucamonga. (**Victoria Gardens**)

**- E N D -**

ACTION

**AGENDA ITEM:** Election of Library of California Board Officers for 2009

**ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:** Election of Board Officers for calendar year 2009.

**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 2009.

**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 2009.

**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:** 2009 Meeting Schedule and Locations

<b>2009 Board Proposed Meeting Schedule</b>		
<u>Date</u>	<u>Location</u>	<u>Activities</u>
March 5 (Thursday)	Sacramento LDS Bureau, Room 501	Board Budget & Planning meeting
August 13 (Thursday)	Sacramento Location TBA	Regular Business Annual Budget Meeting Election of Board Officers for year 2010 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 regulation shall be construed to prevent the state board from altering its regular meeting dates or altering the locations of meetings.”

**Recommendation:** Staff is recommending that the Board schedule two one-day meetings in 2009, one in March and the other in August, when most Board members can attend. Exhibit A displays the results of a Doodle Poll the Board took to decide on the days to meet. If the Governor’s Proposed Budget for 2009/10 results in any changes to CLSA programs, the Board will consider them at the March meeting. A new reference design may necessitate changes in System Plans of Service and Budget documents that the Board will need to review prior to distributing materials to Systems in March. 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 included to this agenda item as Exhibit B.

Staff Liaison: Sandy Habbestad

Exhibit A

	February 2009			March 2009					August 2009								
	Tue 24	Wed 25	Thu 26	Tue 3	Wed 4	Thu 5	Wed 11	Thu 12	Tue 11	Wed 12	Thu 13	Tue 18	Wed 19	Thu 20	Tue 25	Wed 26	Thu 27
Paymaneh Maghsoudi	OK																
Susan Hildreth	OK																
Victoria Fong	OK																
Elizabeth Murguia				OK													
Linda Jewett	OK																
Judy Zollman		OK	OK		OK												
Tyrone H Cannon		OK	OK	OK	OK	OK			OK	OK	OK						
Anne Bernardo		OK	OK		OK	OK	OK	OK					OK	OK		OK	OK
Conchita Battle	OK	OK		OK	OK	OK			OK	OK	OK						
Penny Kastanis	OK																
Your name	<input type="checkbox"/>																
Count	6	9	8	8	10	10	8	8	8	8	8	6	7	7	4	5	5

Participate

<b>CALENDAR OF UPCOMING LIBRARY-RELATED EVENTS AND DATES</b>
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The following is a list of upcoming library-related events and dates worth noting:

<b>2008</b>		
IFLA (International Federation of Library Associations and Institutions) 74 <sup>th</sup> General Conference & Council	August 10-14, 2008	Quebec, Canada
ARL (Association of Research Libraries) Annual Membership Meeting	October 14-17, 2008	Washington, DC
LITA (Library Information Technology Association) National Forum	October 16-19, 2008	Cincinnati, OH
ASIS&T (American Society of Information Science & Technology) Annual Meeting	October 24-29, 2008	Columbus, OH
EDUCAUSE Annual Conference ( non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 28-31, 2008	Orlando, FL
CLA (California Library Association) Annual Conference	November 14-17, 2008	San Jose, CA
<b>2009</b>		
ALA (American Library Association) Midwinter Meeting	January 23-28, 2009	Denver, CO
CLA Day in the District	January 30, 2009	California - statewide
CLA Day in the District	February 6, 2009	California - statewide
CLA Legislative Day	April 15, 2009	Sacramento, CA
ARL Annual Membership Meeting	May 19-22, 2009	Houston, TX
SLA (Special Libraries Association) Annual Conference	June 14-17, 2009	Washington, DC
ALA Annual Conference	July 9-15, 2009	Chicago, IL
AALL (American Association of Law Libraries) Annual Meeting and Conference	July 25-28, 2009	Washington, DC
IFLA 75 <sup>th</sup> General Conference & Council	August 2009	Milan, Italy
ARL Annual Membership Meeting	October 13-16, 2009 (Tentative date)	Washington, DC
CLA Annual Conference	November 2009 [Date TBA]	Southern CA
EDUCAUSE Annual Conference	November 3-6, 2009	Denver, CO
ASIS&T Annual Meeting	November 6-9, 2009	Vancouver, BC, Canada
<b>2010</b>		
ALA Midwinter Meeting	January 15-20, 2010	Boston, MA
PLA (Public Library Association) National Conference	March 23-27, 2010	Portland, OR
ARL Annual Membership Meeting	May 18-21, 2010	Seattle, WA
SLA Annual Conference	June 13-16, 2010	New Orleans, LA
ALA Annual Conference	June 24-30, 2010	Washington, DC
AALL Annual Meeting and Conference	July 10-13, 2010	Colorado
IFLA 76 <sup>th</sup> General Conference & Council	August 2010	Brisbane, Australia
ARL Annual Membership Meeting	October 12-15, 2010 (Tentative dates)	Washington, DC
EDUCAUSE Annual Conference	October 12-15, 2010	Anaheim, CA
CLA Annual Conference	November 12-15, 2010	Sacramento, CA

**AGENDA ITEM:** System Plans of Service for 2008/09

**ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:** Consider CLSA System Plans of Service for fiscal year 2008/09.

**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 Systems submitted for fiscal year 2008/09, and that staff work with the System(s) where concerns have been addressed.

**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 but one system are in compliance with the CLSA statute and regulations. Staff will work with the 49-99 Cooperative Library System on the issue that all System Reference dollars are being budget for online databases for its members.

**Recommendation:** Staff is recommending that the Board approve the Plan of Service for each System for fiscal year 2008/09. Staff will work with the 49-99 Cooperative Library System to address the concerns reflected in its Interlibrary Reference component.

**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 2008/09 are summarized in this Board packet by service components and are included with the respective document for each program.

Relevant Committee: Budget and Planning  
Staff Liaison: Sandy Habbestad

**AGENDA ITEM:** CLSA System Allocation for 2009/10

**ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:** Consider Board policy for allocation of System funds for FY 2009/10

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board adopt a policy for allocation of CLSA System-level funding for Reference, Communications & Delivery, and Advisory Boards for the 2009/10 fiscal year that allows two or more CLSA Cooperative Library Systems to consolidate and retain the same funding level by simply adding together the allocations for each System.

**BACKGROUND:**

Formal requests have been received to consolidate operations and services from Cooperative Systems in the Bay Area, Northern California, and Southern California into three separate mega Systems in FY 2009/10 (see Consolidations and Affiliations agenda item, Document 8). The current formulae for allocating funds to Systems for the CLSA funded programs are different for each program. Below is a brief history of formula development.

**System Reference:** During the initial (1978/79) year of the CLSA System Reference Program, state funds were allocated to the Systems based on a per capita and per member formula contained in Section 18741(a) of the Act. By using this approach, funding was insufficient to cover the costs of existing System Reference programs. In February 1983, after much discussion, the Board adopted a formula for FY 1983/84, which has continued to be the most equitable means of allocating System Reference funds. The formula adopted provided 25% of the total allocation on the basis of the first three members of each (15) System, equally; and the remaining 75% equally on the basis of each System's portion of the total state population served and each System's portion of the total membership statewide, excluding the first three member per System. The formula continued to reflect the provision in Section 18741(a) that states, "...if there occurs a consolidation among individual public libraries that, as of the effective date of this chapter, are members of a System, the per member allowance to the System shall continue at the same level as if the consolidation had not taken place." Membership figures for three Systems (MOBAC, North Bay, and North State) are annually adjusted to reflect public library consolidations, which occurred after January 1, 1978.

**System Communications & Delivery:** The original baselines (1978/79) for System Communications and Delivery (C&D) were grandfathered in from an existing service provided through a combination of PLSA (Public Library Services Act—the predecessor

to CLSA), local funds, and Library Service and Construction Act (LSCA) grants, which preceded LSTA. The major difficulty with this method of funding was that the initial baseline was based on structure, services and priorities that had been established for non-CLSA programs. This caused far too many inequities, and Systems were experiencing a wide variation in the level of services that they could provide. In February 1984, the Board adopted a new method for allocating System C&D Program funds by means of an equitable formula. This being the current formula, it is based on three factors:

- 1) a factor reflecting the base operation costs in which each System shall receive equal consideration;
- 2) a factor based on the number of System members in which each System shall receive proportional consideration; and,
- 3) a factor based on the round-trip mileage in each System as determined by the tables and maps contained in All Points to All Points, California Department of Transportation, 1975, in which each System shall receive proportional consideration; and that all three factors shall be considered equally.

**System Advisory Boards:** CLSA Section 20145(b) states, “An Advisory Board for each System shall be established. The Advisory Board shall consist of the number of members specified in Education Code Section 18747(b), except that no SAB shall consist of fewer than five members.

**Recommendation:** It is the intent of CLSA to promote consolidation. By using the current formula, Cooperative Systems requesting consolidation are penalized up to \$35,998 in System Reference and up to \$51,490 in C&D because of the factor that reflects a percentage of the total allocation being equally shared by each System. However, for the five CLSA Systems that are not requesting consolidation, their budgets would increase because of this factor. Exhibit A to this agenda item details the funding levels before and after consolidation for each System-level program. Staff is recommending that the Board adopt scenario three, which allows two or more Cooperative Systems to consolidate and maintain funding levels as though the consolidation did not take place.

**RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:** If CLSA funding levels change, the Board would need to discuss how to implement future budget impacts to System-level programs.

Relevant Committee: Budget and Planning  
Staff Liaison: Sandy Habbestad

## CALIFORNIA LIBRARY SERVICES ACT

<b>SYSTEM REFERENCE PROGRAM</b>				
<b>System</b>	<b>Scenario One</b> Current 08/09 Preliminary Allocation	<b>Scenario Two</b> Consolidation of Systems with Current Board Policy	<b>Difference</b> Scenario Two minus Scenario One	<b>Scenario Three</b> Retain Pre- Consolidation Funding Level
1) BALIS	111,872	0		0
2) MOBAC	70,286	0		0
3) PLS	61,116	0		0
4) SILICON VALLEY	74,186	0		0
<b>CONSOLIDATED SYSTEM (1+2+3+4)</b>	<b>317,460</b>	<b>281,462</b>	<b>(35,998)</b>	<b>317,460</b>
5) MCLS	268,598	0		0
6) SANTIAGO	95,108	0		0
7) SOUTH STATE	97,950	0		0
<b>CONSOLIDATED SYSTEM (5+6+7)</b>	<b>461,656</b>	<b>432,445</b>	<b>(29,211)</b>	<b>461,656</b>
8) MVLS	115,212	0		0
9) NORTH BAY	113,069	0		0
10) NORTH STATE	84,250	0		0
<b>CONSOLIDATED SYSTEM (8+9+10)</b>	<b>312,531</b>	<b>284,522</b>	<b>(28,009)</b>	<b>312,531</b>
11) BLACK GOLD	63,576	84,625	21,049	63,576
12) 49-99	62,127	83,777	21,650	62,127
13) INLAND	163,681	177,514	13,833	163,681
14) SJVLS	102,441	121,686	19,245	102,441
15) SERRA	124,868	142,309	17,441	124,868
<b>TOTAL SYSTEM</b>	<b>1,608,340</b>	<b>1,608,340</b>	<b>0</b>	<b>1,608,340</b>

CALIFORNIA LIBRARY SERVICES ACT

<b>SYSTEM COMMUNICATIONS &amp; DELIVERY PROGRAM</b>				
<b>System</b>	<b>Scenario One Current 08/09 Preliminary Allocation</b>	<b>Scenario Two Consolidation of Systems with Current Board Policy</b>	<b>Difference Scenario Two minus Scenario One</b>	<b>Scenario Three Retain Pre- Consolidation Funding Level</b>
1) BALIS	55,606	0		0
2) MOBAC	58,558	0		0
3) PLS	43,762	0		0
4) SILICON VALLEY	42,826	0		0
<b>CONSOLIDATED SYSTEM (1+2+3+4)</b>	<b>200,752</b>	<b>149,262</b>	<b>(51,490)</b>	<b>200,752</b>
5) MCLS	112,386	0		0
6) SANTIAGO	50,468	0		0
7) SOUTH STATE	44,657	0		0
<b>CONSOLIDATED SYSTEM (5+6+7)</b>	<b>207,511</b>	<b>180,251</b>	<b>(27,260)</b>	<b>207,511</b>
8) MVLS	95,598	0		0
9) NORTH BAY	80,104	0		0
10) NORTH STATE	122,760	0		0
<b>CONSOLIDATED SYSTEM (8+9+10)</b>	<b>298,462</b>	<b>271,202</b>	<b>(27,260)</b>	<b>298,462</b>
11) BLACK GOLD	61,890	83,092	21,202	61,890
12) 49-99	48,537	69,739	21,202	48,537
13) INLAND	121,350	142,552	21,202	121,350
14) SJVLS	75,485	96,687	21,202	75,485
15) SERRA	76,413	97,615	21,202	76,413
<b>TOTAL SYSTEM</b>	<b>1,090,400</b>	<b>1,090,400</b>	<b>0</b>	<b>1,090,400</b>

## CALIFORNIA LIBRARY SERVICES ACT

<b>SYSTEM ADVISORY BOARD PROGRAM</b>				
System	<u>Scenario One</u> Current 08/09 Preliminary Allocation	<u>Scenario Two</u> Consolidation of Systems with Current Board Policy	<u>Difference</u> Scenario Two minus Scenario One	<u>Scenario Three</u> Retain Pre- Consolidation Funding Level
1) BALIS	439	0		0
2) MOBAC	566	0		0
3) PLS	586	0		0
4) SILICON VALLEY	1,063	0		0
CONSOLIDATED SYSTEM (1+2+3+4)	2,654	2,755	101	2,654
5) MCLS	3,095	0		0
6) SANTIAGO	181	0		0
7) SOUTH STATE	2,623	0		0
CONSOLIDATED SYSTEM (5+6+7)	5,899	5,511	(388)	5,899
8) MVLS	1,922	0		0
9) NORTH BAY	849	0		0
10) NORTH STATE	6,373	0		0
CONSOLIDATED SYSTEM (8+9+10)	9,144	9,266	122	9,144
11) BLACK GOLD	1,961	1,982	21	1,961
12) 49-99	1,115	1,133	18	1,115
13) INLAND	1,976	2,033	57	1,976
14) SJVLS	2,127	2,157	30	2,127
15) SERRA	2,384	2,423	39	2,384
<b>TOTAL SYSTEM</b>	<b>27,260</b>	<b>27,260</b>	<b>0</b>	<b>27,260</b>

**AGENDA ITEM:** CLSA Consolidations and Affiliations

**ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:**

- 1) Consideration of Bay Area Library & Information System, Monterey Bay Area Cooperative Library System, Peninsula Library System, and Silicon Valley Library System to consolidate in FY 2009/10
- 2) Consideration of Metropolitan Cooperative Library System, Santiago Library System, and South State Cooperative Library System to consolidate in FY 2009/10
- 3) Consideration of Mountain Valley Library System, North Bay Cooperative Library System, and North State Cooperative Library System to consolidate in FY 2009/10

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board approve the joint notice of intent submitted on behalf of the Bay Area Library & Information System, Monterey Bay Area Cooperative Library System, Peninsula Library System, and Silicon Valley Library System to consolidate its operations and services into a single Cooperative Library System, contingent upon all necessary local System consolidation agreements and by-laws have been approved and are in force by June 1, 2009.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board approve the joint notice of intent submitted on behalf of the Metropolitan Cooperative Library System, Santiago Library System, and South State Cooperative Library System to consolidate its operations and services into a single Cooperative Library System, contingent upon all necessary local System consolidation agreements and by-laws have been approved and are in force by June 1, 2009.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board approve the joint notice of intent submitted on behalf of the Mountain Valley Library System, North Bay Cooperative Library System, and North State Cooperative Library System to consolidate its operations and services into a single Cooperative Library System, contingent upon all necessary local System consolidation agreements and by-laws have been approved and are in force by June 1, 2009.

## **GENERAL BACKGROUND:**

CLSA Cooperative Library Systems have submitted formal requests for System consolidation as authorized by Section 18740(b) of the Act and Section 20185(a) of the Code of California Regulations. If approved, our current fifteen Cooperative Systems would be reduced to eight Systems statewide, effective July 1, 2009. Exhibit A displays a colored map of the current California Library Systems; Exhibit B displays the System's geographical area if the proposed consolidations are approved. The law states that a newly consolidated System shall receive a grant of \$10,000 for each of the two years following the consolidation. Currently there is no CLSA funding available for consolidation grants should the Board approve one or more of the System consolidations being considered at this meeting. However, the State Library has provided planning assistance with LSTA dollars to help in this process, which will have expanded resource sharing as an outcome. The LoC Board has under its control the authority to determine if the consolidation provides a more effective way of carrying out the purposes of the Act than would be the case if the consolidation did not occur (Sec. 20185(b)).

**ISSUE 1:** Consideration of Bay Area Library & Information System, Monterey Bay Area Cooperative Library System, Peninsula Library System, and Silicon Valley Library System to consolidate in FY 2009/10.

## **BACKGROUND:**

A joint notice of intent (Exhibit C) has been received from the Administrative Councils of four (4) CLSA Systems requesting consolidation into one regional system: Bay Area Library & Information System (BALIS), Monterey Bay Area Cooperative Library System (MOBAC), Peninsula Library System (PLS), and Silicon Valley Library System (SVLS). For several years, BALIS, MOBAC, and SVLS have been contracting for administrative services with PLS. After spending over a year and a half examining the benefits and developing projects with a small group (Fish Bowl group) of director's from each system, it was agreed that a broader variety and more cost effective service could be provided by consolidating its operations. The proposed new region would span eight counties in the Bay Area, from Contra Costa County to Monterey County, and have a user population of over 6.6 million.

The new System will continue to provide the CLSA system-level services required by law, but will also have broader goals which will be identified in a strategic planning process targeted for September 2008-January 2009. The governance structure of the new system will be a 501(c)3 corporation, which will have a governing board comprised of the directors of all member libraries—this group would meet annually. An executive committee of elected member library directors, two from each system serving staggered two-year terms, would meet four times a year. Nothing in this consolidation prevents a local system from continuing local best practices to meet its own needs—including current committee structures. Exhibit D displays a Revised System Consolidation Plan developed by Consultant Maureen Sullivan. The proposed name for the new Bay Area System is the Pacific Library Partnership.

**Recommendation:** Staff is recommending that the Board approve the joint notice of intent to consolidate the four Bay Area Systems into one Cooperative System. The proposed new system will be required to develop a System Administrative Policy Manual (CCR, Sec. 20136), which shall include along with any other items the System finds useful, its policies for:

- a) receiving and accounting for state and federal funds on behalf of the System,
- b) employment of System personnel,
- c) interaction with System Advisory Boards
- d) executing the System programs approved by the State Board.

**ISSUE 2:** Consideration of Metropolitan Cooperative Library System, Santiago Library System, and South State Cooperative Library System to consolidate in FY 2009/10.

**BACKGROUND:**

A joint notice of intent (Exhibit E) has been received from the Administrative Councils of three (3) CLSA Systems requesting consolidation: Metropolitan Cooperative Library System (MCLS), Santiago Library System (SLS), and South State Cooperative Library System (SSCLS). For many years, both SLS and SSCLS have been contracting with MCLS for administrative and reference services. Since early March 2008, a tri-system Consolidation Steering Committee, made up of representatives of the three system councils, has been meeting to discuss the process needed to achieve a successful consolidation. The Steering Committee developed a list of benefits to be gained from merging into a single entity (see Exhibit F). The Committee will continue to work on developing a set of by-laws for the consolidated system and develop a set of standing rules to accompany the by-laws, as well as the governance structure.

The proposed consolidated system members would span three counties representing a geographic area that goes from Oxnard (in Ventura County) to San Clemente (Orange County), and have a user population of over 13 million. MCLS and SSCLS currently share the same geographic borders of Los Angeles County. Although SSCLS has the smallest number of public library jurisdictions (4), Los Angeles County alone has 88 outlets.

**Recommendation:** Staff is recommending that the Board approve the joint notice of intent to consolidate the three Southern California Systems into one Cooperative System. The proposed new system will be required to develop a System Administrative Policy Manual (CCR, Sec. 20136), which shall include along with any other items the System finds useful, its policies for:

- a) receiving and accounting for state and federal funds on behalf of the System,
- b) employment of System personnel,
- c) interaction with System Advisory Boards
- d) executing the System programs approved by the State Board.

**ISSUE 3:** Consideration of Mountain Valley Library System, North Bay Cooperative Library System, and North State Cooperative Library System to consolidate in FY 2009/10.

**BACKGROUND:**

A joint notice of intent (Exhibit G) has been received from the Administrative Councils of three (3) CLSA Systems requesting consolidation into one mega regional system: Mountain Valley Library System (MVLS), North Bay Cooperative Library System (NBC), and North State Cooperative Library System (NSCLS). For the past four years NSCLS has been contracting for administrative services with NBC, and since 2007 has contract with NBC for reference services.

MVLS has been contracting with NBC for administrative and reference services for the past three years. The result has been more economical and efficient services for all three systems. A Joint Steering Committee comprised of representatives from all three systems has examined potential benefits and projects that could be implemented by merging its operations and services into one mega system. Exhibit H has been developed by the Steering Committee and represents the desires of the new system. The proposed new system would span the California borders north to Oregon, Marin County on the west coast, and Mono County to the east. It will have a user population of over 4.6 million.

**Recommendation:** Staff is recommending that the Board approve the joint notice of intent to consolidate the three Northern California Systems into one Cooperative System. The proposed new system will be required to develop a System Administrative Policy Manual (CCR, Sec. 20136), which shall include along with any other items the System finds useful, its policies for:

- a) receiving and accounting for state and federal funds on behalf of the System,
- b) employment of System personnel,
- c) interaction with System Advisory Boards
- d) executing the System programs approved by the State Board.

**GENERAL OVERALL PROGRAM UPDATES:**

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

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

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

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

No notifications of intent to affiliate in the 2009/10 fiscal have been received to date. Exhibit I contains a history of CLSA consolidations and affiliations through the 2008/09 fiscal year and the System consolidations proposed for 2009/10.

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

1. Update on proposed System consolidations.
2. The State Board will be notified of all proposed affiliations or consolidations at the Board meeting immediately following the receipt of notices of intent.

Relevant Committee: Resource Sharing  
 Staff Liaison: Sandy Habbestad  
 Doc.#12679

### CALIFORNIA LIBRARY SYSTEMS



# CALIFORNIA LIBRARY SYSTEMS

Proposed System structure beginning FY 2009/10



## Peninsula Library System

Ms. Penny Kastanis  
 President, Library of California Board  
 P.O. Box 942837  
 Sacramento, CA 94237-0001

Dear Ms. Kastanis:

With this letter we are officially notifying the Library of California Board that the Administrative Councils of the following systems have all voted to consolidate into one mega regional system.

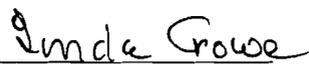
They include: Bay Area Library and Information System, BALIS  
 Monterey Bay Area Cooperative Library System, MOBAC  
 Peninsula Library System, PLS  
 Silicon Valley Library System, SVLS

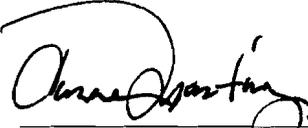
For several years, three of the four systems have been contracting for administrative services with Peninsula Library System. After spending over a year and a half examining the benefits and developing projects with a small group of director's from each system there is an agreement that we can provide a broader variety and more cost effective service by consolidating our operations.

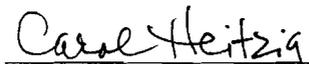
We request that the Library of California Board take action at its next meeting to approve this consolidation which would take effect July 1, 2009. During fiscal year 2008/2009, the governance and structure including new by-laws and membership formula will be developed. At the same time staff and library members will approve and implement a strategic plan for expanded services.

We appreciate your encouragement in this restructure and hope this action will strengthen the role of cooperation and resource sharing for California libraries.

Sincerely,  
 Linda Crowe

  
 Executive Director

  
 BALIS Council, Chair

  
 MOBAC Council, Chair

  
 PLS Council, Chair

  
 SVLS Council, Chair

cc: Susan Hildreth

attachments: 1) Verification of votes from all system councils  
 2) White Paper

Linda Crowe distributed the FREE2 Campaign Activation report. Linda, Terry Jackson and Donna Truong met with BBMG last week to discuss the report and ask questions. BBMG recommended hiring a Public Relations firm. The SVLS Directors at their last Council meeting voted to contribute \$125,000 towards the marketing project. The PLS Finance Committee has recommended PLS also contribute \$125,000. PLS Council will vote on the measure at their next Council meeting. BALIS has already contributed \$150,000 for the initial work and voted to spend up to \$250,000 for the BBMG marketing project. There was agreement that the project is too large. Terry Jackson asked the BALIS Council members what their expectations are for the project. Since viral marketing was the original purpose of the grant the FREE2 brand name and its recognition, it should be BALIS' main focus. The microsite should also be built and developed. This site will cost anywhere from \$100,000 to \$175,000. There was discussion of launch event and whether personal stories was the place to focus. The BBMG advisory committee will be; Jean Hofacket, Luis Herrera, Susan Gallinger and Lisa Rosenblum. Lisa Rosenblum, Susan Gallinger, Peggy Barber, Terry Jackson, Donna Truong and Linda Crowe will meet with BBMG on Tuesday, January 29<sup>th</sup> at 1:00 p.m. to interview PR firms. Linda Crowe will contact BBMG before the meeting to convey this discussion to them.

→ B. Consolidating Systems Update

The next "Fishbowl" meeting will be 10:00 a.m. to 1:00 p.m., February 5<sup>th</sup> at the System Office. There are three other systems contracting with Maureen Sullivan to work on a consolidation plan. They are North Bay Cooperative Library System; Mountain Valley Library System and North State Library System. At the November 30<sup>th</sup> consolidation meeting, people met in their system groups and discussed advantages of consolidation. The BALIS Council voted to merge with the other systems. Linda Crowe will communicate Council's decision.

✂ MSP: to approve BALIS merging with the other systems and to take whatever steps necessary to achieve that end.

C. BALIS Innovations Grant Report from Livermore

The Innovations Grant report from Livermore in the agenda packet is for Council's information. Council has decided to fund another round of Innovations Grants for the 2008 fiscal year. Linda Crowe will send the Directors the guidelines and forms for the grant proposals. The proposals will be due to System Office by May 16, 2008.

**4. Information Items**

A. Committee Reports

- C. Report from MOBAC "Fishbowl" Consolidation Committee and Approval of MOBAC system consolidation request to Library of California Board - Turner/Bui-Burton/Uhlinger

Kim, representing the "Fishbowl" group, answered some of the concerns the committees have if MOBAC joins the other systems in consolidating. She feels it is important for MOBAC to have the opportunity to be part of the people who shape the new system. Kim assured the committees that there wouldn't be any changes to the committee models, resource sharing or ILL practices if MOBAC joins the other systems in consolidating. The committees can still meet as often as they desire. Membership fees will stay at the same levels for at least two years. The governance model will be a 501(c) 3, similar to CALIFA's. Every member of every system would have a seat at the governance table. In addition, there will be an Executive Committee, made up of two representatives from each system who will meet quarterly. The larger body of representatives will meet annually. The timeline has been changed somewhat. A financial analyst has been hired to look at the systems' finances and to come up with a membership model that is fair to everyone. There will be a base membership fee with scaleable levels of opportunities for libraries. The next scheduled meeting of the "Fishbowl" group is May 20th at the Naval Postgraduate School. MOBAC will still have local controls and programming. The consolidation group has a definite commitment to multitype libraries. The bylaws and articles of incorporation have not been drafted yet.

- \* MSP: To approve the request to the Library of California Board to join the broader consolidated system along with the other Bay Area systems. The vote was unanimous for consolidation.

- D. Statewide Reference Report Update

Last year, a consultant was hired to look at the Statewide Reference Program. After reviewing the program, it was decided it would be more efficient to have one centralized location in Southern California. Deputy State Librarian, Stacey Aldrich, is researching different options and hopes to develop a new Statewide Reference program within the year.

- E. ILL 2006/2007 Report

The report included in the agenda packet shows ILL requests for the individual MOBAC libraries.

Terry Jackson updated Council on the marketing project. BALIS wants to move forward and has established a Steering Committee; Jean Hofacket, Alameda County Library, Susan Gallinger, Livermore Public Library, and Lisa Rosenblum, Hayward Public Library. Linda and Terry met with BBMG and their staff last week. It was agreed that the pre-launch would begin during National Library Week, April 13 - 19. The first phase will include the launch of the microsite and Activity 1, The "I am free2" engagement activity. Phase 1 would include advertising plus partnering with a PR firm. Three firms were interviewed and all have been associated with non-profits. Negotiations have begun with one of the firms. Internal branding will begin with presentations to firms. Staff DVD's and other materials will be available. PLS and SVLS staff will be invited to the initial meeting. The BBMG Marketing Project will be announced statewide at CLA in November. Southern California libraries are very interested in the project. At this time, it was decided to market the project only in Northern California. SVLS, at their last Council meeting voted to be part of the project and to invest \$125,000. There is a motion for PLS to also contribute \$125,000 in the Finance Committee report. BALIS has already contributed approximately \$160,000 and plans to spend up to \$250,000 towards the project.

→ E. Consolidating Systems Update

Susan Holmer and Valerie Sommer, who has taken Terry Jackson's place as the PLS representative to the "Fishbowl" group met last Tuesday to determine next steps. BALIS has approved going forward with the merger. This consists of sending a letter of intent to merge to the State Library. The three Southern California systems are also moving forward with their merger plan and North Bay Cooperative and Mountain Valley Library Systems are also making progress with consolidation. Linda will contact a consultant, Marshall Keyes, to develop a financial plan. The California State Library is in full support of the mergers. The next steps will be to incorporate with a 501C3 which includes developing bylaws. The "Fishbowl" group has a new representative, Eleanor Uhlinger, Director of the Naval Postgraduate School. She represents MOBAC and a non-public library perspective. Maureen Sullivan is updating the white paper.

- \* MSP: To merge with other Bay Area systems (SVLS/BALIS/MOBAC)  
The vote was unanimous for consolidation

F. Discussion Points

- Changing expiration date of library cards
- Blocking patron card use in libraries that are in debt collect for lost materials

Al Escoffier felt the work load could be minimized by having library cards issued every three years instead of two. Another concern is locking patron use in

Administrative Council Meeting  
Friday, February 8, 2008  
Santa Clara City Library  
Santa Clara, CA 95051

Council

Deborah Barrow, Sunnyvale  
Karen Burnett, Mountain View  
Melinda Cervantes, Santa Clara County  
Peggy Conaway, Los Gatos Public  
Diane Jennings, Palo Alto Public  
Jane Light, San Jose Public  
Karen Saunders, Santa Clara City

Others Attending

Linda Crowe, SVLS  
Terry Jackson, SVLS  
Sarah Kimmel, SVLS  
Mary Nacu, San Jose Public

Introductions were done and Terry Jackson's role as Project Consultant was described.

I. Call to Order 9:40 a.m.

II. Review of Agenda

Agenda adopted as presented.

III. Consent Agenda

A. December 7, 2007 minutes

Minutes of December 7, 2007 approved as presented.

B. Dashboard

The System Office will be closed February 18, 2008.

C. First Quarterly Financial Report

No comments. No approval required.

IV. Old Business

→ A. Consolidated Systems Update

BALIS and PLS Councils have approved notifying the California State Library of their intention to merge the systems. MOBAC has concerns about multi-type libraries and committee issues and may wait to move forward. Linda Crowe will contact financial advisor Marshall Keyes about the various issues related to the different financial positions of the systems and how an equitable transition can be accomplished. A timeline for moving forward was distributed and the governance

issues were discussed. The new organization would be a 501(c)3 and the "Fish Bowl" group would be the incorporators. The group met with Maureen Sullivan on Tuesday and she will update the white paper.

- ✗ MSP: To approve sending a letter to the California State Library confirming the intention to merge with the other Bay Area Systems.

#### B. BALIS / BBMG Project Update

Terry Jackson reported that PLS approved matching the funds from SVLS (\$125,000) for the project roll-out. The Steering Committee met in Hayward on Monday and determined the first phase including the launch, which will happen during National Library Week. The focus will be on the microsite and advertising. Prior to the launch, two internal branding meetings will be held for library staff and other interested people from the participating libraries. At the meeting, BBMG will do the program they did in November, as well as introduce the brand book which staff will take back to the library. BBMG is currently in negotiation with a PR firm who will work on the roll-out activities as well as find other partners for the project. The Free2 project will be launched statewide at CLA. Jane Light mentioned contacting the VP of marketing at OCLC about a marketing project funded by the Gates Foundation that will assist libraries with marketing for bond measures.

#### C. Materials Handling

Mary Nacu, Division Manager at San Jose Public, did a presentation of the materials handling study that SJPL conducted with LSTA funding. Mary would be willing to share the presentation.

#### D. Silicon Valley Reads

Approximately 450 people attended the kick-off event, held January 17 at Campbell Heritage Theater. There are roughly 50 events, half of which include the author, which has resulted in strong attendance. Publicity has been widely distributed.

#### E. Succession Planning

Karen Burnett contacted Ken Haycock, who agreed to speak to Council and brainstorm with them about succession planning. A special session will be held in June to accommodate Haycock's schedule.

#### V. New Business

##### A. CLA Reorganization

CLA is streamlining their organization to be more responsive and engaging. The Executive Committee met to discuss the direction and progress. Roundtables also held discussions on the reorganization. Questions center around who CLA is serving and who they should be serving. Fewer committees, a smaller assembly

Revised System Consolidation (BALIS/MOBAC/PLS/SVLS) Plan  
May 20, 2008  
(Maureen Sullivan)

**1. Statement of Purpose**

The consolidated regional system will serve the information needs of people in the larger Bay Area community. It will improve the services of its constituent member libraries by maintaining existing CLSA programs, leading research and development efforts to ensure libraries are aware of and respond to demographic, economic, and other changes, will experiment with innovative approaches to programming and services, and will enhance collective resources.

The California State Library has encouraged and supported this effort with LSTA grants.

This new consolidated system will differ from Califa in that Califa is a statewide service bureau limited to exerting buying power for California libraries and to managing statewide programs. Its services will be utilized by the consolidated systems.

The consolidated system will differ from the current CLSA systems in that it will have broader goals than the three areas in which the CLSA system is limited by law. The new system, however, will have vestiges from the CLSA system and will need to provide services in exchange for the funding received from the state. These will be identified in the strategic planning process.

Nothing in this consolidation prevents a local system from continuing local best practices to meet its own needs. This includes its own committee structure.

The proposed name for this new structure is the Pacific Library Partnership.

**2. Rationale and Benefits of Consolidation**

- Achieve economies of scale by investing in a set of shared resources in programs and services that will benefit people served by the communities in the four systems
- Reduce duplication of effort and investment of resources in redundant activities and programs
- Work together to increase the quantity and quality of the services and programs for the people in this broader geographic area

- Enable each member to be more responsive to the changing needs and expectations of its community
- Create a common approach to marketing and public relations and have a shared capability for this work
- Enable resource sharing to work better and more seamlessly
- Have a stronger, more effective and unified voice
- Capitalize on the talents and competencies of a larger group of member library staff and increase the opportunity to share and learn from each other
- Collaborate to invest in research and development of new initiatives and pool resources to support development of these initiatives
- Invest in a common infrastructure
- Extend the network and communities of practices among the people who work in the member libraries

**Desired Attributes of the New System:**

- Improved service to the people of California
- Meets the needs of all member libraries
- Each system builds on its current strengths and does not suffer a disadvantage as a result of the consolidation
- We “leave no library behind”
- There is something of value for all member libraries
- We engage in research and development; this makes our work easier
- We enlarge the community and our networking opportunities

Note: We recognize that the real needs we will have may not be the ones we have today and that some of the needs may emerge from the creation of the new system

**We want to maintain:**

- Expertise of the systems staff
- Congeniality and collegiality – the quality of our relationships
- Mentorship
- Delivery service
- Current level of time investment – new model will not take more time and attention
- Value of participation
- Line staff collegiality and other networking benefits
- Forecasting and scanning capability – awareness of the “statewide buzz” – knowing what’s going on
- Each system’s ability to develop the means to meet its local needs

**Potential New Services to Explore Include:**

- Programming
- Expanded Inter-System Delivery of Materials
- Staff development and continuing education
- Research and development – an innovations grants program
- Technology opportunities
- Shared processing capability; centralized acquisitions and cataloging process; media
- Regional library card
- Social marketing
- A foundation or other joint effort for additional resources
- Seamless resource sharing
- Leadership Academy

### 3. Timetable

Activity or Action Step	Target Date
Secure approval of each system	January – April 2008
Fishbowl Group meets to review the Financial Report	May 20, 2008
Agree upon a name for the new organization	May 20, 2008
Submit intent letter to State Library	June 2008
Prepare set of talking points	August 2008
Secure CLSA/State Board approval	August – September 2008
Convene the temporary executive committee (Fishbowl group) to create a slate of officers and to develop a strategic business plan	September - January 2009
Develop the By-Laws, including the governance model	Fall – Winter 2008
Hold the first meeting of the governing board of the new organization to elect officers and to approve the By-Laws	February 2009
Prepare budget 2009/2010	April – May 2009
CLSA implementation of new entity	July 1, 2009

### 4. Description of the New Organization

#### Structure and Governance

Create a superstructure that transcends the four current systems and that enables the collaboration to work effectively.

A governing board comprised of the directors of all member libraries. This group would meet annually.

An executive committee of elected member library directors, two from each system. This group would meet four times each year. Members would serve staggered two-year terms and would not be eligible to succeed themselves.

Establish communities of practice from the beginning to engage line staff and to create a process for the evolution of existing groups and committees to the structure.

A single administrative structure

## Finance

Base allocation from CLSA continues.

For FY 2009/2010 and 2010/2011, each member contributes at the current level.

Establish a membership fee structure to take effect in 2011/2012.

Establish a reserve fund structure.

There will be basic services (covered by the membership fee) and fee-based services.

BALIS/MOBAC/PLS/SVLS System Features

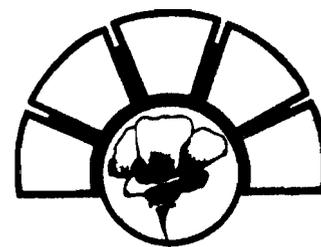
	Population Served	Operating Budget	CLSA Funding	Reserves	Governance	Staffing*	Membership Fees/Formula	Programs and Services/Special Features
<b>BALIS</b>	3,295,467	\$1,216,864	\$167,560	\$800,000	JPA	Shared Admin/Acct costs with PLS/SVLS	\$225,186  Base Fees + Population + Ability to Pay	<ul style="list-style-type: none"> <li>• Social Marketing Campaign (due Jan 2008)</li> <li>• Innovations Grants</li> <li>• Public Information Committee NLW Campaign (annually)</li> <li>• BALIS website</li> </ul>
<b>MOBAC</b>	747,888	\$207,285	\$129,020	\$211,994	JPA	Contracts with PLS for basic Admin, Accounting, and some Reference (\$71,165 in FY07/08)	\$66,525  Base Fees + % from Borrowers/FTE	<ul style="list-style-type: none"> <li>• Calcat resource sharing</li> <li>• Gale Databases (public libraries) and Access Science (academic libraries)</li> <li>• Staff intranet</li> </ul>
<b>PLS</b>	733,496	\$5,156,834	\$105,169	\$647,000	JPA	Shared Admin/Acct costs with BALIS/SVLS	\$163,000  \$2500 Flat Rate + Per Capita	<ul style="list-style-type: none"> <li>• Building</li> <li>• Staffing</li> <li>• Shared Network and Technology Through PLAN</li> <li>• Shared Catalog</li> <li>• Delivery Fleet (4 trucks)</li> <li>• Community Information Program</li> </ul>
<b>SVLS</b>	1,808,056	\$795,735	\$118,139	\$361,215	JPA	Shared Admin/Acct costs with PLS/BALIS	\$162,026  Flat Fee + Operating Budget + Per capita	<ul style="list-style-type: none"> <li>• Public Awareness Task Force (project TBD)</li> <li>• SVLS website</li> </ul>
<b>All</b>	6,584,907	\$7,376,718	\$519,888	\$2,020,209			\$616,737	<ul style="list-style-type: none"> <li>• Delivery</li> <li>• Gale Database Contract</li> <li>• Multicultural Committee (PLS/SVLS)</li> <li>• Great Bay Area Staff</li> </ul>

BALIS/MOBAC/PLS/SVLS System Features

	Population Served	Operating Budget	CLSA Funding	Reserves	Governance	Staffing*	Membership Fees/Formula	Programs and Services/Special Features
								Development Committee (all) <ul style="list-style-type: none"> <li>• Summer Reading (not shared)</li> <li>• Committees</li> <li>• Training and Workshops</li> </ul>
<b>New System</b>								

\*Staff

	Total Staffing	Shared BALIS/PLS/SVLS	MOBAC Contract	Dedicated PLS (PLAN, CIP, etc)	Infopeople	Califa
<b>FTE's</b>	27	7.7625	.6875	12.3	1.5	4.75
<b>Employees</b>	35	12	8	17	2	9
<b>Staffing Costs</b>	\$2,335,122	\$550,576	\$61,567	\$1,098,944	\$160,080	\$463,955



South State Cooperative Library System

14 July 2008

Ms. Penny Kastanis  
President, Library of California Board  
PO Box 942837  
Sacramento, CA 94237-0001

Dear Ms. Kastanis:

The Metropolitan Cooperative Library System, Santiago Library System and South State Cooperative Library System are pleased to officially notify the Library of California Board that the Administrative Councils of each organization have voted to consolidate into a single regional system.

In spring 2008, the three system councils appointed representatives to a tri-system Consolidation Steering Committee. The committee has met several times since early March. The representatives have been discussing the process needed to achieve a successful consolidation and developed a list of benefits to be gained from the merger (see attached list).

We request that the Library of California Board take action at its August 2008 meeting to approve this consolidation which would take effect July 1, 2009. During Fiscal Year 2008/2009, the steering committee will continue to work on developing a set of by-laws for the consolidated system, develop a set of standing rules to accompany the by-laws and finalize a dues model. A revised dues structure model has already been developed and is being reviewed by the three councils.

We believe that consolidating these three systems into one single system will be in the best interests of the member libraries. We look forward to working as a single entity, representing the best interests of over 13 million potential library users in the southern California area.

We appreciate your encouragement in this restructure and believe that this action will strengthen cooperation among member libraries and resource sharing throughout California libraries.

Greg Mullen  
Chair, Administrative Council  
Metropolitan Cooperative  
Library System

Valerie McGinnis  
Chair, Administrative Council  
Santiago Library System

Margaret Donnellan Todd  
Chair, Administrative Council  
South State Cooperative  
Library System

→ 505. Consolidation Update/Discussion/Approval

Rosario Garza reported that the four northern California systems will not be forming a 501c3 as planned earlier but will be consolidating the four JPAs.

Greg Mullen, SAM, Consolidation Steering Committee Chair, reported that the MCLS, Santiago, and South State systems have representatives serving on a tri-system steering committee to discuss consolidation. There has been a will to move forward with consolidation and the representatives have been presenting the proposal to consolidate to their respective systems. It is being recommended that the systems consolidate rather than libraries individually joining one system. The Executive Committee has discussed the issue and recommends approval of moving forward with consolidation.

A letter of intent to consolidate would need to be sent for approval by the Library of California Board. Once approved, consolidation would go into effect on July 1, 2009. The Consolidation Steering Committee will continue to meet to discuss details on the bylaws, governance, and reserves. The committee has discussed a proposed dues structure based on \$1500 base + \$.025 per capita. An inflation factor will be built in based on CPI or other index. Rosario Garza distributed a list of Consolidation Benefits; she welcomed additions to the list. Representatives from the Santiago and South State systems expressed support for the consolidation but noted that their systems would be changing from small groups which are more nimble in operation to a much larger group, and that the bylaws should be kept fairly simple to allow for flexibility.

**ACTION:** It was MSP (Possner, Sporleder) to approve submission of a letter of intent to the Library of California Board for consideration at their August 7, 2008 meeting for MCLS to consolidate with the Santiago and South State systems, effective July 1, 2009, with the details to be worked out over the next year.

506. Legislative Visits and Update

CLA Legislative Day was very successful with attendance close to or exceeding last year's record turnout. PLF and TBR were the main topics of discussion, and in the Governor's May revise, there were no cuts made to these programs beyond the initial 10% reduction. CLA Legislative Committee is investigating the possibility of a one-year reduction in the maintenance of effort requirement for state funds. Kathy Gould will be serving as CLA Legislative Committee Chair next year.

Those who attended National Library Legislative Day in Washington, D.C. reported that it was a good and worthwhile experience. Margaret Todd, CoLAPL, reported that the legislators were interested in having the e-rate application simplified. It was noted that during the breakfast with Senator

## Santiago Library System Council Meeting - June 12, 2008

### \* 400. Adoption of Agenda

It was **MSP** (N. Jacob, C. Stone) to adopt the agenda as presented.

### 500. Unfinished Business



#### \* 510. Consolidation

There was discussion on the both the pros and cons of consolidating. Council members expressed their honest opinions regarding being a part of a much larger group, having to pay dues and benefits to be gained from cooperating on a larger regional basis. After much discussion, V. McGinnis called for a vote on the question.

It was **MSP** (H. Fried, L. Mazerov) by roll call for SLS to proceed with consolidation with MCLS and South State.

### 600. New Business

#### \* 610. Bank Signature Card

It was **MSP** (N. Jacob, V. Maginnis) to add Helen Fried as a signatory to the SLS bank accounts.

#### 620. Telephone Line

It was **MSP** (N. Jacob, L. Mazerov) to cancel the toll free line for Santiago.

#### \* 630. Other

Valerie Maginnis will be attending the Library of California Board meeting on August 8, 2008.

### 700. Agenda Building

No Agenda Building session.

### 800. Reports

#### 810. Executive Director's Report

Garza reported that she attended National Library Legislative Day in Washington DC. Presently she is focused on consolidation of the three systems and finding new office space.

#### 820. Staff Reports

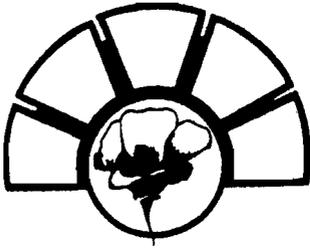
There were no staff reports.

### 900. Roundtable

There was no roundtable.

### 1000. Adjournment

Meeting was adjourned at approximately 12:07 p.m.



*SOUTH STATE COOPERATIVE LIBRARY SYSTEM*

3675 EAST HUNTINGTON DRIVE, SUITE 100  
PASADENA, CALIFORNIA 91107  
626/683-8244 \* FAX 626/683-8097

Administrative Council Meeting  
June 20, 2008  
Conference Call at Member Libraries

SPECIAL MEETING  
Draft Minutes

Present: Jan Sanders, Chair, Pasadena Public Library  
Margaret Todd, County of Los Angeles Public Library  
Paul Miller, Palmdale City Library  
Richard Siminski, Inglewood Public Library  
Rosario Garza, Executive Director MCLS/SSCLS  
Betty Gallardo, Office Assistant MCLS/SSCLS

100. Welcome  
Jan Sanders, Chairperson, welcomed Council and called the meeting to order at 3:05 p.m.

200. Roll Call  
Council stated their names, all are present.

→ 300. Consolidation  
It was MSP (Todd, Miller) for Council to move forward with consolidation of the three systems, with the caveat that the new system's proposed by-laws be available for Council review no later than December 2008. Council reserves the right to opt out of the consolidation process no later than February 2009 should the new system's proposed by-laws not be close to being finalized by late January 2009.

400. There being no other business, the meeting was adjourned at 3:12 p.m.

CONSOLIDATION BENEFITS  
MCLS, SANTIAGO, SOUTH STATE

The Administrative Councils of MCLS, Santiago and South believe that there are many benefits to be gained from consolidating the three systems into a single entity. Below are some of the benefits.

- **Better services for users:** The library users throughout Los Angeles, Orange and eastern Ventura counties already think of the libraries throughout the area as one big pool of libraries that they can use. By forming a single entity, all the member libraries would provide equal access to all users from other member libraries. This will eliminate barrier to use of collections and services, making it easier for the public to use our services, no matter where they reside or where they work!
- **Development of new services:** A single system representing 46 library jurisdictions will be able to pilot and develop new services for its members. These services might be offered on a “fee for service” model, while others would be available to all members as a benefit of membership. One example of a pilot program might be “print on demand” service. Another example would be exploring the use of open source software for library applications or in library settings. A third example is developing a service for temporary library staff (professional, paraprofessional, etc.) that would help libraries get temporary staffing on short notice.
- **Increased networking opportunities for library staff (both professional and paraprofessional):** More libraries will be represented on the various committees (e.g., Children’s Services, Reference, Circulation, etc.) therefore leading to increased opportunities for staff throughout the counties of Los Angeles, Orange and eastern Ventura to exchange information on their successes, concerns and problems. Staff from small libraries and from large libraries will be able to meet to discuss problems and develop possible solutions.
- **Increased leadership opportunities for staff:** With the increased networking opportunities, an expanded committee structure will also give more staff an opportunity to learn leadership skills in a group environment. Often these opportunities are not available in smaller libraries. Staff will be able to observe positive role models from other libraries and have mentoring opportunities that are lacking in a small library due to the number of staff.
- **Introducing libraries to new products:** System staff would be able to “test drive” potential new products and give library staff feedback on what works, what doesn’t, and how new products and technologies could be used in providing library services. Currently, library staff often do not have the time to test new products and technologies.

- **Training opportunities:** Training opportunities, both in-person and virtual, would be made available to a larger pool of staff. While Infopeople offers a wide variety of training, libraries often request training that Infopeople does not have available or cannot offer for a variety of reasons.
- **Advocacy:** A single organization will provide a stronger collective voice to advocate for libraries at various levels: regional, state and federal. A single organization will represent a geographic area that goes from Oxnard (in Ventura County) to San Clemente (Orange County) and, more importantly, a user population of over 13 million.
- **Greater marketing coordination:** A single system will be able to help libraries market their services. As in helping with advocacy, a single organization will provide a stronger collective voice to help libraries get the attention of the various media outlets.
- **Vendor discounts:** The system will work with various vendors that already offer discounts to MCLS members to ensure that these discounts are available to all system members, no matter where they are located or what their size is.
- **Efficiencies gained:** The consolidation of three systems into a single system will eliminate the duplication of effort that currently goes into creating three annual Plans of Service, three budgets, three annual reports, three financial audits, etc. Staff will have more time to provide better services to the member libraries.

# North Bay Cooperative Library System

July 3, 2008

Ms. Penny Kastanis  
President, Library of California Board  
P.O. Box 942837  
Sacramento, CA 94237-0001

Dear Ms. Kastanis:

With this letter we are officially notifying the Library of California Board that the Administrative Councils and the Board of Directors of the following systems have all voted to consolidate into one mega regional system.

They include: Mountain-Valley Library System, MVLS  
North Bay Cooperative Library System, NBCLS  
North State Cooperative Library System, NSCLS

For the past four years, NSCLS has been contracting for administrative services with North Bay Cooperative Library System. For the past two years NSCLS has also contracted for reference service. For the past three years, MVLS has been contracting for administrative and reference services with NBCLS. The result has been more economical and efficient services for all three systems. The past year a joint steering committee comprised of representatives from all three systems have examined potential benefits and projects that could be implemented by a mega regional system. A joint day long meeting to explore interlibrary loan software was a demonstration of the three systems working together to create more connectivity of programs. The directors of the member libraries from each system agree that we can provide a broader variety and more cost effective service by consolidating our operations.

We request that the Library of California Board take action at its next meeting to approve this consolidation which would take effect July 1, 2009. During fiscal year 2008/2009, the governance and structure including new by-laws and membership formula will be developed. At the same time staff and library members will approve and implement a strategic plan for expanded services.

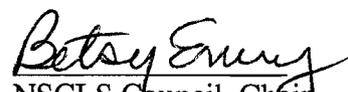
We appreciate your encouragement in this restructure and hope this action will strengthen the role of cooperation and resource sharing for California libraries.

Sincerely,  
Annette Milliron DeBacker

  
Executive Director

  
MVLS Council, Chair

  
NBCLS Board, Chair

  
NSCLS Council, Chair

cc: Susan Hildreth

attachment: 1) Verification of votes from all system councils and board.  
2) Manifesto approved by all system councils and board.

Several years ago, North State Cooperative Library System received a LSTA grant for young adult programs. Ms. Milliron brought those manuals and videos to the meeting and told the directors they could add them to their collection, if they were interested.

## **2. CONSENT CALENDAR**

### **A. FINANCIAL STATEMENT**

Ms. Milliron referred the Council to the April and May financial statements that were included in the meeting packet. It was noted that the Children's Committee did not spend all of their money for 2007/08 and surplus funds would roll into the cash flow fund balance. Ms. Milliron noted that at September's meeting, the Council would need to modify the budget so the Children's Committee could access that money if the Council would like to add additional funds to the amount allocated for FY 2008/09. A Motion to approve the Consent Calendar was moved by Mark Parker and seconded by Katy Curl. The Motion passed unanimously.

## **3. ADMINISTRATOR'S REPORT**

### **A. AUDITOR'S LETTER**

Ms. Milliron referred the Council to the Auditor's letter which explains the recent ruling about agencies that do not have an internal CPA that was included in the packet. She noted that Mr. Jordon is required give this letter to all of the smaller agencies that he audits. MVLS will not be penalized by not having a CPA; the auditor simply needs to state the situation. Discussion ensued.

### **B. DATABASE PURCHASE**

As of May 30<sup>th</sup>, MVLS has approximately \$2,000 unexpended in the \$20,000 allocation for local staff training and Ms. Milliron noted that she contacted member libraries who had some money and gave them one last opportunity to claim the funds. The remaining money will be spent on the e-book purchase. Any unexpended local staff training funds plus \$8,000 in surplus funds allocated to Infopeople training will also be re-directed into the purchase. Ms. Milliron noted that \$26,165 was set aside for the Ebooks purchase and the \$8,000 in surplus funds can be added to figure. Joe Cochrane negotiated with Chilton for the pricing on their auto database and found that to license it for all MVLS public libraries, which combined have a population of nearly 3 million people, will be \$40,000. Discussion ensued. Ms. Milliron noted that if the system would like to move ahead with a database purchase in FY 08/09, she will have Mr. Cochrane negotiate with other vendors as well so the Council can compare the pricing. The Council stated that they would like to proceed with the purchase of an automotive database in FY 2008/09 and requested that Mr. Cochrane compare Ebsco versus Chilton. Also, the Council would like to see the price broken out by library to see the costs ASAP. It was noted that the new CSL stats from Ira or PLF figures should also be used. Ms. MccRory questioned a system purchase of Ebooks and questioned whether they were being used in their libraries. Discussion ensued. Ms. Milliron noted that Butte County Library found that GALE was not giving a full report on the library's Ebooks use. It was noted that this information might be more easily discovered with URSA or AutoGraphics. Further discussion ensued.

MVLS trainings for FY 2008/09 were discussed. Ms. Milliron reported that there was \$8,000 in training money left over this year because some of the trainings that the Council selected weren't available from InfoPeople. It was recommended that the Council compile a "B" list of training possibilities. The idea of holding trainings in the actual libraries was explored. It was suggested that some of the trainings should focus on para-professionals training. It was requested that a list of remote training opportunities be posted on the MVLS Web page with a list of workshops that libraries can be reimbursed for their attendance. The Council noted that it was probably time to move beyond the Infopeople trainings. Discussion ensued.

## **4. COMMITTEE REPORTS**

### **A. STEERING**

#### **1. SYSTEM CONSOLIDATION**

Ms. Wegener noted that the Steering Committee did not have a quorum this morning and was not able to move on any decisions but they did discuss the system consolidation and letter of intent.

→ The Council discussed the letter of intent that was included in the meeting packet. Ms. Milliron noted that the letter needs to be sent to the Library of California Board in July. Discussion ensued. A Motion to send the letter to the Library of CA Board indicating MVLS' intention to merge with NBCLS and NSCLS was moved by Bessie Platten and seconded by Mary Ann Trygg. The Motion passed unanimously.

## **2. EXECUTIVE BOARD FOR FY 2008/09**

The list of the Executive Board members that was included in the meeting packet was reviewed. Ms. Milliron noted that Bill Michael's term should be corrected to reflect 2012 as he will need to serve one year as past chair. It was noted that officers need to be elected by the Council, but the Executive Committee can be appointed by the Council, therefore, no vote is needed for the Executive Board for FY 2008/09. The Council agreed on the FY 2008/09 Executive Board as listed in the meeting packet with Bill Michael's term corrected to 2012.

## **3. OFFICERS FOR FY 2008/09**

The Nominating Committee's recommendation of Darla Wagener as Chair and Bill Michael as Vice Chair for the FY 2008/09 was moved by Mark Parker and seconded by Loren MccRory. The Motion passed unanimously.

## **4. MEETING DATES AND LOCATIONS**

Ms. Milliron noted that the meeting dates and locations need to be determined for the upcoming year. Ms. Milliron will have Kelli Logasa send out a Doodle survey to determine dates for meetings beyond September. September's meeting has already been set for Friday, September 12<sup>th</sup> at Nevada County Library in Nevada City.

Ms. Milliron reported that the next general system consolidation meeting is tentatively scheduled for November 13<sup>th</sup>, prior to the CLA Conference, in San Jose. Discussion ensued. That date might not work for the MVLS Council so Ms. Milliron will look at holding the meeting after the CLA closing luncheon on Monday, November 17<sup>th</sup>. She will check with the NBCLS Board to see if they are interested in changing the meeting.

Chair Darla Wegener had to leave the Council meeting and the meeting continued with Loren MccRory, the past Chair, presiding.

## **5. WIKI PROJECT**

Mr. Parker explained the Drupal program to the Council. Ms. Milliron explained that the new MVLS website is based on Drupal and that the website creator, Cary Gordon, recommended using Drupal instead of wiki. Discussion ensued. Sutter County Library volunteered to serve as the test site for the wiki project. Ms. MccRory suggested that Ms. Hector use Drupal to set up the initial wiki. Mark Parker will work on this project and bring back more information to the September meeting.

## **6. RESOURCE SHARING SOFTWARE**

Ms. Milliron noted that this item would be brought back to the September meeting. There is a potential that this could be a grant project. NSCLS could partner with MVLS, but the system is behind the curve in ILL. Discussion ensued. Ms. Milliron will speak with Gerry Maginnity. The grant money could be used to explore alternatives to First Search. Ms. Milliron stated that vendor demonstrations could be held the morning of September's Council meeting in Nevada City. The vendors could present in the morning, the group could break for lunch and then discuss the presentations in the afternoon with the vendors being available for questions. It was also suggested that directors attending ALA could visit the vendors for a "second look" at the products. Discussion ensued.

## **B. CHILDREN'S SERVICES**

The Children's Services Committee is getting the pricing for an author visit and would like to hold a discussion as a group. The committee will meet in the fall in Nevada City. Ellen Brow asked if the committee could look at Spanish speaking presentations or focus on the Spanish speaking population. It was noted that it might be best to use local authors who are more apt to appear for smaller crowds and sell their books. Ms. Milliron will check for matching grants for Poets and Writers. Discussion ensued.

#### **D. SUPERSEARCH REPORT**

Ms. Milliron reported that NBCLS received the long awaited letter about the release of URSA 4.1. The letter was included in the packet. The letter indicates that NBCLS will be able to get Horizon working with 4.1. She noted that Lynne Williams has done a great job of keeping the CARL/SirsiDynix folks moving and testing the final two messages for the NCIP connection. Ms. Milliron spoke with Gail Wanner about a possible installation date for NBCLS and she indicated that Tampa Bay will receive the first installation. Once Tampa Bay is running and is stable, then NBCLS will be next on the list for the installation. Ms. Wanner stated that they hope to have NBCLS' software installed over the summer. Ms. Milliron reported that there will be a SIRSI/DYNIX Users group meeting at ALA.

#### **11. REFERENCE PROGRAM CHANGES ANNOUNCEMENT:**

Ms. Cooper apologized that she has not written the letter regarding the NBCLS reference program changes that was to be sent out to all NBCLS member libraries.

#### **12. SYSTEM CONSOLIDATION JOINT STEERING COMMITTEE MEETING:**

→ The meeting in Redding went very well considering the facilitator Maureen Sullivan wasn't able to attend in person due to a missed flight connection, but did participate via telephone. David Dodd, Bonnie Thoreen, and Ann Cousineau were a huge asset for helping to restructure the meeting in the facilitator's absence. Mr. Dodd did a great job of chairing the meeting and Ms. Thoreen's flip chart notes were excellent. Ms. Cousineau kept the meeting lively by asking the hard and important questions when the opportunity was presented. The notes from the meeting are included in the meeting packet. Discussion ensued. The notes reflect that the Steering Committees from each system will meet at least quarterly to move the process forward and will report back to their respective Board and/or Council on any progress made. However as NSCLS does not have a Steering Committee, it was decided that each system will have a minimum of three representatives that will attend the quarterly meetings and if anyone else from the system would like to attend, they are invited as well. Video and teleconferencing can be used for meetings. Representatives from each system are:  
NBCLS - David Dodd, Melanie Lightbody, Diane Smikahl and Bonnie Thoreen  
NSCLS - Margaret Miles, Marilyn Cochran, and Derek Wolfgram  
MVLS - Darla Wegener, Bill Michael and Loren MccRory. Sandy Vella from UC Davis will also be invited to join the planning group.

Ms. Milliron will send out an email to the representatives of each system, asking what dates work for them for the next joint steering committee meeting. It was suggested that David Dodd take the lead with the first joint steering committee meeting.

The letter for the Library of CA Board stating NBCLS' intent to merge is included in the packet. The hold harmless language is not included at this time as Gerry Maginnity wasn't supportive of including the language when he spoke with Ms. Milliron. Discussion ensued. A Motion to send the letter to the Library of CA Board indicating NBCLS' intention to merge with MVLS and NSCLS was moved by Ann Cousineau and seconded by Bonnie Thoreen. The Motion passed unanimously.

Ms. Cousineau recommended that on the joint meeting minutes, it be indicated who attended via telephone.

#### **13. ELECTION OF FY 2008/09 OFFICERS:**

As is NBCLS standing practice, David Dodd will become the Chair of the Board for FY 2008/09 and Diane Smikahl has volunteered to serve as Vice-Chair. David Dodd will be appointing a Steering Committee over the summer.

A Motion for David Dodd to serve as Chair of the Board and Diane Smikahl to serve as Vice-Chair of the Board for FY 2008/09 was moved by Gregg Atkins and seconded by Bonnie Thoreen. The Motion passed unanimously.

#### **14. MEETING DATES FOR FY 2008/09:**

The next meeting date will be September 11, 2008. Susan Hildreth is unable to attend the September meeting. It was suggested that Ms. Hildreth be invited to one of the joint system meetings.

#### **4. APPROVAL OF MINUTES OF MAY 15, 2008 COUNCIL MEETING:**

A Motion to approve the May 15, 2008 meeting minutes was moved by Margaret Miles and seconded by Derek Wolfgram. The Motion passed unanimously.

#### **5. COMMITTEE REPORTS/NEW BUSINESS**

##### **A. MEDIA DEVELOPMENT COMMITTEE**

###### **1. ILL/TBR HISTORICAL VIEW BY LIBRARY**

Ms. Milliron referred the Council to the ILL/TBR historical view by library handout. No action needs to be taken at this time, but Ms. Milliron wanted the Council to think about different ways to finance the development of the system's media collection. Ms. Milliron will encourage the Media Development Committee to meet prior to September's Council meeting

##### **B. PERSONNEL AND BUDGET COMMITTEE**

###### **1. REVISED FY 2007/08 BUDGET**

Ms. Milliron explained the need to transfer funds to pay for system retirees' health insurance, delivery charges, UPS and other such bills until such time as the State Library can release CLSA and grant funds. A Motion to approve the revised budget as presented was moved by Margaret Miles and seconded by Derek Wolfgram. The Motion passed unanimously.

The Council discussed if a motion needed to be made to move the NSCLS money from the City of Willows to the County of Sonoma. It was decided that a Motion was not needed at this time as moving the money was included in the FY 2008/09 budget that was approved at the May 15' 2008 meeting.

#### **6. NEW BUSINESS**

##### **A. SYSTEM CONSOLIDATION MEETING REPORT**

###### **1. LETTER TO LIBRARY OF CALIFORNIA BOARD**

The Council discussed the letter of intent that was included in the meeting packet. Ms. Milliron noted that the letter needs to be sent to the Library of California Board in July. Discussion was held on the recommendation from Gerry Maginnity not to include the hold harmless language. Discussion was also held on how to withdraw the request to consolidate if the financial issues can not be resolved.

A Motion to send the letter to the Library of CA Board indicating NSCLS' intention to merge with NBCLS and MVLS was moved by Marilyn Cochran and seconded by Margaret Miles. The Motion passed unanimously.

Derek Wolfgram suggested Ms. Milliron add a copy of the manifesto (in bullet list form) developed at the February 6<sup>th</sup> joint systems meeting and reconfirmed at the May 16<sup>th</sup> joint systems meeting to the Letter of Intent. Ms. Milliron noted that she would do so.

##### **B. SALE OF VANS**

Ms. Milliron reported that the Council approved the sale of the 2003 van at their February 2008 meeting, but the drivers didn't want to part with the van as they wanted to use it as a back up vehicle. Since delivery service will transfer to Sprint as of 7/1/08, Ms. Milliron will check with them to see if they have any interest in purchasing any of the NSCLS vans, She has checked with Bar None auction in Sacramento and will also check with the local car auction that NSCLS has used in the past as well. A Motion authorizing Ms. Milliron to negotiate with Sprint and/or contract with an auction house to sell the vans was moved by Derek Wolfgram and seconded by Caryn Brown. The Motion passed unanimously.

## Our Manifesto

### We seek a consolidated organization that...

- Benefits all the people we serve
- Benefits our staff, especially through training
- Enables us to do things we cannot do on our own
- Provides more services
- Brings more equity
- Is nimble and responsive
- Provides a better means of resource sharing and delivery
- Gives us a stronger voice with the state, vendors, etc.
- Leads the way; is a model system for others
- Creates greater visibility for us; enables us to market ourselves
- Achieves economies of scale
- Is forward-thinking
- Is successful and seamless in the provision of services (to constituents and staff)
- Works for all members; large and small, rural and urban, special, academic and school
- Is affordable

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

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:

2008/09

- a. Public library consolidations: None
- b. Library Systems consolidations: None
- c. Affiliations: None
- d. System Membership change:
  - Merced County Library from 49-99 to SJVLS

2009/10

(September 1, 2008 is the due date for any consolidations, affiliations, or System membership changes to be submitted for Board approval)

- a. Public library consolidations: None to date
- b. Library Systems consolidations:
  - BALIS/MOBAC/PLS/SVLS/Single System – Notice of intent filed
  - MCLS/Santiago/South State/Single System – Notice of intent filed
  - MVLS/NBC/NSCLS/Single System – Notice of intent filed
- c. Affiliations: None to date
- d. System Membership change: None to date

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, 2008

- 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*

*Doc#12750.C&A History*

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

**ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:**

1. Consider 2008/09 ILL and Direct Loan program reimbursement rates.
2. Consider prorating the CLSA loan reimbursement program for 2008/09.
3. Consider 2009/10 BCP for CLSA ILL and Direct Loan programs.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2008/09 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$5.06 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.89 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2008/09 reimbursement rates as soon as Department of Finance concurrence is obtained.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board direct its Chief Executive Officer to withhold 66% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2008/09 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2008/09, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2008/09 TBR Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the program appropriation. I further move to authorize the CEO to make a one-time adjustment in the prorata percentage in order to pay all participants equitably if the TBR appropriation is modified by a different amount in the State Budget Act.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board direct its Chief Executive Officer to seek additional 2009/10 local assistance funding in the amount of \$14,932,000 to eliminate the documented shortfall for qualifying CLSA Direct Loan and Interlibrary Loans.

**ISSUE 1:** Consider 2008/09 ILL and Direct Loan Program reimbursement rates.

**BACKGROUND:**

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

- 1) The weighted average per item handling cost of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

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

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2008/09 fiscal year with the following results:

- 1) A summary of the 2007/08 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was \$4.75. This is the recommended base rate for interlibrary loan.

For the Direct Loan Program, the study produced a base rate of \$0.67.

- 2) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.
- 3) Calculation of physical deterioration of materials:

The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, was not available in time to include prior calendar year data in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2006 calendar year. Data for 2007 will be included in the determination of reimbursement rates for the 2009/10 fiscal year.

Estimated price of the average library purchase = \$15.96

(Source: Book Industry Trends 2007, prepared by the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$4.79

(Source: The Library Binding Institute)

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

$$\$15.96 + \$4.79 = \$20.75$$

$$\$20.75 \div 100 = \$.21$$

<u>Recommended 2008/09 CLSA Reimbursement Rates</u>				
Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	<b>Recommended Rate</b>
ILL	\$4.75	\$ .10	\$ .21	<b>\$5.06</b>
Direct Loan	\$ .67	\$ .01	\$ .21	<b>\$ .89</b>

Concurrence of the State Department of Finance

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

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

**ISSUE 2:** Consider prorating the CLSA loan reimbursement program for 2008/09.

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 five 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 2008/09 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 August 2007, 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 percentage withheld was based on the budget as represented in the 2007 May Revise. The State Budget Act was signed after the August Board meeting with a reduced TBR appropriation of \$7 million for fiscal year 2007/08, bringing the total TBR budget allocation to \$11,616,000.

The actual experience of the 2007/08 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--\$5.29; DL--\$0.97)	
ILL	\$14,966,007.77
Direct Loan	<u>\$11,582,011.46</u>
Total	\$26,548,019.23
ILL & Direct Loan Program Appropriation	\$11,616,000.00

Final payments to reimburse all participants at 43.7% will be processed in August. A history of the TBR program shortfall appears for your information as Exhibit C.

The LoC Board will be considering loan reimbursement rates for 2008/09 at this August meeting, as required by law. If projected transaction levels occur and the reimbursement rates proposed through the 2007/08 cost study are adopted by the Board and approved by Finance, the state cost of the CLSA loan program for fiscal year 2008/09 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	3,028,522 @ \$5.06 = \$15,324,321
Net Imbalance Direct Loans	12,477,500 @ \$.89 = \$11,104,975
Estimated Total Program Cost	= \$26,429,296

In the Governor's preliminary budget released in January 2008, the ILL and Direct Loan programs were further reduced by \$1,434,000, bringing the total TBR budget to \$10,182,000 in fiscal year 2008/09. The reduction was to be applied as a 10% across-the-board cut to all program; however, when seeking clarification, the Department of Finance stated that the reduction was targeted for ILL and Direct Loan programs only, which applied more than a 10% cut to TBR and left System-level programs at the 2007/08 level (see Exhibit D). Based on current levels of projected activity, the 2008/09 TBR allocation would reimburse participants at approximately 38% of the total cost of the program.

**Recommendation:** Staff is recommending that 66% be withheld from each payment during the course of the 2008/09 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

**ISSUE 3:** Consider 2009/10 BCP for CLSA ILL and Direct Loan programs.

**BACKGROUND:**

The shortfall in the ILL and Direct Loan program funding has been steadily increasing over the last five years as the percentage being reimbursed to participants decreases. This is due, in part, to the budget reductions seen in the last four (4) years. Exhibit C displays the percent of total reimbursement due to participants. Although the program budget received some relief in FY 2006/07 with \$7 million in additional funding, the appropriation was removed in the proceeding budget, bringing the TBR budget back to 2005/06 levels.

**Recommendation:** Staff is recommending that the Board authorize its CEO to submit a BCP for fiscal year 2009/10 in the amount of \$14,932,000 which is based on the rates adopted by the Board in April 2007 and approved by DoF, and the actual workload level documented for 2007/08. See chart below.

2007/08 Transaction Workloads		2007/08 Board Adopted/ DoF Approved Rate		Actual TBR Program Costs
2,829,113	x	\$5.29	=	\$14,966,007.77
11,940,218	x	\$0.97	=	<u>\$11,582,011.46</u>
				\$26,548,019.23
State Appropriation				\$11,616,000.00
<b>TBR Program Shortfall</b>				<b>\$14,932,019.23</b>

**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 CLSA public and non-public library participants appears as Exhibit E and F, consecutively. Reimbursement rates for the 2007/08 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance were:

\$5.29 per eligible Interlibrary Loan  
\$ .97 per net imbalance Direct Loan

Final transaction counts for the 2007/08 fiscal year and projected totals for 2008/09 are displayed below. A history of the program activity is included as Exhibit G.

	<u>2007/08 LOAN ACTIVITY</u>				2007/08 Total Actual	2008/09 Projected Total
	1 <sup>st</sup> Quarter Actual	2 <sup>nd</sup> Quarter Actual	3 <sup>rd</sup> Quarter Actual	4 <sup>th</sup> Quarter Actual		
ILL Reimbursable Transactions	686,255	661,302	745,755	735,801	2,829,113	3,028,522
Direct Loans: Total	8,833,214	8,802,521	8,744,171	8,698,144	35,078,050	36,450,000
Direct Loans: Net Imbalance	3,014,337	2,974,879	2,903,113	3,047,889	11,940,218	12,477,500

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

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

*Doc.#12559*



CALIFORNIA  
STATE LIBRARY  
FOUNDED 1850

April 14, 2008

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

Dear Matt:

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

As you review the data, please take into account the fluid nature of the program. The Direct Loan and Interlibrary Loan transactions are driven by public usage of this state's libraries, which vary in size from a four-person shop in the Trinity County, to the Los Angeles County Library with 1,832 staff. The data is the best available but the program has been known to have substantial increases for reasons we cannot always anticipate or identify.

If you have questions or need additional information, please contact me at (916) 651-0237.

Sincerely,

A handwritten signature in black ink that reads "Mimi Morris". The signature is written in a cursive, flowing style.

Mimi Morris  
Chief of Administrative Services

Enclosure

File: Budgets\TBR\Cost Studies\DOFLTR2008



CALIFORNIA  
STATE LIBRARY  
FOUNDED 1850

**To:** Matt Aguilera  
Department of Finance  
915 L Street  
Sacramento, CA 95814 A-15

**Date:** April 14, 2008

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

**Subject:** Transaction Based Reimbursements (TBR) Program of the California Library Services Act (CLSA), FY 2008/09 Budget

This memo and the attached information are part of the enrollment/caseload/population process which was negotiated April 1986 between the California State Library (CSL) and the Department of Finance (DOF). A copy of the memo from Bill Borden of DOF confirming the agreed upon arrangement is attached as Attachment I. As provided in that memo, the CSL is to annually provide the DOF, in the May Revise, current year TBR program information on: 1) transaction volume estimates based on the most recent actual data; and 2) cost study data relating to the rates to be used in FY 2008/09. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at its summer 2008 meeting. Upon adoption by the LCB, Susan Hildreth, Chief Executive Officer, will submit the rates to DOF for final approval.

The following information is provided as part of this process:

- 1) Transaction Based Reimbursement Program Rate Development background and summary materials (Attachment II).
- 2) Actual FY 2007/08 cost study data used to calculate the FY 2008/09 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).
- 3) Actual data used as the basis for estimation of FY 2008/09 transaction volume in both the Interlibrary Loan and Direct Loan Programs (Attachment IV).
- 4) A copy of the cost study material used by the libraries involved in the study for both the Interlibrary Loan and the Direct Loan studies (Attachment V).

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2008, result in the following estimated figures for FY 2007/08: 1) for Interlibrary Loan, 2,838,773 reimbursable transactions at a cost of \$15,017,109; and 2) for Direct Loan, 11,911,567 reimbursable transactions at a cost of \$11,554,220. This is the current estimate based on the best data available but it must be reiterated that the program has exhibited growth in spurts which on a specific occasion put the actual transactions over our estimates by 21%. At the current time, based upon the above estimates, the CLSA TBR Program budget will have a negative balance of \$14,955,329. This fact will trigger the use of Provision #1 of Item 6120-211-0001 of Chapter 379 of Statutes of 2002. This 2002 statute, being used as a more recent act of the Legislature, supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, the statute does not set aside the provision of Education Code Section 28703 (f) to reimburse participating libraries equitably. As a result of this action, payments will be prorated so that the funding used to reimburse eligible transactions does not exceed the funding level shown in Item 6120-211-0001 (1) 20.30 for a total of \$11,616,000.

The estimates of total costs in the TBR Program for FY 2008/09 are based on the proposed FY 2008/09 TBR rates (Attachment III, page 5 of 5) and the estimated transaction volumes (Attachment IV, page 2 of 2). Based on these computed rates and projected transactions, the costs would be: 1) for the Interlibrary Loan Program, \$15,082,403; and 2) for the Direct Loan Program, \$10,919,334. The proposed TBR program budget was reduced by \$1.434 million in 2008/09. If the level of expenditure actually occurs in FY 2008/09, then the program would need an augmentation of \$15,819,737 over the proposed appropriation of \$10,182,000; or an augmentation of the same amount to budget item, 6120-211-001 (1) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor for FY 2008/09.

The projected transactions for FY 2008/09 are estimated to increase by 5% for interlibrary loans and increase 3% for direct loans. The study of handling costs, conducted annually, can produce an increase or decrease in the base rate in any given year. This year's study produced an increase in the Direct Loan program; however, the Interlibrary Loan program produced a decrease in the base rate. The calculation of physical deterioration of materials (Attachment III, page 3 of 5) also produced a reduction in the estimated price of an average library purchase, bringing the recommended reimbursement rates for both programs below 2006/07 approved rates.

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

#### Attachments

cc: Susan Hildreth  
Stacey Aldrich  
Mimi Morris

MAY 1 1986

## Memorandum

ATTACHMENT I

page 1 of 2

Date : April 29, 1986

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

From : Department of Finance

Subject: Funding of Transaction Based Reimbursement Program

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

In accordance with current statutes, the California State Library (CSL) is required to conduct studies, as needed, to determine the cost to participating libraries to loan materials that are reimbursable under the TBR program. In addition, the CSL is required to obtain Department of Finance (DOF) approval prior to authorizing changes in reimbursement rates for the TBR program.

Requested changes are generally approved by the DOF if substantiated by actual cost data obtained through the CSL studies, and if such rates can be funded from available appropriations for the California Library Services Act.

Finally, the CSL has been required to submit budget change proposals (BCPs) to receive consideration for funding increases.

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

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

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

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

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

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

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William E. Borden  
Principal Program Budget Analyst

ATTACHMENT II  
TRANSACTION BASED REIMBURSEMENT

PROGRAM RATE DEVELOPMENT

**BACKGROUND AND SUMMARY**

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

- 1) The weighted average per item handling costs of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

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

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2008/09 fiscal year with the following results:

- 1) A complete description of the methodology employed and a summary of the 2007/08 updated data appears in Attachment III.

ATTACHMENT III  
COST STUDY DATA

Results of 2007/08 Survey  
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1)	0.2131
2)	0.3296
3)	0.3592
4)	0.3835
5)	0.5726
6)	0.6235
7)	0.6536
8)	0.6988
9)	0.7716
10)	0.8810
11)	0.9253
12)	1.6321
<hr/>	
ARITHMETIC MEAN	0.6703
<hr/>	
(average)	
MEDIAN	0.6386
<hr/>	

ATTACHMENT III  
COST STUDY DATA

INTERLIBRARY LOAN FY 2007/08  
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1)	1.142	(.97)	0.723	(.03)	1.129
2)	2.218	(.96)	1.035	(.04)	2.171
3)	2.544	(.99)	1.441	(.01)	2.533
4)	2.980	(.99)	2.052	(.01)	2.971
5)	3.714	(.99)	2.027	(.01)	3.697
6)	3.987	(.99)	3.218	(.01)	3.980
7)	4.325	(.92)	2.765	(.08)	4.200
8)	4.350	(.99)	3.645	(.01)	4.343
9)	4.418	(.99)	2.860	(.01)	4.402
10)	6.194	(.99)	5.361	(.01)	6.186
11)	6.566	(.99)	6.566	(.01)	6.566
12)	9.080	(.67)	7.623	(.33)	8.599
13)	10.941	(.99)	9.318	(.01)	10.925
<hr/>					
TOTAL	62.460		48.634		61.702
<hr/>					
ARITHMETIC MEAN	4.805		3.741		4.746

ATTACHMENT III  
COST STUDY DATA

Page 3 of 5

- A) The Interlibrary Loan (ILL) costs are prorated between the two major methods of ILL delivery, photocopy and actual monograph delivery. The final adjusted cost represents the final cost for a specific library after all costs and prorating factors have been considered. In FY 2007/08 the cost study produced a final base rate of \$4.75.

For the Direct Loan Program, the cost represents the final cost for a specific library based on 100% use of an automated circulation system. In FY 2007/08 the cost study produced a base rate of \$0.67.

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

- C) Calculation of physical deterioration of materials:  
We were not able to get updated information for 2007 by April 15 thus we are using 2006 data for the ECP.

Estimated price of the average library purchase = \$15.96

(Source: Book Industry Trends, 2007, prepared for the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$4.79

(Source: The Library Binding Institute)

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

$$\$15.96 + \$4.79 = \$20.75$$

$$\$20.75 \div 100 = \$.21$$

## ATTACHMENT III

**Recommended FY 2007/08 CLSA TBR Program Reimbursement Rates**

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	4.75	.10	.21	5.06
Direct Loan	.67	.01	.21	.89

## ATTACHMENT III

**CLSA TBR Program Reimbursement Rates from FY 1997/98 to Present**

	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>00/01</u>	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>	<u>04/05</u>	<u>05/06</u>	<u>06/07</u>	<u>07/08</u>	<u>Proposal 08/09</u>
<b>LCB Adopted Rates</b>												
Interlibrary Loan	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06
Direct Loan	.75	.71	.73	.77	.73	.78	.84	.87	.89	.95	.97	.89
<b>DOF Approved Rates</b>												
Interlibrary Loan	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	5.29	
Direct Loan	.55	.55	.55	.63	.73	.78	.84	.87	.89	.95	.97	

ATTACHMENT IV  
INTERLIBRARY LOAN & DIRECT LOAN  
TRANSACTION VOLUME

**PROGRAM TRENDS**

The chart on page two displays actual TBR Program activity levels for the period FY 1979/80 through FY 2006/2007 and projected levels for the current as well as budget year. In this process of reporting to DOF as part of the May Revise, we are unable to provide a full year of actual TBR data, so our projections are based on the latest available actual data for the current year. Both the ILL and Direct Loan projections are based on regression analysis of the prior five years' data and staff analysis of any current trends in the field which might affect the data.

The number of reimbursable ILL transactions for FY 2007/08 is expected to be 2,838,773 based on the first two quarters data, which have show the highest transaction levels in the program's history. This is an estimated 18% increase relative to the 2,398,198 reimbursable ILL transactions that were recorded for FY 2006/07. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
2001/02	+25%
2002/03	+10%
2003/04	+ 4%
2004/05	+ 31.2%
2005/06	+ 5.5%
2006/07	+ 7.6%

The Direct Loan program shows an increase of 12.2% in total loan activity for FY 2007/08. Our projections to FY 2008/09 are based on actual Direct Loan activity for the first three quarters and projected activity for the fourth quarter of FY 2007/08.

Given the above data and the long term growth patterns these programs have experienced, the following projections for the TBR program have been made for FY 2008/09: 1) Direct Loan Program: The total loans in the program are expected to grow at a rate of about 1.2% or 35,651,950 total transactions and the net Direct Loan transactions are expected to also increase about 3%, so the net transactions is estimated at 12,268,915. 2) Interlibrary Loan Program: The total loans in the ILL program are expected to grow at a rate of 5% and have 2,980,712 reimbursable transactions.

A comparison of the FY 2007/08 Department of Finance approved reimbursement rates, ILL = \$5.29 and Direct loan = \$.97 and the proposed FY 2008/09 reimbursement rates, ILL = \$5.06 and Direct Loan = \$.89, shows a decrease in the cost by 4% in the Interlibrary Loan Program, and an 8% decrease in the cost for the Direct Loan Program.

## ATTACHMENT IV

## TBR PROGRAM ACTIVITY

	ILL Reimbursable Transactions	Total Public Library Circulation	Direct Loans: Total	Direct Loans: Net Imbalance
1979/80	267,799	113,921,000	7,983,833	3,152,506
1980/81	301,307	119,279,000	9,668,836	3,975,769
1981/82	341,307	121,340,000	9,876,086	4,366,074
1982/83	349,098	125,107,000	11,070,748	4,912,803
1983/84	338,629	124,136,000	11,243,357	5,012,301
1984/85	361,015	125,140,000	12,160,892	5,691,851
1985/86	378,549	125,600,000	12,532,423	5,432,412
1986/87	416,509	131,955,000	13,060,534	5,355,373
1987/88	451,270	136,082,000	15,175,877	6,104,662
1988/89	452,540	140,223,000	15,953,733	6,734,868
1989/90	515,403	144,447,000	15,108,450	6,619,082
1990/91	602,767	150,547,000	19,651,418	8,100,318
1991/92	709,642	160,761,000	21,260,881	9,297,968
1992/93	715,948	158,802,000	22,004,106	9,722,634
1993/94	598,148	145,657,000	21,711,320	9,430,933
1994/95	651,979	146,722,000	21,545,856	9,572,561
1995/96	834,395	151,034,000	22,719,320	10,075,442
1996/97	996,825	159,670,000	23,271,736	10,486,183
1997/98	1,165,557	164,429,000	23,774,902	10,491,145
1998/99	1,223,800	162,965,000	24,874,552	11,056,055
1999/00	1,187,182	165,687,000	24,440,027	10,424,950
2000/01	1,128,006	171,822,000	25,347,765	10,296,586
2001/02	1,409,560	184,501,000	27,932,178	10,897,596
2002/03	1,549,221	198,528,000	29,477,741	11,363,394
2003/04	1,610,606	198,424,000	28,778,674	12,444,532
2004/05	2,112,814	198,886,000	30,096,937	11,209,197
2005/06	2,228,249	197,060,000	30,151,623	10,652,295
2006/07	2,398,198	199,244,000	31,403,653	11,194,524
2007/08 P	2,838,773	199,642,000	35,227,768	11,911,567
2008/09 P	2,980,712	202,636,000	35,651,950	12,268,915

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

ATTACHMENT III

**CLSA TBR Program Reimbursement Rates from FY 1997/98 to Present**

	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>00/01</u>	<u>01/02</u>	<u>02/03</u>	<u>03/04</u>	<u>04/05</u>	<u>05/06</u>	<u>06/07</u>	<u>07/08</u>	Proposal <u>08/09</u>
<b>LCB Adopted Rates</b>												
Interlibrary Loan	3.29	3.57	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06
Direct Loan	.75	.71	.73	.77	.73	.78	.84	.87	.89	.95	.97	.89
<b>DOF Approved Rates</b>												
Interlibrary Loan	2.85	2.85	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	5.29	
Direct Loan	.55	.55	.55	.63	.73	.78	.84	.87	.89	.95	.97	

**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	Reimbursement 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	\$11,029,833	\$9,480,543	\$20,510,375	56.6%	\$2.80	\$0.50
06/07	18,616,000	\$5.22	\$0.95	2,398,198	11,194,524	\$12,518,594	\$10,634,798	\$23,153,391	80.4%	\$4.19	\$0.76
07/08	11,616,000	\$5.29	\$0.97	2,829,113	11,940,218	\$14,966,008	\$11,582,011	\$26,548,019	43.8%	\$2.31	\$0.42

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

## RECOMMENDED 2008/09 CLSA BASELINE BUDGET BY PROGRAM

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

**CLSA PARTICIPANTS  
FY 2008/09**

**Exhibit E**

<b>BAY AREA LIBRARY AND INFORMATION SYSTEM</b>	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	✓	✓

<b>BLACK GOLD COOPERATIVE LIBRARY SYSTEM</b>	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	✓	✓

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

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

<b>METROPOLITAN COOPERATIVE LIBRARY SYSTEM</b>	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	✓	✓

<b>METROPOLITAN COOPERATIVE LIBRARY SYSTEM (CON'T)</b>	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	✓	✓

<b>MONTEREY BAY AREA COOPERATIVE LIBRARY SYSTEM</b>	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	✓	✓

<b>MOUNTAIN VALLEY LIBRARY SYSTEM</b>	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	✓	✓

<b>NORTH BAY COOPERATIVE LIBRARY SYSTEM</b>	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	✓	✓

<b>NORTH STATE COOPERATIVE LIBRARY SYSTEM</b>	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	✓	✓

<b>PENINSULA LIBRARY SYSTEM</b>	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	✓	✓

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

<b>SANTIAGO LIBRARY SYSTEM</b>	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	✓	✓

<b>SERRA LIBRARY SYSTEM</b>	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	✓	✓

<b>SILICON VALLEY LIBRARY SYSTEM</b>	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	✓	✓

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

<b>PUBLIC LIBRARIES NOT CLSA SYSTEM MEMBERS</b>
(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 2007/08**

LIBRARY	SYSTEM	TOTAL LOANS
Allan Hancock Community College	BLK GOLD	0
American River College	MVLS	110
Butte College	NO STATE	238
Cabrillo College	MOBAC	208
California Academy of Sciences	BALIS	13
California Baptist University	INLAND	0
California Institute of the Arts, Valencia Francisco	SO STATE	0
California Lutheran University	BALIS	20
California Lutheran University	BLK GOLD	70
California State Polytechnic University, Pomona	MCLS	2,249
CSU Bakersfield	SJVLS	224
CSU Chico	NO STATE	1,120
CSU Dominguez Hills	SO STATE	170
CSU East Bay (Hayward)	BALIS	1,104
CSU Fresno	SJVLS	2,073
CSU Fullerton	SANTIAGO	578
CSU Long Beach	MCLS	2,220
CSU Los Angeles (John F. Kennedy Library)	MCLS	455
CSU Monterey Bay	MOBAC	165
CSU Northridge	SO STATE	94
CSU Sacramento	MVLS	583
CSU San Bernardino	INLAND	695
CSU San Diego	SERRA	0
CSU San Jose	SVLS	9,379
CSU San Marcos	SERRA	1,694
CSU Sonoma	NO BAY	0
CSU Stanislaus	49-99	182
Canada College Library	PENINSULA	1,822
Cerritos College	MCLS	0
Chapman University	SANTIAGO	98
Chapman University (Rinker Law Library)	SANTIAGO	43
Citrus Community College District	MCLS	12
Claremont College (Honnold-Mudd)	SO STATE	4,161
Claremont School of Theology	SO STATE	0
College of San Mateo	PENINSULA	3,649
College of the Canyons, Santa Clarita	SO STATE	0
College of the Siskiyous	NO STATE	97
Columbia College	49-99	66
Consumnes River College	MVLS	60
Cuesta College	BLK GOLD	4

<b>LIBRARY</b>	<b>SYSTEM</b>	<b>TOTAL LOANS</b>
Dominican University of California	NO BAY	0
Feather River College	NO STATE	0
Fresno City College	SJVLS	27
Fresno County Law Library	SJVLS	0
Fullerton Community College	SANTIAGO	62
Gavilan College Library	MOBAC	66
Glendale College Library	SO STATE	27
Golden Gate Baptist Theology Seminary	NO BAY	27
Golden West College Library	SANTIAGO	3
Graduate Theological	BALIS	0
Hartnell College Library	MOBAC	34
Humboldt State University	NO STATE	543
Imperial Valley College	SERRA	20
La Sierra University Library	INLAND	105
Lassen Community College District	NO STATE	0
Merced College	49-99	459
Mission College, Santa Clara	SVLS	495
Modesto Jr. College (Yosemite Community College)	49-99	72
Modoc County Office of Education (Media Center)	NO STATE	0
Monterey Peninsula College	MOBAC	120
Napa Valley College	NO BAY	5,537
Naval Postgraduate School (Dudley Knox Library)	MOBAC	242
Pacific Union College	NO BAY	0
Palomar Community College District, San Marcos	SERRA	81
Riverside Community College District	INLAND	0
Sacramento City College	MVLS	43
Sacramento Public Law Library	MVLS	0
Saint John's Seminary College Library	BLK GOLD	0
Saint John's Seminary Theology Library	BLK GOLD	0
Saint Mary's College Library	BALIS	3,948
Saint Patrick's Seminary	SVLS	18
San Diego Christian College	SERRA	90
San Francisco State University	BALIS	6,160
San Joaquin Delta Community College, Stockton	49-99	90
San Mateo County Superintendent of Schools	PENINSULA	0
Santa Barbara City College	BLK GOLD	0
Santa Barbara Museum of Natural History	BLK GOLD	0
Santa Clara University	SVLS	4,791
Santa Rosa Junior College	NO BAY	154
Shasta College Library	NO STATE	198
Sierra Community College	MVLS	67
Simpson College Library	NO STATE	89
Skyline College Library	PENINSULA	3,011
Solano College	NO BAY	4,537
Sutter Resource Library, Sacramento	MVLS	0
University of California (Berkeley)	BALIS	1,389

<b>LIBRARY</b>	<b>SYSTEM</b>	<b>TOTAL LOANS</b>
University of California (Davis)	MVLS	1,713
University of California (Irvine)	SANTIAGO	810
University of California (Los Angeles)	MCLS	1,243
University of California (Riverside)	INLAND	4,003
University of California (San Diego)	SERRA	733
University of California (Santa Barbara)	BLK GOLD	366
University of California (Santa Cruz)	MOBAC	775
University of the Pacific	49-99	232
University of San Francisco (Gleeson Library)	BALIS	0
West Valley College Library	SVLS	699
Westmont College	BLK GOLD	15
Yuba Community College District	MVLS	31
<b>Total</b>		<b>76,781</b>

**California Library Services Act**

**TBR PROGRAM ACTIVITY**

<b>1979/80 - 1986/87</b>								
	<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

<b>1987/88 - 1994/95</b>								
	<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

<b>1995/96 - 2002/2003</b>								
	<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

<b>2003/04 - 2007/08</b>						
	<u>2003/04</u>	<u>2004/05</u>	<u>2005/06</u>	<u>2006/07</u>	<u>2007/08</u>	<u>2008/09 Projections</u>
ILL Reimbursable Transactions	1,610,606	2,112,814	2,228,249	2,398,198	2,829,113	3,028,522
Total Public Library Circulation	198,424,000	198,886,000	197,060,000	204,757,000	204,868,000	204,897,000
Direct Loans: Total	28,778,674	30,096,937	30,151,623	31,403,653	35,078,050	36,450,000
Direct Loans: Net Imbalance	12,444,532	11,209,197	10,652,295	11,194,524	11,940,218	12,477,500

**AGENDA ITEM:** CLSA System Reference

**ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:** Consider 2008/09 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 2008/09.

**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 2008/09 System population and membership figures are included as Exhibit A to this agenda item.

**Recommendation:** Staff is recommending that the Board approve the population and memberships for fiscal year 2008/09.

**GENERAL OVERALL PROGRAM UPDATES:**

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

**Review and Discussion of 2008/09 System Plans:** 2008/09 System Plans of Service have been received. Compilations of each of the three service components for System Reference 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, children, and the disabled for the component to improve reference service to the underserved. Systems collectively plan to allocate over \$250,000 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 2008/09 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.

**Update on the Statewide Reference Project:** Work continues on a new statewide reference model. Deputy State Librarian Stacey Aldrich will provide an update at this meeting on the plan for current and future activities. Document 11a displays a timeline in stages—from

data collection to developing an action plan for creating the new statewide reference model. A second Zogby Poll was conducted in March via library websites statewide. A comparison of the results from the January and March 2008 polls is included as Document 11b. On August 25-26, 2008, the State Library and Metropolitan Cooperative Library System will host a Statewide Reference Think Tank to rethink and redesign the California Statewide Reference model. A broadcast email was sent to all public library directors seeking Think Tank participants who are up for the challenge of thinking about emerging trends and future possibilities, and who want to develop transformational scenarios for providing information services to our communities. An introduction and application to be a Think Tank participant is included as Document 11c.

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

1. Summary of 2007/08 System Annual Reports
2. Recommendation on a new statewide Reference design for California public libraries

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

2008/09 System Population & Membership

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

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

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

STATEMENT OF CERTIFICATION

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



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Susan Hildreth  
State Librarian of California  
June 1, 2008

**SYSTEM/MEMBER****POPULATION****BALIS: 10 Members**

3,337,348

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

**BLACK GOLD: 7 Members**

1,169,210

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

**49-99: 6 Members**

1,352,432

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

**INLAND: 19 Members**

4,090,433

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

**SYSTEM/MEMBER**

**POPULATION**

MCLS: 33 Members

6,637,361

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

MOBAC: 10 Members\*

752,852

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

**SYSTEM/MEMBER**

**POPULATION**

MVLS: 14 Members

2,440,488

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

NORTH BAY: 17 Members\*

1,459,559

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

+ Vacaville/Solano

+ Calistoga/Napa

NORTH STATE: 13 Members\*

786,190

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

+ Crescent City/Del Norte

**SYSTEM/MEMBER**

**POPULATION**

PENINSULA: 8 Members

739,469

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

SJVLS: 10 Members

2,762,846

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

SANTIAGO: 9 Members

2,566,074

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

SERRA: 13 Members

3,322,432

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

**SYSTEM/MEMBER**

**POPULATION**

SILICON VALLEY: 7 Members

1,837,075

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

SOUTH STATE: 4 Members

4,085,965

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

**GRAND TOTALS:**

**All System Members:**

**180\***

**All System Population:**

**37,339,734**

Unaffiliated Public Libraries: 5 Jurisdictions

708,930

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

Jurisdictions that Don't Have Service

798

- Industry

**TOTAL STATE:**

**38,049,462**

\*Includes Consolidations since 1/1/78

Compilation of 2008/09 System Program Plans of Service  
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
<b>BALIS</b>	<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 e-newsletter <i>Search</i>. SRC staff developed and maintains a comprehensive website to assist libraries in submitting questions, evaluating databases, participate in training and other topics of interest as identified by the Adult and Information Services Committees.</p> <p>A marketing campaign request for proposal (RFP) will use finds from market research updating user perceptions on libraries.</p> <p>Selected BALIS member library staff continue to participate in the statewide virtual reference service, AskNow, while other member libraries offer independent virtual reference through their website. SRC staff will provide second-level reference to users for unresolved or time-consuming inquiries.</p> <p>In 2006-07, the BALIS committees and council reviewed the committee structure to evaluate and either re-affirm or revise their missions, goals and objectives, and memberships. Based on this evaluation, BALIS has decided to differentiate between adult services and electronic services and has accordingly altered the committee structure. In 2007-08, the reference committee restructured membership, committee charges, and tasks to further reflect local service needs. Members of the committees have been critical participants since their input has direct service impacts.</p>	<p>The SRC website and e-newsletter will be evaluated via 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 Request for Proposals (RFP) will be included in design of the marketing campaign.</p> <p>Questions sent to the virtual reference service will be gathered and responses analyzed. Response to the service will be monitored and promotional activities will be targeted to elicit the greatest response. Every person who completes a reference inquiry at AskNow is forwarded an evaluation. Responses on those evaluations are regularly monitored.</p> <p>The success of the work of the committees will be 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>
<b>BLACK GOLD</b>	<p>Offer one or more workshops for both the professional and paraprofessional staff to improve library service and technology skills. Black Gold will work with library directors to allow as many staff as possible to attend. In some cases, staff will be sent out of the area to attend Infopeople sponsored training. For database use, the Reference Services Committee will discuss ways of encouraging subscription databases and will work on materials that</p>	<p>Training events are evaluated by the participants on a specific evaluation form. The Reference Services Committee will review the training programs for effectiveness in meeting local needs. Statistics on database usage will be gathered, tracked and evaluated to determine their continued usefulness.</p>

<b>BLACK GOLD</b> (cont'd)	can be distributed to potential users.	
<b>49-99</b>	The System provides electronic database resources to assist member library staff in providing accurate and complete reference service. The System will continue to assess local training needs and recommend programs. Opportunities presented by the Rural Library Initiative will be utilized wherever possible. If available, training made available at no cost from reference database providers will be offered to System member libraries as appropriate.	System will gather information on member library use of System-provided electronic resources. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
<b>INLAND</b>	System staff will use the collections of the Riverside Public Library, the University of California at Riverside libraries and other local resources to assist in the provision of services. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. System staff will coordinate the meetings of the ILS committees.	An evaluation of service will be distributed to member library staff on a regular basis. Evaluation forms will be distributed to all workshop attendees.
<b>MCLS</b>	MCLS Reference staff will publicize services available from the Reference Center, through the MCLS website, the MCLS electronic newsletter, the MCLS Reference and Adult Services discussion list, and guest/host programs. MCLS staff will coordinate all Systemwide workshops and information exchanges. (Both System and member library staff contribute to the planning, organization, and presentation of the activities described above.) MCLS Reference staff will disseminate information on the Internet and assist in the training for use of the Internet as a resource sharing tool.	Workshops are individually evaluated by each participant via an online evaluation tool as well as follow-up discussions by the MCLS Reference/Adult Services Committee. In addition, feedback from library staff will be used to improve the electronic newsletter and other distribution mechanisms.
<b>MOBAC</b>	The Reference Committee will: 1) plan and present the 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 6) MOBAC will sponsor two workshops for reference librarians and staff of member libraries that best fit the training needs of the area.	Those attending workshops and training sessions will be asked to complete written evaluations. Use of the regional catalog and of the staff intranet will be statistically monitored.

<b>MVLS</b>	<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 WorldCat.org 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>Training event participant satisfaction as reported on evaluation forms.</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>
<b>NORTH BAY</b>	<p>NBC staff will: 1) provide access to reference-training workshops or hold round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the 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 (such as census), or any other such workshops to be held in the NBC region; 3) can provide one-on-one brush-up training for individual member librarians for online databases, at System headquarters; 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 Systemwide committees will meet at least semi-annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>NBC news items will be written as time allows and could include information and event calendars of interest to member libraries. The NBC Directory of Reference Librarians Union List will be considered for revision as needed. NBC staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBC Reference Manual; 3) NBC Directory of Member Libraries; 4) NBC SuperSearch/URSA User's Manual. The products noted above are, or will be, made available in electronic form via website.</p>	<p>NBC staff will keep statistics on all reference questions. Staff will compile evaluations and statistics on workshops. Local libraries will track the number of reference questions answered locally and by which means the question was answered.</p>
<b>NORTH STATE</b>	<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. Reference Online Course and/or view NSCLS distributed or other training in</p>	<p>Individuals attending the Reference and Interlibrary Loan workshops will complete written evaluations of the content and format of them. Statistics and transcripts of Virtual Reference use will be reviewed</p>

<p><b>NORTH STATE (cont'd)</b></p>	<p>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 as needed to share information and address common issues. To increase the knowledge of reference sources and skills, the System will provide on-site or virtual mini-reference workshops and/or library visits for members as staff time is available and as funding allows. The System will support the continuing expansion and encourage the use for the NSCLS website. NSCLS website is linked with the North Bay and MVLS websites to provide easy access to System information</p>	<p>by NSCLS System Administrator, the Reference/ILL/Underserved Committee and member libraries. System member libraries and System Reference Committee will be polled to determine how the new linked NBC/MVLS/NSCLS website helps to improve reference services.</p>
<p><b>PENINSULA</b></p>	<p>PLS has established a contractual arrangement with MCLS to provide assistance for second-level reference questions. System staff can focus on providing training services, a System Reference website, resume publication of an electronic newsletter, and provide direct support to library staff and their projects. Through the ILS, users will have access to the directory of local service resources (clubs, organizations, human resource agencies, etc.), called the Community Information Program (CIP). This database is frequently updated and expanded to include more resources in other area counties. Selected PLS 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. The Information Services Committee will evaluate and select a limited number of appropriate sources for System Reference purchases. These will generally be database subscriptions available to the entire System. In addition to the collection of databases provided through the contract with Gale.</p>	<p>System staff is provided with feedback on System services at committee meetings held throughout the year. Library staff is invited to provide feedback on question answering, website use, electronic newsletter, training, and other services as a regular agenda topic at these meetings. In addition, System staff issue surveys and questions for service-specific topics such as newsletters and websites, periodically. The strategic plan provides for ongoing evaluation of plan activities through the administrative council. Questions sent to the virtual reference service will be gathered and responses analyzed. Response to the service will be monitored, and promotional activities will be targeted to elicit the greatest response. Every person who completes a virtual reference inquiry is forwarded an evaluation. Responses on these evaluations are closely monitored and training is offered as a result of the survey results. The success of the work of the Information Services Committee will be 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><b>SJVLS  SJVLS (cont'd)</b></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. Locally produced databases, such as the index of sheet music/song books, the vertical file index, and the index of antique and collectible magazines will help local libraries answer questions without need to refer questions. The Reference Committee will facilitate at least one training session on a System-purchased database. The Reference Committee, working with the Collection</p>	<p>Numbers of staff trained in one-on-one sessions and group sessions, number of uses of the locally-produced indexes, and number of uses of System-wide databases are counted. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.</p>

	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 is available to all branch libraries. A System homepage is maintained and SJVLS staff assist member libraries with development and maintenance of their own websites.	
<b>SANTIAGO</b>	SLS will contract with MCLS for Interlibrary Reference and sponsor at least one continuing educational program with a minimum of 25 staff in attendance. MCLS Reference staff will conduct classes on online reference resources and other reference topics and 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.	Monthly statistical records on the number and subject of questions asked will be provided by MCLS. Quarterly reports will be provided by MCLS on topics and attendance at reference-related trainings offered by MCLS Reference Center staff. Patron and librarian satisfaction surveys will be conducted periodically.
<b>SERRA</b>	<p>The Research Center staff will: 1) present orientation tours promoting reference services and explaining procedures, as requested by member libraries; and 2) provide outreach to member libraries to promote System services, train staff, and get feedback from users.</p> <p>System staff will: 1) redesign, update and improve the Serra website; 2) be available five days per week via telephone, computer and in person to provide consultation on local libraries' questions; 3) work with the Adult Services Committee on at least two reference related sessions for System library employees. Representatives from appropriate organizations such as Califa and AskNow will present at meetings to give updates as needed; and 4) answer virtual reference questions via AskNow, provide training, and will answer second-tier virtual reference questions by answering follow-up questions. Serra's Research Center will distribute information on resources and news via Serra's website. Member libraries will send reference requests and receive answers electronically. Adult Services Committee meetings will be held regularly with Serra staff attending and providing assistance and information as needed.</p>	Statistics and comments on activities will be recorded. Evaluation surveys will be used at all workshops.
<b>SILICON VALLEY</b>	The System Reference Center (SRC) will continue to develop two key resources to assist library staff in enhancing their skills: The SRC website	The System Reference Center website and e-newsletter will be evaluated via survey during the

	<p>and the electronic newsletter <i>Search</i>.</p> <p>SRC staff developed and maintains a comprehensive website to assist libraries in submitting questions, evaluating databases, participate in training and other topics of interest as identified by the Adult and Information Services Committees. As part of the implementation of the Strategic Plan developed by and for the SVLS System administration and approved by the Administrative Council, member libraries will have access to market research, updating user perceptions on libraries. This report has been posted on <a href="http://librarycat.org">http://librarycat.org</a> and is available to all libraries in the region.</p> <p>Selected SVLS member library staff will continue to participate in the statewide virtual reference service, AskNow, enabling patrons to link to the service through the System and individual libraries' websites. SRC staff will provide second-level reference service to users for unresolved or time-consuming inquiries.</p> <p>In 2008-09, all committees were evaluated to either re-affirm or revise their mission, goals and objectives, and memberships. The Administrative Council works closely with all committees, workgroups and task forces to ensure activities continue to support the goals and objectives of the SVLS Strategic Plan. One outcome of this review is to reshape the Reference Committee into the SVLS Adult Services Committee. This Committee will continue to meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote inter-library cooperation, and will evaluate its charge, programs, and activities on a regular basis.</p>	<p>year to determine that content, scope, frequency and length adequately support the needs of the members.</p> <p>Questions sent to the virtual reference service will be gathered and responses analyzed. Response to the service will be monitored and promotional activities will be targeted to elicit the greatest response. Every person who completes a reference inquiry at AskNow is forwarded an evaluation. Responses on those evaluations are regularly monitored.</p> <p>The success of the work of the committees will be 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><b>SOUTH STATE</b></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. MCLS staff, trained staff in member libraries, and/or 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; and 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.</p>

Compilation of 2008/09 System Program Plans of Service  
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
<b>BALIS</b>	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.	The rate of distribution of any printed materials will be monitored, and additional copies will be reproduced when necessary. For coordinated reference projects, planning and development, the committees, task forces and Council informally evaluate the benefit of the activities in consideration of in-kind time spent in committee meetings and assignments.	Up to \$5,000
<b>BLACK GOLD</b>	Children and Young Adults	The Children's Committee, along with Black Gold staff will plan and hold a workshop on family and child safety issues in the library. Some jurisdictions have specific instructions from their city or county on handling these situations but the workshop will be presented at a broader level.	Participants will complete evaluations that will be reviewed by the Children's Services Committee.	\$2,000
<b>49-99</b>	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.	System will work with database vendor to develop a means of determining usage of remotely accessible resources by geographically isolated library users. Participants in training programs will evaluate the sessions to determine how well each program met their needs for enhanced skills and information.	\$18,625





<b>MOBAC</b>	Non-English and limited-English speaking, specifically Spanish speaking	<p>The Reference Committee has already established a subcommittee that is working on organizing the next two years. Our intention is to identify and highlight community resources and services that are available to limited-English speaking library users, and to share local knowledge amongst the member libraries, as well as create an online resource that can be used by all MOBAC libraries.</p> <p>Our intent is to also identify services and resources that will support University staff in their mission of educating and preparing students for assisting and working with limited-English speakers.</p>	The MOBAC Reference committee will track training progress at the monthly reference meetings. Patron satisfaction with selected databases will also be informally evaluated. Formal workshop evaluations will be conducted for the Hands-on Reference Workshop and for the Infopeople workshops.	\$1,500 - \$3,000
<b>MVLS</b>	Geographically-isolated; Residents without computer access; and Spanish speaking	<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>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>User satisfaction survey will 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 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>	\$4,000
<b>NORTH BAY</b>	Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans	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 listservs 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.	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	\$4,000

<p><b>NORTH BAY (con't)</b></p>	<p>Children – Home School Kids</p> <p>Disabled</p> <p>Geographically-isolated</p>	<p>NBC 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 the NBC service area will be answered at the NBC 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>answered for the geographically isolated.</p>	
<p><b>NORTH STATE</b></p>	<p>Geographically-isolated</p>	<p>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.</p>	<p>The Reference/ILL/Underserved Committee will survey staff to assess staff learning &amp; awareness. Statistics on the number of member library staff being trained will be kept. Results of the staff survey will be shared with the members &amp; 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.</p>	<p>\$1,000</p>
<p><b>PLS</b></p>	<p>Speakers of limited English or English as a Ssecond language</p>	<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>Monitor statistics on usage of the catalog's interface in Spanish, Chinese, and Tagalog (when available). The vendor will</p>	<p>\$1,000</p>

<b>PLS (con't)</b>		<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 website.</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 &amp; a translation into Spanish will be updated. Copies of the brochure will be available through member libraries and also posted on PLS web site.</p>	<p>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.</p>	
<b>SJVLS</b>	<p>Geographically-isolated -- including citizens who fall into more than 1 category of underserved: 21% economically disadvantaged, 16% limited English /Non-English speaking, 20% functionally illiterate</p>	<p>The Reference Center will answer questions referred from geographically isolated areas. By making use of the System staff, the collections of the Fresno metropolitan area and when needed of other large collections in the country, and then by transmitting information found in local libraries, the geographically isolated have access to those collections. The staff uses a similar procedure to meet the needs of non-English language materials in special collections in Fresno, other System libraries, other state collections and the State Library. In addition, the System subscription to InfoTrac databases provides search interfaces in multiple languages and will translate eight languages.</p>	<p>Evaluation forms are sent with each question answered asking if the patron's needs were met, and the importance of the service. Detailed statistical records are kept of the time spent on questions. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.</p>	\$62,636
<b>SANTIAGO</b>	<p>Limited &amp; non-English speaking Children &amp; Youth</p>	<p>SLS reference services will provide materials to questions in appropriate languages and 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</p>	<p>The vendor for SLS services will provide statistical information on questions in languages other than English. If the SLS Children's Committee holds a workshop an online workshop evaluation form will be made available to all attendees. A written summary on the workshop, prepared by library staff, will be reviewed by the Children's Services</p>	\$19,022

<p><b>SANTIAGO</b> (cont'd)</p>		<p>public/private partnerships will be utilized in developing the 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, Systemwide 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>Committee at their bimonthly meeting immediately following the workshop. The SLS Children's Services Committee will meet at least 6 times during 2008/09 to discuss services to children and share ideas. A transcript of the meeting including handouts will be compiled for files at MCLS/SLS/SSCLS Headquarters. A "Performer's Showcase" online evaluation form will be made available to all attendees. A written summary report on the workshop, prepared by library or System staff, will be reviewed by the Children's Services Committee at the following meeting. The results of the summary will be reported to SLS Council.</p>	
<p><b>SERRA</b></p>	<p>Geographically-isolated in rural areas, primarily in and near the Imperial Valley, including children and teens</p>	<p>Serra staff offer reference services and reference training programs for the staffs of rural libraries, provide centralized interlibrary loan service for reference assistance, produce resource-sharing tools, maintain a commitment to outreach efforts, and participate in local library organizations. The Serra Resource Librarian will participate in Imperial Valley reference training and will work with the Adult Services Committee in bringing workshops to Imperial Valley. Serra will provide reference assistance to children and teens in Imperial Valley.</p>	<p>Statistics will be kept on reference referrals and interlibrary loan requests from rural libraries, and attendance at training sessions and other programs. Evaluations will be compiled from participants at Serra sponsored activities.</p>	<p>\$21,977</p>
<p><b>SILICON VALLEY</b></p>	<p>"Emerging Majority" Ethnic Groups Disabled</p>	<p>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 library staff, 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</p>	<p>Increased usage statistics for Informé and other databases will determine whether or not the publicity effort has been successful. Usage of services offered through library web pages will also be able to be</p>	<p>\$1,500</p>

<b>SILICON VALLEY (con't)</b>		<p>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.</p>	<p>monitored through 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. For coordinated reference projects, planning and development, the committees, task forces and Council informally evaluate the benefit of the activities in consideration of in-kind time spent in committee meetings and assignments. Users of the Spanish-language interface of the virtual reference service will be sent a User Satisfaction Survey to be completed after each interchange.</p>	
<b>SOUTH STATE</b>	All underserved groups	<p>The MCLS Executive Director, the Steering Committee, Reference librarians, and other appropriate staff members will work together to plan workshops, roundtables, and to identify and/or develop appropriate guides and articles. Outside experts will be brought in to conduct programs as appropriate.</p>	Attendees at workshops will be given written evaluation forms to complete.	\$17,234

Compilation of 2008/09 System Reference Program Plans of Service  
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
<b>BALIS</b>	The System Reference Center (SRC) will lower costs for question answering by contracting with MCLS, whose reference staff is fully trained in advanced reference techniques. The website for the reference center will be updated and maintained at systemref.org. Member libraries will be able to submit questions via email through the site, or print out a form to fax. There will also be announcements of training sessions, webliographies on topics in demand, information on databases: which libraries subscribe to what, and current trials, an index to sheet music held by the SRC, and more.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the BALIS Strategic Plan 2004-07, as well as feedback from member library line staff, reference committees, and administrative councils.
<b>BLACK GOLD</b>	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2 <sup>nd</sup> Level Reference which has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked. Staff at North Bay completes the answer and returns it to the library, where information is given to the patron. Research sources include information files, collection of the host public library, FirstSearch and online databases, computer databases and Internet access, experts in the field, and collections of area libraries.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. As part of the annual budget process the Council reviews the reference service provided by Black Gold. In addition, monthly reports and an annual compilation of statistics are analyzed to evaluate second-level reference activity
<b>49-99</b>	The System has chosen to fund electronic databases for member libraries. State Library staff is working with 49-99 on a revised plan of service for its Interlibrary Reference component.	Not applicable.
<b>INLAND</b>	System staff will provide second-level reference services to System member libraries and SIRCULS libraries. Staff will use the collections at the Riverside Public Library, the University of California at Riverside, and other member libraries to obtain information and materials. Referral of questions to outside agencies will be made when appropriate. On-line resources and direct telephone contact will be used. The Reference Center will be available through direct phone contact, electronic mail, delivery and via a form on the Inland Library System website, www.inlandlib.org. An office is maintained in the Science Library at UCR to facilitate access to the UCR collections. That office is also available via electronic mail, a form on the Inland Library System website, fax, phone, or delivery. Delivery of materials will be through the fax, US Mail UPS or electronically.	Library staff and patrons will receive evaluations with answers to questions. Evaluations will be sent on a sampling basis.
<b>MCLS</b>	Any question that is unanswered at the local library may be referred via telephone, fax, e-mail, online form, or MCLS delivery to the Reference Center, located at LAPL Central. In addition to the collection of LAPL's Central Library, MCLS staff have	System Reference Librarians routinely survey local librarians to follow up on particular reference questions to verify satisfaction & completeness of

<b>MCLS (cont'd)</b>	access to materials at UCLA's 18 libraries. MCLS Reference staff will also continue to utilize certain special collections of member libraries such as the Glendale's Brand and Long Beach Public libraries. If appropriate, MCLS staff also contact specialists at libraries throughout the United States, as well as government agencies (federal, state and local), nonprofit organizations and for-profit companies. Staff also have access to a wide variety of databases available through LAPL. MCLS maintains a subscription to DIALOG.	answer. The MCLS Reference/Adult Services Committee has as one of its charges the monitoring of the performance of the Reference Center. Additionally, regular reports are provided to the MCLS Administrative Council.
<b>MOBAC</b>	System staff and the contract with MCLS are funded under the CLSA Reference component; MCLS uses Los Angeles Public 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-effective manner. The operation of the SRC together with PLS, BALIS, MOBAC and SVLS has increased the ability of all four 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 MOBAC Strategic Plan 2004-8 , as well as feedback from member library line staff, reference committees, and administrative councils.
<b>MVLS</b>	The highest possible percentage of questions will be answered using member library Reference staff, and, at second level, the Reference Center staff and resources of NBC.	Statistics will be kept on the number of questions referred/answered/unanswered, and response time: date sent to System/date received at member library.
<b>NORTH BAY</b>	<p>System staff (1 FTE librarian) and subject expert stringers will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the FirstSource project from LAPL. All library collections within 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. Questions will be shared when appropriate with other reference centers with expertise in mind.</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>	Statistics will be compiled and analyzed on the number of questions referred, answered, not answered, response time and turnaround time, and the type of questions received, answered with local resources, and answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.
<b>NORTH STATE</b>	NSCLS uses North Bay Cooperative Library System (NBC) for question handling. The NBC System Reference Center uses the resources in the Bay Area and Sacramento public and academic libraries to answer questions for their members and their partner CLSA Systems that contract for service. NBC also uses the services of	NSCLS will monitor the contract with the NBCLS System Reference Center and reference program expenditures to determine fulfillment of goals and objectives for answer ratio, cost per answer, and

<p><b>NORTH STATE</b> (cont'd)</p>	<p>several subject area specialist librarians as stringers for question handling. NBCLS also uses OCLC's First Search service. The Center has access to Los Angeles Public Library's FirstSource collection to search a variety of databases.</p>	<p>other aspects of the reference program. NSCLS will monitor quarterly reference reports at the NBC Reference Center and member libraries will monitor their logs to determine answer ratio, turnaround time for answers, and general performance of the reference program. The results of monitoring the contract, logs, and fax costs will be shared with the member and affiliate libraries, the Reference/ILL/Underserved Committee, System Advisory Board, Council of Librarians, and State Library.</p>
<p><b>PLS</b></p>	<p>The System Reference Center (SRC) will lower costs for question answering by contracting with MCLS, whose reference staff is fully trained in advanced reference techniques. The website for the reference center will be updated and maintained at systemref.org. Member libraries will be able to submit questions via email through the site, or print out a form to fax. There will also be announcements of training sessions, webliographies on topics in demand, information on databases: which libraries subscribe to what, and current trials, an index to sheet music held by the SRC, and more. The SRC newsletter, <i>Search</i>, will be distributed to email subscribers on a bi-monthly basis. The e-newsletter will feature reports on interesting questions and answers, reviews of reference resources in print and electronic format, news from System libraries, and upcoming workshops.</p>	<p>Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the PLS Strategic Plan 2004-8 as well as feedback from member library line staff, reference committees, and administrative councils.</p>
<p><b>SJVLS</b></p>	<p>Maintain the System Reference Center at the Fresno County Library. Questions are referred from member libraries to the Reference Center via a web-based form, fax, telephone, and e-mail. Reference Center staff will contact libraries and subject experts beyond the region when necessary to answer submitted questions. System Reference Center will use the resources of the First Source system to access databases at LAPL, the OCLC FirstSearch Service, and the Dialog online database service. Reference Center-produced databases, available from the System webpage, support Reference Center activities and effectively share resources of the Center with other CLSA Systems, local libraries, and researchers worldwide. Files of completed questions and the resources used to answer them are available via the SJVLS homepage on the web. Procedures are in place to implement service contracts for question answering. Reference Center staff has library cards for California State University Fresno to expedite use of that collection. Orientation visits for the staff of member libraries are encouraged.</p>	<p>Evaluation forms based on the Statewide Reference Performance Measures Project are sent with each completed question asking if work was satisfactory and how important it was to the patron. Detailed statistical analyses are made from the data gathered. The System Advisory Board comments on the importance and benefit of the service to the community. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.</p>
<p><b>SANTIAGO</b></p>	<p>This service will be provided via contract with MCLS. Contract terms and monitoring provide monthly statistical reports as well as other evaluative measures of</p>	<p>A questionnaire from the MCLS's Reference Center, asking for input on the completeness,</p>

<b>SANTIAGO</b> (cont'd)	the provider's effectiveness. System staff and the SLS Reference Committee are involved with the ongoing assessment of this component.	timeliness and sufficiency of answers provided, will be given to SLS patrons and librarians and then distributed periodically to libraries who sought SLS reference service. MCLS will review the questionnaires and will distribute them on request to members of the SLS for Reference Committee for review.
<b>SERRA</b>	Serra Research Center staff use the library resources at San Diego Public Library, University of California San Diego, and San Diego State University. Questions are referred to the State Library and other CLSA Systems as necessary. Research Center staff use the online databases, indexes, and document delivery from the FirstSource Project. The Research Center subscribes to the OCLC and also searches extensively on the Internet.	Statistical reports and results from a biannual patron satisfaction questionnaire will be provided.
<b>SILICON VALLEY</b>	The SRC will lower costs for question answering by contracting with Metropolitan Cooperative Library System (MCLS). MCLS reference staff are fully trained in advanced reference techniques. The SRC website, systemref.org, will continue to be updated and maintained. Member libraries will be able to submit questions via email through the site, or print out a form to fax. There will also be announcements of training sessions, webliographies on topics in demand, information on databases: which libraries subscribe to what, and current trials, an index to sheet music held by the SRC, and more. The SRC newsletter, <i>Search</i> , will be distributed to email subscribers on a bi-monthly basis. The electronic newsletter will feature reports on interesting questions and answers, reviews of reference resources in print and electronic format, news from System libraries, and upcoming workshops.	Evaluation will consist of monitoring the fulfillment of stated goals and objectives in the SVLS Strategic Plan, as well as feedback from member library line staff, reference committees, and the administrative council.
<b>SOUTH STATE</b>	SSCLS will contract for interlibrary reference service with the MCLS Reference Center. 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 statistical reports as well as other evaluative measures of the provider's effectiveness. The SSCLS Steering Committee will provide ongoing assessment.	The MCLS Reference Center will provide monthly statistical records on the questions asked and conduct periodic patron and librarian satisfaction surveys.

**2008/09 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	184	12	275	2,550	38,420	6	4	2	750
BLACK GOLD	28	8	100	600,232	1,093,752	4	1	6	800
49-99	*	3	30	20,900	418,500	2	2	2	400
INLAND	1,140	2	185	28,585	162,494	4	1	0	200
MCLS	966	11	200	516,500	64,417	19	2	10	3,000
MOBAC	62	3	150	1,870	111,500	4	1	1	200
MVLS	205	6	400	28,300	351,000	6	1	1	1,000
NORTH BAY	500	2	65	46,900	4,456,000	5	1	1	600
NORTH STATE	220	3	60	22,895	534,327	12	4	15	5,650
PLS	110	12	250	310,100	1,503,850	8	4	2	500
SJVLS	265	2	60	647,065	766,044	10	3	3	2,385
SANTIAGO	100	3	60	121,457	13,000	9	1	4	200
SERRA	950	15	300	18,000	131,020	6	5	16	2,500
SVLS	332	12	275	5,850	27,000	5	4	2	750
SOUTH STATE	160	11	200	5,010	1,410	4	1	3	500
<b>TOTAL</b>	<b>5,222</b>	<b>105</b>	<b>2,610</b>	<b>2,376,214</b>	<b>9,672,734</b>	<b>104</b>	<b>35</b>	<b>68</b>	<b>19,435</b>

\*State Library staff is working with 49-99 on a revised plan of service for its Interlibrary Reference component.

**SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY\***

SYSTEM	Actual Number of Reference Questions										Estimated Reference Questions	
	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
BALIS	1,450	813	551	499	450	569	360	341	259	341	335	184
BLACK GOLD	1,050	632	599	490	269	295	246	188	109	150	75	28
49-99	900	605	531	418	410	412	407	332	48	120	100	**
INLAND	1,610	1,229	1,476	1,759	2,354	1,800	1,761	1,616	1,174	1,430	1,430	1,140
MCLS	6,925	4,152	3,226	2,947	3,169	2,867	2,656	2,330	2,162	2,181	1,748	966
MOBAC	666	318	58	106	97	141	49	59	74	85	90	62
MVLS	900	425	409	430	440	283	290	301	311	315	220	205
NORTH BAY	1,787	1,024	1,015	849	931	881	941	1,014	687	825	640	500
NORTH STATE	1,296	854	714	639	372	432	430	405	329	460	220	220
PLS	864	331	369	338	326	353	226	242	150	275	205	110
SJVLS	3,065	1,290	1,245	1,213	603	703	410	286	254	450	255	265
SANTIAGO	477	503	397	371	295	248	253	95	105	120	150	100
SERRA	1,400	1,282	1,248	1,020	908	1,203	1,043	993	969	900	1000	950
SVLS	1,075	365	235	306	295	535	1,446	1,137	626	348	410	332
SOUTH STATE	512	133	143	157	157	133	135	103	103	140	200	160
<b>TOTAL</b>	<b>23,977</b>	<b>13,956</b>	<b>12,216</b>	<b>11,542</b>	<b>11,076</b>	<b>10,855</b>	<b>10,653</b>	<b>9,442</b>	<b>7,360</b>	<b>8,140</b>	<b>7,078</b>	<b>5,222</b>

\*10 year history

\*\*State Library staff is working with 49-99 on a revised plan of service for its Interlibrary Reference component.

### SYSTEM DEMOGRAPHICS

Statistics taken from 2008/09 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
<b>Total Population</b>	3,148,155	1,157,951	1,352,432	4,234,541	6,622,017	748,032	2,362,893	1,414,877	767,781	734,453	2,670,549	2,542,443	3,270,941	1,820,176	4,098,787	36,946,028
<b>Underserved Population</b>																
<b>Children &amp; Youth</b>																
Under 5	6%	6%	7%	8%	7%	7%	7%	6%	6%	7%	9%	7%	7%	7%	8%	2,704,021 7%
5 to 9	6%	6%	9%	7%	8%	7%	6%	6%	6%	6%	8%	8%	8%	6%	9%	2,733,503 7%
10 to 14	6%	7%	9%	8%	7%	7%	7%	7%	6%	6%	8%	7%	7%	6%	8%	2,727,400 7%
15 to 19	6%	8%	8%	9%	7%	8%	7%	7%	8%	6%	8%	6%	7%	6%	7%	2,702,459 7%
Aged 65+	10%	13%	11%	12%	10%	9%	12%	13%	15%	13%	9%	10%	11%	10%	9%	3,944,055 11%
<b>Ethnicity</b>																
Black	11%	2%	4%	8%	9%	2%	8%	7%	2%	3%	5%	2%	5%	3%	10%	2,478,116 7%
Hispanic	16%	31%	28%	43%	41%	41%	18%	21%	11%	22%	48%	25%	31%	25%	49%	12,476,925 34%
Asian	23%	5%	7%	5%	12%	5%	12%	8%	3%	24%	6%	15%	9%	29%	11%	4,330,896 12%
Native American	0.6%	0.8%	1%	6%	1%	0.7%	2%	2%	4%	0.5%	2%	1%	1%	0%	1%	581,007 2%
Other *	59%	92%	0%	2%	0.2%	89%	0.4%	0%	0.2%	69%	0%	0%	1%	65%	0.3%	5,534,964 15%
Limited English Speaking	35%	8%	5%	18%	10%	37%	11%	9%	5%	39%	10%	7%	36%	44%	9%	6,522,354 18%
Non-English Speaking	20%	8%	3%	NA	5%	19%	1%	1%	0.7%	16%	4%	3%	2%	20%	5%	2,248,059 6%
Functionally Illiterate	25%	3%	12%	22%	10%	16%	3%	3%	2%	19%	20%	5%	20%	19%	10%	4,826,447 13%
Institutionalized	0.5%	5%	2%	1%	1%	1%	2%	3%	4%	0%	2%	1%	3%	0.4%	1%	551,827 1%
Shut-In	0.3%	4%	8%	0.2%	9%	0.2%	NA	NA	NA	0.4%	5%	6%	6%	0.2%	8%	1,655,025 4%
Handicapped	12%	13%	9%	10%	10%	12%	15%	17%	19%	10%	16%	7%	14%	9%	14%	4,473,579 12%
Economically Disadvantaged	10%	13%	16%	13%	18%	13%	12%	9%	16%	7%	20%	9%	12%	9%	16%	5,032,845 14%
Geographically Isolated	NA	11%	31%	35%	0%	1%	14%	29%	63%	0%	43%	0%	5%	0%	0%	4,541,626 12%

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

NA - Data Not Available

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

Doc. #12761 - July 2008

Exhibit G

# Statewide Reference Project Update

## INTRO

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

## THE PLAN

STAGE 1	STAGE 2	STAGE 3	STAGE 4	
<p><u>DEC-MARCH 2008</u> DATA COLLECTION</p>	<p><u>APRIL 2008</u> THINK TANK PREP</p>	<p><u>FALL 2008</u> THINK TANK</p>	<p><u>CLA 2008</u> STATEWIDE INPUT</p>	<p><u>END 2008-2009</u> BUILDING IT</p>
<ul style="list-style-type: none"> <li>•ZOGBY polls to understand how Californians find and use info.</li> <li>•Poll 1 via email was completed in January 2008</li> <li>•Poll 2 link via library websites statewide to be completed in March 2008.</li> </ul>	<ul style="list-style-type: none"> <li>•Think Tank Creators group to meet with futurist facilitators to design a statewide reference think tank process.</li> <li>•This group will also look at all of the data gathered relating to statewide ref., and develop new combinations to help the think tank be more informed.</li> </ul>	<ul style="list-style-type: none"> <li>•Participants from across the state will gather for 1 ½ days to think about information trends and data, and create 3 scenarios for what statewide ref. could become.</li> </ul>	<ul style="list-style-type: none"> <li>•Presentations at CLA and other venues will be given to share data and the 3 scenarios.</li> <li>•Input from participants will be gathered. They will be asked to identify what scenarios or pieces of scenarios they think would be most beneficial to all .</li> </ul>	<ul style="list-style-type: none"> <li>•A Builders Group will be formed to analyze the feedback from the input sessions, and to develop an action plan for creating the new statewide reference model.</li> </ul>
				<p><b>NEXT STEP MAKING IT HAPPEN</b></p>

# **A Snapshot of How Californians are Finding and Using Information**



A comparison of the results of two Zogby International Polls  
2008

# contents

•Introduction	3
•Demographics of survey participants (age & gender)	4
•Demographics of survey participants (ethnicity & income)	5
•Number of survey participants by region (March 2008)	6
•Data: Questions 1-21	7-27
•Data: Other questions from January 2008 survey	28-34
•Key Observations	35
•Notes	36

# introduction

New technologies and evolving social trends are changing the way in which people find and use information. Ubiquitous access to online information resources and search engines have enabled every person with access to a computer or mobile device with connectivity to the Internet to search for the information they need to navigate daily life.

As part of efforts to create new information service models that fit into this ever changing information landscape, the Metropolitan Cooperative Library System commissioned the creation of two surveys with Zogby International in 2008. The goal of the surveys was to get information from Californians about how they find and use information.

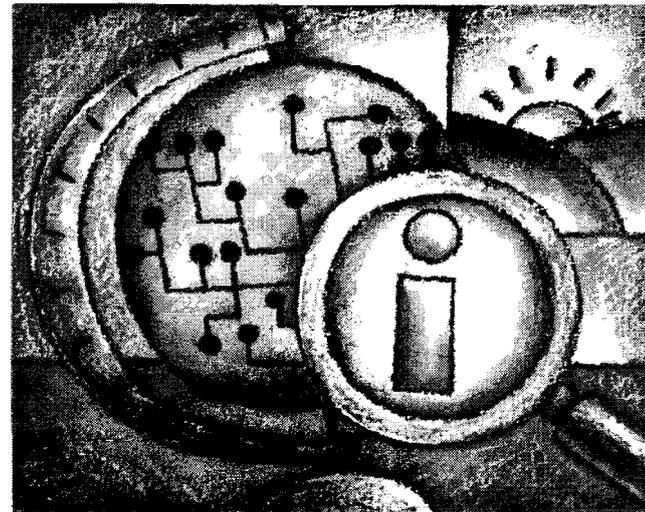
The first survey was done 1/7/08-1/8/08 by email. A sampling of Zogby International's online panel, which is representative of the adult population of the US, was invited to participate. Slight weights were added age, race, and gender to more accurately reflect the population. The margin of error was +/-3.8 percentage points. There were 706 adults in the state of California that participated in the survey.

The second survey was available via participating California public library websites from 3/4/08 – 3/31/08. This was not a representative sample of Californians. It was a sample of library users who visited their local California public library's website. There were 1926 surveys that were completed.

A version of the survey was available in Spanish. There were 19 surveys taken in Spanish.

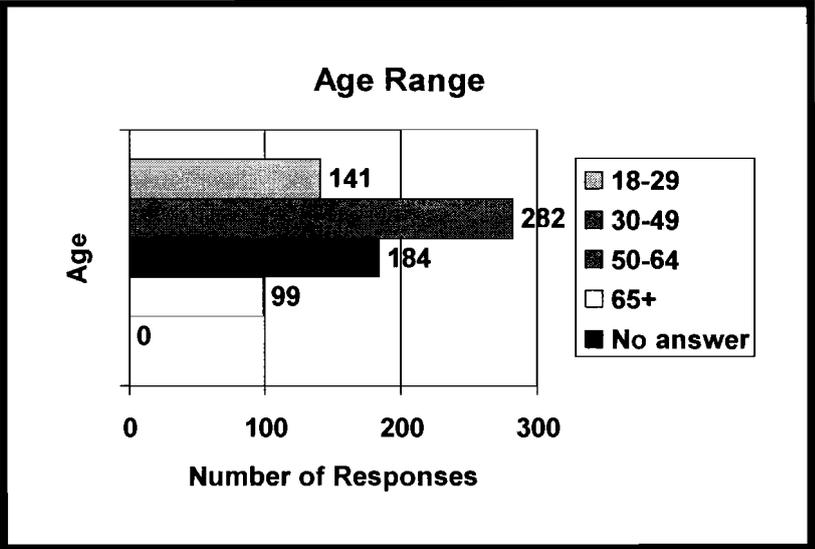
The following report shares the overall results of both of the surveys and some key observations, including some additional pieces of information related to the raw data.

The data collected will be used as we collectively think about how we can provide information services that not only meet our users' needs, but will delight them.

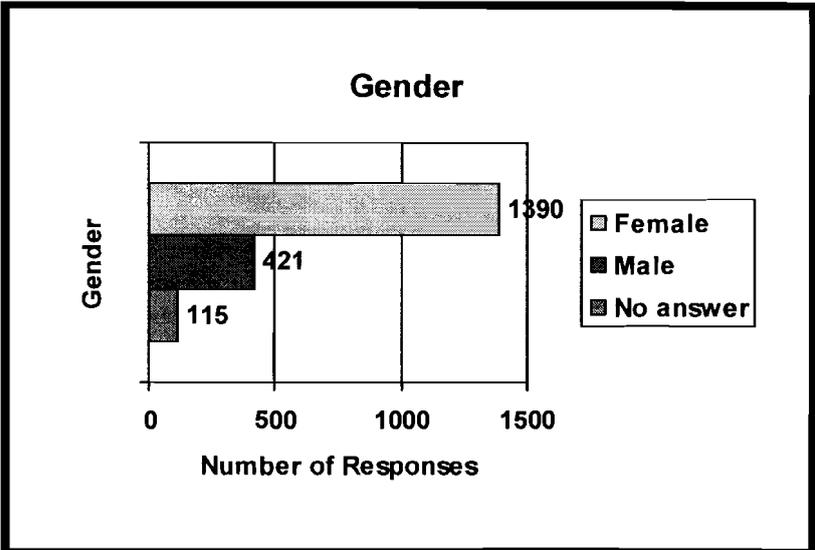
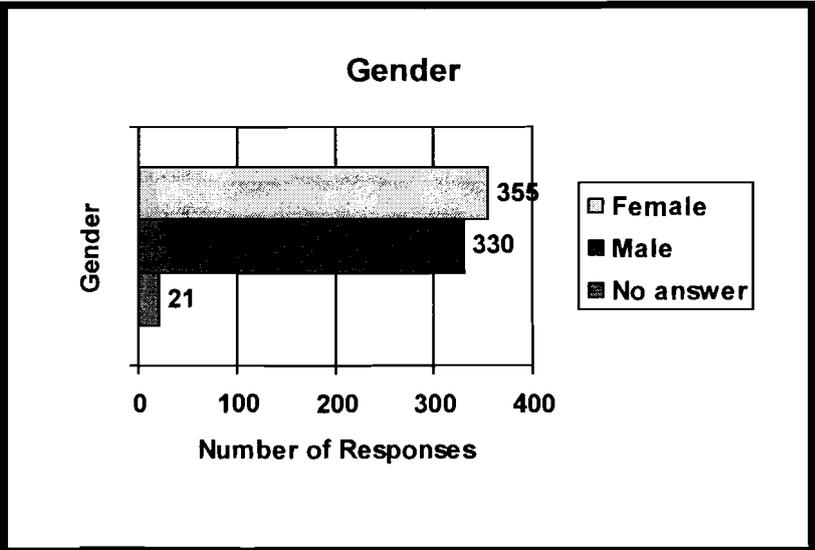
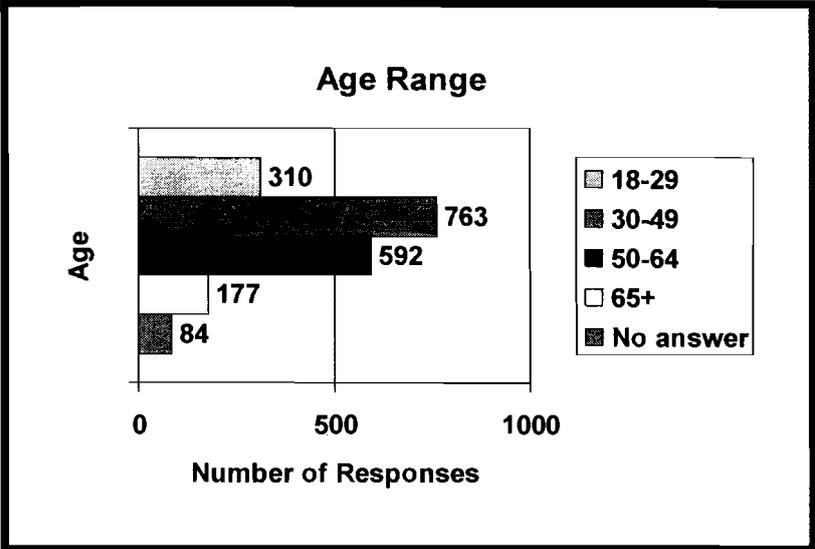


# demographics of survey participants

January 2008 Survey  
via email with 706 survey participants

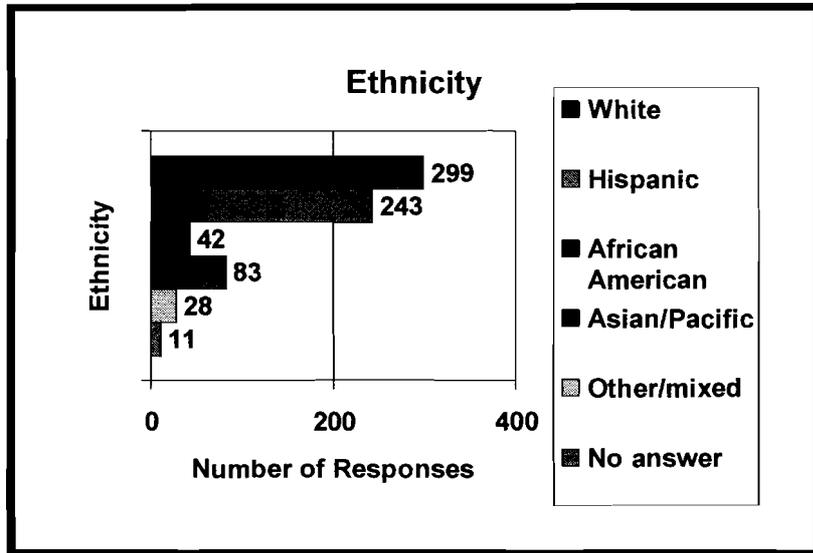


March 2008 Survey  
via link posted on public library websites with 1926 survey participants

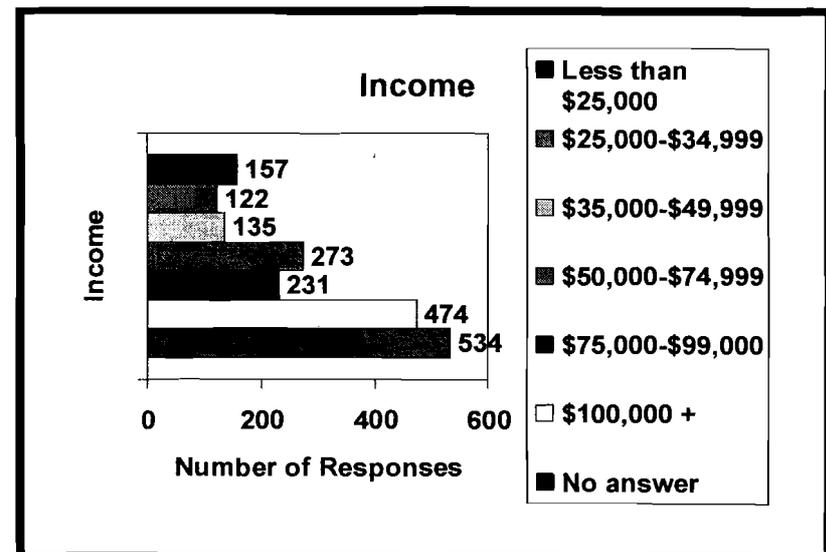
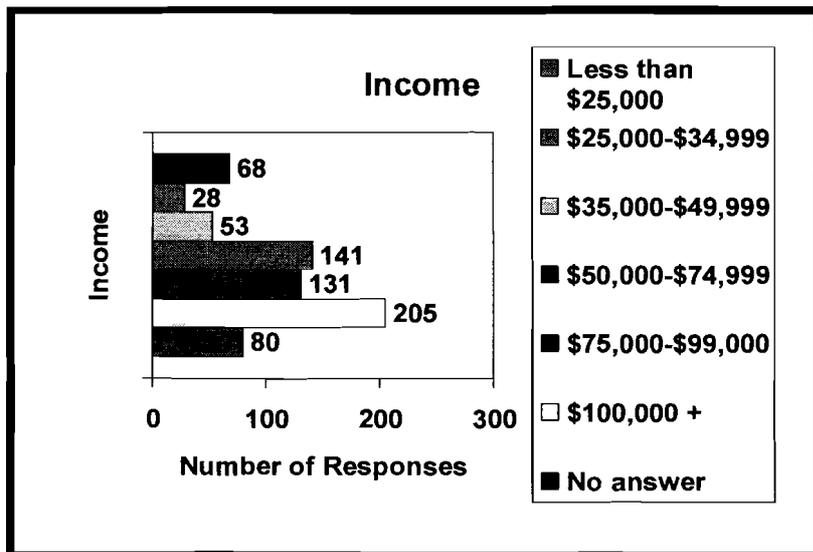
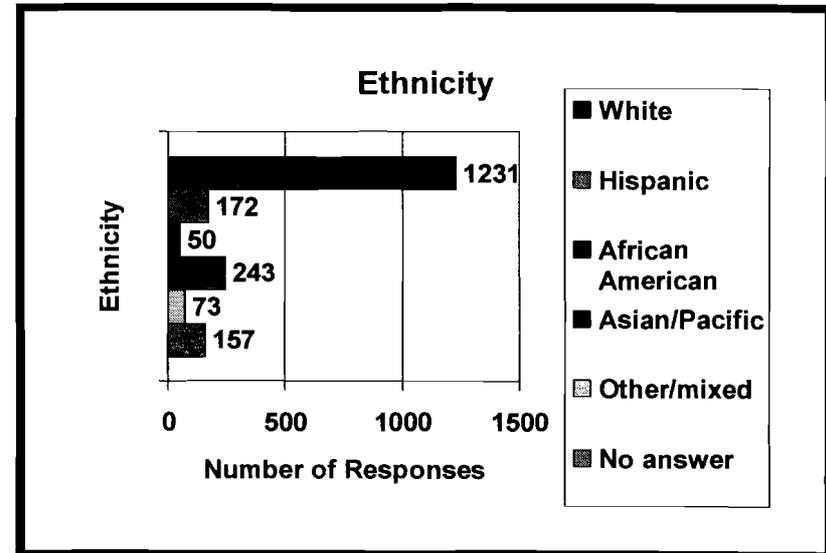


# demographics of survey participants

January 2008 Survey  
via email with 706 survey participants

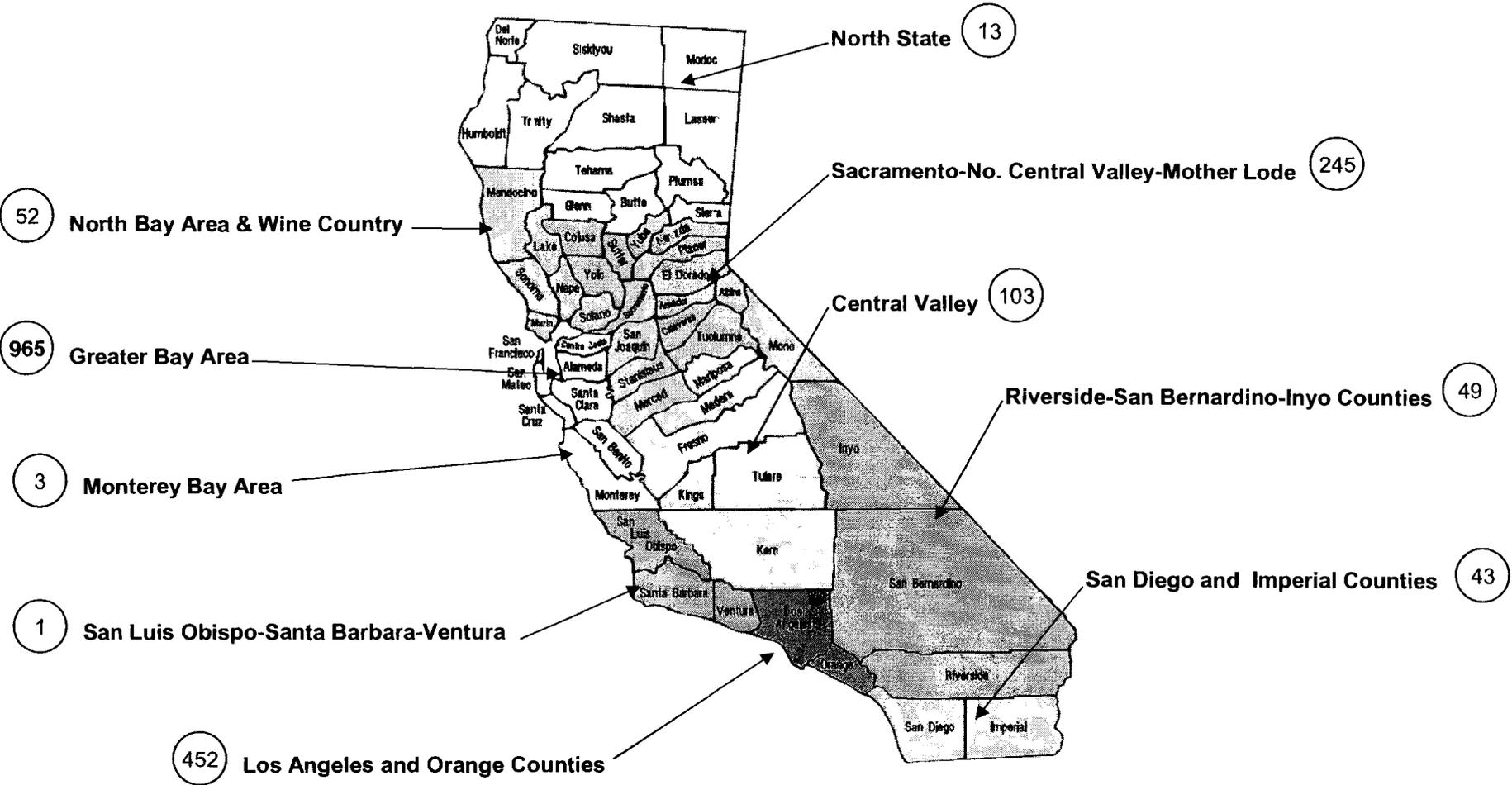


March 2008 Survey  
via link posted on public library websites with 1926 survey participants



# March 208 Survey

## number of survey participants by region

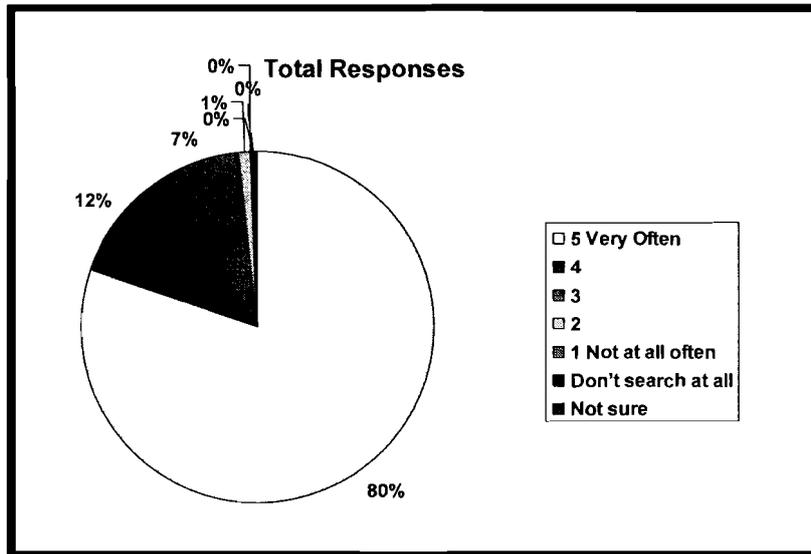


NOTE: This data was not collected in the January email survey.

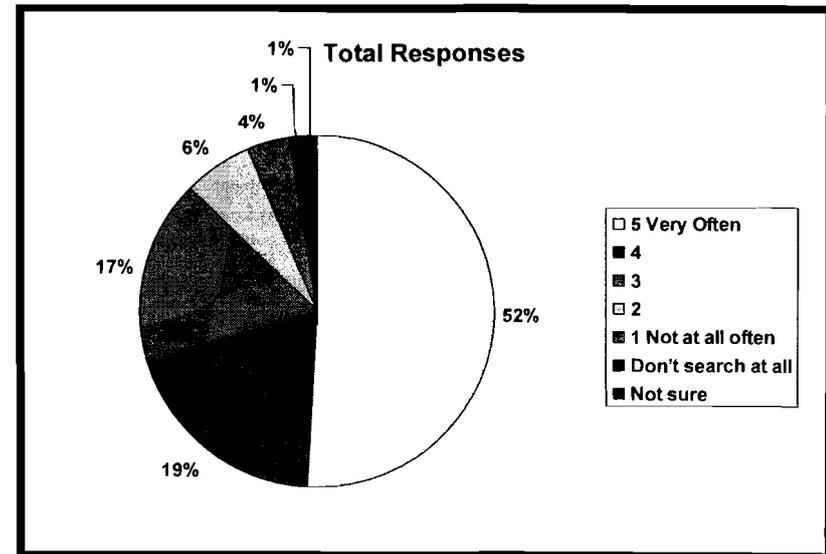
# question 1

How often do you find yourself searching for information about a specific topic, or do you not find yourself searching for information at all?

January 2008 Survey



March 2008 Survey



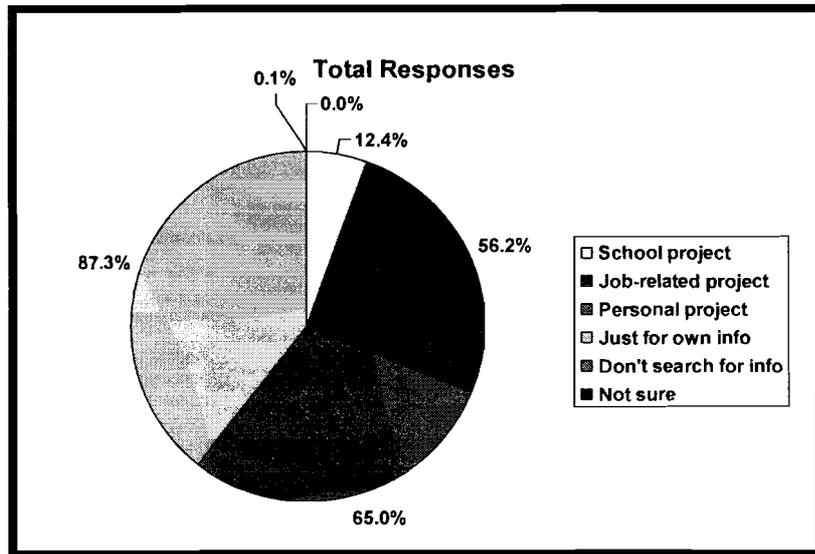
## Key Observations:

- 92% of the email survey participants search for information about a specific topic VERY OFTEN or just below at 4.
- 71% of the web survey participants search for information about a specific topic VERY OFTEN or just below at 4.
- More than 70% of all survey participants are searching for information.
- Looking at the raw data, across all age groups, ethnicities, and income, VERY OFTEN was the most selected response for this question.

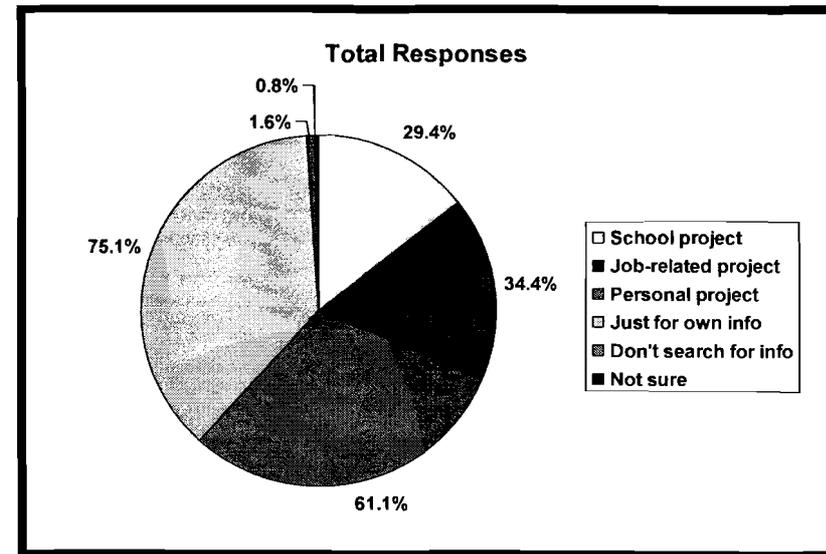
## question 2

When you are searching for information are you doing it for a school project, a job-related project, for a personal project or just for your own information?

January 2008 Survey



March 2008 Survey



### Key Observations:

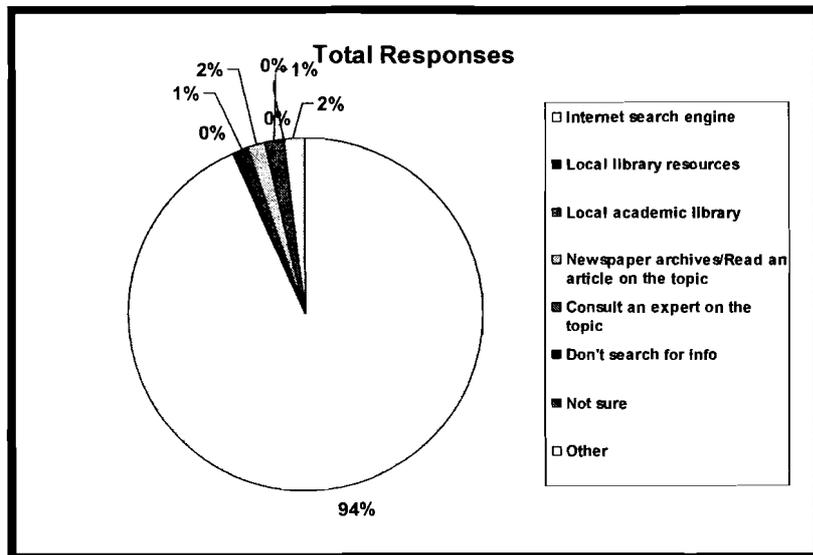
- The largest majority of responses to this question were for JUST FOR OWN INFORMATION or PERSONAL PROJECTS.
- Job related searching was the third highest response for both surveys.
- Looking at the raw data from the March 2008 survey, 58.7% of those 18-29 responded that they were searching for information for a school project, which was still 3<sup>rd</sup> most frequent response after JUST FOR OWN INFORMATION or PERSONAL PROJECTS.

NOTE: Percentages do not equal 100% because participants could select more than one response.

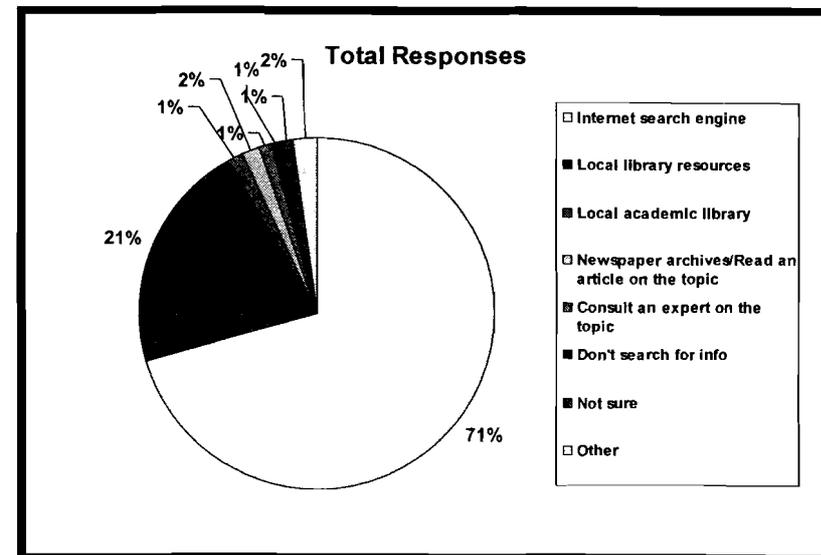
## question 3

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

January 2008 Survey



March 2008 Survey



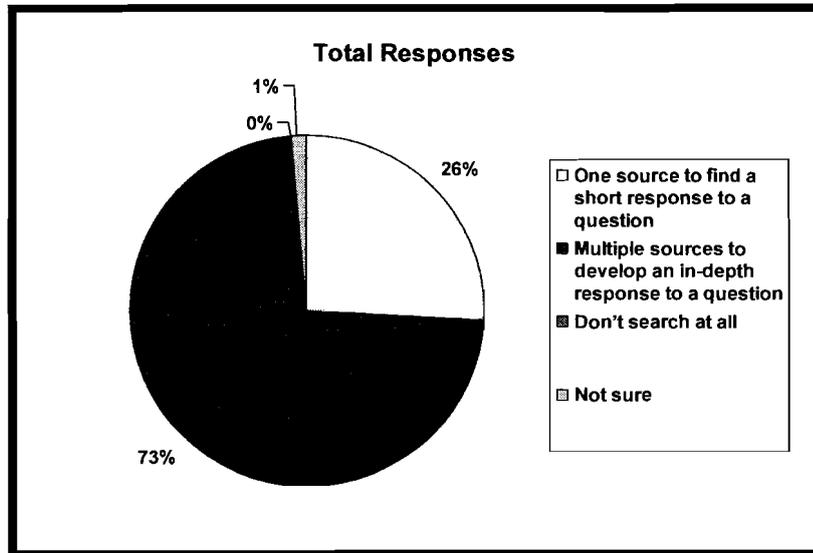
### Key Observations:

- No great surprise. The majority of survey participants regardless of demographics reported that they start with an Internet search engine.
- For the library users, the library is their next resource of choice. For the participants of the email survey, it was other, which included responses like personal library collection and various resources.

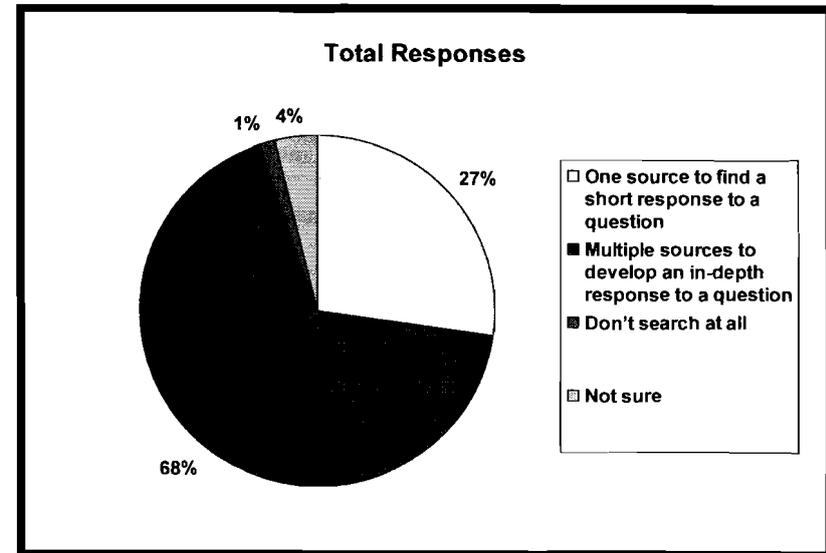
## question 4

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

January 2008 Survey



March 2008 Survey



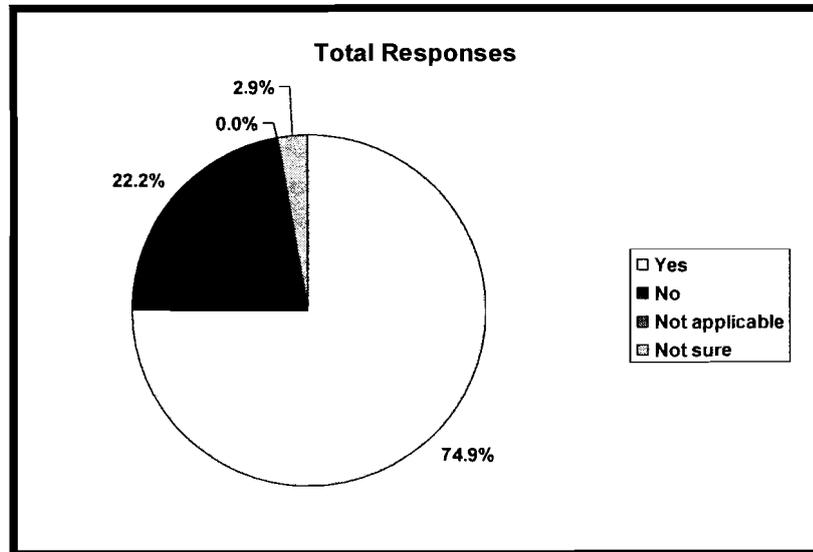
### Key Observations:

- It is clear that most people are looking for multiple sources to develop an in-depth response. This was true across all demographics.

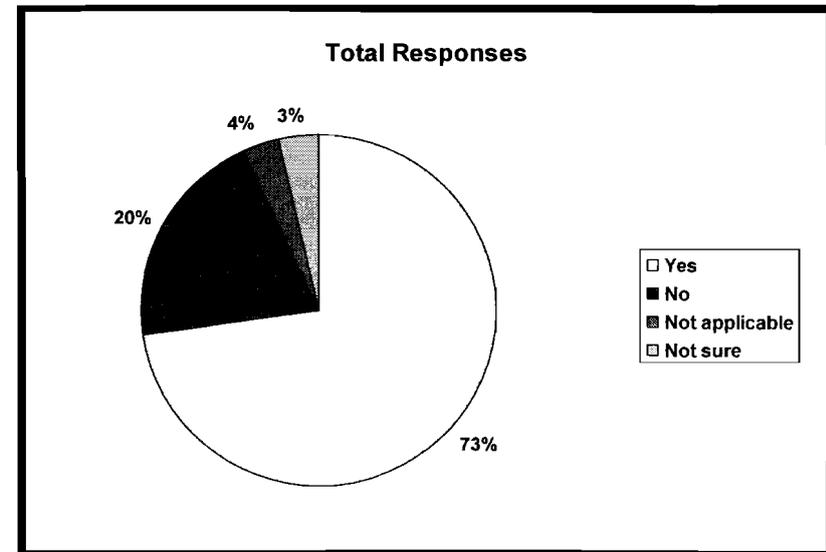
## question 5

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

January 2008 Survey



March 2008 Survey



*note: only 21 responses were received for this question.*

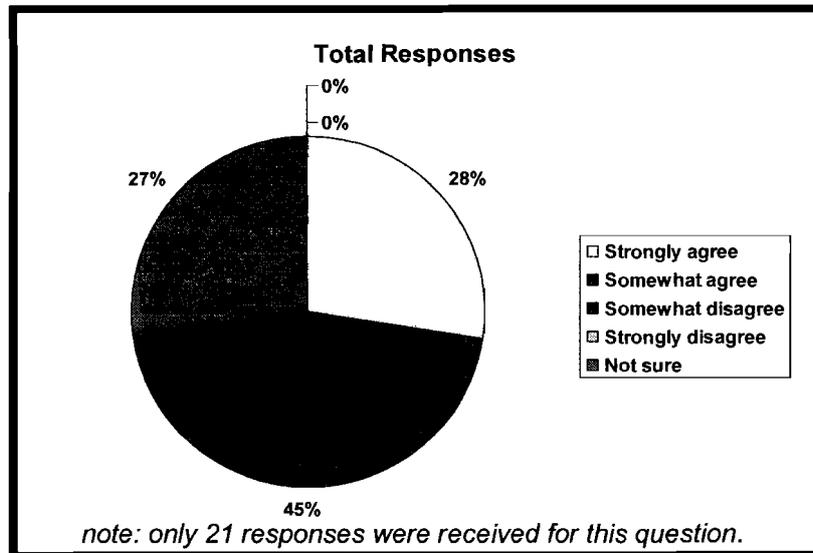
### Key Observations:

- Of the participants surveyed in March, it is clear that a majority do look for what's available at the library.
- There were only 21 responses to this question from the participants of the January email survey. Even though a low response rate, the results are very similar to the March survey.
- Of the questions that related to libraries, there were few responses from the email survey. It is possible that this reflects that this group does not use the public library regularly.

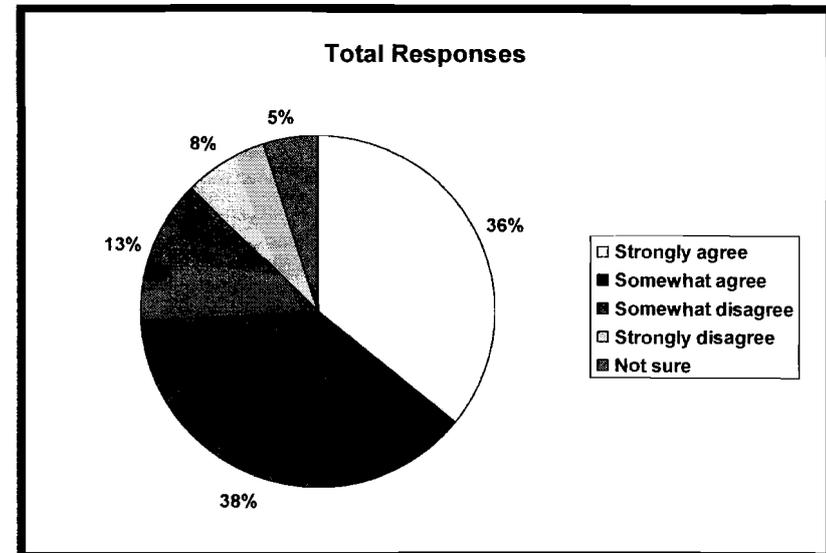
## question 6

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

January 2008 Survey



March 2008 Survey



### Key Observations:

- There were only 21 responses to this question from the participants of the January email survey, but of that group the majority strongly or somewhat agreed. A larger percentage of this group disagreed
- Of the questions that related to libraries, there were few responses from the email survey. It is possible that this reflects that this group does not use the public library regularly.
- Of the March responses, less than 30% did not agree or were unsure. More than 70% are aware of the local library resources.

## question 7

When you visit your local library, what types of information are you looking for?

January 2008 Survey

March 2008 Survey

Types of Information	Percentage
Specialized info to supplement info you found on the Internet	63.7%
Do-it-yourself Information	55%
Health/Medical Information	50.1%
Government information/Political news	40%
Information pertaining to job related assignments	36.8%
Legal/Law information	26.2%
Information pertaining to a school or training assignment	19%
Other	17.1%
Financial Information	15.9%
Business/Career Information	12.2%
Historical/Genealogical info	11.5%
Not sure	8.9%
I am not looking for information	8.0%

Types of Information	Percentage
Do-it-yourself Information	50.5%
Specialized info to supplement info you found on the Internet	44.6%
Health/Medical Information	41.2%
Info pertaining to a school or training assignment	31.4%
Historical/Genealogical info	27.5%
Information pertaining to job related assignments	26.7%
Business/Career Information	25.3%
Financial Information	23.2%
Government information/Political news	22.1%
Legal/Law information	16.3%
Other	9.8%
I am not looking for information	8.8%
Not sure	4.0%

*note: only 21 responses were received for this question.*

### Key Observations:

- The top three categories were the same for both groups.
- Users want supplemental information to their searching and they want to be able to find do-it-yourself info.

# question 8

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

January 2008 Survey

March 2008 Survey

Types of Resources	Percentage
General reference link	24.3%
Books - Non-Fiction	20.5%
Newspaper/Journal/Magazine articles	19.4%
Federal/State/Local agencies links	16%
Other	8%
Technology resources	3.4%
Statistics	2.1%
Federal/State/Local government links	2.1%
Other library links	2.1%
Not sure	2%
Books – Fiction	0
E-Books	0
Government/Laws/Regulations	0
Genealogy and library catalogs	0
Braille and talking book links	0
Law links	0

Types of Resources	Percentage
Books - Non-Fiction	36.7%
Books - Fiction	23.4%
Other	13.9%
General reference link	5.7%
Newspaper/Journal/Magazine articles	4.8%
Other library links	3.7%
Technology resources	2.9%
Genealogy and library catalogs	2.3%
Not sure	2.2%
E-books	1.5%
Federal/State/Local government links	1.1%
Federal/State/Local agencies links	.7%
Government/Laws/Regulations	.4%
Law links	.4%
Braille and talking book links	.3%
Statistics	.2%

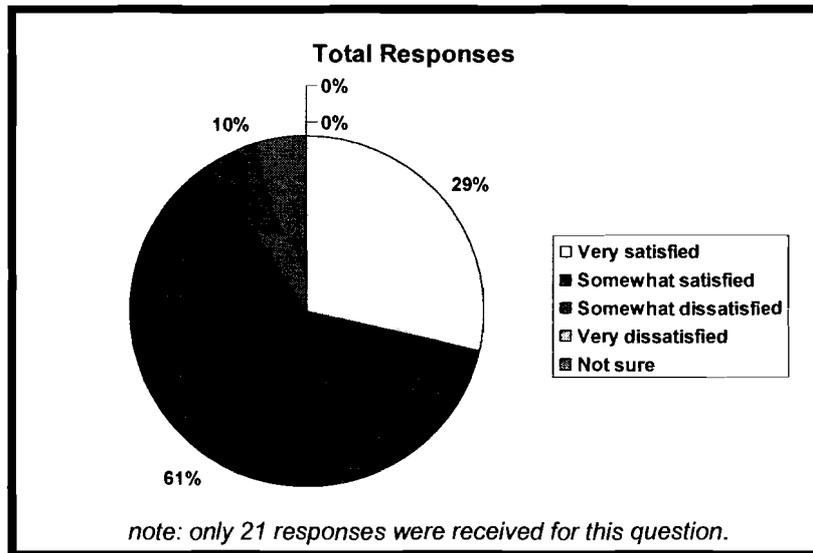
*note: only 21 responses were received for this question.*

**Key Observations:** The January survey participants want links to information. The March survey participants use books most frequently.

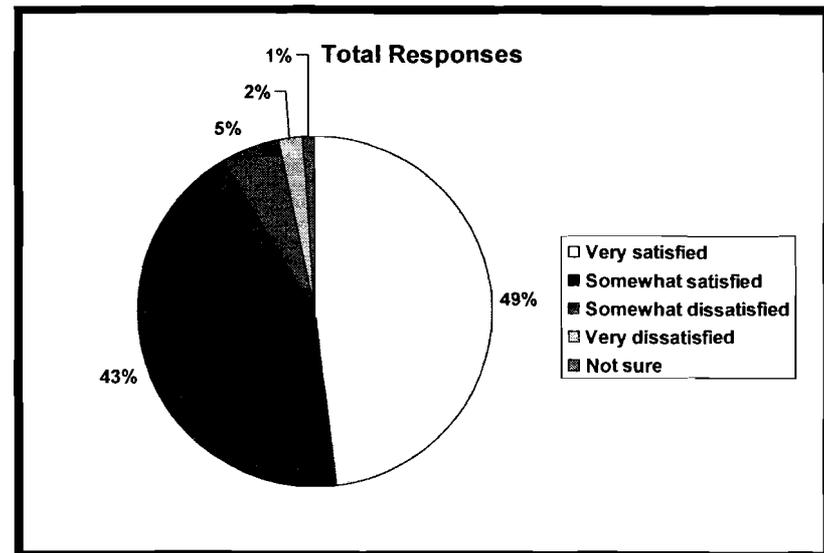
## question 9

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

January 2008 Survey



March 2008 Survey



### Key Observations:

- There were only 21 responses to this question from the participants of the January email survey, but of that group the majority selected some satisfied more frequently than the participants of the March survey.

## question 10

What are the reasons why you are generally dissatisfied with the results of your search at the local library?

January 2008 Survey

Reasons for dissatisfaction	Responses
There were not enough resources available to me to conduct my research.	73%
The librarian or member of the library staff I spoke with was not very helpful.	32.6%
Other	27%
There was not enough staff to address the needs of all patrons with questions.	23.7%
The hours set for the services I need do not fit within my needs.	0
Not sure	0

*note: only 2 responses were received for this question.*

March 2008 Survey

Reasons for dissatisfaction	Percentage
There were not enough resources available to me to conduct my research.	75%
The hours set for the services I need do not fit within my needs.	24.3%
There was not enough staff to address the needs of all patrons with questions.	18.8%
The librarian or member of the library staff I spoke with was not very helpful.	17.4%
Other	10.4%
Not sure	7.6%

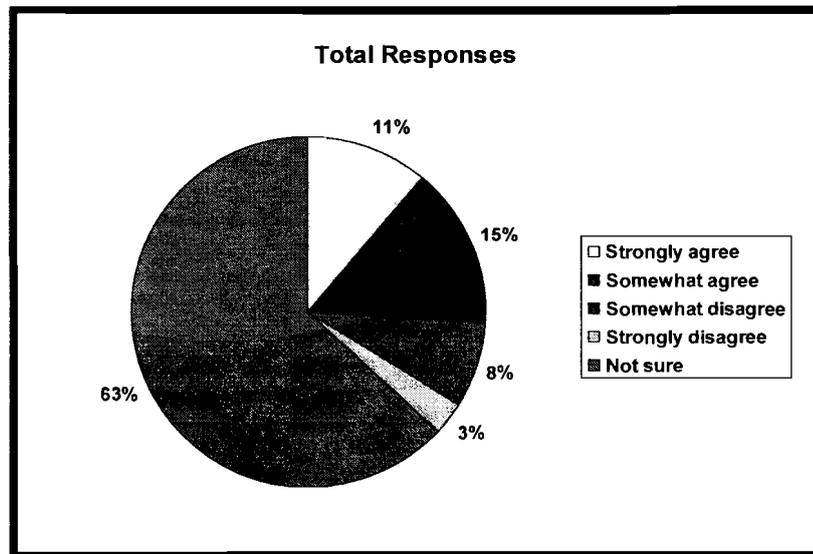
### Key Observations:

- Available resources appears to be the most dominant reason that participants in the survey were dissatisfied.

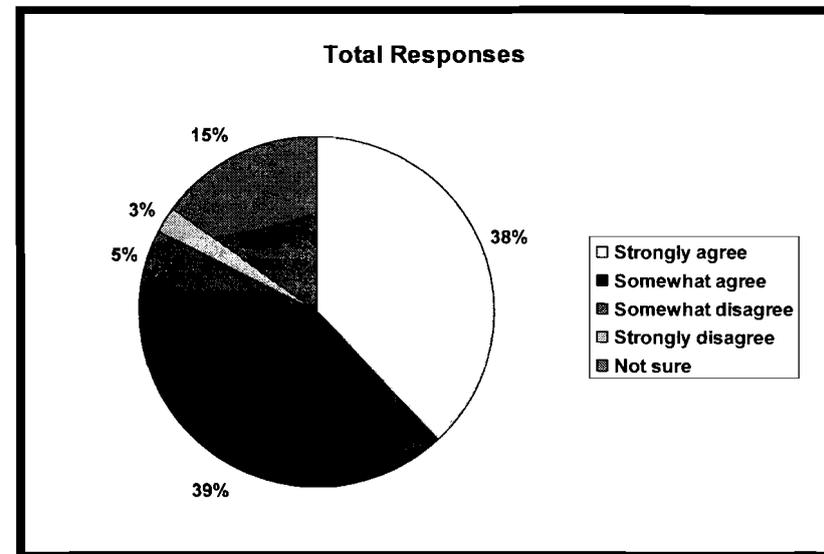
## question 11

My local library has done a good job with modifying the Internet services they provide to keep up with technology changes.

January 2008 Survey



March 2008 Survey



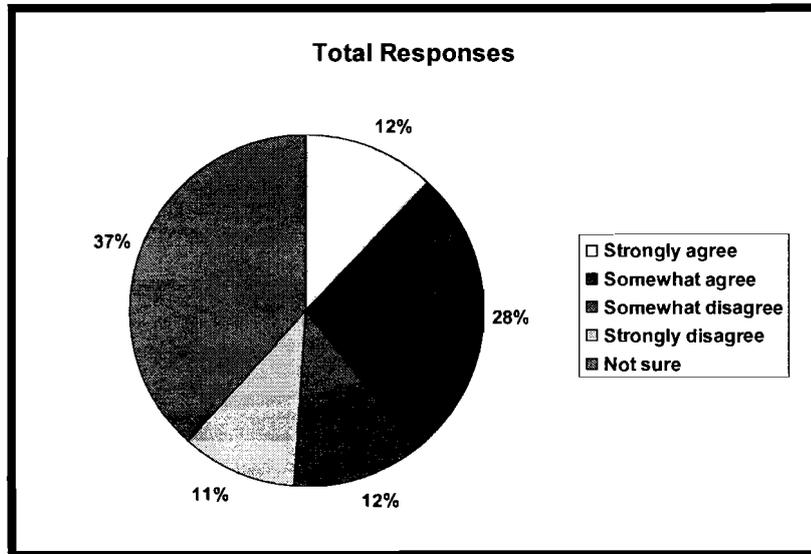
### Key Observations:

- The January survey group were not sure, which is another indication that maybe this group was not a strong library using group.
- Of the March survey participants, a majority think the library is doing a good job of keeping up.
- Looking at the raw data for the March survey, those 18-49 selected somewhat agree most frequently, while those 50-65+ selected strongly agree most frequently.

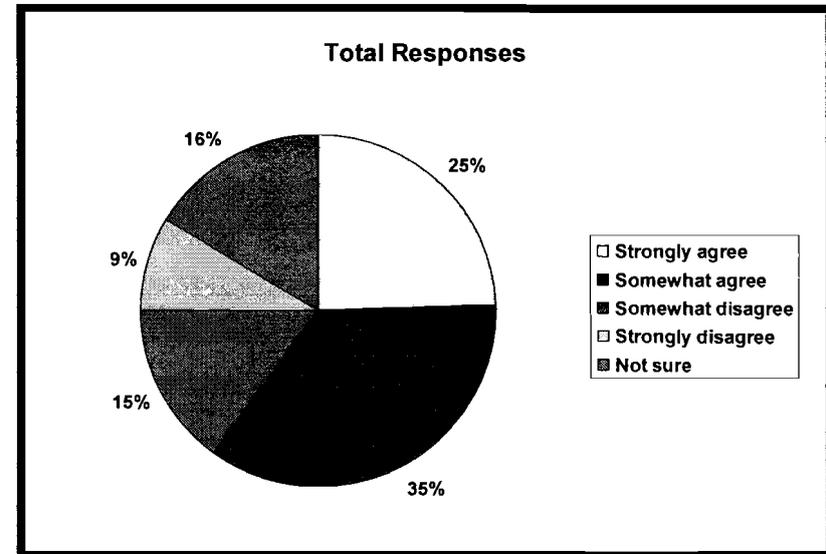
## question 12

The Internet changes so frequently that I would like to see my local library offer some type of training classes so the public can keep up with the changes.

January 2008 Survey



March 2008 Survey



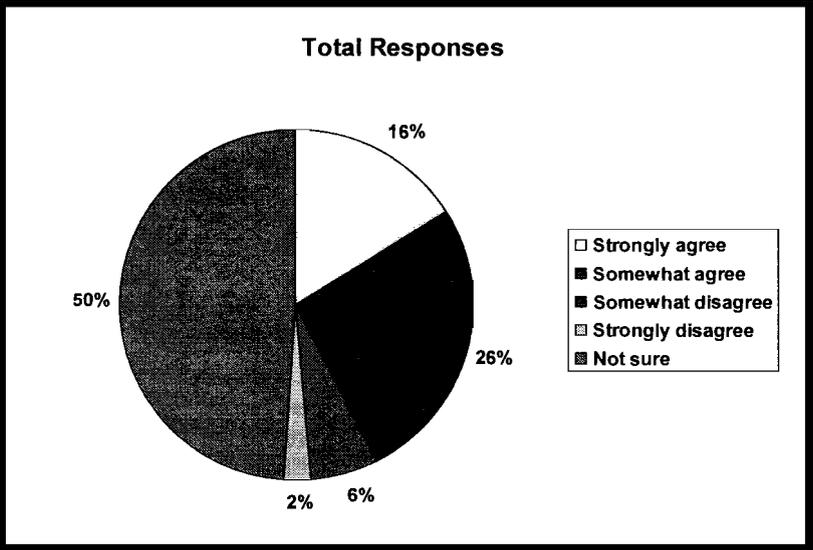
### Key Observations:

- 60% of the January survey respondents disagreed or where not sure
- 60% of the March survey respondents agreed
- Looking at the raw data for the March survey, incomes of more than \$50,000 selected somewhat agree most frequently, while incomes of less than \$50,000 selected strongly agree just slightly over somewhat agree.

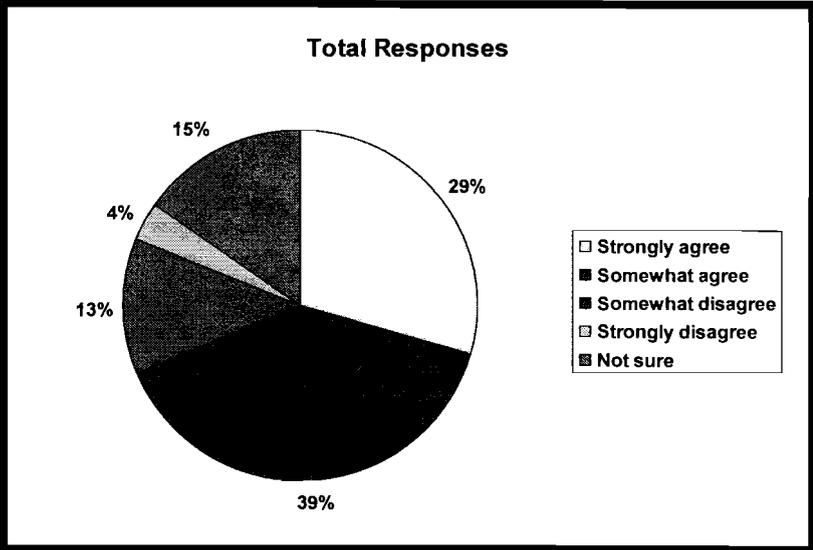
# question 13

I would like to see my local library update its services to provide more timely and current information.

January 2008 Survey



March 2008 Survey



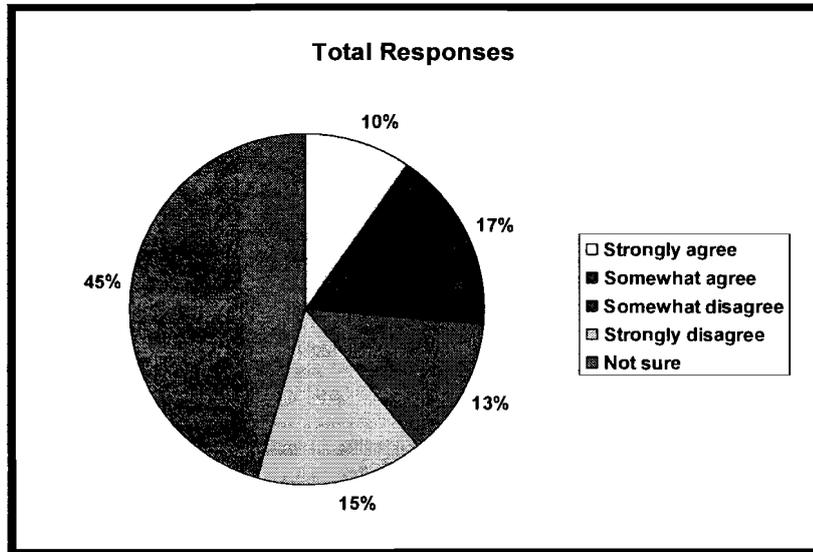
**Key Observations:**

- The more you use the library the more clear people seem to be about their expectations.

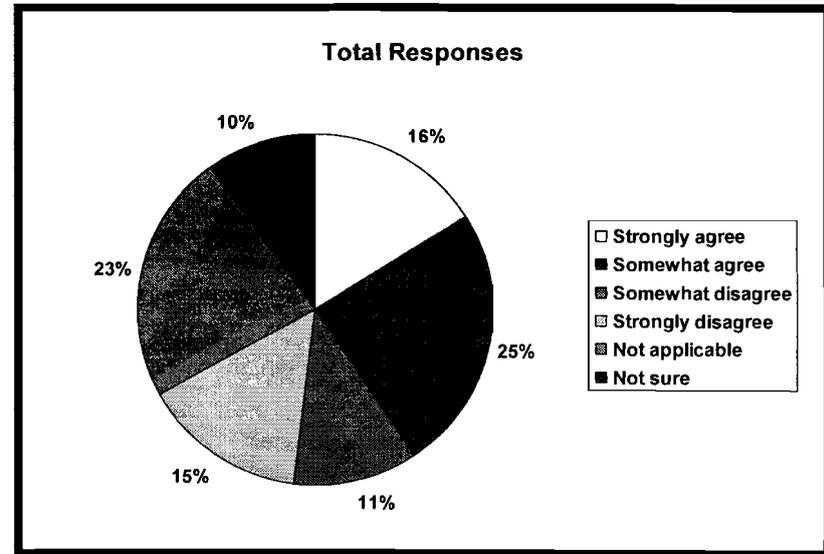
# question 14

I would like to see my local library offer more multilingual information and services.

January 2008 Survey



March 2008 Survey



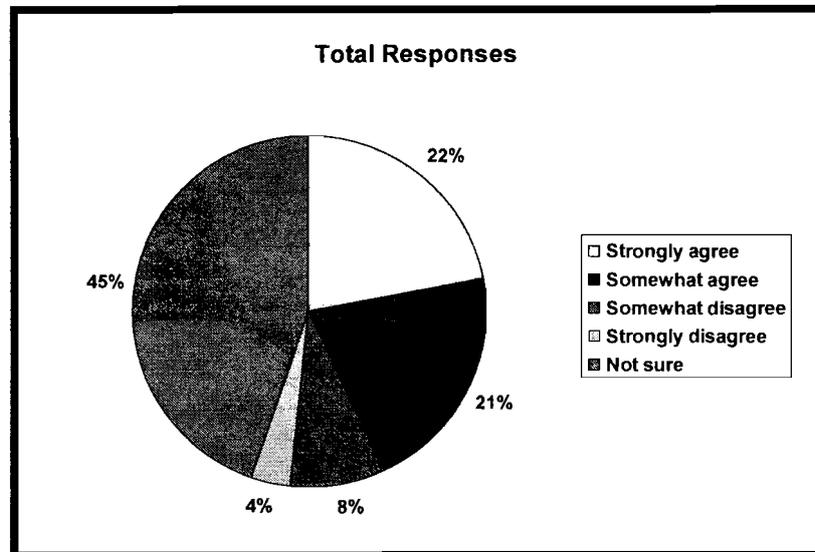
### Key Observations:

- Of those who responded to the March 2008 survey, 41% agreed that they'd like to see more multilingual and information services.
- Both survey groups measured very closely on disagreeing. January participants disagreed at 28% and March participants disagreed at 26%.
- The option of not applicable was offered to the March group and not the January group.

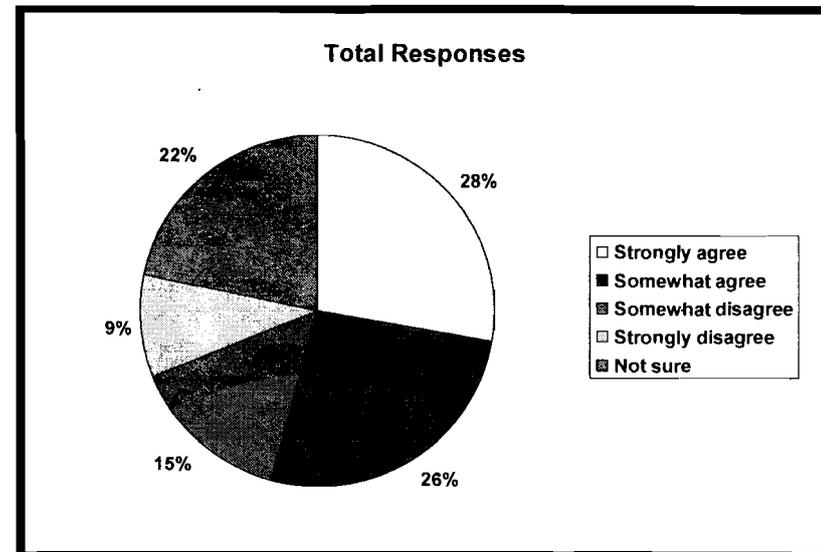
## question 15

I would like to see my local library expand the hours it offers for Internet and reference services.

January 2008 Survey



March 2008 Survey



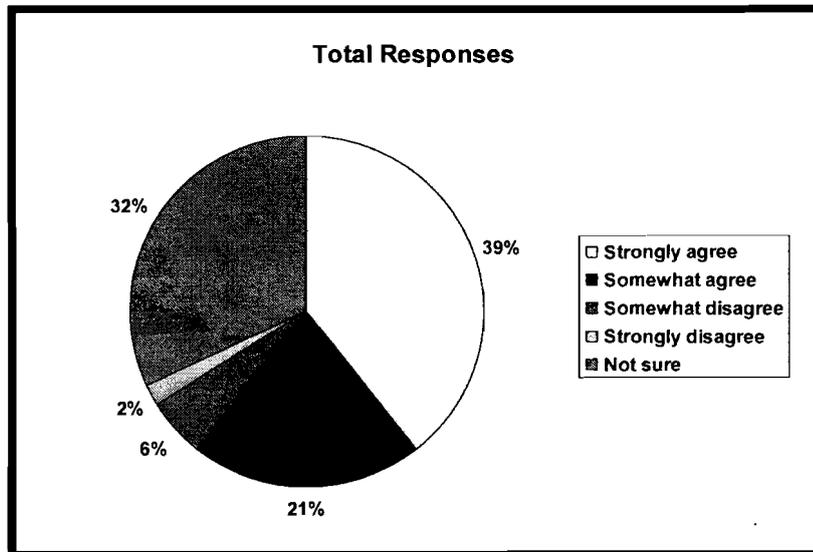
### Key Observations:

- Of those who responded to the January survey, 43% agreed, and in March 53% agreed.
- A larger percentage of March participants disagreed (24%) than the January survey participants, but the January participants selected not sure at a much larger rate.

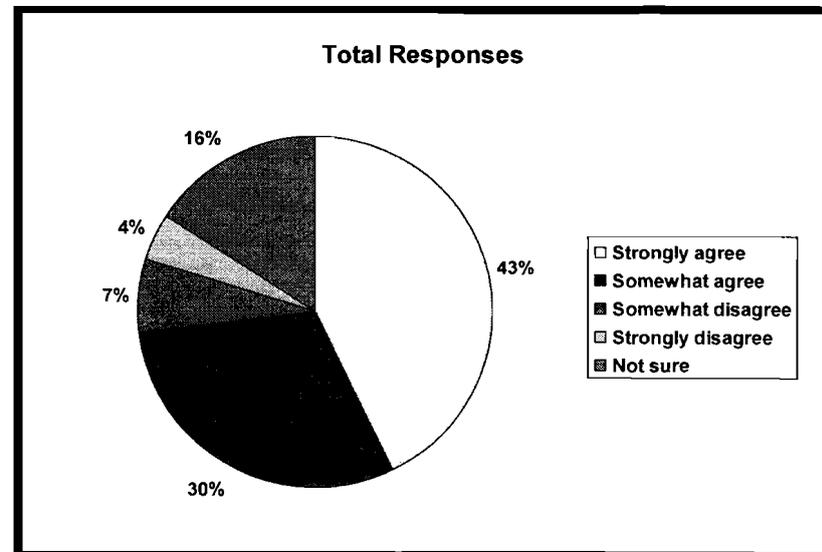
## question 16

I would like to see my local library expand their online services to allow the public to be able to access them over the Internet.

January 2008 Survey



March 2008 Survey



### Key Observations:

- There tends to be a good amount of support from both surveys that demonstrates people would like more online services.
- Looking at the raw data, across all demographics survey participants responded STRONGLY AGREE most frequently.

## question 17

**What types of library services would you like to be able to access through the Internet from home?**

<b>Types of Library Services</b>	<b>Percentage</b>
<b>Access to full-text articles and newspapers</b>	<b>71.9%</b>
<b>Access to self-help manuals – such as car repair guides</b>	<b>51.9%</b>
<b>Downloadable audiobooks</b>	<b>49.2%</b>
<b>Downloadable e-books</b>	<b>48.8%</b>
<b>Access to online preparation tests (for example SAT or GRE preparation)</b>	<b>40.7%</b>
One-on-one information assistance	39.4%
Instant messaging	15.4%
Other	8.0%
Not sure	7.6%

The January survey only asked participants if they wanted more online services available from the library via the Internet. They were not asked what kinds of services they wanted.

In an attempt to understand the kinds of online services people wanted, we added a list of options to see what kinds of services people would want to the March Survey.

As you can see from the chart, access to articles and newspapers and self-help manuals came out at the top.

“Other” responses included: genealogy, access to professional journals & research publications, access to more online databases, music downloads, access to music history/scores/etc, access to English/foreign language learning resources, financial resources, and other subject specific types of resources.

## question 18

When running into problems while searching for information, would you prefer to chat online with a librarian at any time of the day, chat on the phone with a librarian during the library's hours, ask your questions to a librarian through e-mail, or ask a librarian in person?

Preference for Communication	Percentage
Ask a librarian in person	32.8%
Chat online with a librarian at any time of day	23.2%
Ask your questions to a librarian through e-mail	23.0%
Chat on the phone with a librarian during library's hours	12.2%
Not sure	7.7%
Other	1.1%

### Key Observations:

- Looking at the raw data:
  - Across all ages, asking a librarian was selected most.
  - For 18-29, chat online was selected as the second preferred method of communication.
  - For 30-65+, e-mail was selected as the second preferred method of communication.

A similar question was asked of the participants of the January email survey. The question was *After using AskNow service, would you say you prefer to use online chat, email, the telephone or ask a librarian in person when looking for information?* While a majority were not sure, email was the preferred method with online chat coming in third with this group.

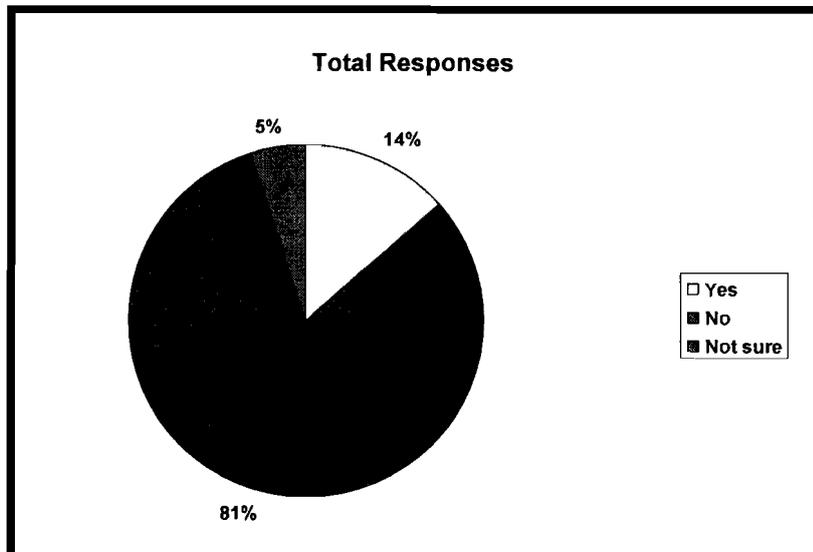


Preference for Communication	Percentage
Not sure	56.7%
E-mail	23.6%
Online Chat	10.4%
Ask a librarian in person	8.1%
Telephone	1.2%

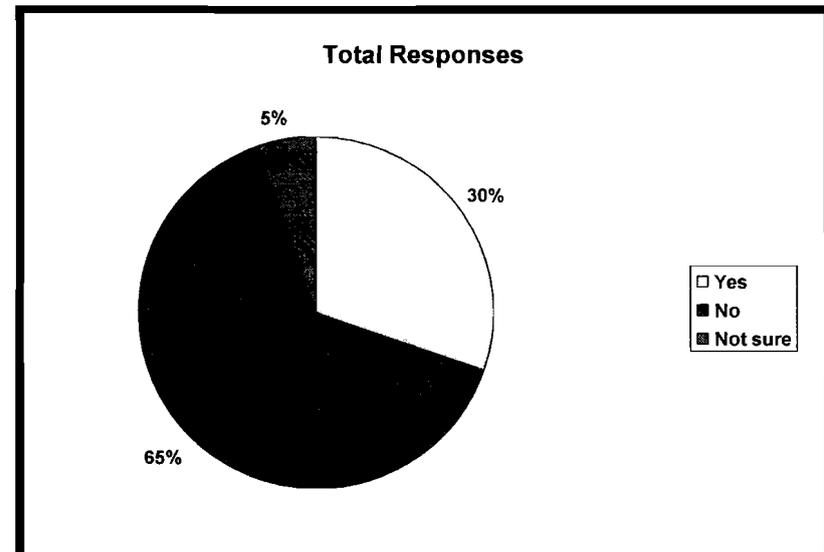
## question 19

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

January 2008 Survey



March 2008 Survey



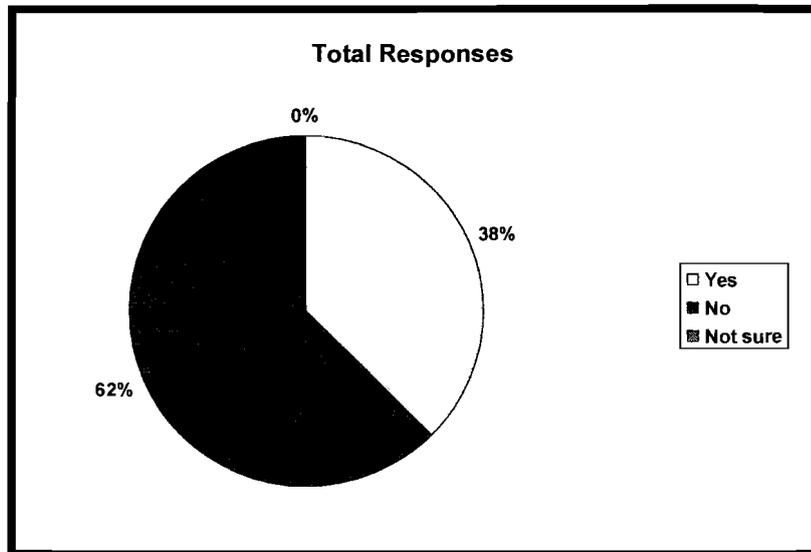
### Key Observations:

- More than 60% of both survey groups are not aware of AskNow. The March survey participants in libraries were only 16% more aware than the January email survey group.
- AskNow is not a major resource for these two sample groups.

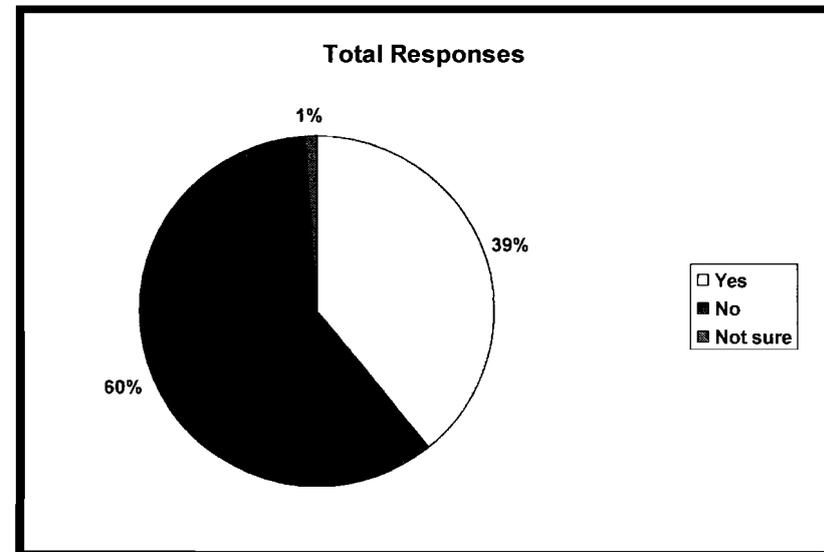
## question 20

Have you used AskNow, the interactive reference service?

January 2008 Survey



March 2008 Survey



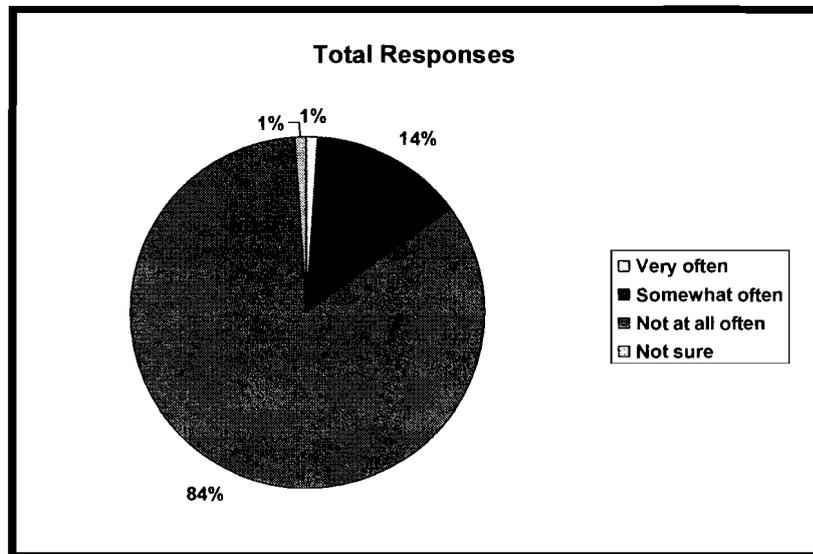
### Key Observations:

- The results of both surveys are amazingly similar. Of those who are familiar with it, a majority have not used it.

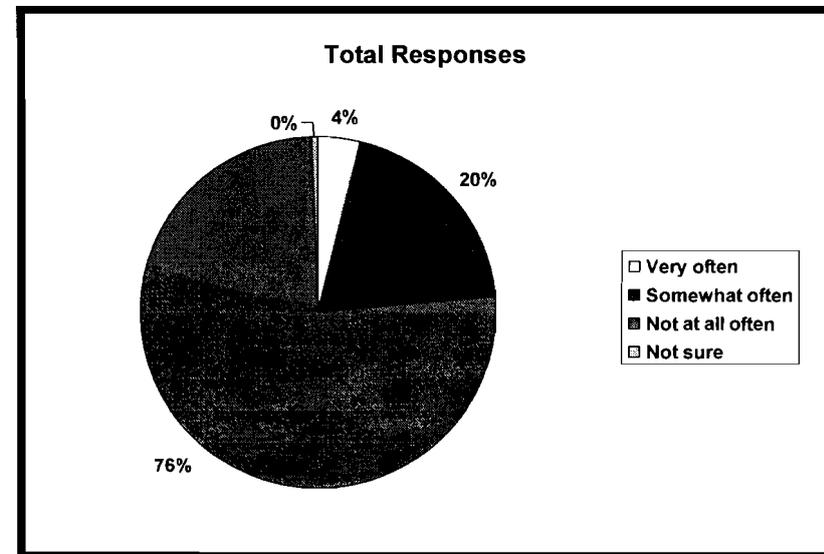
## question 21

How often do you use AskNow?

January 2008 Survey



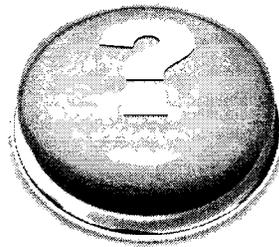
March 2008 Survey



### Key Observations:

- Those who are familiar with it are not using AskNow.
- It has not become a regularly used resource for either of the two sample groups across all demographics.

The following slides show the results of 7 questions that were asked on the January 2008 email survey, but not on the March 2008 web survey. The rationale for leaving off a few questions was to accommodate additional questions that we wanted to ask library users.



# january 2008 email survey

1

When you are searching for information on the Internet, which search engine do you typically use?

Search Engine	Percentage
Google/Google Groups	92%
Yahoo Search	42.1%
MSN/Live	16.1%
Other	11.7%
WhitePages.com	6.6%
AOL Search	3.9%
Altavista	3.7%
411.Com	1.4%
Hot Bot	1.3%
Not sure	.2%
I do not search for information on the Internet	.1%

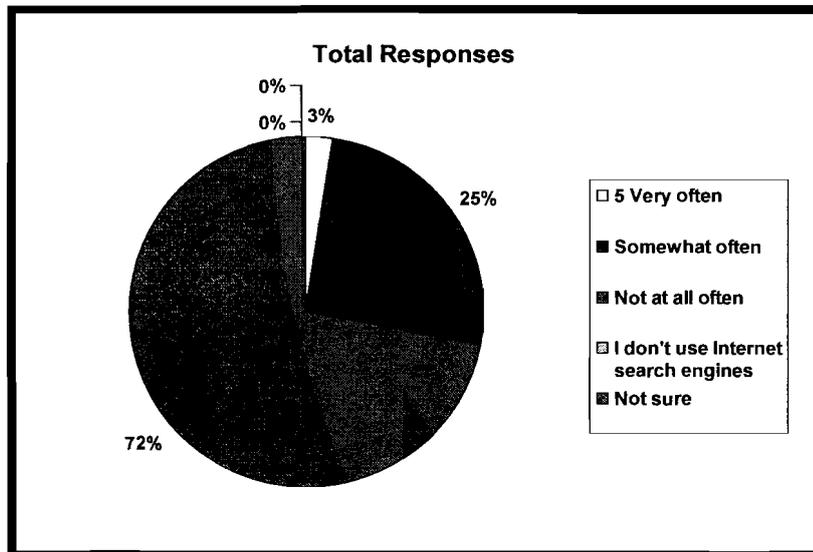
## Key Observations:

- The results are not surprising. Google is the search engine of choice. Looking at the raw data, this was true for all demographics.

# january 2008 email survey

## 2

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



### Key Observations:

- More than 70% of the responses point to the fact that people are able to find the information they want using Internet search engines most of the time. Looking at the raw data, NOT AT ALL OFTEN was the most selected response among all demographics.

## january 2008 email survey

3

**What do you do when you are using Internet search engines and you can't find what you are looking for?**

<b>What I do</b>	<b>Percentage</b>
<b>I use the Internet to search for local library resources available</b>	<b>24.3%</b>
<b>Other</b>	<b>15.5%</b>
I visit a local or regional newspaper's Web site to explore	14.8%
I consult an expert	14.5%
I visit a local, college/university's library to explore	12.2%
I visit my local, public library to explore their resources	10.8%
Not sure	7.9%

### **Key Observations:**

- While this was a question that fewer people responded to (191/706), the majority that did answer did go to local library resources.
- “Other” included: Alter search parameters and keep looking, give up the search, discuss with others, visit bookstores, check books, depends on the information desired, and search major newspapers online. No one mentioned, I ask a librarian.

## january 2008 email survey

4

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

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

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

<b>Statement about AskNow</b>	<b>Percentage</b>
<b>Statement C: I generally do not use AskNow to find information online</b>	<b>76.5%</b>
Statement B: I use AskNow, but it is generally not the first place I turn to find information online	19.8%
Not sure	3.2%
Statement A: AskNow is generally the first place I turn to find information online	.5%

### **Key Observations:**

•As with the other questions regarding AskNow usage, the January email survey participants do not tend to use AskNow to find information online.

# january 2008 email survey

5

What sources have you searched or used before you chose to use AskNow?

Sources	Percentage
Internet search engines	98.3%
Local college/university library resources	35.1%
Local library resources	30.2%
Read an article on the topic	22.3%
Consulted an expert on the topic	9.9%

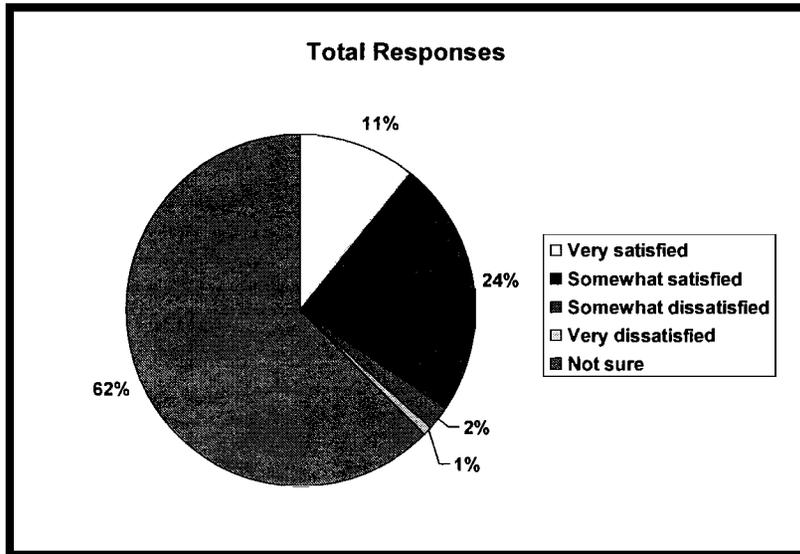
*note: 19 responses were received for this question.*

## Key Observations:

- Libraries are not the first sources for searching for information. By the time a user is using online reference, they have already been searching, making it that much more important for 1) good reference interview, and 2) we are experts in finding the dark data that the user could not find.

# january 2008 email survey 6 & 7

How satisfied are you with the results of using AskNow?



## Key Observations:

- Most of the respondents had not used AskNow, so the high response of NOT SURE is not surprising.

Why were you not satisfied with the results of using AskNow Service?

The responses received were not sure and other.

# key observations

The two Zogby surveys provide good information for libraries to consider as we continue to shape our services to meet the needs of our users. This sample reinforces some of the questions libraries have already been thinking about.

## A few things to consider:

1. Searching for information begins with a broad casting of the net with search engines like Google.
  - How can libraries make their resources a part of a search that is broad vs. making users figure out which pond (database or specific resource) to fish in?
2. When users do choose to use library resources, they expect for us to have *specialized info to supplement information to what is found on the Internet or Do-it-yourself information*.
  - Reinforces our need to be very aware of community interests in collection development.
  - By the time most users are asking libraries for help, they have already been searching. Staff must be experts in all of the “dark” or non-Google searched information spaces.
  - Participants cited do-it-yourself information as an important resource, but it also seems to relate to the idea that they would also like to be able to do/find information themselves. How easy do we make this process?
3. Generally people are satisfied with what they find at their local library when they are searching for information. When they are dissatisfied, it is because there were not enough resources available.
  - Are people not finding resources because they are not there or because it is not clear what is available? How can libraries make their resources/services more explicit?
4. There is support for the library to *offer more online services to the public to access them over the Internet*. More access to resources (full-text articles, self-help guides, downloadable audio and ebooks, test prep) is highly supported. There seemed to be less interest in immediate assistance from a person online. AskNow, California’s current online reference service, is not part of most people’s information seeking behavior.
  - How can we connect people to the librarians and other information experts in a way that delights people and becomes viral (spreads rapidly as a service by word or mouth)?

# notes

## THE WHO

Both surveys were completed by Zogby International.

Submitted by: John Zogby, President and CEO, John Bruce, Vice President and Systems Administrator, Karen Scott, Managing Editor, and Cheryl Korn, Writer

This presentation was compiled by Stacey Aldrich, Deputy State Librarian, California State Library

## COPIES OF REPORTS AND DATA

If you would like a copy of the raw data or reports submitted by Zogby International, please send an email message to Stacey Aldrich at [saldrich@library.ca.gov](mailto:saldrich@library.ca.gov).

## THANKS

Many thanks to Rosario Garza from the Metropolitan Cooperative Library System for working on this project.

# STATEWIDE REFERENCE THINK TANK

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## INTRODUCTION

New technologies and evolving social trends are changing the way in which people find and use information. Everyone is a seeker of information. Ubiquitous access to online information resources and search engines have enabled every person with a computer or mobile device with access to the Internet to search for the information they need to navigate daily life.

Knowing that all of these changes are taking place, how can we better understand the white spaces (places of opportunity) where people need information access and assistance? How can we be the leaders in the library profession by creating the future and not reacting to it?

On August 25-26, 2008, the California State Library and Metropolitan Cooperative Library System will host a Statewide Reference Think Tank to rethink and redesign the California Statewide Reference model.

The outcome of this Think Tank will be 5-8 scenarios that will be shared with libraries at the California Library Association Conference in November and other venues for more statewide input. The scenarios and feedback will be used to build a plan for implementation.

## THINK TANK PARTICIPANTS

We are seeking a special group of participants who are up for the challenge of thinking about emerging trends and future possibilities, and who want to develop transformational scenarios for providing information services to our communities.

To be considered for participation in this high energy and big thinking event, please complete the *I Want to Play Application Process*. All applications are due **July 17, 2008**. The top 45 applications will be selected to participate.

Registration is free, and the State Library will pay for lodging and meals at the hotel during the event. Each participant may request reimbursement for travel expenses up to \$250.00. Any additional cost we ask that the local library jurisdiction pay.

If you have any questions, please do not hesitate to contact Stacey Aldrich, Deputy State Librarian, at [saldrich@library.ca.gov](mailto:saldrich@library.ca.gov) or 916-654-0188.

# STATEWIDE REFERENCE THINK TANK

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## I WANT TO PLAY APPLICATION PROCESS

Are you ready for the challenge? The application process is simple. We need some basic information about you and we'd like to know more about you through four questions. The format of your entire submission can be whatever you prefer (written-no more than 1 page per question, podcast, video, blog, etc...)

**BASIC INFO – Please include this page or this information in your submission.**

<b>NAME:</b>	
<b>POSITION TITLE</b>	
<b>LIBRARY:</b>	
<b>ADDRESS:</b>	
<b>PHONE:</b>	
<b>EMAIL:</b>	
<b>FORMAT OF APPLICATION:</b>	

**TELL US MORE – Please answer all four questions.**

- **ONE:** Describe a project or activity that you have worked on that was outside your comfort zone. Why was it uncomfortable? How did you adapt? Were you glad you took on the project or activity? Would you do it again?
- **TWO:** If you were going to design a new house, what are the key elements that you would consider? Why?
- **THREE:** What concerns about the future of libraries keep you up at night? Why?
- **FOUR:** What is the one 21<sup>st</sup> Century tool that you cannot live without? Why?

### DUE DATE

All submissions or links to submissions must be sent to Stacey Aldrich, Deputy State Librarian, at [saldrich@library.ca.gov](mailto:saldrich@library.ca.gov) by **July 17, 2008**.

### PROCESS FOR SELECTION OF PARTICIPANTS

All questions will be reviewed by the staff at the California State Library and a small review team of peers. Applications will be evaluated on 1) the ability of the applicants to articulate their answers clearly, 2) demonstration of broad/systems thinking and 3) creativity.

**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 2008/09 allocated SAB Program funds, where available within each approved SAB budget, and where requested, to reimburse one SAB member from each System for expenses incurred in attending the November 2008 California Library Association conference to be held in San Jose.

**BACKGROUND:**

In past years the State Board has approved the use of CLSA System Advisory Board (SAB) Program funds allotted to Systems to support the costs of attendance by one SAB member per System at the annual conference of the California Library Association (CLA). SAB members have reported worthwhile benefits from attending the CLA conference in past years, citing the gaining of a wider understanding of library issues and trends as particularly useful. It is recommended that the Library of California Board approve blanket attendance for one SAB member from each System to attend the November 2008 CLA conference being held in San Jose, 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:** 2008/09 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 19,400 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 2007/08 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

*Doc. #12594*

2008/09 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	800	4	X	X	X
49-99	2	400	2	X	X	X
INLAND <sup>1</sup>	1	200	4	X	X	X
MCLS	2	3,000	19	X	X	X
MOBAC <sup>2</sup>	1	200	4	X	X	X
MVLS	1	1,000	6	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	10	X	X	X
SANTIAGO	1	200	9	X	X	X
SERRA	5	2,500	6	X	X	X
SVLS	4	750	5	X	X	X
SOUTH STATE	1	500	4	X	X	X
<b>TOTAL</b>	35	19,435	104			

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

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

## Exhibit B

System Advisory Board population segments will be handed out at the meeting

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

**GENERAL OVERALL PROGRAM UPDATES:**

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

**Review and Discussion of 2008/09 System Plans:** 2008/09 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 2008/09 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 93% 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 2007/08 System Annual Reports.

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

System Communications & Delivery Program  
2008/09 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other
BALIS	2,550	N/A	75%	25%	N/A	NU	38,420	NU	98%	1%	1%	NU
BLACK GOLD	600,232	NU	21%	0.1%	6%	73% <sup>a</sup>	1,093,752	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%	NU	162,494	NU	77%	3%	10%	10%
MCLS	516,500	N/A	4%	6%	63%	27% <sup>b</sup>	64,417	98.7%	1%	0.3%	NU	NU
MOBAC	1,870	N/A	64%	36%	N/A	NU	111,500	NU	99.9%	NU	NU	0.1%
MVLS	28,300	NU	14%	1%	85%	NU	351,000	NU	99%	0.5%	0.5%	NU
NORTH BAY	46,900	NU	17%	2%	81%	NU	4,456,000	NU	99%	0.5%	0.5%	NU
NORTH STATE	22,895	NU	13%	17%	70%	NU	534,327	NU	95%	1%	4%	NU
PENINSULA	310,100	N/A	2%	1%	N/A	97% <sup>c</sup>	1,503,850	96%	NU	1%	3%	NU
SJVLS	647,065	NU	1%	0.1%	42%	57% <sup>d</sup>	766,044	98%	NU	1%	1%	NU
SANTIAGO	121,457	N/A	76%	8%	10%	6% <sup>e</sup>	13,000	NU	95%	5%	NU	NU
SERRA	18,000	NU	23%	13%	61%	3% <sup>f</sup>	131,020	NU	98%	1.5%	0.5%	NU
SVLS	5,850	N/A	81%	19%	N/A	NU	27,000	NU	97.5%	2%	0.5%	NU
SOUTH STATE	5,010	NU	42%	20%	38%	NU	1,410	NU	99%	1%	NU	NU
<b>TOTALS</b>	<b>2,376,214</b>	<b>0%</b>	<b>12%</b>	<b>3%</b>	<b>32%</b>	<b>53%</b>	<b>9,672,734</b>	<b>23%</b>	<b>74%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>

N/A - Estimate Not Available; or unable to determine

NU - Not Used

<sup>a</sup> Holds placed on member library automation

<sup>b</sup> OCLC ILL Subsystem

<sup>c</sup> Telephone Renewal

<sup>d</sup> Horizon ILL requests

<sup>e</sup> OCLC and ALA Forms

<sup>f</sup> U.S. mail

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES

FY 2008/09

\_\_\_\_\_ % 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
<b>AVERAGE</b>	<b>92%</b>	<b>22</b>

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	90%	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
<b>AVERAGE</b>	<b>93%</b>	<b>3</b>

**SYSTEM COMMUNICATION WORKLOAD HISTORY\***

SYSTEM	Actual Messages										Estimated Messages	
	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
BALIS	9,700	15,557	12,595	11,700	10,700	10,700	9,870	8,718	3,668	3,620	3,050	2,550
BLACK GOLD	253,300	219,055	226,175	189,231	243,787	269,845	342,577	473,691	476,198	383,851	526,822	600,232
49-99	6,450	8,000	7,900	8,750	9,800	11,300	12,400	11,900	5,170	20,900	20,900	20,900
INLAND	22,130	18,449	32,995	31,000	16,539	10,292	6,391	6,984	4,647	NA	28,585	28,585
MCLS	407,750	739,045	739,045	782,176	312,588	317,573	320,656	233,796	310,061	468,115	521,083	516,500
MOBAC	35,272	27,190	8,498	6,320	4,550	4,550	3,450	1,142	1,310	2,250	2,150	1,870
MVLS	22,600	21,500	30,000	30,000	30,000	30,000	20,000	20,000	16,000	30,000	24,300	28,300
NORTH BAY	27,250	27,975	28,214	33,778	40,468	32,322	32,167	55,402	48,452	49,200	46,900	46,900
NORTH STATE	19,634	19,833	16,874	16,469	38,715	74,009	44,439	45,215	34,729	17,495	18,395	22,895
PLS	59,600	223,497	285,845	296,614	306,300	306,300	284,275	287,743	281,238	284,075	284,400	310,100
SJVLS	366,500	317,420	323,950	311,943	386,964	231,628	316,850	329,034	478,256	436,550	511,200	647,065
SANTIAGO	115,582	100,500	100,500	100,500	100,500	100,500	100,500	100,500	100,500	121,457	121,457	121,457
SERRA	31,150	29,740	30,285	30,600	31,150	25,750	7,462	7,462	14,506	24,950	24,950	18,000
SVLS	18,000	14,000	14,000	14,000	14,000	14,000	11,200	10,472	7,975	20,000	7,700	5,850
SOUTH STATE	6,740	5,210	8,417	6,868	6,868	6,868	5,034	5,127	3,700	4,400	5,010	5,010
<b>TOTAL</b>	<b>1,401,658</b>	<b>1,786,971</b>	<b>1,865,293</b>	<b>1,869,949</b>	<b>1,552,929</b>	<b>1,445,637</b>	<b>1,517,271</b>	<b>1,597,186</b>	<b>1,786,410</b>	<b>1,866,863</b>	<b>2,146,902</b>	<b>2,376,214</b>

\*10 year history  
NA - Not Available

**SYSTEM DELIVERY WORKLOAD HISTORY\***

SYSTEM	Actual Items Delivered										Estimated Items Delivered	
	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
BALIS	33,700	34,675	36,835	32,248	32,320	47,400	34,125	36,712	33,638	38,700	38,280	38,420
BLACK GOLD	790,150	662,766	690,820	741,572	772,824	821,990	802,620	849,264	896,090	863,044	960,804	1,093,752
49-99	298,000	315,000	331,100	349,750	354,500	368,500	392,900	398,250	410,200	418,500	418,500	418,500
INLAND	23,800	77,192	144,756	126,720	87,770	146,726	71,346	144,891	134,607	162,494	162,494	162,494
MCLS	85,000	82,546	82,546	82,546	82,596	67,323	67,323	67,323	67,323	65,050	67,001	64,417
MOBAC	123,265	119,082	118,481	119,702	117,122	112,784	108,420	110,152	114,098	122,200	117,300	111,500
MVLS	95,900	91,475	109,420	110,000	160,200	192,710	218,250	270,000	276,000	270,000	270,000	351,000
NORTH BAY	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	4,456,000
NORTH STATE	436,813	413,166	430,268	407,284	495,378	453,616	480,989	452,244	485,407	487,069	487,069	534,327
PLS	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	1,503,850
SJVLS	143,385	202,313	229,863	259,623	276,790	315,855	439,972	441,714	488,120	441,950	555,009	766,044
SANTIAGO	60,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000
SERRA	73,500	70,135	143,293	73,050	150,695	151,238	154,692	152,626	141,718	151,364	131,456	131,020
SVLS	75,100	40,000	33,000	33,000	33,500	27,404	38,150	39,278	31,275	31,250	29,730	27,000
SOUTH STATE	23,600	14,425	3,500	4,056	4,056	8,346	1,210	1255	1,255	1,210	1,410	1,410
<b>TOTAL</b>	<b>4,471,213</b>	<b>4,961,600</b>	<b>5,392,907</b>	<b>5,851,555</b>	<b>6,535,679</b>	<b>7,448,546</b>	<b>7,954,062</b>	<b>8,530,767</b>	<b>8,530,770</b>	<b>9,499,171</b>	<b>8,864,553</b>	<b>9,672,734</b>

\*10 year history

Doc.12620 - July 2008

**AGENDA ITEM:** Regional Library Network Development

**ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:** Consider requests for network affiliation of new members.

**RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:** I move that the Library of California Board approve the request for network affiliation for the member listed in Table A, with member services to begin immediately.

**BACKGROUND:**

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

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

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

**GOLD COAST LIBRARY NETWORK**

**Member**

Santa Barbara Trust for Historic Preservation

**Participating Libraries**

Presidio Research Center Library

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

## **GENERAL OVERALL PROGRAM UPDATES:**

**CURRENT STATUS:** A summary of Regional Library Network status for fiscal year 2008/09 is included below.

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

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

**Sierra Valley:** In July 2008, the Board of Directors voted to dissolve as a non-profit corporation. All remaining assets were distributed in equal shared to Mountain Valley Library System and 49-99 Cooperative Library System.

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

**Tierra del Sol:** Continues to operate with minimal administrative support in 2008/09. At the annual meeting on March 5, 2008, the Board of Directors postponed its decision to unincorporate for another year. No services are provided.

**Heartland:** The Board of Directors continues to meet regularly in 2008/09. A Council meeting is held once a year in March, with strong attendance. They have a very dedicated group that still subscribes to the vision of the LoC. Their focus is on collaboration and offering support that does not carry a price tag. Some free workshops are being offered pertinent to members, using members who may possess a talent in a particular area. HRLN still has some prepaid Infopeople workshop scholarships and a number of unused searches on First Search. The Web site is maintained at: [www.heartlandlibraries.org](http://www.heartlandlibraries.org).

**Gold Coast:** Board of Directors continues to meet in 2008/09 to provide a multi-type dialog. No services are provided.

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

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

## Regional Library Network Membership as of the August 2008 Board Meeting\*

	Region I Cascade Pacific	Region II Golden Gateway	Region III Sierra Valley	Region IV Arroyo Seco	Region V Tierra del Sol	Region VI Heartland	Region VII Gold Coast	TOTAL
<b>Academic</b>								
Colleges/Universities	9	47	16	51	25	12	15	175
Participating Libraries	9	78	23	78	39	14	17	258
<b>Public</b>								
Library Jurisdictions	13	48	21	43	31	9	7	172
Participating Libraries	68	244	134	275	164	95	49	1,029
<b>School</b>								
Districts/Independent Schools	14	34	22	37	17	19	9	152
Participating Libraries	23	82	59	132	59	63	13	431
<b>Special</b>								
Agencies	4	27	21	18	23	16	17	126
Participating Libraries	4	29	23	25	27	17	18	143
<b>Regional Totals:</b>	<b>Region I</b>	<b>Region II</b>	<b>Region III</b>	<b>Region IV</b>	<b>Region V</b>	<b>Region VI</b>	<b>Region VII</b>	<b>TOTAL</b>
<b>Members</b>	40	156	80	149	96	56	48	625
<b>Participating Libraries</b>	104	433	239	510	289	189	97	1,861

\*Subject to Board Approval at the August 7, 2008 meeting.

## **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.

## Federal Legislative Issues

Attached is the "FY 2009 Appropriations Update" from the American Library Association's Office of Governmental Relations. The following are key issues for California:

- The President's 2009 budget includes full funding for Grants to State Library Agencies (\$171.5 million), a program of the Library Services and Technology Act (LSTA), which would result in about \$16.9 million funding for California. 2008 LSTA funding for California is \$16,431,277. The memo states that the final budget may not be completed until after the November election; and that concurs with what those of us who visited Washington in May heard from legislators and their staff. Although the President has requested full funding for Grants to State Library Agencies for several years, the full funding has not yet been achieved.
- The National Library Service for the Blind and Physically Handicapped is the federal program that supports CSL's Braille and Talking Book Library (BTBL). The National Library Service is a unit of the Library of Congress and is included in the LC budget. The National Library Service received a recommended funding boost in Committee from \$12.5 million to the \$19.1 million that had been requested in previous years. This funding is needed to support in a timely fashion the transition from books on cassettes to books on flash drives. CSL's BTBL would benefit from this reinstated funding.
- LSTA is set for reauthorization in the near future. The library community is hard at work developing a consensus for any legislative changes and anticipates having language to be introduced as soon as the President and new Congressional members take office in January 2009. California is well-represented in this process as the State Librarian is a member of the Chief Officer of the State Library Agencies (COSLA) Legislative Committee and the American Library Association Committee on Legislation's subcommittee on LSTA reauthorization.

## **FY 2009 Appropriations Update**

President Bush released his fiscal year (FY) 2009 budget request on February 4. The Senate and House passed an FY 2009 budget conference agreement in June. While mark-ups on all of the appropriations bills will take place in June and July, we believe the work on the FY 2009 appropriations bills will not be completed until after the November election.

In the Labor, Health and Human Services, Education and Related Agencies Appropriations bill, we are asking the Subcommittee to fund the Library Services and Technology Act (LSTA) at \$214.432 million and fund the Improving Literacy Through School Libraries program at \$100 million.

In the Legislative Branch Appropriations Bill, we are asking the Subcommittee to fund the Government Printing Office at the President's FY 2009 request of \$174.354 million and to adequately fund the National Library Service for the Blind and Physically Handicapped (NLSBPH) process of switching the talking books and associated playback equipment from four-track cassette tapes to digital (USB) flash memory cartridges. NLSBPH estimates the cost of transition is \$76.4 million, over a four-year period, and the Library of Congress received only \$12.5 million of the \$19.1 million requested in FY 2008.

In the Agriculture, Rural Development, and Related Agencies Appropriations bill, we are asking the Subcommittee to restore the proposed \$4 million cuts to the National Agriculture Library (NAL) and add \$1 million to allow NAL to provide access to agricultural information and literature.

Members of Congress circulated a letter addressed to both the Senate and House Labor, Health and Human Services and Education Appropriation Subcommittees and requests that the Senate and House include President Bush's request for LSTA and increased funding for the Improving Literacy Through School Libraries program for FY 2009.

<b>Funding for Selected Programs</b>	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009 President's Request</b>
Institute of Museum and Library Services	\$210,597	\$263,508	\$271,246
Grants to State Library Agencies	\$163,746	\$160,855	\$171,500
Native American Library Services	\$3,638	\$3,574	\$3,717
National Leadership	\$12,375	\$12,159	\$12,715
21 <sup>st</sup> Century Library Professionals	\$23,760	\$23,345	\$26,500
National Commission on Libraries and Information Science (NCLIS)	\$983	\$400 Close out activities	\$0
GPO Superintendent of Documents	\$33,000	\$35,000	\$43,426
Library of Congress	\$508,000	\$562,000	\$645,800
Talking Book Program	X	\$12,500	\$12,500
<b>Department of Education</b>			
Title I, Grants to Local Education Agencies (ESEA I-A)	\$12,713,125	\$13,898,875	\$14,304,901
Even Start (ESEA I-B-3)	\$111,584	\$66,545	\$0
Reading First State Grants (ESEA I-B-1)	\$1,018,692	\$393,012	\$1,000,000
Early Reading First (ESEA I-B-2)	\$103,118	\$112,549	\$112,549
Striving Readers Initiative	\$31,596	\$35,371	\$100,000
Improving Literacy Through School Libraries (ESEA I-B-4)	\$19,486	\$19,145	\$19,145
Education Technology (ESEA II-D-1 &2)	\$273,062	\$267,494	\$0
21 <sup>st</sup> Century Community Learning Centers (ESEA IV-B)	\$981,180	\$1,081,166	\$800,000
Innovative Ed. Prog. Strategies (ESEA V- Part A)	\$99,183	\$0	\$0
Inexpensive Book Distribution (RIF) (ESEA V-D, 5)	\$25,043	\$23,831	\$0
Special Education (IDEA) State Grants	\$10,491,941	\$10,947,511	\$11,284,511
Carl D. Perkins State Grants	\$1,181,553	\$1,160,911	\$0
Adult Education & Literacy State Grants	\$564,074	\$554,122	\$554,122
Adult Education National Leadership	\$9,005	\$6,878	\$14,000
National Institute for Literacy	\$6,583	\$6,468	\$6,468
<b>Institute of Education Sciences</b>			
Educational Research	\$162,535	\$159,696	\$167,196
Educational Statistics	\$89,952	\$88,494	\$104,593
Educational Assessment	\$93,117	\$104,063	\$138,844
<b>Other Agencies &amp; Programs</b>			
Head Start (HHS)	\$6,789,000	\$6,900,000	\$7,000,000
National Endowment for the Arts	\$124,000	\$145,000	\$128,412
National Endowment for the Humanities	\$139,000	\$145,000	\$132,242

# United States Senate

HART SENATE OFFICE BUILDING  
SUITE 112  
WASHINGTON, DC 20510-0505  
(202) 224-3553  
<http://boxer.senate.gov/contact>

March 28, 2008

Ms. Penny Kastanis  
President  
Library of California Board  
900 N St, # 500  
Sacramento, CA 95814-4802

Dear Ms. Kastanis:

Thank you for taking the time to write and share your views with me. Your comments will help me continue to represent you and other Californians to the best of my ability. Should the Senate consider legislation on this or similar issues, I will keep your views in mind.

If you would like additional information about my work in the U.S. Senate, you might wish to visit my website, <http://boxer.senate.gov>. From this site, you can access my statements and press releases about current events and pending legislation, request copies of legislation and government reports, and receive detailed information about the many services that I am privileged to provide for my constituents. You may also wish to visit <http://thomas.loc.gov> to track current and past federal legislation.

Again, thank you for sharing your thoughts with me. I appreciate hearing from you.

Sincerely,



Barbara Boxer  
United States Senator

p.s. Letters sent to the U.S. Capitol are subject to a lengthy screening process. Please address mail to me at 312 North Spring Street, Suite 1748, Los Angeles CA 90012.

BB:PLZ

## State Legislative Issues

Attached in the “CLA Bill Status – 2007-2008 Legislative Session”. The following are key issues for the State Library:

- **AB 2123 Lieu – California Financial Literacy Initiative**  
State Library staff has been working with the author and sponsors on this legislation. Some of the CSL-funded adult literacy programs are providing financial literacy education; and we believe adult literacy programs could be effective partners in providing increased financial literacy in our communities.
- **SB 1516 Simitian – California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010**  
This bill has been placed in suspense due to the amount of funding requested. Senator Simitian and CLA lobbyists Mike and Christina Dillon have worked valiantly on this bill. It may remain in suspense or may be folded into a larger infrastructure bill.
- **Budget update –** Before the Budget Conference Committee began its work, the Assembly and Senate had different recommendations for the State Library budget. The Assembly did not accept the Governor’s proposed 10% across the board reduction and also did not approve any language on a waiver of the local maintenance of effort for the Public Library Foundation (PLF) program. The Senate accepted the Governor’s proposed 10% reduction and approved a 10% waiver for local maintenance of effort for PLF. During the conference committee negotiations, both the Assembly and the Senate agreed to a 5% reduction for all local assistance programs, PLF as well as CSLA, Literacy and other CSL programs. The maintenance of effort language was modified so that the maintenance of effort reduction would match whatever may be signed into law by the Governor. Please note that the Assembly and Senate accepted the 10% reduction for the state operations portion of the CSL budget.



*Existing law recognizes the existence of specialized financial institutions that provide services, including, but not limited to, financial literacy training, to underserved communities. This bill would establish the California Financial Literacy Initiative for the purpose of providing resources and instruction to Californians . The initiative would be administered by the Controller who would be authorized to provide, among other things, an online library of financial literacy resources and materials to be made available for all Californians. The Controller would be authorized to convene a Financial Literacy Advisory Committee that may include representatives of the office of the Superintendent of Public Instruction, the office of the Treasurer, the Department of Corporations, the Department of Financial Institutions, the Department of Consumer Affairs, the Department of Finance, a representative from the financial services industry, a representative from the nonprofit sector associated with consumer advocacy, and others invited by the Controller. The bill would require the Controller, as resources are available, to establish and oversee the California Financial Services Corps, which would provide certain financial information to persons seeking personalized attention from individuals with financial literacy training . The bill would establish the California Financial Literacy Fund in the State Treasury and would authorize the Controller to deposit donations into the fund from entities with no direct financial interest in any financial products . The bill would continuously appropriate moneys in the fund to the Controller and would authorize those moneys to be used for the purpose of establishing the services specified in the initiative. This bill contains other related provisions.*

**AB 2145**   **Brownley**   Education finance: School and Library Improvement Block Grant:   I-02/20/2008  
Central Office/Noninstructional Services Improvement Plan Act.

*06/26/2008-Held without recommendation. ED. SUSPENSE FILE*

*CLA                      Watch*

*Existing law establishes the public school system in this state, and, among other things, provides for the establishment of school districts throughout the state and for the provision of instruction at the public elementary and secondary schools that these districts operate and maintain. Existing law establishes a public school funding system that includes, among other elements, various programs, known as categorical programs, pursuant to which funds are allocated to local educational agencies for specialized programs governed by state or federal statutes. Existing law provides for block grant funding to be allocated to local education agencies with respect to specified categorical programs. Existing law establishes the School and Library Improvement Block Grant, and specifies procedures and requirements for participating school districts. This bill would enact the Central Office/Noninstructional Services Improvement Plan Act. The bill would require a school district that chooses to receive School and Library Improvement Block Grant funds to develop a Central Office/Noninstructional Services Improvement Plan each year, and adopt this plan at a regular public meeting of its governing board.*

**AB 2164**   **Nakanishi**   County law libraries.   A-04/22/2008

*05/30/2008-Failed Deadline pursuant to Rule 61(b)(11). Last location was APPR. SUSPENSE FILE  
DEAD*

*CLA                      Watch*

*Existing law requires the Administrative Office of the Courts to make monthly distributions from superior court filing fees to the law library fund in each county in specified amounts. The board of supervisors of each county was authorized, until January 1, 2008, to increase the amount distributed to its county law library fund from those filing fees whenever it determined that the increase was necessary to defray the expenses of the law library, as specified. Distribution changes after January 1, 2008, are required to be determined according to a specified process. This bill would require the commission on civil court fees established by the Judicial Council to review the level of funding needed to support county law libraries. The bill would require, no later than March 1, 2010, that the Judicial Council make recommendations to the Legislature regarding funding needs, potential sources of funding, service mission and delivery models, as well as the long-term facility needs of county law libraries, as specified. The bill would require the Judicial Council to consult with specified entities before making its recommendations .*

- AB 2771** Fuentes Financial literacy. I-02/22/2008  
 05/06/2008-Failed Deadline pursuant to Rule 61(b)(6). Last location was PRINT DEAD  
 CLA Support/seek to amend  
 Existing law provides for the regulation of state chartered banks and credit unions by the Department of Financial Institutions. This bill would state the intent of the Legislature to enact legislation that would encourage the availability of financial literacy information in community-based organizations, consumer counseling organizations, educational institutions, government, and financial institutions.
- ACR 113** Niello Financial literacy education. C-05/05/2008  
 05/05/2008-Enrolled and filed with the Secretary of State at 2:10 p.m. Chaptered by Secretary of State - Res. Chapter 32, Statutes of 2008. CHAPTERED  
 CLA Support  
 This measure would declare the month of April 2008 as Financial Literacy Month, in order to raise public awareness about the need for increased financial literacy.
- SB 31** Simitian Identification documents. A-07/03/2008  
 07/03/2008-Read second time. Amended. To second reading. , 07/14/08 1 ASM SECOND READING  
 FILE SECOND READING  
 CLA Watch Close  
 The Information Practices Act of 1977 regulates the collection and disclosure of personal information regarding individuals by state agencies, except as specified. Existing law also prohibits certain business entities, as defined, from making specified disclosures in relation to individual consumer records. This bill would provide that a person or entity that intentionally remotely reads or attempts to remotely read a person's identification document using radio frequency identification (RFID) without his or her knowledge and prior consent, as described, shall be punished by imprisonment in a county jail for up to one year, a fine of not more than \$1,500, or both that fine and imprisonment, except as specified. The bill would also provide that a person or entity that knowingly discloses, or causes to be disclosed, specified operational system keys shall be punished by imprisonment in a county jail for up to one year, a fine of not more than \$1,500, or both that fine and This bill contains other related provisions and other existing laws.
- SB 1191** Alquist Local government: community service districts. C-07/08/2008  
 07/08/2008-Chaptered by Secretary of State - Chapter No. 70, Statutes of 2008 CHAPTERED  
 CLA Support  
 Existing law authorizes a community services district to be formed to, among other things, provide fire protection services, organize, promote, conduct, and advertise programs of community recreation, provide transportation services, abate graffiti, and construct, maintain, and operate mailboxes. This bill would authorize a community services district to construct, own, improve, maintain, and operate broadband facilities and to provide broadband services, under specified circumstances, until a private person or entity is ready, willing, and able to acquire, construct, improve, maintain, and operate broadband facilities and to provide broadband services, and to sell those services at a comparable cost and quality of service to the district and its property owners, residents, and visitors. This bill contains other related provisions and other existing laws.
- SB 1516** Simitian California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010. A-06/30/2008  
 07/09/2008-Placed on APPR. suspense file. APPR. SUSPENSE FILE  
 CLA Support CLA-sponsored  
 Existing law establishes the California Library Construction and Renovation Bond Act of 1988 and the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2000. Existing law authorizes the issuance of bonds, pursuant to the State General Obligation Bond Law, in the amount of \$75,000,000 in the 1988 act and in the amount of \$350,000,000 in the 2000 act, for the purpose of financing library construction and renovation. This bill would enact the

*California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010, for submission to the voters at the 2010 statewide general election. The bill, if approved by the voters, would authorize the issuance, pursuant to the State General Obligation Bond Law, of bonds in the amount not to exceed a total of \$4,000,000,000 for the purpose of financing library construction and renovation pursuant to a program administered by the State Librarian.*

**SCA 17**     **Simitian**     Taxation: educational entities: parcel tax.     I-01/16/2008  
*04/23/2008-Set, first hearing. Testimony taken. Further hearing to be set. REV. & TAX*  
*CLA     Support, if amended to include libraries*  
*The California Constitution conditions the imposition of a special tax by a city, county, or special district upon the approval of 2/3 of the voters of the city, county, or special district voting on that tax, and prohibits these entities from imposing an ad valorem tax on real property or a transactions or sales tax on the sale of real property. This measure would authorize a school district, community college district, or county office of education, with the approval of 55% of its voters voting on the proposition, to impose a parcel tax, as defined, and would also make conforming changes to related provisions.*

LIBRARY OF  
CALIFORNIA  
BOARD

Duplicate letters sent to:  
Senator Jack Scott  
Assemblyman John Laird  
Assemblywoman Julia Brownley  
Ms. Jeannie Oropeza, Finance  
Mr. Michael C. Genest, Finance

March 14, 2008

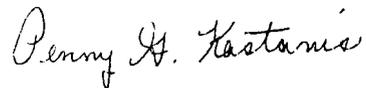
Mr. Michael C. Genest, Director  
California Department of Finance  
915 L Street  
Sacramento, CA 95814

Dear Mr. Genest:

On behalf of the Library of California Board I want to bring to your attention the attached letter sent to Governor Schwarzenegger expressing my disappointment with the recent \$1.434 million reduction in the 2008/2009 preliminary budget to the Transaction Based Reimbursements (TBR) program. This statewide program took a higher percentage reduction than the 10% that was required for General Fund local assistance programs; the percentage reduced was actually 12.35%.

I would appreciate your consideration in this matter when discussing the 2008/2009 state budget with your Budget Committee.

Sincerely,



Penny G. Kastanis, President  
Library of California Board

cc: Members, Library of California Board

Attachment

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

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



LIBRARY OF  
CALIFORNIA  
BOARD

March 14, 2008

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

Dear Governor Schwarzenegger:

On behalf of the Library of California Board, a citizen body appointed by the Governor and the State Legislature, I would like to respectfully express my disappointment with the recent \$1.434 million reduction you recommended in the 2008/2009 preliminary budget to the California Library Services Act (CLSA) Transaction Based Reimbursements (TBR) program. The TBR program was established so that libraries would be encouraged to cooperatively, not competitively, share their existing resources by being reimbursed for loans to residents outside their jurisdiction. For 30 years Californians have had the opportunity to use any public library in the state free of charge, to check out books and materials, and to use other library services through TBR. Many people find it more convenient to use a library where they work or attend school, or they seek different services or collections at different libraries.



CALIFORNIA  
STATE LIBRARY  
FOUNDED 1850

In your proposed budget, the TBR program took a higher percentage reduction than the 10% that was required for General Fund local assistance programs; the percentage reduced was actually 12.35%. In the 2007/2008 fiscal year, the TBR program has been reduced by \$7 million, lowering the total to \$11.616 million.

Each year, the Department of Finance approves a reimbursement rate for these services based on actual library operations. As a result of the 2007/2008 reductions, libraries will be reimbursed an estimated 43% of the total cost of the reimbursement rate approved by the Department of Finance. With the additional reductions to the 2008/2009 TBR appropriation, the total percentage to reimburse libraries will drop to approximately 38%. Concurrently, borrowing levels in the TBR program have risen to an all-time high with an estimated 39 million items loaned this fiscal year—a 78% increase in five years.

The TBR appropriation is also part of the state match required to receive federal Library Services and Technology Act (LSTA) funding

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annually awarded to the California State Library. With continued reductions to the TBR program, the state may not meet the maintenance of effort requirement for these federal funds.

Thank you for your respectful consideration.

Sincerely,

A handwritten signature in cursive script that reads "Penny G. Kastanis".

Penny G. Kastanis, President  
Library of California Board

cc: Library of California Board Members:

Dr. Conchita Battle, Ed.D.

Anne Bernardo

Tyrone Cannon

Victoria Fong

Linda Jewett

Jane Lowenthal

Paymaneh Maghsoudi

Susan Steinhauser

Judy Zollman