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Library of California Board Meeting August 12, 2010

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**August 12, 2010
9:00 a.m. – 2:00 p.m.**

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

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

A. BOARD OPENING

1. Welcome and Introductions

Welcome and introduction of Board members, staff, and audience

2. Adoption of Agenda

Consider agenda as presented or amended

3. Approval of August 2009 Board Minutes – Document 1

Consider minutes as presented or amended

4. Election of Board Officers for 2011 – Document 2

a. Report from the Nominating Committee

b. Consider nominations for Board President and Vice-President for 2011

5. Library of California Board meeting schedule and locations – Document 3

Discuss meeting dates for 2011

B. REPORTS TO THE BOARD

1. Board President's Report

Report on activities since last Board meeting

2. Board Vice-President's Report

Report on activities since last Board meeting

3. Chief Executive Officer's Report

Report on activities since last Board meeting

4. Reports on System Consolidations

Reports from the mega Systems: NorthNet Library System, Pacific Library Partnership, and South California Library Cooperative

C. CLSA PROGRAM ITEMS FOR INFORMATION/ACTION

BUDGET AND PLANNING

1. CLSA Baseline Budget – Document 4

Consider 2010/11 CLSA baseline budget by program

2. CLSA System Plans of Service – Document 5

- a. Discussion on more flexibility for cooperative system funding
- b. Consider System Plans of Service for fiscal year 2010/11

RESOURCE SHARING

1. CLSA Consolidations and Affiliations – Document 6

Consider Ventura County Library change of System membership

2. Interlibrary Loan and Direct Loan Programs – Document 7

- a. Consider CLSA loan reimbursement rates for 2010/11
- b. Consider prorating the CLSA loan reimbursement program for 2010/11
- c. Consider 2011/12 Budget Change Proposal for TBR

3. CLSA System Reference Program – Document 8

- a. Consider revised CLSA System population and membership figures for 2009/10
- b. Consider CLSA System population and membership figures for 2010/11
- c. Review and discussion of System Annual Reports, FY 2008/09

4. CLSA System Communications and Delivery – Document 9

Review and discussion of System Annual Reports, FY 2008/09

5. CLSA System Advisory Board (SAB) Program – Document 10

Review and discussion of System Annual Reports, FY 2008/09

D. LEGISLATIVE

1. Federal Legislative Issues – Document 11

Consider federal legislative issues

2. State Legislative Issues – Document 12

Consider state legislative issues

E. LOC BOARD FOCUS 2010/2011

Brainstorm ideas for Board project for 2010/11.

F. 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.

G. 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.

H. AGENDA BUILDING

Agenda items for subsequent Board meetings.

I. ADJOURNMENT

Adjourn the meeting.

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DRAFT

Library of California Board Meeting
August 13, 2009

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

10 **CALL TO ORDER AND INTRODUCTIONS**

11 President Penny Kastanis convened the Library of California Board Meeting on August
12 13, 2009 at 9:05 a.m., and welcomed Board Members, staff and audience members to
13 Sacramento and called for introductions.

14 **Board Members Present:** President Penny Kastanis, Conchita Battle, Anne Bernardo,
15 Victoria Fong, Paymaneh Maghsoudi, Elizabeth Murguia, and Judy Zollman.

16 **Not Present:** Vice President Tyrone Cannon and Jane Lowenthal.

17 **California State Library Staff Present:** Acting State Librarian Stacey Aldrich, Gerry
18 Maginnity, Sandy Habbestad, Rush Brandis, Jacquie Brinkley, Bessie Condos, Suzanne Flint,
19 Richard Hall, Carla Lehn, Kathy Low, Cindy Mediavilla, Mickie Potter, Linda Springer, Jon
20 Torkelson, and Wanda Green.

21 **ADOPTION OF AGENDA**

22 *It was moved, seconded (Maghsoudi/Fong) and carried unanimously that*
23 *the Library of California Board adopts the agenda of the August 13, 2009*
24 *meeting as presented.*

25
26 **APPROVAL OF MINUTES**

27 *It was moved, seconded (Fong/Zollman) and carried unanimously that the*
28 *Library of California Board approves the draft minutes of the August 7,*
29 *2008 meeting as amended.*

30
31 **RESOLUTIONS**

32 President Kastanis expressed appreciation to Stacey Aldrich, Acting California State
33 Librarian, for stepping in upon the resignation of Susan H. Hildreth, former State Librarian
34 of California. President Kastanis read the resolution prepared for Hildreth on behalf of the
35 Library of California Board. The following action was taken by the Board.

1 *It was moved, seconded (Maghsoudi/Fong) and carried unanimously that*
2 *the Library of California Board adopts Library of California Board*
3 *Resolution 2009-01 for Susan H. Hildreth. (See Attachment A)*
4

5 Member Maghsoudi read a Board resolution to recognize Linda N. Jewett on the occasion
6 of her retirement and on the conclusion of her term of service as a Member of the Board, and
7 in honor of her years of public service to the people of the State of California. The following
8 action was taken by the Board.

9 *It was moved, seconded (Fong/Zollman) and carried unanimously that the*
10 *Library of California Board adopts Library of California Board Resolution*
11 *2009-02 as amended for Linda N. Jewett. (See Attachment B)*
12

13 President Kastanis added that Jewett had also served as Executive Director of the
14 California School Library Association which was not mentioned in the resolution.

15 **REPORTS TO THE BOARD**

16 **Board President's Report**

17 President Kastanis reported that the Library Media Teacher Credentials program she has
18 coordinated for ten years at California State University Sacramento (CSUS) has regrettably
19 been put on hiatus for at least the next year. She attributed low enrollment in the credentials
20 program was due to the lack of jobs for teacher librarians in California's schools. President
21 Kastanis stated that CSUS was one of the few institutions in California where students could
22 obtain a Library Media Teacher Credential. While most schools offer their programs
23 completely online, the CSUS program was a hybrid, a combination of online and direct
24 contact with the students.

25 **Chief Executive Officer's Report**

26 Acting State Librarian, Stacey A. Aldrich, reported that the status on the appointment of a
27 new State Librarian remains pending due to the hold placed on all appointments during
28 California's budget crisis. Aldrich provided the following updates:

- 29 • California State Library (CSL) relocated over 6 million items to a three-acre warehouse
30 in West Sacramento. When the renovation of 914 Capitol Mall is complete, Witkin State
31 Law Library, the Information Resources and Government Publications section, and the State
32 Librarian's Office will return to the Library & Courts I building. The entire courts facilities
33 that formerly shared Library & Courts I & II will also be located entirely in Library & Court
34 I.

1 • Aldrich thanked Library Programs Consultant Jon Torkelson for his assistance with
2 implementing the new Aleph Integrated Library System developed by Ex Libris LTD.

3 • Changes in the budget include the loss of 12 CSL vacant positions, along with a 15% cut
4 in contracts that included the loss of student assistant positions and the temporary loss of
5 maintenance services at CSL's Sutro Library in San Francisco.

6 • As an organization, Aldrich stated that the State Library is going through a process to
7 map out levels of products and services based on consequences of budget cuts and staff
8 furloughs in order to provide the most value to the people it serves at this time and in the
9 future.

10 The Bill & Melinda Gates Foundation awarded \$6.9 million in grant funds to Connected
11 Nation and the American Library Association's Office for Information Technology Policy
12 (OITP) to improve and sustain Internet connections for public libraries in California,
13 Arkansas, Kansas, Massachusetts, New York, Texas, and Virginia. Connected Nation will
14 organize and host a broadband summit on December 14-15, 2009, to educate leaders on the
15 importance of libraries and broadband that meets or exceeds Internet bandwidth of 1.5 Mbps,
16 so that communities can secure faster Internet connections to meet the daily needs of their
17 users. Fifty-eight of the 131 branches without the 1.5 Mbps of bandwidth are in the Fresno
18 area; other libraries are in rural areas. After the summit, CSL will submit a grant proposal to
19 the Gates Foundation which will include the libraries that are participating to increase their
20 bandwidth, along with a sustainability plan for the state on how we are going to do
21 broadband.

22 • Broadband stimulus funds are available and a grant is being written for California to
23 include implementation of video conferencing centers, more connectivity and programming
24 between libraries, and particular to the State Library is a literacy concept to connect tutors
25 and learners around the state.

26 • Aldrich concluded her report with an update from the Legislative Council who was
27 tasked with looking into redundancies in the California code. After talking with regional
28 library system, State Library Council, and the California Library Association Legislative
29 Committee, among others, it was decided to honor the Library of California (LoC) Act and
30 its great vision, but repeal the law so that our energies are focused on how to strengthen the
31 CLSA law. The only changes to the Board would be its name would revert back to the
32 California Library Services Board (CLSB) and the Board would no longer approve new

1 libraries for LoC memberships. Anticipated changes under the LoC Act will not occur until
2 sometime in 2010.

3 In response to Member Fong's concern to keep the LoC Act in place and not loose the
4 multitype component, Maginnity provided a historical overview of the networking process
5 that evolved into the LoC. He also stated that there are ways to revive CLSA to make
6 changes if opportunities arise.

7 **Library Bond Act of 2000**

8 President Kastanis called on Bessie Condos for an update on shared resources and joint
9 use libraries. The report was an update of the previous survey of twenty two library projects
10 funded by the Bond Act of 2000 that had been open at least one year, and that participated or
11 had planned to participate in joint use to share their facilities. Condos reported the results of
12 the survey of the five remaining bond-funded library projects that have been open longer than
13 one year. She noted that the survey and results will be placed on the CSL website.

14 As indicated in the previous survey, Condos observed that public libraries provided much
15 of the effort in staffing and other resources in the joint use agreement, while schools may
16 have provided only a set of textbooks. The time lapse that occurred between when a library
17 applied for a bond funded project and when the project was actually awarded was detrimental
18 to the partnering effort. Results indicate that partnering works more effectively when all
19 parties are involved in the planning stage. Results further indicate that the joint effort does
20 not work as well in large urban environments where staff turnover in the school
21 administration is high. The economic downturn has further impacted the joint use partnering
22 effort.

23 Discussion followed on long-term resource sharing issues between public libraries and
24 schools and the continued lack of school district funding for school libraries, and the lack of
25 public library funding to support school curriculums.

26 **Election of Board Officers for 2010**

27 President Kastanis called on the nominating committee for the election of Board officers.
28 Member Maghsoudi presented the recommendations for 2010. The following actions were
29 taken by the Board.

30 *It was moved by the Nominating Committee (Maghsoudi) and carried*
31 *unanimously that the Library of California Board elects Penny Kastanis as*
32 *President of the Library of California Board for the year 2010.*
33

1 *It was moved by the Nominating Committee (Zollman) and carried*
2 *unanimously that the Library of California Board elects Tyrone Cannon as*
3 *Vice-President of the Library of California Board for the year 2010.*
4

5 **2010 Meeting Schedule and Locations**

6 Habbestad presented the 2010 meeting dates based on survey responses from Board
7 members. August 12, 2010 was the agreed upon date for the annual Board meeting.
8 February 25, 2010 was agreed upon for a meeting to be conducted by a conference call if
9 needed.

10 **CLSA Interlibrary Loan and Direct Loan Programs**

11 Habbestad reported on the cost study survey results for the Transaction Based
12 Reimbursement (TBR) Program and reviewed the rate increases proposed for FY 2009/10.
13 The following action was taken by the Board.

14 *It was moved, seconded (Bernardo/Battle) and carried unanimously that the*
15 *Library of California Board adopts, subject to the concurrence of the State*
16 *Department of Finance, reimbursement rates for the 2009/10 fiscal year as*
17 *follows: for CLSA interlibrary loans, a reimbursement rate of \$5.99 per*
18 *eligible transaction; for CLSA direct loans, a reimbursement rate of \$1.20*
19 *per eligible transaction; and that the Chief Executive Officer informs all*
20 *participants of the 2009/10 reimbursement rates as soon as Department of*
21 *Finance concurrence is obtained.*
22

23 Habbestad presented the motion for consideration for prorating the CLSA loan
24 reimbursement program for 2009/10. The following action was taken by the Board.

25 *It was moved, seconded (Fong/Maghsoudi) and carried unanimously that*
26 *the Library of California Board directs its Chief Executive Officer to*
27 *withhold 80% from all CLSA ILL and Direct Loan Program reimbursement*
28 *payments throughout the 2009/10 fiscal year and that, after determining the*
29 *full State cost of the ILL and Direct Loan programs for 2009/10, directs the*
30 *CEO to pay the full amount remaining due to each participating library if*
31 *sufficient funds remain in the 2009/10 TBR Program appropriation, or to*
32 *prorate the final payment equitably if insufficient funds remain in the*
33 *program appropriation. I further move to authorize the CEO to make a*
34 *one-time adjustment in the prorata percentage, if needed, in order to pay all*
35 *participants equitably if actual transaction data increases at a rate that*
36 *would not pay each participant equitably.*
37

38 Habbestad added that Thousand Oaks Public Library and Humboldt County Library
39 have requested to participate in the Universal Borrowing Program and share library materials
40 outside their system service area.

1 Habbestad reported that transaction levels are at their highest and recommended the
2 Board consider submitting a budget change proposal to the Department of Finance to
3 eliminate the documented shortfall for direct and interlibrary loans. The following action
4 was taken by the Board.

5 *It was moved, seconded (Zollman/Bernardo) and carried unanimously that*
6 *the Library of California Board directs its Chief Executive Officer to seek*
7 *additional 2010/11 local assistance funding through the BCP process to*
8 *eliminate the documented shortfall for qualifying CLSA Direct and*
9 *Interlibrary Loans.*

10 11 **CLSA System Reference Program**

12 Habbestad presented the first motion for consideration stating that it was needed as a
13 housekeeping measure to show that for FY 2008/09 the allocations to cooperative systems
14 were calculated on the basis of nine members in the Monterey Bay Area Cooperative Library
15 System (MOBAC), instead of ten as was approved at the August 2008 Board meeting. The
16 CSL became aware in October 2008 that the San Juan Bautista City Library was charging non-
17 resident borrowers a library card fee, and by doing so the library was no longer in compliance
18 with the CLSA and not eligible to remain a member of MOBAC. The following action take
19 was by the Board.

20 *It was moved, seconded (Maghsoudi/Bernardo) and carried unanimously*
21 *that the Library of California Board approves the System Population and*
22 *Membership figures, revised in October 2008, and used in the allocation of*
23 *CLSA System Reference Program funds for the fiscal year 2008/09.*

24
25 In the second motion for consideration, Habbestad reported that when the City Manager
26 for the City of San Juan Bautista became aware that the non-resident library card fee would
27 jeopardize its membership in the MOBAC System, he took the issue before the City Council
28 and had the fee rescinded. The San Juan Bautista Public Library requested the Board's
29 approval to re-affiliate with MOBAC, which is now the Pacific Library Partnership, and
30 further requested that the Board waive the filing date requirement for participation in FY
31 2009/10. The following action was taken by the Board.

32 *It was moved, seconded (Fong/Zollman) and carried unanimously that the*
33 *Library of California Board approves the re-affiliation of the San Juan*
34 *Bautista City Library with the Monterey Bay Area Cooperative Library*
35 *System/Pacific Library Partnership, effective July 1, 2009, and waive the*
36 *September 1, 2008 filing date for 2009/10 affiliations.*

1 Habbestad reported that the third motion for consideration was the annual approval of
2 System Population and Membership figures for use in calculating CLSA system-level funding
3 for FY 2009/10. Habbestad reminded the Board that final system allocations would be
4 calculated based on policy the Board adopted at its August 2008 meeting that holds systems
5 harmless if a merger takes place. The following action was taken by the Board.

6 *It was moved, seconded (Murguia/Fong) and carried unanimously that the*
7 *Library of California Board approves the System Population and*
8 *Membership figures for use in the allocation of CLSA System Reference*
9 *Program funds for the fiscal year 2009/10.*

10
11 Habbestad presented a summary of the System Plans of Service in the exhibits to the
12 written report.

13 **Statewide Reference Project**

14 Aldrich gave an update on the Statewide Reference Project and noted that the project name
15 was changed to Statewide Information Services. With the help of Rosario Garza, Executive
16 Director, Southern California Library Cooperative (SCLC), a presentation was made at the
17 2008 California Library Association conference, and a webinar was conducted to gain input
18 from the library community. In March 2009 a Builders Group was formed with a core group
19 from the Think Tank to map out information that was gathered, and analyze the feedback from
20 the input sessions and develop plans for creating a new statewide reference model.

21 **CLSA System Advisory Board Program**

22 Habbestad reviewed the change in Board policy to allow one System Advisory Board
23 member to travel outside the System service area to attend the CLA conference, as long as
24 funds are available within each approved SAB allocation. With this new policy, the Board
25 would no longer approve this activity on a year-by-year basis, but would be up to the System
26 Director to verify funds and approve individual SAB member requests. The following action
27 was taken by the Board.

28 *It was moved, seconded (Fong/Maghsoudi) and carried unanimously that*
29 *the Library of California Board approves the use of allocated System*
30 *Advisory Board (SAB) Program funds, where available within each*
31 *approved SAB budget, and where requested, to reimburse one SAB member*
32 *from each System for expenses incurred in attending the annual California*
33 *Library Association conference.*

1 **Regional Library Network Development**

2 Habbestad stated that a new application for LoC membership was submitted from Sanger
3 Unified School District to join the Heartland Regional Library Network. The following
4 action was taken by the Board.

5 *It was moved, seconded (Bernardo/Battle) and carried unanimously that the*
6 *Library of California Board approves the request for network affiliation for*
7 *the member listed in Table A, with member services to begin immediately.*
8

9 **Recommended 2009/10 CLSA Budget**

10 Habbestad reported that the baseline budget to the TBR and System-level programs is
11 identical to the previous fiscal year. The following action was taken by the Board.

12 *It was moved, seconded (Maghsoudi/Fong) and carried unanimously that*
13 *the Library of California Board adopts the 2009/10 CLSA Budget as*
14 *displayed in the chart entitled "Summary—2009/10 CLSA Baseline Budget*
15 *Recommendation by Program" and that the aforementioned chart be*
16 *included in the minutes of this meeting. (See Attachment C)*
17

18 Aldrich presented a chart showing a ten-year trend of funding for state and federal
19 programs. Discussion followed on the 10-year trend of diminished California Library
20 Literacy Services (CLLS) funding from the state. Carla Lehn, Library Programs Consultant,
21 reported that through fund raising efforts, public libraries provide their literacy programs
22 with \$3.50 for every dollar of CLLS funds provided by the state. Jacquie Brinkley, Library
23 Programs Consultant, added that those CLLS funds amount to 18% of the funding CSL
24 provides to the 105 literacy jurisdictions it serves, while 82% of the funds are provided by
25 the local libraries. Lehn also reported that over one-half of California's population are below
26 the level of literacy, which means they can't read the TV Guide or a prescription bottle.
27 Brinkley stressed the importance of state assistance to literacy programs, and noted recent
28 information indicates that 79% of community college students who voluntarily get assessed
29 for placement are now going into remedial or developmental education. President Kastanis
30 also commented on the mounting need for additional funding to support literacy programs,
31 noting the disparity from individual to individual in student literacy at local colleges, in adult
32 education classes and in library literacy programs.

33 **System Plans of Service for 2009/10**

34 Habbestad reported that CLSA Plans of Service were received from each of the eight
35 Cooperative Systems. The three mega systems have submitted the necessary documentation
36 required for completion of the consolidations. Staff recommended that the Board approve

1 the Plans of Service for each System for fiscal year 2009/10. The following action was taken
2 by the Board.

3 *It was moved, seconded (Zollman/Bernardo) and carried unanimously that*
4 *the Library of California Board approves the CLSA System Plans of Service*
5 *for the eight CLSA Cooperative Library Systems submitted for fiscal year*
6 *2009/10.*

7

8 **LEGISLATIVE**

9 **State Legislative Issues**

10 Member Bernardo, LoC Legislative Committee Chair, reported that following LoC
11 Board's adopted position of support for SB 3, the Public Library Construction and
12 Renovation Bond Act, the Bond measure was taken off the table. She reported also on the
13 Board's position of support for increased funding for the National Library Service for the
14 Blind and Physically Handicapped. Member Bernardo shared with the Board a three-page
15 Assembly bill analysis from CLA's Legislative Committee and noted that CLA's next
16 Legislative Committee meeting is a conference call on August 23, 2009.

17 **Federal Legislation**

18 Adrich reported that LSTA is up for reauthorization this year. Member Bernardo
19 commented on Member Lowenthal's efforts in support of LSTA reauthorization.

20 **PUBLIC COMMENT**

21 Annette Milliron, Executive Director, NorthNet Library System, reflected on budget cuts
22 in the cost of service for reference and delivery in the NorthNet System and noted the cuts
23 made in delivery for Mountain Valley and North State areas.

24 Kathy Aaron, Director, Inland Library System, discussed Inland's new online catalog
25 system and voiced her concern about budget cuts that will impact system delivery. Aaron
26 announced her retirement after 33 years with the Inland Library System.

27 **BOARD COMMENTS**

28 Member Fong thanked Aldrich for her vision in library connectivity, for plans to increase
29 broadband equitably throughout the state, and for the new concept in reinventing ourselves in
30 the sharing of resources. Along with other Board Members, Member Fong thanked field and
31 staff for their continued work and ongoing commitments to providing resources to the people
32 in California.

33 President Kastanis thanked everyone for their work in support and survival of libraries,
34 and extended a special thank you to staff.

1 **ADJOURNMENT**

2 President Kastanis adjourned the Library of California Board meeting at 11:20 a.m.

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Library of California Board Resolution 2009-01

In Honor of Susan H. Hildreth

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

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

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

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

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

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

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

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

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

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

Susan H. Hildreth

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

Library of California Board Resolution 2009-02

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

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

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

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

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

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

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

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

NOW, THEREFORE, BE IT RESOLVED, that

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

LINDA N. JEWETT

*for her distinguished leadership and contributions
to the libraries and people of the State of California
on this day of 13 August 2009.*

SUMMARY – 2009/10 CLSA Baseline Budget Recommendation by Program

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

Document#13958

ACTION

AGENDA ITEM: Election of Library of California Board Officers for 2011

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Election of Board Officers for calendar year 2011.

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 2011.

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 2011.

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: 2011 Meeting Schedule and Locations

2011 Proposed Board Meeting Schedule		
<u>Date</u>	<u>Location</u>	<u>Activities</u>
February 24, 2011	By Conference Call, if needed	Budget & Planning
August 11, 2011	California State Library 900 N Street Sacramento	Regular Business Annual Budget Meeting Election of Board Officers for year 2012 LSTA Advisory Council Meeting

BACKGROUND:

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

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

Recommendation: Staff is recommending that the Board hold one face-to-face meeting in August 2011. Holding the Board’s annual budget meeting early in the fiscal year allows the payment process for TBR participants and Systems to begin as soon as the state budget is signed. The February meeting will be conducted by conference call *if* any issues arise regarding CLSA programs from the Governor’s 2011/2012 preliminary budget that need Board consideration. Exhibit A displays the results of a Doodle Poll the Board participated in to determine the days to meet in 2011. A calendar of upcoming and future library-related events and dates is included to this agenda item as Exhibit B.

Staff Liaison: Sandy Habbestad

Doodle Poll Results Proposed Board Meeting Dates for 2011

	February 2011			March 2011						August 2011						
	Tue 22	Wed 23	Thu 24	Tue 1	Wed 2	Thu 3	Tue 8	Wed 9	Thu 10	Thu 11	Tue 16	Wed 17	Thu 18	Tue 23	Wed 24	Thu 25
Paymaneh Maghsoudi			OK							OK	OK					
Victoria Fong			OK			OK				OK	OK		OK			
Judy Zollman	OK	OK		OK	OK			OK		OK		OK	OK			
Anne Bernardo		OK	OK		OK	OK				OK	OK					
Tyrone H Cannon			OK		OK	OK			OK	OK	OK	OK	OK			

Your name	<input type="checkbox"/>															
Count	1	2	4	1	3	3	0	1	1	5	4	2	3	0	0	0

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

2010		
IFLA (International Federation of Library Assns & Institutions) General Conference & Assembly	August 10-15, 2010	Gothenburg, Sweden
CLA (California Library Association) Legislative Committee Meeting	August 20, 2010	Sacramento Public Library (tentative)
CLA (California Library Association) Legislative Committee Meeting	September 17, 2010	Sacramento Public Library
LITA (Library Information Technology Association) National Forum	Sept. 30 - Oct. 3, 2010	Atlanta, GA
CLA (California Library Association) Legislative Committee Meeting	November 20, 2010	Sacramento
ARL (Association of Research Libraries) Annual Membership Meeting	October 12-15, 2010	Washington, DC
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 12-15, 2010	Anaheim, CA
CLA/CSLA (California Library Association/California School Library Association) Annual Conference	November 12-15, 2010	Sacramento, CA
CLA (California Library Association) Legislative Committee Meeting	December 17, 2010	Conference call (tentative)
2011		
ALA (American Library Association) Midwinter Conference	January 7-11, 2011	San Diego, CA
ACRL (Assn. of College & Research Libraries) National Conference	Mar. 30 – Apr. 2, 2011	Philadelphia, PA
ARL (Association of Research Libraries) Membership Meeting	May 3–6, 2011	Montreal, Quebec, CA
ALA (American Library Association) Annual Conference	June 23-29, 2010	New Orleans, LA
AALL (American Association of Law Libraries) Annual Meeting and Conference	July 23-26, 2011	Philadelphia, PA
IFLA (International Federation of Library Assns & Institutions) General Conference & Assembly	August 13-18, 2011	San Juan, Puerto Rico
LITA (Library Information Technology Association) National Forum	Sept. 29 – Oct. 2, 2011	St. Louis, MO
ARL (Association of Research Libraries) Membership Meeting	October 11–14, 2011	Washington DC
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	October 18-21, 2011	Philadelphia, PA
AASL (American Assn. of School Libraries) National Conference & Exh	October 26-30, 2011	Minneapolis, MN
CLA (California Library Association) Annual Conference	November 11-14, 2011	Pasadena, CA
2012		
ALA (American Library Association) Midwinter Conference	January 20-25, 2012	Dallas, TX
PLA (Public Library Association) National Conference	March 13-17, 2012	Philadelphia, PA
ALA (American Library Association) Annual Conference	June 21-17, 2012	Anaheim, CA
IFLA (International Federation of Library Assns & Institutions) General Conference & Assembly	August 11-16, 2012	Helsinki, Finland
CLA (California Library Association) Annual Conference	November 2-5, 2012	San Jose, CA
EDUCAUSE Annual Conference (non-profit organization for the advancement of higher education by promoting the intelligent use of information technology)	November 6-8, 2012	Denver, CO

ACTION

AGENDA ITEM: Recommended 2010/11 CLSA Budget

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt the 2010/11 CLSA Budget as displayed in the chart entitled "Summary—2010/11 CLSA Baseline Budget Recommendation by Program" and that the aforementioned chart be included in the minutes of this meeting.

BACKGROUND:

The Governor's preliminary budget for 2010/11 is at the same funding levels for CLSA programs as the 2009/10 fiscal year. Staff is recommending that the Board adopt the scheduled CLSA baseline budget for the 2010/11 fiscal year as displayed in Exhibit A.

Exhibit A

SUMMARY – 2010/11 CLSA Baseline Budget Recommendation by Program

PROGRAM	2009/10 CLSA BASELINE BUDGET	2010/11 CLSA BASELINE BUDGET
Transaction Based Reimbursements	\$ 10,182,000	\$ 10,182,000
Consolidations & Affiliations	-0-	-0-
Statewide Data Base	-0-	-0-
System Advisory Boards	27,260	27,260
System Reference	1,608,340	1,608,340
System Communications & Delivery	1,090,400	1,090,400
System Planning, Coordination, & Evaluation	-0-	-0-
Statewide Communications & Delivery	-0-	-0-
State Reference Centers	-0-	-0-
Total	\$12,908,000	\$12,908,000

AGENDA ITEM: System Plans of Service for 2010/11

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING: Consideration of CLSA System Plans of Service for fiscal year 2010/11.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the CLSA System Plans of Service for the eight CLSA Cooperative Library Systems submitted for fiscal year 2010/11.

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). Over the years, Systems have voiced a need to have the flexibility to place CLSA System funds in the programs where the dollars are most needed for the jurisdictions they serve. In late July, State Library staff took a look at the language in the State Budget Act and reviewed the CLSA laws and Board policies (Exhibit A) with regard to the three System-level programs. Staff then convened a conference call with System Coordinators to get input about amending their plans of service for this fiscal year. Systems were all in agreement; however, some Systems stated they may keep the same service plans for the current year. The funding allocation for this fiscal year would come as a block grant based on the current formulas for each of the three programs. Cooperatives will continue to fund each of the three programs (Reference, C&D, SAB) at some level and continue the services that are mandated in CLSA. For fiscal year 2011/12, the State Library and Cooperative System will revisit the formulas and propose an alternative funding distribution for Board consideration at its 2011 meeting.

The summaries from the original plans of service are provided in the exhibits noted below. In order for Systems to have adequate time to meet with their administrative councils for approval, the amendments will be provided as a handout at the Board meeting. A copy of the amendment form is included as Exhibit B.

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: Reference, Communications and Delivery, and Advisory Boards. System Plans of Service for 2010/11, submitted in June 2010, are summarized in the exhibits for this agenda item and briefly below. Exhibit C is a chart of 2010/11 Workload Estimates by System-level programs. The full text of each System's Plan of Service is available to Board members upon request.

Review and Discussion of 2010/11 System Reference Plans: Compilations for each of the three service components for System Reference are included as Exhibits D, E, and F. A review of the plans indicate that many cooperatives are continuing to target the geographically isolated and speakers of limited English and non-English speaking for the component to improve reference service to the underserved.

Exhibit G reflects the workload history of the System Reference Program for the past ten years. A population profile is provided as Exhibit H, which describes the demographic characteristics of the residents of the System service area.

Review and Discussion of 2010/11 System Communications and Delivery Plans: Exhibit I displays the C&D workload estimates and service delivery methods by System. They show that most cooperatives will continue to use the Internet, including email through the Internet and other forms of telecommunications systems usage, such as automated holds and telephone renewal, as their primary communications device. Performance objectives have been adopted by each system, showing an average for communication is the delivery of 91% of transmitted messages within 24.5 hours (Exhibit J). For the delivery of materials, the average performance objective is 93.5% of the items delivered within 2.5 working days (Exhibit K). Exhibit L includes two charts displaying the workload history of the number of communication messages and items delivered for each System for the past ten years.

Review and Discussion of 2010/11 System Advisory Board Plans: All systems plan to accomplish the duties specified for SABs in the Act (Exhibit M). 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.

Relevant Committee: Budget and Planning
Staff Liaison: Sandy Habbestad

Summary of laws for funding System-level programs (Reference, C&D, SAB)

Reference

Each System shall receive:

- An annual allowance to provide for the improvement and maintenance of coordinated reference service support to their members; and will include:
 - General improvement of local reference service;
 - Improvement of reference service to the underserved, which a fair and equitable portion of the allowance shall be used; and
 - Interlibrary reference
 - 1) answers shall be provided for 90% of all questions referred from member libraries;
 - 2) 70% of answerers shall be returned to the originating member library within 10 working days.
- The member allowance for Reference does not take public library consolidations into account which occurred after January 1, 1978 (Sec. 18741(a)).
- Intent of the Reference program is to allow Systems maximum flexibility to decide the way they will carry out the requirements.
- System allowance is based on the number of member libraries and the total population served by the System (Sec. 20158).
- The formula is based on Board policy.

C&D

- Each System shall annually apply for funds based upon the most cost-effective methods of exchanging materials and information among members.
- System allowance is based on the formula adopted by Board policy.
- Performance objectives are set by Board policy.

Library System Services - SAB

Each System shall establish an advisory board consisting of one lay member from each library jurisdiction in the System for the purpose of providing a means of effective communication between the Admin Council and the residents of its service area. Duties shall include:

- Assisting the Administrative Council with plan of service
- Advising the Administrative Council on need for services and programs
- Assisting in the evaluation of system services.
- System allowance is based on Board policy to cover SAB travel and expenses, and support SAB activities within the System.

California Library Services Act System-level Programs

Law	Regulations	Board Policy
<p>Reference</p> <p>Sec. 18710. Definitions (h) "Interlibrary reference" means the providing of information by one library or reference center to another library or reference center as the result of a user request for the information.</p> <p>Sec. 18741. System reference program (a) Each system described in Section 18740 [eligible library systems] shall receive an annual allowance for the improvement and maintenance of coordinated reference service support to the members of the system. Following the effective date of this chapter, 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.</p> <p style="text-align: center;"><i>[membership figures for three (3) Systems (MOBAC, North Bay, and North State) are adjusted annually to reflect public library consolidations, which occurred after January 1, 1978.]</i></p> <p>(b) After identifying the needs of the underserved, each system shall use a fair and equitable portion of its reference allowance to improve the system's reference service to its underserved population through appropriate collection development, provision of reference specialists, and staff training. Funds for the reference grant may also be used for general and specialized reference collection development, employment of reference specialists, and system-wide reference training.</p>	<p>Sec. 20106. Uniform population statistics. Any funds distributed per capita shall be awarded using the most recently published and available combined estimate for cities and counties from the California State Department of Finance.</p> <p>Sec. 20107. Definitions. (5) "Reference collection" means a collection of materials, both print and non-print, designed primarily for use in answering requests for information. (6) "Reference specialist" means a trained and experienced librarian who can provide reference referral services and who can also understand how to approach the community in general and the underserved in particular, together with appropriate skills in analysis of information needs and design and implementation of reference programs responsive to those needs. A reference specialist may be employed in providing any of the services for which he/she is qualified.</p> <p>Sec. 20150. Definitions. (a) "Discernible difference" means the difference in quality or quantity of service to the user made possible by the support provided under this Article, beyond the service which would have been provided had the member library not had that support. (b) "Evidence of benefit" means verification (e.g., statistical sample; staff or user personal testimony; case study) of a discernible difference.</p>	<p>February 1983 Board action. Board adopted for the purpose of allocating System Reference funds a formula in which 25% of the funds available for the System Reference Program are awarded on the basis of the first three members of each System, equally, and the remaining 75% is awarded equally on the basis of each System's portion of the total state population served by Systems and each System's portion of the total state System membership excluding the first three members per System."</p> <p>February 1988 Board action. Board adopted the Proposed Procedures to Ensure Meeting Interlibrary Reference Program Objectives.</p>

(c) "Performance objectives" means the quantified expression of service specifications (e.g., average response time, number of new users satisfactorily served). The quantities may be set at varying levels from year to year, as experience is gained and as available resources vary.

(d) "Service specification" means a qualitative outcome (a goal) which each System shall strive to achieve for one or more of the service components of the System Reference program set forth in Section 20154 of this Article. It describes what is to be examined in determining if a reference service is performing as intended. Service specifications are expected to be relatively constant over a period of several years.

Sec. 20151. Local flexibility.
The intent of this Article is to allow Systems maximum flexibility to decide in what way they will carry out the requirements of the Article. Systems should provide the best possible professional Reference services.

Sec. 20152. Integrated service program.
The intent of this Article is that the elements to improve service to the underserved should be developed and carried out as much as possible in an integrated manner with all local and System services, so that all elements together provide an inseparable, total library service program.

Sec. 20153. Principles.
Each System shall adopt a program of coordinated reference service support to the members of the system that conforms to the following principles:

(a) The program makes a discernible difference to the service provided to the user when he or she asks the library for help.

(b) The program incorporates services that are

specific to the needs of the underserved.
(c) The program is designed to provide evidence of benefit that will be understandable to local users, library staffs, and state officials.

Sec. 20154. Service components.

Each System shall use its reference allowance to provide the following three service components:

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

Sec. 20155. General improvement of local reference service.

(a) Service specifications and performance objectives for the general improvement of local reference service component which are specific to each System shall be adopted by each System. Each System shall, using information provided by its member libraries:

- (1) Assess the needs of, and the service to the general population now being provided by the System's member libraries, then
 - (2) Identify those program areas where improvement can make a significant difference in the quality or quantity of service, and determine which of those can be improved by use of available resources, then
 - (3) Evaluate which of those remaining areas would offer the greatest improvement in service to the general population, then finally,
 - (4) Adopt service specifications and performance objectives to accomplish the improved service, which shall be subject to approval by the Chief Executive Officer on behalf of the State Board.
- (b) Evidence of benefit. In designing its general improvement of local reference service component, each System shall provide for evidence of benefit that can be gathered without

unreasonably burdening the System and its members.

Sec. 20156. Improvement of reference service to the underserved.

(a) Service specifications and performance objectives for the improvement of reference service to the underserved component which are specific to each System shall be adopted by each System. Each System shall, using information provided by its member libraries:

- (1) Assess the reference needs of, and the reference service to the underserved now being provided by the System's member libraries, then
- (2) Identify the underserved population and those reference program areas where improvement can make a significant difference in the quality or quantity of reference service, and determine which reference program areas can be improved by use of available resources, then
- (3) Evaluate which of those remaining areas would offer the greatest improvement in reference service to the underserved, then finally,
- (4) Adopt service specifications and performance objectives to accomplish the improved reference service, which shall be subject to the approval by the Chief Executive Officer on behalf of the State Board.

(b) Evidence of benefit. In designing its component to improve reference service to the underserved, each System shall provide for evidence of benefit that can be gathered without unreasonably burdening the System and its members.

(c) Determination of "Fair and Equitable." Each System shall provide an identified amount from within its CLSA Reference allowance for its improvement of reference service to the underserved component. This budget, when accompanied by approved service specifications and performance objectives as described in

Section 20156(a) above, shall be considered as the "fair and equitable" portion of its reference allowance, required by Education Code Section 18741(b).

Sec. 20157. Interlibrary reference.

(a) Each System shall design its interlibrary reference component to the following service specifications:

- (1) The highest possible percentage of questions shall be answered.
- (2) The answers shall be delivered to the user within an acceptable time period.
- (3) Answers shall meet the user's need in terms of amount, format, language, and accuracy of information.
- (4) Specifications (1)-(3) should be carried out at the lowest possible cost.

(b) The following uniform performance objectives shall be met by all Systems in implementing the interlibrary reference services specifications:

- (1) Answers shall be provided for 90% of all questions referred from member libraries.
- (2) 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure.
- (3) For 1 and 2 above the following definitions are established:

"Answer" means a reply to a user's question that provides the user with the information sought; or with knowledge that the information does not exist in verifiable form; or that the information is likely available from one or more indicated sources which can, for a specified reason, be more effectively contacted by the user than by the library system; or any combination of the foregoing. "Answer" does not include a status report.

	<p>"Originating member library" means the System member public library as defined in Education Code Section 18710(I).</p> <p>"Within 10 working days" means a 10-day period which begins when a question is referred to a source other than within the originating member library, by a part of that library authorized to do so by its System's reference referral procedures. The measured period ends when the answer is received by the part of the originating member library designed by its System procedures to receive the answer to the particular question.</p> <p>"Working days" means Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays, excluding legal holidays.</p> <p>Sec. 20158. Allowance. Each System shall receive an annual allowance based on the number of member libraries of the System and on the total population served by that System. The State Board shall periodically and at least annually, review and approve the membership and population figures, and determine an appropriate funding formula which shall be uniform statewide.</p>	
<p>Communications & Delivery Sec. 18745. Each system shall annually apply to the state board for funds for intrasystem communications and delivery. Proposals shall be based upon the most cost-effective methods of exchanging materials and information among the member libraries.</p>	<p>Sec. 20235. Definition or reporting terms. In complying with the reporting requirements of Section 20135 [page 9] each system shall use the following definitions with respect to the communication and delivery programs: (a) "Message" means the transmission of a discrete body of information from one library to another by means of a telecommunications system to a single individual or institutional addressee. Many separate items of information may be contained in a single message. The same body of information transmitted to several addressees at physically distinct locations constitutes several, not one, messages. Written</p>	<p>February 1984 Board action. State Board policy requires that performance objectives be set by each System in two areas of Communications & Delivery services in the following format:</p> <p>" ____ % of intrasystem messages will be received by addressees within ____ hours (time of origin to time of receipt)."</p> <p>" ____ % of items sent by intrasystem delivery will be delivered within ____ working days."</p>

	<p>information physically conveyed by delivery van, U.S. mail, or other courier services is not considered a "message" for communications and delivery reporting purposes.</p> <p>(b) "Item delivered" means the physical removal of a discrete item from one library to another by means of a delivery van, U.S. mail, courier service, or other delivery system. Reasonable judgment shall be exercised in determining particular "items" status (e.g., a carton containing 10,000 brochures is one -- not 10,000 items).</p> <p>(c) "Frequency/schedule of Delivery service" means that specific (daily, twice weekly, weekly, etc.) frequency of delivery service received by member libraries. If not all members receive the same frequency of delivery service the number of member libraries served on each differing schedule must be reported.</p> <p>(d) "Other" means that when a system employs communications or delivery methods other than those specifically cited on the standard reporting forms, the system must specify the method(s) employed and separately account for the message or delivery volume for each such method.</p>	<p>Equipment Replacement Planning Describe the methods by which the System provides for the replacement of equipment used in the System Communications & Delivery Program. If an equipment replacement fund has been established, include the amount budgeted for deposit in the replacement fund and the anticipated current (2009/10) year-end balance in the fund.</p> <p>The following Board policy extended System C&D services to non-system members:</p> <p>Each System, in designing its System C&D services, shall:</p> <ol style="list-style-type: none"> 1) as its first priority, provide the highest reasonable level of service to the users of System member public libraries; and, 2) within the limitations of available funds, provide these services in such a way as to encourage the sharing of resources between Systems and between libraries of all types; and, 3) within the limitations of available funds, provide these services in such a way as to encourage the extension of services to underserved elements of the population. <p>Formula for allocation of System funds (all three factors shall be considered equally)</p> <ol style="list-style-type: none"> 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 <u>All Points to All Points</u>, California Department of Transportation, 1975, in which each System shall receive
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<p>Library System Services & Advisory Boards</p> <p>Sec. 18747. System administrative council and advisory board. (b) Each system shall establish an advisory board consisting of as many members as there are member jurisdictions of the system. The governing body of each member jurisdiction shall appoint one member to the advisory board from among its residents.</p> <p>Sec. 18749. Terms of members of advisory board. The term of any member of a system advisory board shall be for two years, and each member shall serve no more than two consecutive terms. Staggered terms shall be established by drawing of lots at the first meeting of the advisory board so that a simple majority of the members shall initially serve a two-year term, and the remainder initially a one-year term.</p> <p>The appointing jurisdiction shall ensure that members of a system advisory board are representative of the public-at-large and of the underserved residents in the system service area.</p> <p>Sec. 18750. Duties of advisory boards. The duties of each system advisory board shall include, but are not limited to, the following: (a) Assisting the Administrative Council in the development of the system plan of service. (b) Advising the Administrative Council on the need for services and programs. (c) Assisting in the evaluation of the services provided by the system.</p>	<p>Sec. 20135. System budget request and plan of service. Each System participating in programs of the Act shall adopt a System Plan of Service, developed with the assistance of the System Advisory Board, and prepare a budget for carrying out the objectives of the Plan. After discussion and review by the System Advisory Board, and approval by the Administrative Council, the System budget request and Plan of Service shall be annually submitted to the State Board by June 1 of the fiscal year immediately preceding the fiscal year for which funds are requested.</p> <p>Sec. 20136. System administrative policy manual. Each System participating in programs of the Act must develop by July 1, 1979, a System Administrative Policy Manual 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.</p> <p>Policy manuals shall be in conformity with the California Library Services Act. Policy manuals shall be kept current.</p> <p>Sec. 20140. System administration. (a) Cooperative Library System. The System Administrative Council shall consist of the head librarian of each jurisdiction in the system. In case of the head librarian's absence, an official delegate or alternate may vote in place of the</p>	<p>proportional consideration.</p> <p>November 1979 Board action. SAB monies be used to: 1) cover travel and expenses for SAB meetings, 2) support attendance of the SAB representative at the System Administrative Council meeting, and 3) as available in present baseline, to support SAB activities within the System.”</p>
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head librarian. It shall have regular meetings, open and accessible to the public and to members of the System Advisory Board as required in the Ralph M. Brown Act (Govt. Code Sections 54950-54961). Information about the meetings of the Council shall be disseminated in such a way and in such languages as the Council determines will most effectively inform the public of the Council's activities. The Council shall be represented at each meeting of the System Advisory Board. The Council shall provide for the position of a Council Chairperson, and for rotation of that position among the Council members.

Sec. 20145. System Advisory Board.

(a) Purpose. The State Board finds that it is in the best interests of the citizens of California and best fulfills the purpose of the Act that System Advisory Board members participate in the planning and development of CLSA-funded system services, in cooperation with their respective System Administrative Councils. The purpose of the System Advisory Board program shall be to provide a means for effective communication between each Administrative Council and the residents of its system service areas, and to help ensure that library services provided by each system respond appropriately to the needs of its residents.

(b) Establishment. 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) and 18748 [*18748--Single Library System; no longer included in the CLSA law*], except that no System Advisory Board shall consist of fewer than five members.

(c) Advisory Board Members. Each system shall provide the California Library Services Board annually, no later than June 1, with a list of the members of the System Advisory Board and an

	<p>indication of the underserved population segments represented. Categories used in the Population Profile portion of the System Plan of Service shall be used to indicate the population segments represented.</p> <p>(d) Organization. Each Advisory Board may formalize its organization by adopting by-laws. Such by-laws shall be in conformity with the Act, these regulations, and Robert's Rules of Order, Newly Revised.</p> <p>(e) Advisory Board Meetings. The Advisory Board shall have regular meetings, open and accessible to the public. Information about the meetings shall be disseminated in such a way and in such languages as the Advisory Board determines will most effectively inform the public of the board's activities. It shall be the responsibility of each Advisory Board Member to inform his or her appointing governing body and respective community of these activities. The Advisory Board shall also be represented at meetings of the Administrative Council and shall provide the Administrative Council with regular reports of the Board's activities.</p> <p>(f) Orientation and Training. It shall be the responsibility of each System Administrative Council to work in conjunction with the State Board and the System Advisory Board to ensure that materials and training are provided as necessary to orient each Advisory Board member to the goals, functions and responsibilities of the State Board, the System Administrative Council, and the System Advisory Board. The Chief Executive Officer may, on behalf of the State Board, provide and/or recommend such materials and training as appropriate.</p>	
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**California Library Services Act
Plans of Service Amendment
2010/11**

Cooperative System	
System Coordinator	

Budget Information

Your System's total allocation is \$_____.

Please indicate below how you will spend your CLSA allocation in each of the programs below. In order to make it easier for you, we have already calculated your indirect costs.

<i>System Reference</i>	\$
<i>System Communications and Delivery</i>	\$
<i>System Advisory Board</i>	\$
<i>Indirect (up to 25%)</i>	\$
<i>TOTAL</i>	\$

Budget Briefing

Please describe briefly how you will use the funding in each of the programs.

System Reference

System Communications and Delivery

System Advisory Boards

This signature certifies that I have read and approve this CLSA amendment.

System Chair: _____ **Date:** _____

**2010/11 Workload Estimates
By Program**

System	Reference			Communications & Delivery		System Advisory Board			
	Total Questions	Training Events	Number of Staff Trained	Total Messages Transmitted	Total Items Delivered	Number of Members	Number of SAB Meetings	Other Meetings/ Events	Total Miles
BLACK GOLD	2	4	50	727,044	1,631,814	4	2	5	1,728
49-99	18	3	30	20,900	251,100	3	4	4	350
INLAND	436	6	250	4,623	303,177	13	1	1	690
NORTHNET	950	11	260	101,100	7,012,485	14	1	1	1,000
PLP	600	8	300	110,600	3,078,842	16	4	2	1,000
SJVLS	276	3	90	887,273	1,161,606	3	2	3	600
SERRA	950	5	200	17,400	159,620	7	4	20	2,500
SCLC	999	11	200	465,438	78,827	46	2	10	3,000
TOTAL	4,231	51	1,380	2,334,378	13,677,471	106	20	46	10,868

Compilation of 2010/11 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BLACK GOLD	Training programs will be provided by experts in the field. Black Gold will work with library directors to allow as many staff as possible to attend. In some cases, staff will be sent out of the area to attend Infopeople sponsored training. For database use, the Reference Services Committee will discuss possible ways to increase usage of subscription databases and will work on materials that can be distributed to potential users.	Training events are evaluated by the participants on a specific evaluation form. The Reference Services Committee will review the training programs for effectiveness in meeting local needs. Statistics on database usage will be gathered, tracked and evaluated to determine their continued usefulness.
49-99	The system has contracted with Southern California Library Cooperative (SCLC) to answer questions submitted by the System's public library members. SCLC will provide ongoing training to the reference staff of the System's public library members on an as needed basis. The System will continue to provide electronic database resources to assist member library staff in providing accurate and complete reference service. The System will continue to assess local training needs and recommend programs. Opportunities presented by the Rural Library Initiative will be utilized wherever possible. If available, training made available at no cost from reference database providers will be offered to System member libraries as appropriate.	SCLC will provide 49-99 Council members with monthly reports detailing the questions submitted by their staff and the turn around time. The System will gather information on member library use of System-provided electronic resources. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	Inland staff will: 1) work with all committees and the Administrative Council to determine training needs; 2) raise awareness of and provide mechanism for accessing free resources available from non-public ILS/SIRCULS libraries; 3) redesign the System webpage to make it a useful reference resource for members; 4) schedule vendor presentations for staff evaluations of databases/products and negotiate consortia database contracts for members; 5) identify grants and submit proposals for products/services to enhance reference activities.	System staff will provide: 1) qualitative evaluations by workshop attendees to determine usefulness/appropriateness; 2) usage statistics to determine heightened awareness and willingness to try new resources; 3) usage statistics and anecdotal feedback from member library staff on usefulness of new webpage design and content; 4) usage statistics and member library appreciation of combined purchase power of the system by requesting future such endeavors; 5) qualitative interviews with library directors to determine satisfaction with new direction of Inland.
NORTHNET	System staff will: 1) provide access to reference-training workshops or hold round table discussions that meet the specific needs of individual member libraries and have these in conjunction with the Information Services Community of Interest meetings; 2) coordinate workshops for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, staff	System staff will keep statistics on all reference questions. Staff will compile evaluations and statistics on workshops. Local libraries will track the number of reference questions answered locally and by which means the question was answered.

Exhibit D

<p>NORTHNET (cont'd)</p>	<p>development, CORE Reference Fundamentals, online database, virtual reference, government (such as census), or any other such workshops to be held in any of three regions; 3) provide one-on-one brush-up training for individual member librarians for online databases, at System headquarters or virtually; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; 5) publish a monthly calendar of meetings and training events on the web page; and 6) update handbooks and manuals as needed and make them available in electronic form via website. Member librarians are invited to attend online workshops to learn about reference tools available.</p>	
<p>PACIFIC LIBRARY PARTNERSHIP (PLP)</p>	<p>PLP has established a contractual arrangement with SCLC to provide assistance for second-level reference questions, thus freeing the PLP staff to focus on providing its services online to support members' information services, outreach and programming. System staff will: 1) provide content and maintenance of the PLP and SRC websites; 2) produce the monthly <i>Search</i> e-newsletter in an electronic mail subscription format; and 3) work with the appropriate committees in the development of finding tools, in the preparation for committee meetings face to face and virtually, in the coordination and ordering of new resources, and will be ready to assist any of the system committee projects. In cooperation with Califa staff system, staff will continue to be a contact for vendors of information databases. The appropriate committees will evaluate databases for possible selection and/or deselection. Member libraries will send staff representatives to committee meetings and will work on activities related to joint marketing initiatives, such as Free2, with guidance from the Executive Committee and system staff. Training workshops both local and provided by InfoPeople will be continued.</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 periodically issue surveys and questions for service-specific topics such as newsletters and websites. The success of the work of the committees will be based on how well their goals and objectives align with the overall vision of the System, PLP, and how they move forward as a community of practice, working in an increasing virtual environment.</p>
<p>SJVLS</p>	<p>At least 15 local staff members will receive one-on-one training in reference tools and methods related to the answers or referred questions. Locally produced databases, such as the index of sheet music/song books, the vertical file index, and the index of antique and collectible magazines will be available on the web to help local libraries answer questions without need to refer questions. The Reference Committee will facilitate at least one training session on a System-purchased database. The Reference Committee, working with the Collection Development Committee, will identify online reference works for System purchase. The Reference Committee will hold reference source review sessions to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings. Internet access is available to all branch libraries. A System homepage is maintained and SJVLS staffs assist member libraries with development and maintenance of their own websites.</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>

<p>SERRA</p>	<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) continue to improve the Serra website with an emphasis on making it a reference tool for member libraries; 2) be available five days per week via telephone, computer and in person to provide consultation on local libraries' questions; 3) work on reference refresher workshops for System library employees. Representatives from appropriate organizations such as Califa will present at meetings to give updates as needed; 4) continue to work with San Diego County Public Law Library on organizing workshops for Serra libraries; and 5) answer virtual reference questions via email, chat and texting, and will answer second-tier virtual reference questions by answering follow-up questions. Serra's Research Center will distribute information, such as the Elected Officials List, via Serra's website. Member libraries will send reference requests and receive answers electronically. Adult Services Committee meetings will be held regularly with Serra staff attending and providing assistance and information as needed.</p>	<p>Statistics and comments on activities will be recorded. Evaluation surveys will be used at all workshops.</p>
<p>SOUTHERN CALIFORNIA LIBRARY COOPERATIVE (SCLC)</p>	<p>SCLC staff will publicize services available from the Reference Center, through the SCLC website, the SCLC Reference and Adult Services discussion list, social networking sites such as Facebook and guest/host programs. SCLC staff will coordinate all Systemwide workshops and information exchanges. Both System and member library staffs contribute to the planning, organization, and presentation of the activities described above.</p>	<p>An online evaluation survey is disseminated to each participant immediately after a workshop and/or webinar is held. Additionally, follow-up discussions by the various interest groups provide valuable feedback on the usefulness of the workshops and webinars.</p>

Compilation of 2010/11 System Program Plans of Service
Service to Underserved Component

System	Target Populations	Service Delivery Methods	Evaluation Methods	Estimate Expend
BLACK GOLD	Learning disabled; Teens	A session will be held on creating programming for teens. The Children's Services staff will put forth ideas on how the day should be spent and what speakers would be appropriate. System staff will work to coordinate the speakers and other details for the day.	Attendees will evaluate the session which will be shared with the Children's Services staff which will review the session at their next scheduled meeting to determine the its effectiveness.	\$2,000
49-99	Geographically isolated	Member library staff will respond to reference questions on behalf of geographically isolated patrons by making use of the Southern California Library Cooperative (SCLC) Reference Service, System-provided online databases and other resources. The System will inform member libraries of Internet training opportunities and coordinate local opportunities for staff participation whenever possible.	SCLC will provide 49-99 Council members with monthly reports detailing the questions submitted by their staff and the turnaround time. System will gather information on member libraries' use of system-provided electronic resources. System will work with database vendor to develop a means of determining usage of remotely accessible resources by geographically isolated library users. Participants in training programs will evaluate the sessions to determine how well each program met their needs for enhanced skills and information.	\$18,625
INLAND	Geographically isolated; Limited English/ESL; Functionally illiterate	System will: 1) work with all Inland committees and Administrative Council to determine resource and remote/online training needs, available remotely 24/7 and in library outlets; 2) provide a online language database, with ESL instruction in 14 native languages; 3) redesign the System webpage to make it a useful reference resource for underserved populations; and 4) provide a online database for use by adult learners in system	Document usage statistics will be collected for the online database usage; anecdotal commentary as provided in literacy program pre- and post interviews; customer feedback via exit surveys to ascertain the effectiveness of	\$43,000

INLAND (cont'd)		literacy programs.	meeting patron needs and assessing user satisfaction.	
NORTHNET	Ethnic minorities: Latinos/Hispanics, Native Americans, Asian Americans, and African Americans Disabled Geographically isolated	System staff will: 1) continue to share collection development information and discuss appropriate topics related to Northern California ethnic communities with both the Information Services and Youth Communities of Practice; 2) include items of interest on ethnic minorities on the Information Services and Youth forums and the System 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. Member libraries will continue to develop their collections to aid the disabled and their caregivers. Questions received from geographically isolated areas of the System service area will be answered at the System's Reference Center or other outside sources such as Virtual Reference Centers, First Source at LAPL or contracted sources such as art and poetry experts. Access to more resources will be provided through access to library catalogs on CalCat and SuperSearch. Online databases will be publicized for virtual reference 24/7.	Keep workshop attendance and evaluations; keep statistics for attendance at committee meetings. Keep an account of publication distribution for bibliographies, newsletters, updates, etc. Consult librarians and make adjustments, as needed, for reference questions answered for the geographically isolated.	\$4,000
PACIFIC LIBRARY PARTNERSHIP (PLP)	Speakers of limited English or English as a Second Language "Emerging Majority" Ethnic Groups; Persons with mobility problems, vision and hearing impairments (disabled, older	The PLS Information Services Committee provides oversight to the PLS WebOPAC, including the language interfaces and the ability to apply language limits to catalog searches. PLP System staff will: 1) produce the staff directory which includes the listing of staff skills in languages other than English; 2) assist in coordinating with vendor PR departments, printers, etc., for brochures and with web software vendors to develop tools for training staff and facilitating communication with diverse populations; and 3) work with Califa, and the committees to coordinate trials and quotes for databases and services and to identify potential databases for evaluation that would be of benefit to multicultural groups in the region.	The committees, task forces and staff will work with PLP to evaluate the benefit of the activities in consideration of the in-kind time spent in committee meetings and on assignments to coordination, planning and development of marketing, training, resources, and web projects. Statistics on usage of the Spanish interface for the periodicals databases will be provided by the	Up to \$1,500

<p>PLP (cont'd)</p>	<p>adults); Adults & Teens with limited reading skills</p>		<p>OPAC vendor. Circulation statistics for the Spanish language collections will be reviewed to determine whether the purchases were successful. The use of the links provided on the PLP web page will be monitored. Individual libraries will monitor their own statistics and share the results at committee meetings to determine benefit.</p>	
<p>SJVLS</p>	<p>Geographically isolated, including citizens who fall into more than 1 category of underserved: 20% economically disadvantaged, 13% limited English /Non-English speaking, 22% 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>	<p>\$65,000</p>
<p>SERRA</p>	<p>Geographically isolated in rural areas, primarily in and near the Imperial Valley, including children and teens</p>	<p>Serra will offer reference services to Imperial Valley libraries and provide a centralized interlibrary loan service for reference materials using local funds. Serra staff and Serra committees will develop a reference training program for the staffs of rural libraries. Contacts will be initiated with appropriate groups to explore possibilities for cooperation and the promotion of library and system services; Serra will participate in local library organizations. Delivery of reference materials in a timely manner will be maintained. Interlibrary loan fill rate will be 90% and the average turn around time will be 7 days for Imperial Valley libraries.</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>\$14,079</p>

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE (SCLC)	Limited/non-English Speaking	<p>The SCLC Reference Center staff and the SCLC Reference/Adult Services interest group will update and maintain the online information that lists each library's language fluency/expertise and their language collections. This branch-specific resource is intended to assist local reference staff in providing more effective service to the limited and non-English speaking population in the service area by providing them with the ability to refer limited and non-English speaking users to a language-specific collection or to staff who will be able to communicate with them in their native language.</p> <p>SCLC will continue to handle System requests for international language information by using the resources of the International Languages Department of LAPL, and make available throughout the System any multilingual library finding tools, bibliographies, flyers, etc., that are produced by the International Languages staff at LAPL.</p>	<p>Library staff will be surveyed periodically to ensure that the language fluency/expertise information on the SCLC website continues to be useful.</p>	\$96,750
	Economically disadvantaged	<p>The SCLC Reference Center staff will create and keep up-to-date webliographies that focus on job advancement and career changes.</p>	<p>Survey library staff periodically to ensure that the webliographies, webinars and resources referred to them continue to be useful.</p>	
	Children	<p>The much-used <i>SCLC Performers' Resource Directory</i> will be continuously updated by the Children's Services interest group members. This directory is a central resource that staff can consult to choose performers who will attract the underserved population in their community.</p> <p>At least one workshop on a topic relevant to the needs of children's librarians/staff will be coordinated by SCLC staff working with the Children's Services interest group. Continued promotion of the SCLC Reference Center via website postings and at meetings of the SCLC Children's Services interest group will continue to increase the use of the SCLC Reference Center by children's services reference staff so that children's information needs can be met.</p>	<p>Statistics will be gathered at the local and System levels which measure the number of children served by System-sponsored cooperative efforts and by the number of Children's Services librarians attending the System-sponsored programs. For all Children's Services workshops, formal evaluations by all participants will be gathered.</p> <p>Use of SCLC Reference Center by Children's Services staff will be informally evaluated by number of</p>	

<p>SCLC (cont'd)</p>	<p>Young Adults</p>	<p>In conjunction with the SCLC Young Adult Services interest group, SCLC will conduct at least one workshop/information exchange to further the professional skills of staff involved in service to young adults, focusing on developing community partnerships. At least one webinar will be scheduled on a topic of interest to the YA staff, highlight websites and other online resources that will help the YA staff serve the information needs of that community.</p>	<p>children's/school assignment-related questions submitted to Reference Center.</p> <p>Statistics will be gathered at the local and System levels which measure the number of young adults served by System-sponsored cooperative efforts and by the number of Youth Services librarians attending the System-sponsored programs. For all Youth Services workshops, formal evaluations by all participants are also gathered for a means of evidence of benefit.</p>	
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Compilation of 2010/11 System Reference Program Plans of Service
Interlibrary Reference Component

System	Service Delivery Method	Evaluation Method
BLACK GOLD	Local library staff receives questions and forwards those it cannot answer locally to North Bay 2 nd Level Reference which has agreed to answer questions from Black Gold member libraries for a fee. The local library staff member cites the sources already checked. 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. System staff receive monthly reports of the questions asked and answered and compile them into a report given to the Administrative Council.	Users of second-level reference are surveyed regarding completeness of answers and satisfaction with the service. As part of the annual budget process the Council reviews the reference service provided by Black Gold. In addition, monthly reports and an annual compilation of statistics are analyzed to evaluate second-level reference activity.
49-99	This service will be provided via contract with SCLC. Contract terms and monitoring provide monthly statistical reports as well as other evaluative measures of the provider's effectiveness. System staff and the 49-99 Administrative Council are involved with ongoing assessment of this component.	A questionnaire from the SCLC's Reference Center, asking for input on the completeness, timeliness and sufficiency of answers provided, will be given to 49-99 patrons and librarians and then distributed periodically to libraries who sought 49-99 reference service. SCLC will review the questionnaires and will distribute them on request to members of the 49-99 for review.
INLAND	Member libraries forward reference questions to the System using an online form posted to the System webpage and via email, fax, mail and telephone. The part time reference librarian and the library assistant are the primary responders to questions and ILL requests. They access the online databases/website/collections available from the public, special and academic libraries of Inland Library System. The primary collections used are: University of California, Riverside and the Riverside Public Library, with LAPL's First Source service as backup. Reference answers and materials are provided to requesters via email, phone, fax, Inland delivery van services, US mail and UPS delivery.	Statistics will be compiled to assess the need for second-level reference service from the System. Anecdotal information will be provided by user satisfaction questionnaire.
NORTHNET	System staff (1 FTE librarian) will coordinate the subject expert stringers who will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the First Source project from LAPL. All library collections within the North Bay region and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within the North Bay	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

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

SCLC <i>(cont'd)</i>	throughout the United States, as well as government agencies (federal, state and local), nonprofit organizations and for-profit companies. Staffs also have access to a wide variety of databases available through LAPL. SCLC maintains a subscription to DIALOG.	one of its charges the monitoring of the performance of the Reference Center. Additionally, regular reports are provided to the SCLC Administrative Council.
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SYSTEM REFERENCE PROGRAM WORKLOAD HISTORY*

SYSTEM	Actual Number of Reference Questions										Estimated Reference Questions	
	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
BALIS	551	499	450	569	360	341	259	341	335	227	**	
BLACK GOLD	599	490	269	295	246	188	109	150	75	4	5	2
49-99	531	418	410	412	407	332	48	120	100	7	18	18
INLAND	1,476	1,759	2,354	1,800	1,761	1,616	1,174	1,430	1,430	453	817	436
MCLS	3,226	2,947	3,169	2,867	2,656	2,330	2,162	2,181	1,748	906	**	
MOBAC	58	106	97	141	49	59	74	85	90	40	**	
MVLS	409	430	440	283	290	301	311	315	220	240	**	
NORTH BAY	1,015	849	931	881	941	1,014	687	825	640	336	**	
NORTH STATE	714	639	372	432	430	405	329	460	220	201	**	
NORTHNET											950	950
PLP											670	600
PLS	369	338	326	353	226	242	150	275	205	69	**	
SJVLS	ay	1,213	603	703	410	286	254	450	255	219	205	276
SANTIAGO	397	371	295	248	253	95	105	120	150	75	**	
SERRA	1,248	1,020	908	1,203	1,043	993	969	900	1000	1,036	950	950
SVLS	235	306	295	535	1,446	1,137	626	348	410	301	**	
SOUTH STATE	143	157	157	133	135	103	103	140	200	143	**	
SCLC											1,099	999
TOTAL	12,216	11,542	11,076	10,855	10,653	9,442	7,360	8,140	7,078	4,257	4,714	4231

*10 year history

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

SYSTEM DEMOGRAPHICS

Statistics taken from 2010/11 System Plans of Service and are derived from a combination of Federal, State, County, and Municipal Sources.

	BLACK GOLD	49-99	INLAND	NORTHNET	PLP	SJVLS	SERRA	SO. CAL.	Total Population All Systems	
Total Population	731,466	1,364,855	4,115,006	4,614,340	6,347,752	2,792,782	3,407,461	13,806,022	37,179,684	
Underserved Population										
Children & Youth										
Under 5	7%	7%	8%	7%	7%	9%	8%	8%	2,755,571	7%
5 to 9	6%	9%	7%	6%	6%	8%	7%	8%	2,716,847	7%
10 to 14	7%	9%	8%	6%	6%	8%	7%	8%	2,697,566	7%
15 to 19	8%	8%	9%	7%	6%	8%	8%	7%	2,739,260	7%
Aged 65+	10%	11%	12%	13%	12%	10%	11%	10%	4,071,085	11%
Ethnicity										
Black	2%	4%	8%	6%	6%	5%	5%	8%	2,502,448	7%
Hispanic	34%	28%	43%	19%	24%	49%	33%	40%	12,818,029	34%
Asian	5%	7%	5%	8%	23%	6%	10%	12%	4,332,349	12%
Native American	1%	1%	6%	2%	0.6%	2%	1%	1%	601,211	2%
Other *	92%	0%	5%	0.5%	13%	NA	0.5%	0.3%	1,567,777	4%
Limited English Speaking	7%	5%	18%	14%	39%	9%	52%	9%	7,285,636	20%
Non-English Speaking	8%	3%	5%	2%	18%	4%	17%	4%	2,847,116	8%
Functionally Illiterate	10%	12%	23%	2%	17%	22%	22%	9%	4,764,113	13%
Institutionalized	3%	2%	1%	3%	0.5%	6%	4%	1%	560,526	2%
Shut-In	4%	8%	0.02%	0%	0.6%	7%	3%	8%	1,621,202	4%
Handicapped	13%	9%	10%	16%	11%	15%	12%	9%	4,162,383	11%
Economically Disadvantaged	11%	16%	13%	13%	10%	20%	13%	16%	5,260,091	14%
Geographically Isolated	11%	31%	35%	26%	1%	16%	5%	0%	3,790,095	10%

* 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. #14882

**System Communications & Delivery Program
2010/11 Service Methods and Workload Estimates**

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other
BLACK GOLD	727,044	NU	20%	0.01%	6%	74%	1,631,814	NU	97%	2%	0.5%	0.5%
49-99	20,900	NU	18%	10%	72%	0%	251,100	NU	98%	1%	1%	NA
INLAND	4,623	12%	21%	3%	64%	0%	303,177	NU	94%	1%	5%	NU
NORTHNET	101,100	NU	10%	1%	89%	0%	7,012,485	NU	97.5%	0.5%	2%	NU
PLP	110,600	NU	8%	1%	NU	91%	3,078,842	70%	28.9%	1%	NA	0.1%
SJVLS	887,273	NU	1%	0.05%	34%	65%	1,161,606	98%	NU	1%	1%	NU
SERRA	17,400	NU	23%	10%	63%	4%	159,620	NU	98%	1.5%	0.5%	NU
SCLC	465,438	NU	19%	8%	72%	1%	78,827	97.3%	2.6%	0.1%	NU	NU
TOTALS	2,334,378	0.02%	12%	2%	34%	52%	13,677,471	27.4%	70.4%	1%	1%	0.2%

NA - Estimate Not Available; or unable to d

NU - Not Used

Black Gold - Other: Holds placed on member library automation

PLP - Other: Telephone Renewal

SJVLS - Other: Horizon ILL Requests

SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES
FY 2010/11

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

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

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SYSTEM DELIVERY PERFORMANCE OBJECTIVES

FY 2010/11

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

SYSTEM	%	DAYS
BLACK GOLD	98%	2
49-99	90%	3
INLAND	95%	2
NORTHNET	90%	4
PLP	95%	3
SJVLS	100%	3
SERRA	90%	1
SCLC	90%	2
AVERAGE	93.5%	2.5

Doc# 14887

SYSTEM COMMUNICATION WORKLOAD HISTORY*

SYSTEM	Actual Messages										Estimated Messages	
	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
BALIS	12,595	11,700	10,700	10,700	9,870	8,718	3,668	3,620	2,200	2,000	**	
BLACK GOLD	226,175	189,231	243,787	269,845	342,577	473,691	476,198	383,851	643,364	837,576	807,174	727,044
49-99	7,900	8,750	9,800	11,300	12,400	11,900	5,170	20,900	3,970	3,970	20,900	20,900
INLAND	32,995	31,000	16,539	10,292	6,391	6,984	4,647	NA	2,573	1,787	NA	4,623
MCLS	739,045	782,176	312,588	317,573	320,656	233,796	310,061	468,115	200,675	200,675	**	
MOBAC	8,498	6,320	4,550	4,550	3,450	1,142	1,310	2,250	1,600	1,200	**	
MVLS	30,000	30,000	30,000	30,000	20,000	20,000	16,000	30,000	17,700	17,500	**	
NORTH BAY	28,214	33,778	40,468	32,322	32,167	55,402	48,452	49,200	59,520	61,500	**	
NORTH STATE	16,874	16,469	38,715	74,009	44,439	45,215	34,729	17,495	38,654	43,979	**	
NORTHNET											87,320	101,100
PLP											379,700	110,600
PLS	285,845	296,614	306,300	306,300	284,275	287,743	281,238	284,075	306,250	356,300	**	
SJVLS	323,950	311,943	386,964	231,628	316,850	329,034	478,256	436,550	702,800	647,065	1,069,480	887,273
SANTIAGO	100,500	100,500	100,500	100,500	100,500	100,500	100,500	121,457	4,786	5,145	**	
SERRA	30,285	30,600	31,150	25,750	7,462	7,462	14,506	24,950	19,300	22,100	17,400	17,400
SVLS	14,000	14,000	14,000	14,000	11,200	10,472	7,975	20,000	6,200	5,450	**	
SOUTH STATE	8,417	6,868	6,868	6,868	5,034	5,127	3,700	4,400	4,291	4,612	**	
SCLC											609,638	465,438
TOTAL	1,865,293	1,869,949	1,552,929	1,445,637	1,517,271	1,597,186	1,786,410	1,866,863	2,013,883	2,210,859	2,991,612	2,334,378

*10 year history

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

SYSTEM DELIVERY WORKLOAD HISTORY*

SYSTEM	Actual Items Delivered										Estimated Items Delivered	
	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
BALIS	36,835	32,248	32,320	47,400	34,125	36,712	33,638	38,700	33,940	32,660	**	
BLACK GOLD	690,820	741,572	772,824	821,990	802,620	849,264	896,090	863,044	1,196,129	1,734,395	1,290,247	1,631,814
49-99	331,100	349,750	354,500	368,500	392,900	398,250	410,200	418,500	425,875	425,875	418,500	251,100
INLAND	144,756	126,720	87,770	146,726	71,346	144,891	134,607	162,494	238,291	286,257	290,612	303,177
MCLS	82,546	82,546	82,596	67,323	67,323	67,323	67,323	65,050	80,919	64,437	**	
MOBAC	118,481	119,702	117,122	112,784	108,420	110,152	114,098	122,200	113,500	113,625	**	
MVLS	109,420	110,000	160,200	192,710	218,250	270,000	276,000	270,000	1,048,300	1,086,757	**	
NORTH BAY	1,616,245	1,841,716	2,264,328	2,757,654	3,009,549	3,306,102	4,144,896	4,134,000	4,544,462	4,734,728	**	
NORTH STATE	430,268	407,284	495,378	453,616	480,989	452,244	485,407	487,069	550,727	1,149,265	**	
NORTHNET											5,260,327	7,012,485
PLP											3,068,864	3,078,842
PLS	1,409,780	1,657,288	1,690,600	1,964,000	2,121,516	2,247,956	2,261,544	1,631,500	2,603,528	2,808,008		
SJVLS	229,863	259,623	276,790	315,855	439,972	441,714	488,120	441,950	784,857	766,044	952,336	1,161,606
SANTIAGO	13,000	13,000	13,000	13,000	13,000	13,000	13,000	13,000	1,400	9,984	**	
SERRA	143,293	73,050	150,695	151,238	154,692	152,626	141,718	151,364	135,252	158,652	153,020	159,620
SVLS	33,000	33,000	33,500	27,404	38,150	39,278	31,275	31,250	27,250	26,230	**	
SOUTH STATE	3,500	4,056	4,056	8,346	1,210	1255	1,255	1,210	1,255	8,018	**	
SCLC											78,827	78,827
TOTAL	5,392,907	5,851,555	6,535,679	7,448,546	7,954,062	8,530,767	8,530,770	9,499,171	11,785,685	13,404,935	11,512,733	13,677,471

*10 year history

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

2010/11 System Advisory Board Workload Estimates and Mandated Activities Summary

	Estimated Number of SAB Meetings	Estimated Miles Traveled	Number of Members	Assist in Development of Plan of Service	Advise Council on Need for Services	Assist in Evaluation of System Services
BLACK GOLD	2	1,728	4	X	X	X
49-99	4	350	3	X	X	X
INLAND	1	690	13	X	X	X
NORTHNET	1	1,000	14	X	X	X
PLP	4	1,000	16	X	X	X
SJVLS	2	600	3	X	X	X
SERRA	4	2,500	7	X	X	X
SCLC	2	3,000	46	X	X	X
TOTAL	20	10,868	106			

AGENDA ITEM: CLSA Consolidations and Affiliations

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

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board approve the proposed change in System membership for the Ventura County Library from the Black Gold Cooperative Library System to the Southern California Library Cooperative; and further move to accept the request to waive the September 1, 2009 filing date for 2010/11 affiliations so that this request becomes effective July 1, 2010.

BACKGROUND:

Notification has been received from the Ventura County Library requesting Library of California Board approval to change cooperative library systems from the Black Gold Cooperative Library System to the Southern California Library Cooperative (SCLC). Ventura County Library further requests the Board to waive the September 1, 2009 filing date for submitting requests so that the new affiliation can begin July 1, 2010 (see Exhibit A). Ventura County borders Los Angeles County and three independent library jurisdictions in Ventura County (Moorpark, Oxnard, Thousand Oaks), which are already members of SCLC. Ventura County Library has notified Black Gold of its intent to withdraw from System membership (Exhibit B). A letter to SCLC requesting affiliation is included as Exhibit C. Exhibit D is a letter from the SCLC Administrative Council approving the request for System membership. Exhibit E is a revised map of CLSA Systems, pending approval of this request to affiliate.

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.

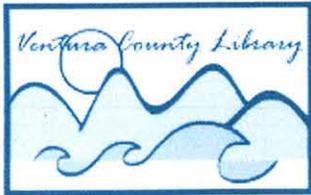
No notifications of intent to consolidate in the 2010/11 fiscal year were received by the September 1, 2009 filing date.

No notifications of intent to consolidate or affiliation in the 2011/12 fiscal year have been received to date.

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

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Doc.14761



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Ventura County Library

Jackie Y. Griffin, Director

Penny Kastanis,
President of the Board
Library of California
P.O. Box 942837
Sacramento, CA 95814

January 25, 2010

Dear President Kastanis:

On October 1, 2009, the Ventura County Library Commission, the policy setting body for the Ventura County Library System, voted unanimously to seek to seek membership in the Southern California Library Cooperative.

On November 18, 2009, SCLC voted unanimously to grant membership to VCL. We request that the Library of California waive the normal time period and allow VCL to join SCLC on July 1, 2010.

Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Jackie Y. Griffin".

Jackie Y. Griffin, Director
Ventura County Library System

Ventura County Library Services Commission
Meeting Minutes for Thursday, October 1, 2009, 5:30 p.m.
Camarillo Public Library

[only the portion of the Minutes pertinent to the change of System membership are copied here]

9. Approval of, and Authorization for, the Director of Library Services to terminate Ventura County Library's membership in the Black Gold Library System and to apply for membership with the Southern California Library Cooperative to begin on July 1, 2010.

Report/Action

Ventura County Library would like to join Southern California Library Cooperative for the following reasons:

1. Ventura County Library is contiguous with Southern California Library Cooperative.
2. The membership with Southern California Library Cooperative is substantially cheaper, even though the Ventura County Library will have to pick-up its own databases. Director Griffin reported that she is exploring sharing database purchases with some of the other libraries in the Southern California Library Cooperative. Which would result in helping drive some of those costs down as well.
3. The libraries in Moorpark, Thousand Oaks and Oxnard are part of the Southern California Library Cooperative. When a library is part of a cooperative or system, of this type, it is a state law that a library cannot charge members of that system for using that system.
4. Ventura County Library has approached Southern California Library Cooperative to become a member and their Executive Committee has voted to bring it to their membership for approval on November 18th.

Hopefully, at the February meeting of the State Library, the Ventura County Library will be given approval to become a member of the Southern California Library Cooperative in July. If the State Library doesn't have a meeting in February, Ventura County Library would become a member in August and it would be retroactive back to July.

The Ventura County Library is currently a very tenuous member of Black Gold. It is difficult geographically to be a member. It is also difficult because members of Black Gold all share an ILS together. That means they lend books back and forth between them, which means they get the state money and we don't, because we are not part of their catalog.

Santa Paula Library is also seeking membership with Southern California Library Cooperative.

Ventura County Library is the largest member of Black Gold. As a result, Ventura County Library pays about a third of the administrative costs, a third of all their data bases, etc. Ventura County Library is paying for an ILS that it is not a part of.

Last year, when Black Gold was having trouble with their ILS, Ventura County Library asked them to come into their system and they didn't. That is when Director Griffin sought to find a system where there was a more level playing field.

Because the Southern California Library Cooperative concentrates on delivery between libraries, training, and reference service, they have no intention of buying a shared ILS. They also have no intention of sharing databases. So the costs are much lower. Making up the difference of us purchasing our own databases.

Southern California Library Cooperative has extremely strong reference and training services. The training will be more centralized.

Ventura County Library will remain a member in Black Gold until they become a member of Southern California Library Cooperative, although membership can be terminated at any time. Ventura County Library will still be able to have interlibrary loans.

Databases are purchased annually. If Ventura County Library could partner with other local members of Southern California Library Cooperative to share purchasing databases, it would result in saving a considerable amount of money.

Motion: by Vice Chair Smith, seconded by Supervisor Long
Approval of, and Authorization for, the Director of Library Services to terminate
Ventura County Library's membership in the Black Gold Library System and to apply for membership with the Southern California Library Cooperative to begin on July 1, 2010.

Passed: by a vote of 7 to 0.



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Ventura County Library

Jackie Y. Griffin, Director

Daniel Robles, Vice Chair
Black Gold Library System
3437 Empresa, Suite C
San Luis Obispo, CA 93401

November 23, 2009

Dear Dan:

This letter will serve as official notification that the Ventura County Library System has been accepted as a member of the Southern California Library Cooperative. We are seeking a waiver from the California State Library that would allow us to actually join SCLC on July 1, 2010.

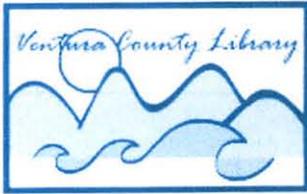
At that time, we will be leaving the Black-Gold Library System.

Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Jackie Y. Griffin".

Jackie Y. Griffin
Ventura County Library System



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Ventura County Library

Jackie Y. Griffin, Director

November 1, 2009

Ms. Rosario Garza,
Executive Director
Southern California Library Cooperative
248 East Foothill Boulevard, Suite 101
Monrovia, CA 91016

Dear Rosario,

As you know from our previous conversations, the Ventura County Library System is seeking membership in the Southern California Library Cooperative. VCL is currently a member of the Black Gold Library System but we believe that both geographically and philosophically SCLC is a better fit for our community.

As you know, with the exception of the city of Santa Paula, the three independent libraries in Ventura County: Thousand Oaks, Oxnard, and Moorpark are members of SCLC. We have been seeking ways to partner with these libraries on cooperative ventures and being part of SCLC will help that process. In the same spirit of cooperation, the city of Thousand Oaks has ended their policy of charging Ventura County residents to use the Thousand Oaks Libraries.

We look forward to a long association as a member of SCLC.

Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Jackie Y. Griffin". The signature is written in a cursive, flowing style.

Jackie Y. Griffin, Director
Ventura County Library System



RECEIVED
JAN 25 2010
LIB. ADMIN

January 21, 2010

Ms. Jackie Griffin
Ventura County Library
646 County Square Dr. #150
Ventura, CA 93003-0435

Dear Jackie:

At the Southern California Library Cooperative (SCLC) Administrative Council meeting held on November 18, 2009 the Council approved the request of the Ventura County Library to join the Southern California Library Cooperative effective July 1, 2010 contingent upon approval by the Library of California Board.

Enclosed is a copy of the meeting highlights which have all actions taken by the Council. Meeting minutes are not yet available. Once available, we will be happy to send them to the Library of California Board if needed.

We look forward to having the Ventura County Library join SCLC as our 46th member! Your membership will strengthen our system.

Please feel free to contact me or Jeri Takeda if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Rosario Garza". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Rosario Garza
Executive Director

Enc

c Sandy Habbestad, CLSA Analyst
Stacey Aldrich, State Librarian

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE

248 East Foothill Boulevard • Suite 101 • Monrovia, California 91016
(626) 359-6111 • Fax (626) 359-0001
Website: <http://www.socallibraries.org> • E-mail: sclchq@socallibraries.org

[only the portion of the Highlights pertinent to the affiliation of Ventura County Library are copied here]

be brought up a level of 1.5 which is still very low. These libraries must participate in the summit, along with a community "influencer." The process for the summit includes bringing together libraries with low connectivity to work with them to gain more influence in their communities and to develop a policy or roadmap for increasing connectivity in the state. In order to develop a policy or roadmap for the state, it is important to have participation by all library directors in the state. The summit will be geared toward directors rather than IT staff. The head of the Public Utilities Commission and the CIO of the state will also be in attendance. It is important that the libraries become the hub for access in the community, e.g. for e-learning, e-medicine, etc. Tim O'Reilly will be the keynote speaker. All costs will be covered by the Gates Foundation. Contact information for making reservations is:

→ **Ventura County membership request.** Rosario Garza reported that Ventura County has requested membership in SCLC. With the recent change in delivery routes and a decrease in reference questions this year, delivery and reference service to Ventura County can be accommodated without additional staffing. Steve Brogden, THO, stated that the library recently eliminated the non-resident fee which could have been an issue for the library. Jackie Griffin, Ventura County Library Director, reported that she feels Ventura County is a good fit with SCLC libraries geographically; many Ventura County Library users are already using the Oxnard, Thousand Oaks, and Moorpark libraries. Ventura County Library has 433,000 patrons with a good, committed staff who are active in the library community, serving on CLA and ALA committees; the library also has a high profile of databases. Barbara Murray, OXN, stated that the Oxnard and Ventura County libraries have had a working relationship and found it to be beneficial.

Regarding timing for Ventura County Library to join SCLC, membership could begin July 1, 2010 if a waiver of the timeframe is requested and approved by the Library of California Board; otherwise, membership could become effective July 1, 2011.

Regarding impact to the Black Gold system if Ventura County withdraws, Ms. Griffin said that Ventura County is the largest member of the system and pays the largest portion, or approximately one-third, of the total fees for the system. The library does not participate in the shared ILS. Her concerns have been expressed to the Council over the last two years and have not been addressed.

It was MSP (Pearson, Maghsoudi) to approve Ventura County Library membership in SCLC.

Closed Session. Closed session was not held. Jan Sanders reported that the Executive Committee discussed the Executive Director's contract renewal. With this being a year of transition, the committee recommended extension of the contract as is for one additional year. At that point, the contract will be reviewed and determination will be made on whether or not a multi-year contract will be in the best interest of the Executive Director and employees. Council approved the recommendation of the Executive Committee.

Financial Statements, June 30, 2009. Rosario Garza reported that there were no material findings in the audited financial statements for the Metropolitan Cooperative Library System, Santiago Library System, and South State Cooperative Library System, June 30, 2009.

CALIFORNIA LIBRARY SYSTEMS



New System Structure, FY 2010/11

1. **NorthNet Library Systems** [formerly Mountain Valley, North Bay, and North State]
2. **Pacific Library Partnership** [formerly BALIS, MOBAC, Peninsula, and Silicon Valley]
3. **49-99 Cooperative Library System**

4. **San Joaquin Valley Library System**
5. **Black Gold Cooperative Library System**
[includes Santa Paula in Ventura County]
6. **Southern California Library Cooperative**
[formerly MCLS, Santiago, and South State]
7. **Inland Library System**
8. **Serra Cooperative Library System**

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.

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

- a. Public library consolidations: None to date
- b. Library Systems consolidations:
 - BALIS/MOBAC/PLS/SVLS/Pacific Library Partnership (PLP)
 - MCLS/Santiago/South State/Southern California Library Cooperative (SCLC)
 - MVLS/NBC/NSCLS/NorthNet Library Cooperative (NLC)
- c. Affiliations: None to date
- d. System Membership change: None to date

2010/11

- a. Public library consolidations: None to date
- b. Library Systems consolidations: None
- e. Affiliations: None
- f. System Membership change:
 - Ventura County Library from Black Gold to SCLC

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, 2010

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

** CLSA ILL Participants*

Doc#14567.C&A History

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

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of 2010/11 ILL and Direct Loan program reimbursement rates
2. Consideration of prorating the CLSA loan reimbursement program for 2010/11
3. Consideration to seek additional 2011/12 TBR funding

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2010/11 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$6.35 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$1.17 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2010/11 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 85% from all CLSA ILL and Direct Loan Program reimbursement payments throughout the 2010/11 fiscal year and that, after determining the full State cost of the ILL and Direct Loan programs for 2010/11, direct the CEO to pay the full amount remaining due to each participating library if sufficient funds remain in the 2010/11 TBR Program appropriation, or to prorate the final payment equitably if insufficient funds remain in the program appropriation. I further move to authorize the CEO to make a one-time adjustment in the prorata percentage, if needed, in order to pay all participants equitably if actual transaction data increases at a rate that would not pay each participant equitably.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the Library of California Board give its Chief Executive Officer the authority to seek additional 2011/12 local assistance funding through the BCP process to eliminate the documented shortfall for qualifying CLSA Direct and Interlibrary Loans.

ISSUE 1: Consideration of 2010/11 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 2010/11 fiscal year with the following results:

- 1) A summary of the 2009/10 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was \$5.85. This is the recommended base rate for interlibrary loan.

For the Direct Loan Program, the study produced a base rate of \$0.77.

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

The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, is not published in time for use in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2008 calendar year. Data for 2009 will be included in the determination of reimbursement rates for the 2011/12 fiscal year.

Estimated price of the average library purchase = \$28.89
 (Source: Book Industry Trends 2009, 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% = \$8.67
 (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)

$$\begin{aligned} \$28.89 + \$8.67 &= \$37.56 \\ \$37.56 \div 100 &= \$.38 \end{aligned}$$

<u>Recommended 2010/11 CLSA Reimbursement Rates</u>				
Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	\$5.85	\$.12	\$.38	\$6.35
Direct Loan	\$.77	\$.02	\$.38	\$1.17

Concurrence of the State Department of Finance

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

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

ISSUE 2: Consideration of prorating the CLSA loan reimbursement program for 2010/11.

BACKGROUND:

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

For these reasons, the ILL and Direct Loan program appropriation in any single fiscal year is based on estimates of the increase or decrease in handling cost, and projections of the levels of use, as well as the availability of funds. The program has been extremely successful and popular, but its history has been marked by years of shortfalls in the annual appropriation. For the last six years, the State Budget Act has not included the language requiring the Board to prorate reimbursement payments in the event of an insufficient appropriation. Current projections indicate that a shortfall will occur in the 2010/11 ILL and Direct Loan program budget. Therefore, the prorating language included in the 2002/03 Budget Bill is being proposed as the more recent act of the Legislature which supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, it does not set aside the provision of Education Code Section 18703(f) to reimburse participating libraries equitably.

The 2002/03 prorating requirement states:

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

In August 2009, the Board adopted the method for implementing the prorating requirement by withholding a percentage of each valid claim throughout the course of the fiscal year, paying the remainder due, or a prorated portion of the remainder due, after the close of the fiscal year.

The actual experience of the 2009/10 fiscal year is summarized below:

Fiscal Year Full Reimbursement Cost at LoC Board and Department of Finance approved rates (ILL--\$5.99; DL--\$1.20)	
ILL	\$21,054,256.99
Direct Loan	<u>\$17,225,246.40</u>
Total	\$38,279,503.39
ILL & Direct Loan Program Appropriation	\$10,182,000.00

Final payments to reimburse all participants at 26.6% have been processed. If projected transaction levels occur and the reimbursement rates proposed through the 2009/10 cost study are adopted by the Board and approved by Finance, the state cost of the CLSA loan program for fiscal year 2010/11 is estimated to be as follows:

Eligible Public and Non-Public Interlibrary Loans	4,092,065 @ \$6.35 = \$25,984,613
Net Imbalance Direct Loans	14,556,535 @ \$1.17 = \$17,031,146
Estimated Total Program Cost	= \$43,015,759

In the Governor’s preliminary budget released in January 2010, the TBR program was identical to the prior year’s funding, \$10,182,000. If projected transaction levels are actually realized, the 2010/11 TBR program would fall short of being sufficient to pay the full reimbursable cost of the program by approximately 76%.

Recommendation: Staff is recommending that 85% be withheld from each payment during the course of the 2010/11 fiscal year. Due to unknown increases and decreases in transaction levels in any given year, staff has included a larger margin for transaction growth into the proposed percentage being withheld.

ISSUE 3: Consideration to seek additional 2011/12 TBR funding

BACKGROUND:

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

Recommendation: Staff is recommending that the Board give its CEO the authorization to submit a BCP for fiscal year 2011/12 in the amount that would provide full funding to participating libraries based on the rates adopted by the Board in August 2009 and approved by DoF, and the actual workload level documented for 2009/10. See chart below.

	2009/10 Transaction Workloads		2009/10 Board Adopted/ DoF Approved Rate		Actual TBR Program Costs
ILL	3,514,901	x	\$5.99	=	\$21,054,256.99
DL	14,354,372	x	\$1.20	=	\$17,225,246.40
					\$38,279,503.39
					State Appropriation \$10,182,000.00
					TBR Program Shortfall \$28,097,503.39

GENERAL OVERALL PROGRAM UPDATES:

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

CLSA reimbursed loan services continue throughout the state with 178 public libraries and 77 participating non-public libraries. A list of CLSA public and non-public library participants appears as Exhibit D and E, consecutively. Reimbursement rates for the 2009/10 fiscal year as adopted by the Library of California Board and approved by the State

Department of Finance were:

\$5.99 per eligible Interlibrary Loan
\$ 1.20 per net imbalance Direct Loan

Final transaction counts for the 2009/10 fiscal year and projected totals for 2010/11 are displayed below. A history of the program activity is included as Exhibit F.

	<u>2009/10 LOAN ACTIVITY</u>					
	1 st Quarter Actual	2 nd Quarter Actual	3 rd Quarter Actual	4 th Quarter Actual	2009/10 Total Actual	2010/11 Projected Total
ILL Reimbursable Transactions	889,724	823,225	894,570	907,382	3,514,901	4,092,065
Direct Loans: Total	9,123,316	9,015,162	9,297,171	9,733,419	37,169,068	38,453,528
Direct Loans: Net Imbalance	3,342,898	3,484,975	3,749,908	3,776,591	14,354,372	14,556,535

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.#14559



April 14, 2010

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

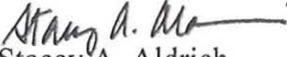
Dear Lisa:

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

As you review the data, please take into account the fluid nature of the program. The Direct Loan and Interlibrary Loan transactions are driven by public usage of this state's libraries, which vary in size from a four-person shop in the Trinity County, to the Los Angeles County Library with 1,849 staff. The data is the best available but the program has been known to have substantial increases for reasons we cannot always anticipate or identify.

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

Sincerely Yours,


Stacey A. Aldrich
State Librarian of California

Enclosure



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

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

Date: April 14, 2010

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 2010/11 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 Revision, 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 2010/11. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at its August 12, 2010 meeting. Upon adoption by the LCB, the Chief Executive Officer will submit the rates to DOF for final approval.

The following information is provided as part of this process:

- 1) Transaction Based Reimbursement Program Rate Development background and summary materials (Attachment II).
- 2) Actual FY 2009/10 cost study data used to calculate the FY 2010/11 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).
- 3) Actual data used as the basis for estimation of FY 2010/11 transaction volume in both the Interlibrary Loan and Direct Loan Programs (Attachment IV).
- 4) A copy of the cost study material used by the libraries involved in the study for both the Interlibrary Loan and the Direct Loan studies are available upon request.

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2010, result in the following estimated figures for FY 2009/10: 1) for Interlibrary Loan, 3,663,442 reimbursable transactions at a cost of \$21,944,018; and 2) for Direct Loan, 14,383,938 reimbursable transactions at a cost of \$17,260,726. 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 \$29,022,744. This fact will trigger the use of Provision #1 of Item 6120-211-0001 of Chapter 379 of Statutes of 2002. This 2002 statute, being used as a more recent act of the Legislature, supersedes the requirement in the CLSA law that the State Board reimburse at the full rate adopted by the Board and as approved by the Department of Finance. However, the statute does not set aside the provision of Education Code Section 28703 (f) to reimburse participating libraries equitably. As a result of this action, payments will be prorated so that the funding used to reimburse eligible transactions does not exceed the funding level shown in Item 6120-211-0001 (1) 20.30 for a total of \$10,182,000.

The estimates of total costs in the TBR Program for FY 2010/11 are based on the proposed FY 2010/11 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, \$25,984,613; and 2) for the Direct Loan Program, \$17,031,146. If this level of expenditure actually occurs in FY 2010/11, then the program would need an augmentation of \$32,833,759 over the current appropriation shown above, or an augmentation of the same amount to budget item, 6120-211-001 (1) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor for FY 2010/11.

The projected transactions for FY 2010/11 are estimated to increase by 11.7% for interlibrary loans and increase 1.2% 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 Interlibrary Loan program; however, the Direct Loan program produced a decrease in the base rate. If the current reimbursement rates (5.99 ILL; \$1.20 Direct Loan) are used in the calculation for determining cost based on projected workload for FY 2010/11, the TBR Program would need an augmentation of \$31,797,311 over the current appropriation of \$10,182,000.

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

Attachments

cc: Stacey A. Aldrich
Debbie Newton
Curtis Purnell

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.


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 2010/11 fiscal year with the following results:

- 1) A complete description of the methodology employed and a summary of the 2009/10 updated data appears in Attachment III.

ATTACHMENT III
COST STUDY DATA

Results of 2009/10 Survey
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1)	0.2318
2)	0.3592
3)	0.3792
4)	0.4031
5)	0.4045
6)	0.5437
7)	0.5809
8)	0.7085
9)	0.7410
10)	0.8256
11)	1.1387
12)	1.1905
13)	1.4525
14)	1.8409
<hr/>	
ARITHMETIC MEAN	0.7714
<hr/>	
(average)	
MEDIAN	0.6447
<hr/>	

ATTACHMENT III
COST STUDY DATA

INTERLIBRARY LOAN FY 2009/10
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1)	1.182	(.97)	0.763	(.03)	1.170
2)	2.544	(.99)	1.441	(.01)	2.533
3)	3.765	(.21)	3.216	(.79)	3.332
4)	3.684	(.95)	1.678	(.05)	3.583
5)	3.827	(.99)	2.088	(.01)	3.809
6)	4.546	(.94)	3.028	(.06)	4.455
7)	5.281	(.97)	2.321	(.03)	5.193
8)	5.799	(.99)	4.934	(.01)	5.790
9)	8.341	(.99)	7.493	(.01)	8.333
10)	7.566	(.99)	7.566	(.01)	7.566
11)	9.089	(.72)	7.611	(.28)	8.675
12)	15.782	(.99)	13.961	(.01)	15.764
TOTAL	71.406		56.100		70.203
ARITHMETIC MEAN	5.951		4.675		5.850

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 2009/10 the cost study produced a final base rate of \$5.85.

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 2009/10 the cost study produced a base rate of \$0.77.

- 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 2009 by April 15 thus we are using 2008 data for the ECP. In addition, the data previously used is no longer available in the source publication; instead we used data represented for public libraries only.

Estimated price of the average public library purchase = \$28.89
(Source: Book Industry Trends, 2009, prepared for the Book Industry Study Group Inc., by the Center for Communications and Media Management at Fordham University's Graduate School of Business Administration).

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$8.67
(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)

$$\$28.89 + \$8.67 = \$37.56$$

$$\$37.56 \div 100 = \$.38$$

ATTACHMENT III

FY 2010/11 Proposed CLSA TBR Program Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	2010/11 Rate
ILL	5.85	.12	.38	6.35
Direct Loan	.77	.02	.38	1.17

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1999/2000 to Present

	<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>08/09</u>	<u>09/10</u>	<u>10/11</u>
LCB Adopted Rates												
Interlibrary Loan	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	5.99	6.35
Direct Loan	.73	.77	.73	.78	.84	.87	.89	.95	.97	.89	1.20	1.17
DOF Approved Rates												
Interlibrary Loan	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	5.99	
Direct Loan	.55	.63	.73	.78	.84	.87	.89	.95	.97	.89	1.20	

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 2008/09 and projected levels for the current as well as the budget year. In this process of reporting to DOF as part of the May Revise, we are unable to provide a full year of actual TBR data, so our projections are based on the latest available actual data for the current year. Both the ILL and Direct Loan projections are based on regression analysis of the prior five years' data and staff analysis of any current trends in the field which might affect the data.

The number of reimbursable ILL transactions for FY 2009/10 is expected to be 3,663,442 based on the first two quarters data, which have shown the highest transaction levels in the program's history. This is an estimated 13.1% increase relative to the 3,240,228 reimbursable ILL transactions that were recorded for FY 2008/09. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
2003/04	+ 4%
2004/05	+ 31.2%
2005/06	+ 5.5%
2006/07	+ 7.6%
2007/08	+ 18%
2008/09	+ 14.5%

The Direct Loan program shows an increase of 2.7% in total loan activity for FY 2009/10. The net imbalance loans, however, are showing an unusually high percentage increase of over 18%. Our projections to FY 2010/11 are based on actual Direct Loan activity for the first three quarters and projected activity for the fourth quarter of FY 2009/10.

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 2010/11: 1) Direct Loan Program: The total loans in the program are expected to grow at a rate of about 4% or 38,453,528 total transactions and the net Direct Loan transactions are expected to increase about 1.2%, so the net transactions is estimated at 14,556,535; 2) Interlibrary Loan Program: The total loans in the ILL program are expected to grow at a rate of 11.7% and have 4,092,065 reimbursable transactions.

A comparison of the FY 2009/10 Department of Finance approved reimbursement rates, ILL = \$5.99 and Direct loan = \$1.20 and the proposed FY 2010/11 reimbursement rates, ILL = \$6.35 and Direct Loan = \$1.17, shows an increase in the cost by 6% in the Interlibrary Loan Program, and a 2.5% 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	204,757,000	31,403,653	11,194,524
2007/08	2,829,113	220,107,000	35,078,050	11,940,218
2008/09	3,240,228	237,889,000	36,013,901	12,127,303
2009/10 P	3,663,442	245,977,000	36,974,546	14,383,938
2010/11 P	4,092,065	249,421,000	38,453,528	14,556,535

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

CLSA TBR Program Reimbursement Rates from FY 1999/2000 to Present

	<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>08/09</u>	<u>09/10</u>	<u>10/11</u>
LCB Adopted Rates												
Interlibrary Loan	3.82	4.14	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	5.99	6.35
Direct Loan	.73	.77	.73	.78	.84	.87	.89	.95	.97	.89	1.20	1.17
DOF Approved Rates												
Interlibrary Loan	2.85	3.21	3.87	4.49	4.91	5.59	4.95	5.22	5.29	5.06	5.99	
Direct Loan	.55	.63	.73	.78	.84	.87	.89	.95	.97	.89	1.20	

**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 Reimbursement Due	
		ILL	Direct Loan	ILL	Direct Loan	ILL	Direct Loan	Total		ILL	Direct Loan
94/95	6,537,000	\$3.17	\$0.65	651,979	9,572,561	\$2,066,773	\$6,222,165	\$8,288,938	88.5%	\$2.62	\$0.50
95/96	6,537,000	\$3.38	\$0.66	834,395	10,075,442	\$2,820,255	\$6,649,792	\$9,470,047	94.8%	\$2.35	\$0.45
96/97	6,537,000	\$3.47	\$0.69	996,825	10,471,870	\$3,458,983	\$7,225,590	\$10,684,573	91.8%	\$2.17	\$0.42
97/98	7,919,000	\$3.29	\$0.75	1,165,557	10,491,145	\$3,834,682	\$7,868,359	\$11,703,041	82.5%	\$2.48	\$0.48
98/99	8,600,000	\$3.57	\$0.71	1,223,800	11,056,055	\$4,368,966	\$7,849,799	\$12,218,765	76.0%	\$2.56	\$0.49
99/00	9,092,000	\$3.82	\$0.73	1,187,182	10,424,950	\$4,535,035	\$7,610,214	\$12,145,249	87.1%	\$2.84	\$0.55
00/01	10,894,000	\$4.14	\$0.77	1,128,006	10,296,586	\$4,669,945	\$7,928,371	\$12,598,316	89.9%	\$3.21	\$0.63
01/02	12,145,000	\$3.87	\$0.73	1,409,560	10,897,596	\$5,454,997	\$7,955,245	\$13,410,242	99.7%	\$3.51	\$0.66
02/03	11,848,000	\$4.49	\$0.78	1,549,221	11,363,394	\$6,956,002	\$8,863,447	\$15,819,449	100%	\$3.36	\$0.58
03/04	12,145,000	\$4.91	\$0.84	1,610,606	12,444,532	\$7,908,075	\$10,453,407	\$18,361,482	66.1%	\$3.24	\$0.56
04/05	12,145,000	\$5.59	\$0.87	2,112,814	11,209,197	\$11,810,630	\$9,752,001	\$21,562,631	56.3%	\$3.14	\$0.49
05/06	11,616,000	\$4.95	\$0.89	2,228,249	10,652,295	\$11,029,833	\$9,480,543	\$20,510,375	56.6%	\$2.80	\$0.50
06/07	18,616,000	\$5.22	\$0.95	2,398,198	11,194,524	\$12,518,594	\$10,634,798	\$23,153,391	80.4%	\$4.19	\$0.76
07/08	11,616,000	\$5.29	\$0.97	2,829,113	11,940,218	\$14,966,008	\$11,582,011	\$26,548,019	43.8%	\$2.31	\$0.42
08/09	10,182,000	\$5.06	\$0.89	3,240,228	12,127,303	\$16,395,554	\$10,793,300	\$27,188,853	37.4%	\$1.89	\$0.33
09/10	10,182,000	\$5.99	\$1.20	3,514,901	14,354,372	\$21,054,257	\$17,225,246	\$38,279,503	26.6%	\$1.59	\$0.32

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

**CLSA PARTICIPANTS
FY 2010/11***

Exhibit D

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

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

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

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

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

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

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

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

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

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

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

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE (continued)	Universal Borrowing	Equal Access
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	✓	✓
Ventura County Library	✓	✓
Whittier Public Library	✓	✓
Yorba Linda Public Library	✓	✓

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

*Pending LoC Board approval: Ventura County Library system membership change

iManage#14564

**California Library Services Act
Interlibrary Loan Program
Non-Public Library Loans to Public Libraries
FY 2009/10**

LIBRARY	SYSTEM	TOTAL LOANS
American River College	NORTHNET	89
Butte College	NORTHNET	173
Cabrillo College	PLP	83
California Academy of Sciences	PLP	25
California Institute of the Arts, Valencia	SCLC	193
California Inst of Integral Studies, San Francisco	PLP	49
California Lutheran University	BLK GOLD	97
California State Polytechnic University, Pomona	SCLC	0
CSU Bakersfield	SJVLS	207
CSU Chico	NORTHNET	804
CSU Dominguez Hills	SCLC	498
CSU East Bay (Hayward)	PLP	4,410
CSU Fresno	SJVLS	5,007
CSU Fullerton (Pollak Library)	SCLC	0
CSU Long Beach	SCLC	4,311
CSU Los Angeles (John F. Kennedy Library)	SCLC	267
CSU Monterey Bay	PLP	144
CSU Northridge	SCLC	260
CSU Sacramento	NORTHNET	869
CSU San Bernardino	INLAND	585
CSU San Diego	SERRA	0
CSU San Jose	PLP	10,268
CSU San Marcos	SERRA	2,403
CSU Sonoma	NORTHNET	4,705
CSU Stanislaus	49-99	139
Canada College Library	PLP	2,923
Cerritos College	SCLC	0
Chapman University	SCLC	147
Chapman University (Rinker Law Library)	SCLC	40
Citrus Community College District	SCLC	11
Claremont College (Honnold-Mudd)	SCLC	7,260
College of San Mateo	PLP	3,843
College of the Siskiyous	NORTHNET	1
Columbia College	49-99	49
Consumnes River College	NORTHNET	44
Cuesta College	BLK GOLD	0
Feather River College	NORTHNET	0
Fresno City College	SJVLS	23
Fullerton Community College Library	SCLC	12
Gavilan College Library	PLP	32

LIBRARY	SYSTEM	TOTAL LOANS
Glendale College Library	SCLC	57
Golden Gate Baptist Theology Seminary	NORTHNET	45
Golden West College Library	SCLC	7
Hartnell College Library	PLP	0
Humboldt State University	NORTHNET	289
Imperial Valley College, Library Media Center	SERRA	20
La Sierra University Library	INLAND	119
Lassen Community College District	NORTHNET	0
Merced College	49-99	44
Mission College, Santa Clara	PLP	1,108
Modesto Jr. College (Yosemite Community College)	49-99	91
Monterey Peninsula College	PLP	53
Napa Valley College	NORTHNET	6,964
Naval Postgraduate School (Dudley Knox Library)	PLP	214
Palomar Community College District, San Marcos	SERRA	26
Sacramento City College	NORTHNET	60
Saint John's Seminary Theology Library	BLK GOLD	0
Saint Mary's College Library	PLP	6,853
Saint Patrick's Seminary Library	PLP	31
San Diego Christian College	SERRA	42
San Francisco State Univ. (J. Paul Leonard Library)	PLP	0
San Joaquin Delta Community College, Stockton	49-99	45
San Mateo County Supertindent of Schools	PLP	3
Santa Barbara City College	BLK GOLD	0
Santa Clara University (Orradre Library)	PLP	7,572
Santa Rosa Junior College (Frank P. Doyle Library)	NORTHNET	179
Shasta College Library	NORTHNET	145
Sierra Community College	NORTHNET	90
Simpson College Library	NORTHNET	81
Skyline College Library	PLP	4,129
Solano College	NORTHNET	4,904
University of California (Berkeley)	PLP	1,170
University of California (Davis)	NORTHNET	1,865
University of California (Irvine)	SCLC	516
University of California (Los Angeles)	SCLC	1,089
University of California (Riverside)	INLAND	1,679
University of California (San Diego)	SERRA	726
University of California (Santa Barbara)	BLK GOLD	289
University of California (Santa Cruz)	PLP	351
University of the Pacific	49-99	151
West Valley College Library	PLP	1,181
Westmont College (R.J. Voskuyl Library)	BLK GOLD	3
Yuba Community College District	NORTHNET	31
Total		92,193

California Library Services Act

TBR PROGRAM ACTIVITY

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

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

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

2003/04 - 2009/10								
	<u>2003/04</u>	<u>2004/05</u>	<u>2005/06</u>	<u>2006/07</u>	<u>2007/08</u>	<u>2008/09</u>	<u>2009/10</u>	<u>2010/11 Projections</u>
ILL Reimbursable Transactions	1,610,606	2,112,814	2,228,249	2,398,198	2,829,113	3,240,228	3,514,901	4,092,065
Total Public Library Circulation	198,424,000	198,886,000	197,060,000	204,757,000	220,107,000	237,889,000	245,977,000	249,421,000
Direct Loans:								
Total	28,778,674	30,096,937	30,151,623	31,403,653	35,078,050	36,013,901	37,169,068	38,453,528
Direct Loans:								
Net Imbalance	12,444,532	11,209,197	10,652,295	11,194,524	11,940,218	12,127,303	14,354,372	14,556,535

AGENDA ITEM: CLSA System Reference

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consideration of revised 2009/10 CLSA System Population and Membership figures.
2. Consideration of 2010/11 CLSA System Population and Membership figures.

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

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 2010/11.

ISSUE 1: Consideration to revised 2009/10 CLSA System Population and Membership figures.

BACKGROUND:

In late August 2009, after the Board met and approved the System Population and Membership figures for FY 2009/10, the State Library received notice that the City Council of Cerritos voted to withdraw from the Southern California Library Cooperative (SCLC). The main reason cited for the withdrawal was the expanded service area that took effect with the merger of the three systems in Los Angeles and Orange counties.

State Library staff was able to revise the System allocations to include the withdrawal of Cerritos Public Library from SCLC prior to any funds being disbursed. Board approval is needed as a housekeeping formality to show that for FY 2009/10 the System Reference allocation for SCLC was calculated without the population and membership of the City of Cerritos. Letters from both the SCLC Executive Director and the Library Director at Cerritos, including the motion from the City Council, are included as Exhibit A. Exhibit B is the revised 2009/10 System Membership and Population figures for Board consideration.

ISSUE 2: Consideration of 2010/11 CLSA System Population and Membership figures.

BACKGROUND:

Section 20158 of the Administrative Regulations for the System Reference Program provides for an annual review and approval of System population and membership figures used in the allocation of System Reference Program funds by the State Board. Section 20106 stipulates that any CLSA funds distributed on the basis of population shall be awarded using the most recently published and

available combined estimate for cities and counties from the State Department of Finance. The 2010/11 System population and membership figures are included as Exhibit C to this agenda item.

With the adoption of the merged Systems in 2008, the Board also adopted a new policy for allocating CLSA System-level program funds that allows two or more cooperative library systems to consolidate and retain the same funding level by adding together the allocations for each of the merged systems. The population calculations for the merged systems are represented individually to comply with the new policy.

GENERAL OVERALL PROGRAM UPDATES:

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

Summary of 2008/09 System Annual Reports

Service Component: General Improvement of Local Reference Service

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

Service Component: Improvement of Reference Service to the Underserved

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

Service Component: Interlibrary Reference

In 2008/09 all Systems were able to meet the performance objectives of answering 90% of the questions referred to the System level, and all Systems met the objective of answering 70% within 10 working days (see Exhibit F).

Expenditures: Exhibit G displays CLSA and local funds expended in support of the System Reference Program in 2008/09. Overall, 70% of the total budgeted for System Reference was expended from CLSA funds, and 30% was expended from local funds. See Exhibit H for a summary of local member contributions to the Reference program.

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

Exhibit I displays administrative expenditures for the three system-level programs for fiscal year 2008/09.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of
2009/10 System Annual Reports

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad



August 17, 2009

Ms. Penny Kastanis, President
Library of California Board
c/o California State Library
P.O. Box 942837
Sacramento, CA 94237

Ms. Kastanis:

The Cerritos Library has informed us of their decision to withdraw from the Southern California Library Cooperative effective July 1, 2009. The decision was made by the City Council of the City of Cerritos at its meeting on August 13, 2009. The reason given (via a phone call with the City Librarian and staff from the City Manager's office) was that the city was reluctant to participate in a system that had increased in membership and that they wished to continue charging non-resident fees.

The official record of the action is available online at:

http://www.cerritos.us/GOVERNMENT/city_council_meetings/2009/08_13_2009.php

The SCLC Administrative Council is disappointed in this action by the Cerritos City Council. Attached please find a copy of the letter sent to SCLC by the Cerritos City Librarian.

Cordially,

Rosario Garza
Executive Director

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE

248 East Foothill Boulevard • Suite 101 • Monrovia, California 91016
(626) 359-6111 • Fax (626) 359-0001

Website: <http://www.socallibraries.org> • E-mail: scfchq@socallibraries.org



CITY OF CERRITOS

CIVIC CENTER • 18125 BLOOMFIELD AVENUE
P.O. BOX 3130 • CERRITOS, CALIFORNIA 90703-3130
PHONE: (562) 860-0311 • FAX: (562) 916-1371
WWW.CI.CERRITOS.CA.US

Rosario Garza
Executive Director
Southern California Library Cooperative
248 E. Foothill Blvd., Suite 101
Monrovia, CA 91016-5525

Dear Ms Garza,

On August 13th, 2009, the City Council of the City of Cerritos voted to withdraw from the Southern California Library Cooperative. Best wishes to you and SCLC.

Don Buckley

City Librarian
Cerritos Library



Cerritos City Council Meeting Minutes

MINUTES OF A REGULAR MEETING OF THE CITY COUNCIL OF THE CITY OF CERRITOS HELD AUGUST 13, 2009

CALL TO ORDER

The meeting was called to order at 7:00 p.m. in the Council Chambers at Cerritos City Hall, 18125 Bloomfield Avenue, Cerritos, California.

INVOCATION

Pastor Carl Bernal with St. John Lutheran Church offered the invocation.

PLEDGE OF ALLEGIANCE

Councilman Jim Edwards led the assembly in the salute to the flag.

ROLL CALL

The following Members of the City Council were in attendance:

Councilwoman Carol Chen
Councilman Jim Edwards
Councilwoman Laura Lee
Mayor Pro Tem Joseph Cho, Ph.D.
Mayor Bruce W. Barrows

[only the portion of the Cerritos City Council Meeting Minutes pertinent to the library are copied here]

Consideration of the service area expansion of the Metropolitan Cooperative Library System (MCLS) and its potential impact on Cerritos Library services.

Following presentation of the staff report, the following points were addressed during ensuing discussion: there is no guarantee of automatic membership in the Southern California Library Cooperative (SCLC) if the City chooses not to join at this time, however, the City has the option to apply at any time; if the City does not join SCLC, interlibrary loan and reciprocal borrowing/direct loan lending will be achieved by mail; should the City join SCLC and additional borrowers reach 10,000 the matter would be

brought back to the City Council; and it appears that the Library would be able to handle any expected increase to the 10,000 ceiling.

Staff provided a comparison of nearby library hours of operation.

Tracy Winkler, Cerritos resident, urged the Council to remain in the cooperative library system, noting that withdrawing would give Cerritos a bad name and indicating that those visiting the Library spend money in the City. She added that Cerritos residents are welcome in cooperative libraries and Cerritos should allow others in the City library.

It was noted during ensuing discussion that the Library should be open to everyone especially in these bad economic times when other libraries are closing their doors, with an evaluation of the potential increase in borrowers if the 10,000 additional borrowers ceiling is reached, and that given the sales tax revenue generated from residents from other cities, the Library should in turn be opened to residents from these cities. It was also pointed out that if the City chooses to withdraw from the cooperative, the Library will remain open to all who visit and retain its existing borrower base including ABC School District, Cerritos College and private school students as well as those who own property, businesses or work in the City. Concern was expressed that given the present economic conditions, the hiring freeze, and the expanded geographic area of the cooperative the potential burden of cooperative borrowers could exceed the capabilities of current staffing levels. It was also stated that the Library was intended as a community library, not a regional library, and it was suggested that an evaluation of withdrawing from the cooperative be undertaken at a later time, when the long-term effects of the economic environment are better known.

MOTION FAILS: It was moved by Councilwoman Lee and seconded by Mayor Pro Tem Cho to approve Option 2: Approve the Cerritos Library's continued participation in the newly-expanded Southern California Library Cooperative (SCLC); and approve Option 3: Adopt initial "ceilings" which would limit additional borrowers to 10,000, and additional annual circulations at 250,000, and authorize staff to reassess the impact on the Library if such ceilings are reached. The motion failed, with Councilwoman Chen, Councilman Edwards and Mayor Barrows dissenting.

MOTION: It was moved by Councilman Edwards and seconded by Councilwoman Chen to approve Option 1: Authorize the Cerritos Library to withdraw from the newly-expanded Southern California Library Cooperative (SCLC), formerly known as the Metropolitan Cooperative Library System (MCLS), and authorize the operation of the Cerritos Library as an independent library facility. The motion carried, with Councilwoman Lee and Mayor Pro Tem Cho dissenting.

2009/10 System Population & Membership

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

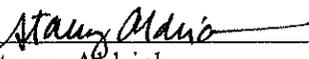
At its August 2008 meeting, the Library of California Board adopted a policy for allocation of CLSA System-level funding for Reference, Communications & Delivery, and Advisory Boards for the 2009/10 fiscal year that allows two or more CLSA Cooperative Library Systems to consolidate and retain the same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

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

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

STATEMENT OF CERTIFICATION

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



Stacey Aldrich
Acting State Librarian of California
Revised August 28, 2009

SYSTEM/MEMBER

POPULATION

BLACK GOLD: 7 Members

1,175,104

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

49-99: 6 Members

1,356,265

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

INLAND: 19 Members

4,115,006

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

SYSTEM/MEMBER

POPULATION

PACIFIC LIBRARY PARTNERSHIP – Members: 35 Population: 6,742,203
(BALIS + MOBAC + Peninsula + Silicon Valley)

BALIS: 10 Members 3,380,179

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

MOBAC: 10 Members* 758,545

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

PENINSULA: 8 Members 745,858

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

SILICON VALLEY: 7 Members 1,857,621

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

SYSTEM/MEMBER

POPULATION

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

MVLS: 14 Members 2,458,532

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

NORTH BAY: 17 Members* 1,463,779

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

NORTH STATE: 13 Members* 787,318

- Butte County Library
- Del Norte County Library District
- Humboldt County Library
- Lassen Library District
- Modoc County Library
- Orland Free Library
- Plumas County Library
- Shasta Public Libraries
- Siskiyou County Free Library
- Tehama County Library
- Trinity County Library
- Willows Public Library
- + Crescent City/Del Norte

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

2,792,782

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

SERRA: 13 Members

3,352,661

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

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE – Members: 45 Population: 13,281,030
(MCLS + Santiago + South State)**MCLS: 32 Members**

6,606,874

Alhambra Public Library
Altadena Library District
Arcadia Public Library
Azusa City Library
Beverly Hills Public Library
Burbank Public Library
Calabasas Public Library
City of Commerce Public Library
Covina Public Library
Downey City Library
El Segundo Public Library
Irwindale Public Library
Glendale Public Library
Glendora Library & Cultural Center
Long Beach Public Library
Los Angeles Public Library
Monrovia Public Library
Monterey Park (Bruggemeyer) Memorial Library
Moorpark City Library
Oxnard Public Library
Palos Verdes Library District
Pomona Public Library
Redondo Beach Public Library

SYSTEM/MEMBER**POPULATION**

San Marino Public Library
 Santa Fe Springs City Library
 Santa Monica Public Library
 Sierra Madre Public Library
 Signal Hill Public Library
 South Pasadena Public Library
 Thousand Oaks Library
 Torrance Public Library
 Whittier Public Library

SANTIAGO: 9 Members

2,580,875

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

SOUTH STATE: 4 Members

4,093,281

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

GRAND TOTALS:

All System Members: 179*
 All System Population: 37,524,680

Unaffiliated Public Libraries: 6 Jurisdictions

767,210

Cerritos Public Library
 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

797

Industry

TOTAL STATE:

38,292,687

*Includes Consolidations since 1/1/78

*iManage14086.System population & membership 09/10
 Revised 8/28/09 (withdrawal of Cerritos Pl. on 8/18/09)*

2010/11 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 2010/11 fiscal year.

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

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

Pursuant to Section 20106 of the Code of California Regulations, the population figures, certified by the California State Librarian, are based on the most recently published (May 2010) combined estimate for cities and counties from the California State Department of Finance.

STATEMENT OF CERTIFICATION

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



Stacey A. Aldrich
State Librarian of California
June 1, 2010

SYSTEM/MEMBER

POPULATION

BLACK GOLD: 6 Members

737,760

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

49-99: 6 Members

1,364,855

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

4,158,868

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

SYSTEM/MEMBER

POPULATION

NORTHNET LIBRARY SYSTEM – Members: 44 Population: 4,751,586
(Mountain Valley + North Bay + North State)

MVLS: 14 Members 2,485,627

- 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* 1,475,032

- 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* 790,927

- Butte County Library
- Del Norte County Library District
- Humboldt County Library
- Lassen Library District
- Modoc County Library
- Orland Free Library
- Plumas County Library
- Shasta Public Libraries
- Siskiyou County Free Library
- Tehama County Library
- Trinity County Library
- Willows Public Library
- + Crescent City/Del Norte

SYSTEM/MEMBER

POPULATION

PACIFIC LIBRARY PARTNERSHIP – Members: 35 Population: 6,822,452
(BALIS + MOBAC + Peninsula + Silicon Valley)

BALIS: 10 Members 3,420,824

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

MOBAC: 10 Members* 766,467

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

PENINSULA: 8 Members 754,285

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

SILICON VALLEY: 7 Members 1,880,876

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

SYSTEM/MEMBER

POPULATION

SJVLS: 10 Members

2,827,793

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

SERRA: 13 Members

3,407,461

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

SOUTHERN CALIFORNIA LIBRARY COOPERATIVE – Members: 46 Population: 13,805,123
(MCLS + Santiago + South State)

MCLS: 33 Members

7,095,811

Alhambra Public Library
Altadena Library District
Arcadia Public Library
Azusa City Library
Beverly Hills Public Library
Burbank Public Library
Calabasas Public Library
City of Commerce Public Library
Covina Public Library
Downey City Library
El Segundo Public Library
Irwindale Public Library
Glendale Public Library
Glendora Library & Cultural Center
Long Beach Public Library
Los Angeles Public Library
Monrovia Public Library
Monterey Park (Bruggemeyer) Memorial Library
Moorpark City Library
Oxnard Public Library
Palos Verdes Library District
Pomona Public Library
Redondo Beach Public Library

SYSTEM/MEMBER

POPULATION

San Marino Public Library
Santa Fe Springs City Library
Santa Monica Public Library
Sierra Madre Public Library
Signal Hill Public Library
South Pasadena Public Library
Thousand Oaks Library
Torrance Public Library
Ventura County Library
Whittier Public Library

SANTIAGO: 9 Members

2,605,223

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

SOUTH STATE: 4 Members

4,104,089

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

GRAND TOTALS:

All System Members: 179*

All System Population: 37,875,898

Unaffiliated Public Libraries: 6 Jurisdictions

771,389

Cerritos Public Library
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

803

Industry

TOTAL STATE:

38,648,090

*Includes Consolidations since 1/1/78

**SUMMARY OF IMPROVEMENTS OF LOCAL REFERENCE SERVICES - FY 2008/09
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. The CLSA System Reference Center (SRC) will continue to develop two key resources to assist library staff in enhancing their skills: the SRC website and the electronic newsletter <i>Search</i>. SRC staff developed and maintains a comprehensive website to assist libraries submit questions, evaluate databases, participate in training and other topics of interest as identified by the Adult and Information Services Committees.</p> <p>b. As part of the implementation of the Strategic Plan developed by and for the BALIS System administration and as approved by the Administrative Council, libraries will have access to market research updating user perceptions on libraries. This report has been posted on http://librarycat.org and is available to all libraries in the region.</p> <p>c. Selected BALIS member library staff continues 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>d. In 2006-07, the BALIS committees and council reviewed the committee structure to evaluate and either reaffirm 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 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>a. Objective met. The SRC continues its services via the web and has posted links to a clip blog of selected posts in the SRC librarian's RSS feeds. Since some or all of the SRC's pilot blog will probably be better served by a site for all participating systems in the Pacific Library Partnership (PLP) and since hours for the SRC librarian were reduced, the SRC determined that it wasn't cost-effective to continue the pilot Wiki. Also, instead of spending time on a blog to replace the SRC website, because of the more cost-effective services afforded by the PLP, the SRC librarian posted a link to the clip blog on the SRC website's home page.</p> <p>b. Objective met. The market research was posted on the SRC website at http://www.systemref.org/member_services.htm#godbe to make it even more available. The early work of the BALIS Public Information Committee with its collaboration with its counterparts in BALIS and PLS, was replaced by a coordinated "Free2" service - www.free2.org.</p> <p>c. Objective met. Most second-level reference questions are answered within the AskNow service, which characterizes them as follow-up questions and refers them to an appropriate library, expert, or service. SRC staff continues to provide second-level reference for all other questions, as requested by participating SVLS member libraries. Since the SRC website is only for SVLS members, patrons link to AskNow directly through the individual libraries' websites and through AskNow.org. Some member libraries offer IM reference and one is participating in the My Info Quest Project - myinfoquest.info - for text or SMS reference.</p> <p>d. Objective met. In 2007-08, the reference committee renamed itself the Adult Services Committee, restructured membership, committee charges, and tasks to further reflect local service needs. The newly formed Electronic Services Committee piloted posting its documents and discussions on a WordPress blog to facilitate its work and to provide hands-on experience. Both committees have matured and are productive. The BALIS Adult Services Committee started a PBWorks Wiki, where it has posted meeting schedules, agendas, and minutes. During the year, the Adult Services Committee studies reference core competencies and wrote a document on these competencies BALIS libraries need; it is posted on the committee's Wiki. Working collaboratively and with other systems, the</p>

<p>49/99 (Cont'd)</p>	<p>their patrons.</p> <p>c. Reference staff of four or more System member public libraries will participate in training sessions to improve their ability to provide reference services to their patrons.</p>	<p>both within the physical library buildings and remotely to all users. The databases are as follows:</p> <ul style="list-style-type: none"> • Infotrac Custom 1000 Journals (Gale) • Health & Wellness Resource Center (Gale) • Student Resource Center Gold (Gale) <p>c. Objective partially met. Four sessions of reference training were held. Two workshops were held twice: Reference Interview Workshop and Online Searches/Databases Workshop.</p> <p>“Mastering Tough Public Service Situations” and “Library Service for Older Adults” workshops were held. Attendees included staff from Calaveras County Library, Lodi Public Library, several branches of Stanislaus County Library, and Columbia College Library. Reduced staffing precluded attendance by staff from Amador County Library, Stockton-San Joaquin County Public Library, and Tuolumne County Library.</p>
<p>INLAND</p>	<p>a. Reference staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections.</p> <p>b. Reference staff will be available to provide instruction, share information about web sites, search strategies and encourage staff of member libraries in the use of the Internet and other electronic resources as reference tools.</p> <p>c. Standing committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products, and training sessions.</p>	<p>a. Objective met. Staff provided consultation services to member libraries.</p> <p>b. Objective met. Staff provided on-site reference and interlibrary loan training. System staff distributed information about new and unique reference services and products to the staff of member libraries; and maintained a listserve for each ILS Committee.</p> <p>c. Objective met. . The System coordinated, sponsored and participated in meetings and activities of the following committees:</p> <ul style="list-style-type: none"> • Adult Readers and Information Services Committee • Children’s Services Committee • Literacy Committee • Young Adult Services Committee
<p>MCLS</p>	<p>a. MCLS will coordinate all workshops, information exchanges and guest/host programs as planned by individual MCLS committees.</p> <p>The MCLS electronic newsletter will be available to all member library staff, as well as any other interested parties throughout the state. Library staff will be encouraged to subscribe to receive the newsletter electronically as it is published.</p> <p>MCLS will also update its online guides to federal and state government officials.</p>	<p>a. Objectives met. In total, the System and its committees sponsored 47 continuing education programs. In addition, 18 structured exchanges were sponsored by the System Committees. These structured exchanges are planned to include broad participation, exchange of handbooks, policies, documents and written documentation, and are considered one of the most useful of the committee activities.</p> <p>The MCLS electronic newsletter was discontinued. The Reference Center emails “Buried Treasure: MCLS Question of the Week” to the MCLS and SLS Reference Committees.</p> <p>In 2008/09, it was decided not to continue updating the <i>Governmental</i></p>

<p>MCLS <i>(Cont'd)</i></p>	<p>b. MCLS will continue to provide Internet training sessions for member library staff in computer labs or as online workshops.</p> <p>The reference materials for the online classes are posted on the MCLS website for access by staff that are unable to attend.</p>	<p><i>Officials: Federal and Government Officials: California</i> pages on the website . However, the Reference Center continues to publish the popular <i>MCLS Tax Guide for 2008 Income Tax Returns</i>, which lists taxpayers' assistance resources, sources for tax forms, and other information to assist libraries during tax season.</p> <p>b. Objective met. MCLS offered two synchronous online "Wednesday Web Workshop" classes using the GoToMeeting software. These classes included Children's Literature and Music/Dance.</p> <p>MCLS also offered a California History class in the traditional classroom style in a library computer lab.</p>
<p>MOBAC</p>	<p>a. At least one annual training opportunity, the Hands-On Reference Workshop, will be held in FY 2008/09, attended by at least 45 reference staff from all member libraries.</p> <p>b. The Reference Committee will schedule ten meetings, rotating among member libraries.</p> <p>c. Reference resources and union lists, including the MOBAC Services Survey, will continue to be updated.</p> <p>d. The Reference Committee will identify and evaluate electronic resources for possible System purchase.</p> <p>e. MOBAC will sponsor two Infopeople workshops for reference librarians and staff of member libraries. The Reference Committee will choose from the list two Infopeople workshops that best fit the training needs of the area.</p>	<p>a. Objective met. The annual Hands-On workshop featured web sites, web tutorials, and ALA Best Reference Books, but only 32 attended. Fewer libraries can send attendees due to budget cuts. However, a total of more than 45 participants attended MOBAC workshops in 2008/09, with 32 at the ILL committee's copyright workshop.</p> <p>b. Objective met. The committee met every month except July and December at member libraries on a rotation schedule posted on MOBAC's intranet. The committee met jointly with SPLAMBA (School and Public Librarians Association of the Monterey Bay Area) in April 2009.</p> <p>c. Objective met. The committee continues to identify community resources. The MOBAC webmaster keeps the content on the staff current, posting minutes, updates to MOBAC Services Survey (interpreted to mean "union list") and workshop documentation. Committee members have access to the library maps, brochures, and booklists posted by SPLAMBA.</p> <p>d. Objective met. The committee continued to discuss and evaluate members' findings on various databases at each meeting. Presentations and trials at member libraries were open to all committee members. The committee worked with Califa to negotiate and subscribe to system databases. Gale for the public libraries, AccessScience for the academic libraries.</p> <p>e. Objective met. The committee identified one Infopeople workshop. The workshop, "Helping People to Help Themselves," was cancelled due to lack of registrations. Workshops held by other committees were open to all and well attended. The Technology Committee sponsored two workshops with panels of member library staff, an open source workshop in February and a DRUPAL workshop in May. The ILL Committee sponsored a copyright workshop in December. SPLAMBA held a graphics novel workshop. A workshop focusing on safety and security was held in May.</p>

<p>MVLS</p>	<p>a. The Reference Committee and Administrative Council will recommend and develop training plans that will take advantage of the Internet and available online databases.</p> <ol style="list-style-type: none"> 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 (e.g. Infopeople, Gates Library Foundation, and individual trainers). 3. Evaluate completed workshops in order to refine the training plan. 4. Coordinate training with neighboring Cooperative Library Systems and with MVLS Committees. 5. Explore any advances in technology (e.g. videoconferencing or webcasting) that might aid in the 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. 8. Learn more about cataloging Internet sites and Internet-based resources. <p>b. Take advantage of prepackaged training available through Infopeople, the Gates Library Foundation, or individual trainers.</p>	<p>a. Objective met.</p> <ol style="list-style-type: none"> 1. Objective met. The focus for the year was customer service, reference interview skills and reference sources, and communication skills. 2. Objective met. A contract was established with Infopeople for 5 workshops. Average attendance was 27 per workshop. Stipends were given to all MVLS libraries to be able to attend other workshops of their staff's choice. 3. Objective met. Evaluations were conducted and will be used to plan future workshops. 4. Objective met. North State and North Bay Cooperative Library Systems were invited to participate in all training sessions. North Bay members attended three workshops. 5. Objective met. One of the workshops was conducted online. 6. Objective met. Open Worldcat and CalCat continue to be used and explored. 7. Objective not met. 8. Objective not met. <p>b. Objective met. All of the training provided this year was prepackaged and provided by Infopeople.</p>
<p>NORTH BAY</p>	<ol style="list-style-type: none"> a. NBCLS staff will provide access to reference-training workshops or hold round table discussions that meet the specific needs of individual member libraries and present these in conjunction with the Reference Committee meetings when appropriate. b. NBCLS staff will coordinate workshops or round tables for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government (such as census), or any other such workshops to be held in the NBC region. 	<ol style="list-style-type: none"> a. Objective met. NBCLS had two round table discussions and two workshops with average attendance of 22. North Bay librarians also attended MVLS sponsored workshops and a Bay Area wide staff development workshop for paraprofessionals. b. Objective met. See a. above.

<p>NORTH BAY (Cont'd)</p>	<p>c. NBCLS staff can provide one-on-one brush-up training for individual member librarians for online databases at System headquarters.</p> <p>d. Member librarians will be invited to spend a day at the NBC Reference Center, observing and learning about reference tools available at the host library. As time allows, reference staff will visit local reference committees to discuss and promote reference service.</p> <p>e. NBC staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.</p> <p>f. Three Systemwide committees will meet at least semi-annually to discuss matters of mutual concern, share information, and participate in mini-workshops or round table discussions.</p> <p>g. The following publications will be produced or considered for revision:</p> <ol style="list-style-type: none"> 1. NBCLS staff will publish on the web page a monthly calendar of meetings and training events. 2. The NBCLS Directory of Reference Librarians union list will be considered for revision as needed. 3. NBCLS staff will update the following handbooks and manuals as needed: <ol style="list-style-type: none"> a) NBCLS Interlibrary Loan Manual b) NBCLS Reference Manual c) NBCLS Directory of Member Libraries d) NBCLS Super Search/URSA User's Manual 4. The products noted above will be made available in electronic form via the website. 	<p>c. Objective met. One librarian took advantage of this training.</p> <p>d. Objective met. NBCLS promoted reference services at all committee meetings and in the Reference Coordinator's report to the NBC Board of Directors.</p> <p>e. Objective met. Collection development was tracked, presented and discussed at the appropriate committee meetings.</p> <p>f. Objective met. The Reference committee met three times with the average attendance of eight. The Children's Committee met two times with the average attendance of ten. Spanish language collection development was discussed at the Reference and Children's Committee meetings.</p> <p>g. Publications:</p> <ol style="list-style-type: none"> 1. Objective met. Committee lists and contacts were updated. 2. Objective met. Committee lists and contacts were updated. 3. The directory of member libraries was updated. No update was needed on the ILL manual this year. 4. Objective met. The directory of member libraries, events calendar, NBC manual, and reference web form have continued to be maintained on the NBC website.
<p>NORTH STATE</p>	<p>a. At least one workshop will be sponsored by the System on reference referral and improvement of local reference services.</p> <p>b. Continue to promote member library employees to enroll and complete a C.O.R.E. Reference Online Course and/or view NSCLS distributed or other training in the form of videos, DVDs, web casts, or Infopeople classes to improve general reference.</p>	<p>a. Objective met. There were six Infopeople on-ground workshops with participation of 63 people. Also, 60 people participated in 14 different Infopeople online classes that included Advanced Web Searching Tools and Tips, Essential Tools for Successful Web Searching, CORE Reference Fundamentals, Genealogy Research, and Law on the Net.</p> <p>b. Objective met. Eleven people took part in the CORE training. The System also encouraged member library staff to participate in the Resurrecting Reference Webinar and to apply for the Statewide Reference Think Tank. One NSCLS library staff person was chosen to participate.</p>
<p>PENINSULA</p>	<p>a. A contractual arrangement with MCLS will provide PLS members and patrons with second-level reference services. By outsourcing this service, SRC staff can focus on providing training services, a system</p>	<p>a. Objective met. The System Reference Center continued its contract with MCLS to provide assistance for second-level reference questions permitting it to better utilize its reduced hours to meet members' needs. SRC</p>

PENINSULA
(Cont'd)

reference website, resumé publication of an electronic newsletter, and provide direct support to library staff and their projects.

- b. Through the ILS, users will have access to the directory of local service resources (clubs, organizations, human resource agencies, etc.), called the Community Information Program or CIP. This database is frequently updated and expanded to include more resources in other area counties.
- c. The Multicultural Vendor list, available on the system intranet at <http://fido.plsinfo.org/committees/multicultural/multicultural.html>, is a listing by language and by vendor of those businesses selling materials for libraries in languages other than English. The list was developed by the Multicultural Committee of PLS/SVLS for librarians to select non-English material for their users.
- d. 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 library websites.
- e. The Information Services Committee will continue to meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation.

continues its services via the website, which has a link to a clip blog of selected posts in the SRC librarian's RSS feeds, a bi-monthly e-newsletter, *Search*, published in odd-numbered months; and when requested supports library staff and their projects. Califa and the System workshop support service now coordinate and publicize staff development workshops and database training. The SRC compiles and publishes the usage statistics from the PLSINFO site of PLS's consortial databases, Safari books and the Gale – Cengage databases to enable member libraries to better analyze and compile usage statistics.

- b. Objective met. CIP expanded its outreach and the number of publications from its directory of local service resources (clubs, organizations, human resource agencies, etc.). CIP's annual publications are its Community Information Handbook and Help at Home, both published in English and Spanish, in print and on the web. CIP inaugurated a very popular online monthly calendar which generates email notices of events. CIP has co-published several directories and lists of particular services, in partnership with community partners. PLS continues its well-received service of SMS notifications and reminders – <http://www.plsinfo.org/access/sms.html>.
- c. Objective met. The Multicultural Vendor list migrated to the new version of the PLS intranet, FIDO, in October 2007 and remains available. However, it is more cost-effective for member libraries to order their foreign-language materials from Califa, which aggregates an order for OCLC Language Sets materials twice a year. Multicultural vendor lists are readily available on the Internet, and there are now local book fairs for foreign language materials.
- d. Objective met. Selected PLS member library staff continued to participate in the statewide virtual reference service, AskNow. Users link to the service through the individual participating libraries' websites.
- e. Objective met. The Reference Committee accepted the Administrative Council recommendation to have a greater focus on programming. Through the System's workshop support services, staff of PLS member libraries attended and publicized workshops sponsored by other systems' committees. To more accurately describe its activities, the committee renamed itself as the Information Services Committee. The committee met bi-monthly on its regular schedule. Its members actively exchange information, recommend acquisitions, discuss shared problems, and promote reference cooperation. The committee also produced a "Community Resources FAQ" which was published by the CIP staff in the webliography section of PLSINFO. CIP acted as a liaison for county agencies on the Peninsula Works project – peninsulawrks.org – a one-stop job connection site.

<p>PENINSULA (Cont'd)</p>	<p>f. 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>f. Objective met. The committee evaluated database packages from Gale and EBSCO and worked closely with Califa to select a system package for the next three years. The committee also did not renew NetLibrary e-audio books, but subscribed to MyiLibrary instead. The committee is also considering Mango to meet demand for foreign languages and ESL.</p>
<p>SJVLS</p>	<p>a. At least 15 local staff members will receive one-on-one training related to the answers of referred questions.</p> <p>b. Improve <u>News & Clues</u> newsletter by expanding content and increasing frequency. The reference portion will continue to contain purchase suggestions and articles on effective use of local and Web-based resources. <u>News & Clues</u> will be published on the system website and emailed to each member.</p> <p>c. Directory of regional libraries belonging to the Heartland Regional Library Network will be available on the web.</p> <p>d. The Reference Committee will hold reference source review sessions to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings.</p> <p>e. The Reference Committee will coordinate identification of online database needs and coordinate evaluation and selection of databases for system-wide purchase.</p> <p>f. The Reference Committee, working with the Collection Development Committee, will identify online reference works for system purchase.</p> <p>g. The Reference Committee will facilitate at least one training session on a system-purchased database.</p> <p>h. Internet access is available to all branches. A System home page is maintained and SJVLS staff assists member libraries with development and maintenance of their own web sites.</p> <p>i. Locally produced databases to answer common questions, such as the sheet music/song book index, the vertical file index, and the index of antiques and collectibles magazines will be available on the Web.</p>	<p>a. Objective not met. Training continues to be underprovided due to lack of staff. However, new training is in preparation as an introduction to newer staff.</p> <p>b. Objective met. <u>News & Clues</u> published a Spring 2009 issue. Staff is planning to sustain bi-annual publication.</p> <p>c. Objective met. The web pages for the SJVLS and Heartland Regional Library Network were kept up to date. The SJVLS Web site (http://www.sjvls.org) provides links to tools developed to aid local libraries which includes song and antiques indexes and Ben's Almanac and web-based access to materials from the vertical files of SJVLS.</p> <p>d.-g. Objectives partially met. The Reference Committee continues to evaluate possible database subscriptions. Many member libraries have added Learning Express. The Collection Development Committee recommended a shift of focus from e-books to downloadable audio books.</p> <p>h. Objectives met. All member libraries now have functional web sites. In addition, SJVLS has invested in a new web server to transition to Drupal content management. The initial work will focus on the SJVLS web site.</p> <p>i. Objective met. All locations can use the SJVLS-created databases such as the song index. Only the song index was actively updated this year due to the continuation of a two-person staff. SJVIS continues to receive collections from other Reference Centers, particularly music, which are added to the indexes.</p>

<p>SANTIAGO</p>	<p>a. SLS will contract with MCLS for interlibrary reference, with MCLS performance to be monitored by the SLS Reference Committee and the System staff.</p> <p>b. Continuing education/Staff development</p> <ol style="list-style-type: none"> 1. SLS will sponsor at least one (1) continuing education program, which will be attended by a minimum of 25 staff (professional and non-professional). The workshops will be developed by the SLS Reference Committee. 2. Classes on online reference resources and other reference topics will be offered by MCLS Reference staff and made available to all SLS reference staff. 3. LS will support staff development by sending member library staff to MCLS, CLSA Systems, California State Library, Infopeople, and other library related workshops. <p>c. The SLS Reference Committee will meet six times per year to discuss topics of current interest in SLS libraries.</p> <p>The SLS Reference Committee and SLS member libraries will explore participation in cooperative reference projects with other Systems and attend other System reference meetings when possible.</p>	<p>a. Objective met. SLS contracted with MCLS for “100 reference librarian hours and 100 reference questions” for FY 2008/2009.</p> <p>b. Continuing education/Staff development</p> <ol style="list-style-type: none"> 1. Objective not met. However, instead of a workshop, the SLS Reference Committee updated information in the SLS Resource Directory and distributed the information in a Word document to member libraries. 2. Objective met. MCLS Reference Center 3 Wednesday Web Workshop classes; the Children’s Literature and music/Dance classes were offered online synchronously using the GoToMeeting software; while the California History class was offered in a traditional classroom setting. 3. Objective met. Several SLS librarians attended the 3 workshops mentioned in b.2. <p>c. Objective met. The SLS Reference Committee met 6 times.</p> <p>Working with MCLS and SSCLS, SLS staff attended workshops on various aspects of reference service.</p>
<p>SERRA</p>	<p>a. Research staff will present orientation tours promoting reference services and explaining procedures, as requested by member libraries. Outreach, with emphasis on visits to member libraries by Serra Reference staff, will be held to promote system services, train staff, and get feedback from users.</p> <p>b. System staff will redesign, update and improve the Serra web site.</p> <p>c. Serra’s Research Center will distribute information on resources and news via Serra’s web site.</p> <p>d. Member libraries will send reference requests and receive answers electronically.</p> <p>e. Staff will be available five days per week via telephone, computer, and in person to consult on local libraries’ questions.</p>	<p>a. Objective met. Outreach efforts continued with orientation visits to the Serra office and tours of the San Diego Public Library; reference librarians took advantage of seeing the Serra Research Center first hand and getting acquainted with reference procedures. The Serra Resource Librarian took part in member libraries’ staff meetings to promote Serra reference services.</p> <p>b. Objective met. Information on the Serra web site was continually updated and the web page redesigned and simplified to make it more user-friendly and easier to navigate.</p> <p>c. Objective met. System staff continued to compile and update the “Answers” database and maintained it online. “Answers” covers local, state and federal elected officials, population and cost of living data. Upcoming Serra System events were highlighted. The Border Issues Conference web page included conference information, electronic registration, and videos of Conference presentations.</p> <p>d. Objective met. 95% of the requests from member libraries were submitted electronically, and 5% by fax. Serra staff regularly trained and encouraged member library staff to submit their questions via the Serra web site.</p> <p>e. Objective met. Research Center staffing was maintained during business hours, five days a week.</p>

<p>SERRA (Cont'd)</p>	<p>f. Adult Services Committee meetings will be held regularly with Serra staff attending and providing assistance and information as needed.</p> <p>g. System staff will work with the Adult Services Committee on at least two reference related sessions for system library employees. Representative from appropriate organizations such as Califa and AskNow will be represented at meetings for updates as needed.</p> <p>h. Staff will answer virtual reference questions via AskNow, provide training, and will answer second-tier reference questions by answering follow-up questions.</p> <p>i. Staff will work with the Public Relations Committee on a revised Serra map: Imperial Valley libraries will be added as will new branches in San Diego County; copies will be printed and available for all members.</p>	<p>f. Objective met. The Adult Services Committee held regular meetings, with Serra staff attending each meeting.</p> <p>g. Objectives met. The Adult Services Committee members from the San Diego County Public Law Library and the Serra Resource Librarian organized and presented a second round of "Legal Websites for all Library Staff" workshops. One session was held in Chula Vista and another one focused on Imperial Valley and its legal resources and was held at the Imperial Valley all-staff retreat.</p> <p>h. Objective met. Research Center staff answered AskNow virtual questions on a weekly basis, with the Resource Librarian also answering the follow up questions. Many Serra members in San Diego participated in the AskNow service. The Serra Resource Librarian was on the AskNow Advisory Board.</p> <p>i. Preliminary work was done on the Serra print map; the interactive map on Serra's web site was completed.</p> <p>In addition, Serra participated in a disaster response network for libraries in San Diego and Imperial Counties (SILDRN). SILDRN sponsors a web page and makes available stockpiles of disaster supplies in San Diego and Imperial County locations. The System Coordinator is a member of the Board. In FY 2008/09, the SILDRN contract with the lead agency, UC San Diego, was updated. Serra renewed its own membership on behalf of all the member libraries.</p>
<p>SILICON VALLEY</p>	<p>a. The CLSA System Reference Center (SRC) will continue to develop two key resources to assist library staff in enhancing their skills: the SRC website and the electronic newsletter <i>Search</i>. SRC staff developed and maintains a comprehensive website to assist libraries submit questions, evaluate databases, participate in training and other topics of interest as identified by the Adult and Information Services Committees.</p> <p>b. Libraries will have access to market research updating user perceptions on libraries. This report has been posted on http://librarycat.org and is available to all libraries in the region.</p> <p>c. Selected SVLS member library staff will continue to participate in the statewide virtual reference service, AskNow, which will enable 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>a. Objectives met. SRC continues its services via the web and has posted links to a clip blog of selected posts in the SRC librarian's RSS feeds. The SRC determined that it wasn't cost-effective to continue the pilot wiki. Also, the SRC librarian posted a link to the clip blog on the SRC website's home page.</p> <p>b. Objectives met. The market research was posted on the SRC website at http://www.systemref.org/member_services.htm#godbe to make it even more available. The early work of the SVLS Public Information Committee, in collaboration with BALIS and PLS, was replaced by a coordinated "Free2" service at www.free2.org.</p> <p>c. Objectives met. Most "second-level reference" questions are answered within the AskNow service, which characterizes them as "follow-up" questions and refers them to an appropriate library, experts, or service. SRC staff continues to provide second-level reference for all other questions, as requested by participating SVLS member libraries. Since the SRC website is only for SVLS members, patrons link to AskNow directly through the individual libraries' websites and through AskNow.org.</p>

<p>SILICON VALLEY (Cont'd)</p>	<p>d. The SVLS Adult Services Committee will continue to meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems, and promote interlibrary cooperation, and will evaluate its charge, programs, and activities on a regular basis.</p>	<p>d. Objectives met. The administrative council representative attended almost all the committee's bi-monthly meetings. The committee continued the reshaping process to align with planned PLP initiatives. The committee sponsored a well-attended, highly rated staff development workshop on Web 2.0 for libraries, which was managed by the systems' workshop support service. In preparation for the Web 2.0 workshop, the member libraries compiled a spreadsheet of their Web 2.0 services and initiatives. Furthermore, the committee exchanged and tabulated information on ILL fees, fines, Playaways audio players, and more.</p>
<p>SOUTH STATE</p>	<p>a. Reference service will be provided by contracting with MCLS for interlibrary reference.</p> <p>b. Staff training will be provided through one or more workshops on issues, resources, or skills pertinent to reference training needs of member libraries. Opportunities for joint efforts and programs with other library related organizations will be utilized.</p> <p>c. Reference resources, which enhance member library reference effectiveness, will be purchased or leased.</p> <p>d. Reports on reference service activities will be prepared by the SSCLS Administrative Council.</p>	<p>a. Objective met. Interlibrary reference was provided through a contract with the MCLS Reference Center.</p> <p>b. Objective met. South State reference staff attended the workshop of the MCLS Reference and Adult Services Committee titled <u>Eyeing the Future: Statewide Vision, Local Focus</u>. Additionally, South State reference staff regularly attends the meetings of the MCLS Reference and Adult Services Committee and contributes to the staff exchanges.</p> <p>c. Objective met. Each library jurisdiction selected reference materials and/or services to enhance reference effectiveness.</p> <p>d. Objective met. Reports on reference statistics were prepared and distributed monthly to the SSCLS Administrative Council. These reports recorded the number of reference questions received, the number of questions answered, and the turn around time actually used to answer them.</p>

**SUMMARY OF IMPROVEMENTS OF REFERENCE SERVICES TO THE UNDERSERVED - FY 2008/09
(CALIFORNIA ADMINISTRATIVE CODE SECTION 20155)
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
<p>BALIS</p>	<p><u>Speakers of limited English and English as a second language:</u></p> <p>a. The BALIS Adult Services Committee will work with the BALIS Public Information Committee to develop strategies for marketing library services to people speaking languages other than English and Spanish.</p> <p>b. The BALIS Electronic Services Committee will seek out and evaluate new databases which will help them fulfill their goal of providing databases that have a focus on the informational needs of specific multicultural communities.</p> <p>c. Members of the Adult Services Committee will work with selected members of the Community Language Project and offer assistance as needed with evaluation of current collections.</p> <p><u>For the mobility impaired (disabled, older adults, etc.):</u></p> <p>d. The BALIS Adult Services Committee will develop a plan for marketing library services that are available remotely to those with mobility issues, including but not limited to the disabled and/or the elderly.</p>	<p><u>Some objectives met.</u></p> <p>a. The Adult Services Committee discussed this objective briefly.</p> <p>b. The Electronic Services Committee sought out and evaluated new Chinese language databases for e-books and magazine articles. It also tested alternatives to Rosetta Stone, which is very popular for ESL.</p> <p>c. Among member libraries, many of the staffs are proficient in other languages. Member libraries are available to help with the Community Language Project. However, the members' ILS systems have greater foreign language capability. Also, improvements have been made in MARC records to accommodate other languages. To facilitate language sharing, the BALIS Adult Services committee updated its foreign language survey and posted a spreadsheet with the results on the BALIS Adult Services wiki. The language list notes the collection (adult or juvenile), material type (print, multimedia), accessibility via the catalog and location for each language held by a particular library system.</p> <p><u>For the mobility impaired:</u></p> <p>d. Objective met. Although the Adult Services Committee briefly discussed this objective, the Bay Area Disability Services Librarians (BADSL), on which BALIS, PLS, and SVLS are represented, evaluated technologies and made presentations to the public.</p>
<p>BLACK GOLD</p>	<p>a. A workshop will be provided on family and child safety issues in the library. Some jurisdictions have specific instructions from their city or county on handling these situations, but a program at a broader level will be presented.</p>	<p>a. Objective met. The "Child and Family Safety in the Library" workshop was held at Santa Barbara Public Library. Twenty-five people, including staff from all seven jurisdictions, attended. The workshop explored legal responsibilities at libraries for unaccompanied and accompanied minors, as well as limiting adult access in children and teen library rooms, computer pornography, suspicious actions by adults, and the range of behaviors that warrant reporting to authorities.</p>
<p>49/99</p>	<p>a. MCLS will provide responses within 10 business days as required by CLSA.</p>	<p>a. Objective met. MCLS provided responses within 10 days, as required by CLSA.</p>

Exhibit E

<p>49/99 (cont'd)</p>	<p>b. 100% of member libraries will utilize system-provided electronic resources on behalf of geographically isolated patrons.</p> <p>c. At least four (4) member public libraries will participate in training opportunities.</p>	<p>b. 100% of member libraries utilized system-provided electronic resources to provide reference services on behalf of geographically isolated patrons.</p> <p>c. Objective met. Four sessions of reference training were held by Stanislaus County Library staff. Two sessions each of the "Reference Interview Workshop" and the "Online Searches/Databases Workshop" were held in June.</p> <p>In May 2009, the Rural Library Initiative workshop, "Mastering Tough Public Service Situations" was held at the Stanislaus County Library.</p> <p>Rural Initiative Training on "Library Service for Older Adults" was held in June 2008 at the Stanislaus County Library.</p> <p>Workshop attendees included staff members from Calaveras County Library, Lodi Public Library, several branches of Stanislaus County Library, and Columbia College Library. Reduced staffing precluded attendance by staff from Amador county, Stockton-San Joaquin County, and Tuolumne County system libraries.</p>
<p>INLAND</p>	<p>a. At least 20% of our reference questions will be from members of underserved groups identified: geography isolated, institutionalized, disabled, and children.</p> <p>b. Electronic and printed material will be provided in a timely manner.</p>	<p>a. Objective met. 28% of the reference questions received was from members of the underserved groups.</p> <p>b. Objective met. Printed materials were provided in a timely manner.</p> <p>System staff participated in the coordination and distribution of printed materials for the Children's Summer Reading Program.</p> <p>System staff provided on-site and interlibrary access to a die cut machine and to more than 400 dies.</p> <p>The Children's Services Committee and Inland Library System staff planned, coordinated and presented the ILS Annual Performer's Showcase; 152 attended; 95% of the attendees rated their overall satisfaction as Excellent or Good. 48 performers participated in the Showcase; 91% of the performers stated their overall satisfaction as Excellent or Good.</p>

<p>MCLS</p>	<p><u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u></p> <p>a. System-specific resources are intended to assist local reference staff in providing more effective reference service to the limited and non-English populations in the service area.</p> <p>b. The MCLS Reference Center provides access to the resources of the International Languages Department collection of LAPL, as well as any relevant multilingual library finding tools, bibliographies, flyers, etc. that are produced by the International Languages staff at LAPL.</p> <p>c. The AskNow Reference Service now has a Spanish language version of the web-based Ask A Librarian Service. Bilingual librarians will handle questions both in real time and via email from library patrons from Los Angeles and Orange Counties who wish to ask questions in Spanish.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. The majority of member libraries will participate in the Reading Program, which is an annual program designed to encourage reading in children of all ages. The majority of the libraries will be represented at the Reading Program Kickoff. The purpose of the Kickoff program is to showcase model programs and performers, as well as offer a networking forum for the exchange of ideas.</p> <p>b. The <i>MCLS Performers' Resource Directory</i> will be continuously updated by the Children's Services Committee members.</p> <p>c. At least one workshop on a topic relevant to the needs of Children's librarians/staff will be coordinated by MCLS staff working with the Children's Services Committee.</p> <p>d. Continued promotion of the MCLS Reference Center via blog articles and at meetings of the MCLS Children's Services Committee will continue to increase use of the MCLS Reference Center by Children's Services reference staff so that children's information needs can be met, instilling understanding and appreciation of library services.</p>	<p><u>SERVICE TO THE LIMITED & NON-ENGLISH SPEAKING</u></p> <p>a. Objective met. The MCLS Reference Center updated the <i>Language Fluency and Collections</i> Directory in 2004, which includes foreign language proficiencies of MCLS member library staff. This System-specific resource is intended to assist local reference staff in providing more effective service to the limited and non-English speaking population in the service area.</p> <p>b. Objective met. MCLS continued to handle System requests for information that utilize the resources of the International Languages Department of LAPL, and made available throughout the System any multilingual library finding tools, bibliographies, flyers, etc., that were produced by the International Languages staff at LAPL.</p> <p>c. Objective met. Bilingual librarians have been providing AskNow Reference web-based Ask A Librarian service to Spanish speaking patrons since June 2002.</p> <p><u>SERVICE TO CHILDREN</u></p> <p>a. Objective met. A majority of member libraries participated in the Summer Reading Program.</p> <p>In addition, many MCLS libraries also participated in a fall reading program sponsored by In-n-Out Burger Co. and another program sponsored by UCLA.</p> <p>b. Objective met. The <i>Performers' Resource Directory</i> continues to be updated as new performers are identified. Also, the Directory was posted online as a wiki in 2009, an electronic file was distributed to member libraries via email.</p> <p>c. Objective met. The Children's Services Committee co-hosted a program with the MCLS Training Program on storytelling featuring guest speaker Margaret Read McDonald; 43 attended.</p> <p>Many committee members attended the performance showcase at LAPL, the SLS Performer's Showcase, and the Children's Literature Council's Fall Gala.</p> <p>d. Objective partially met. Since discontinuation of The <i>Reference Hotline</i>, the MCLS liaison's updates at the MCLS Children's Services Committee meetings have been the primary means of promoting the MCLS Reference.</p>
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<p>MCLS (cont'd)</p>	<p><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. The MCLS Young Adult Services Committee will meet at least three times in the coming year for the purpose of planning and coordinating systemwide programs for young adult librarians.</p> <p>b. In conjunction with the MCLS Young Adult Services Committee, MCLS will conduct at least one workshop/information exchange to further the professional skills of staff involved in service to young adults, focusing on developing community partnerships. The young adult component of the Reading Program will be discussed in at least one Children's Services Committee meeting.</p> <p>Libraries will be asked to provide statistics on the number of participating foster families if appropriate and if the information is readily available. The objective is to increase the number of no-fault library card holders within MCLS and to promote the use of library services by this segment of the population.</p>	<p><u>SERVICE TO YOUNG ADULTS</u></p> <p>a. Objective met. The MCLS Young Adult Services Committee met three times in the past fiscal year for the purpose of planning and coordinating systemwide programs for young adult librarians.</p> <p>b. Objective met. The MCLS Young Adult Services Committee and the SLS Young Adult Services Committee held a Share Fair in February 2009; 40 attended.</p> <p>The committee also had three structured exchanges: Teen/Tween Programs, Fundraising/Donations, and Age-Appropriate Readers' Advisory. The young adult component of the Summer Reading program is an integral part of the program and is always taken into consideration when the children's component of the program is discussed.</p> <p><u>SERVICE TO FOSTER CHILDREN</u> The number of participating foster families is not available.</p>
<p>MOBAC</p>	<p>a. The Reference Committee will continue to update the Services Survey.</p> <p>b. The Reference Committee will continue to update the intranet site.</p> <p>c. A service plan will be created and implemented in FY 2009/10.</p>	<p>a. Objective met. The MOBAC Reference Committee appointed another person to work with the intranet author to update the survey and add a map. Members continued contributing their edits which were incorporated into the survey. Sections were added and/or updated in 2008/2009.</p> <p>b. Objective met. The Committee posted many new documents, including guidelines for reviewing books at the October Hands On training, plans of service and annual reports. The other committees increased the number of currency of documents they posted. Members from each committee can look at the other committees' pages and download and learn from the materials posted there. The committee started a test wiki at the end of FY 2008/2009 -- mobacref.pbworks.com/.</p> <p>c. Objective met. The committee posted its service plan for FY 2009/2010 in the MOBAC Intranet, along with its annual goals and objectives for FY 2008/2009.</p>
<p>MVLS</p>	<p>a. Answers shall be provided for 90% of all questions referred from member libraries for geographically isolated patrons; 70% of answers to their questions shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the System's reference referral structure.</p>	<p>a. Objective met. 100% of questions were filled; 99.2% of the requests were filled within 10 working days.</p>

<p>NORTH BAY</p>	<p><u>ETHNIC MINORITIES</u></p> <ul style="list-style-type: none"> a. NBCLS staff will continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees. b. The System will include items of interest on ethnic minorities on the reference and children's listservs and the NBC web page. c. NBCLS will continue to support Spanish language collection development through the distribution of resource lists for the purchase of books or media from the Guadalajara Book Fair, or from other appropriate Spanish language book fairs and venues. <p><u>CHILDREN</u></p> <ul style="list-style-type: none"> a. NBCLS children's librarians will continue to explore shared program ideas for summer reading programs. b. NBCLS children's staffs will meet two to three times per year to share ideas on programming, collection development and children's and youth services management. c. The NBCLS web page and children's listserv will be used to discuss resources and share ideas related to serving children. d. Workshops or round table discussions of interest to NBCLS children's staffs will be held as part of the Children's Services Committee meetings. <p><u>DISABLED</u></p> <ul style="list-style-type: none"> a. North Bay libraries will continue to develop their collections to aid the disabled and their caregivers. <p><u>GEOGRAPHICALLY ISOLATED</u></p> <ul style="list-style-type: none"> a. All questions received from geographically isolated areas of the North Bay service area will be answered at the NBCLS Reference Center and other outside sources such as Virtual Reference Centers, First Source at LAPL, or contracted sources such as art and poetry experts. b. Access to more resources will be provided as more library catalogs are added to the SuperSearch system. 	<p><u>ETHNIC MINORITIES</u></p> <ul style="list-style-type: none"> a. Objective met. Information has continued to be shared on Spanish language collection development and other appropriate topics at committee meetings. b. Objective met. Appropriate items were passed along to the committee listservs and links added to the web page. c. Objective met. The System encouraged participation at a local Spanish Language vendor fair that was held in the Bay Area. Support was provided to one library sending an individual to the Guadalajara fair for the first time. <p><u>CHILDREN</u></p> <ul style="list-style-type: none"> a. Objective met. This was accomplished at committee meetings and on the listserv. b. Objective met. This was done at two children's services committee meetings. One very popular workshop on using podcasts and other online sources will be presented in 2009/10 for North State/Mountain Valley regions. c. Objective met. Items that were posted on the NBC Children's listserv were used. d. Objective met. Two workshops were held in conjunction with the committee meeting. <p><u>DISABLED</u></p> <ul style="list-style-type: none"> a. Objective met. Collections were developed to aid the disabled and their caregiver. <p><u>GEOGRAPHICALLY ISOLATED</u></p> <ul style="list-style-type: none"> a. Objective met. Continued effort was made to give special service including reference delivery and discounted purchases of online databases with technical support. b. Objective met. The NBC web page with the SuperSearch Link was down for a two-day period. The immediate outcry from users gave us a good indication that this service is popular and well used.
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<p>NORTH STATE</p>	<p>a. Increase communication between member library staff to share information about services for the geographically isolated through email reflectors.</p> <p>b. Continue using the NBCLS/MVLS/NSCLS web sites to allow sharing of news and services from the member libraries in all three systems.</p> <p>c. Sponsor more training by May 2009 to the geographically isolated.</p> <p>d. Publicize Virtual Reference to the geographically isolated.</p> <p>e. Increase the use of the Rural Initiative web site, http://www.rurallibraries.org, by member library sites.</p> <p>f. Increase the involvement of rural library staff in committee, NSCLS Council, and other training activities.</p> <p>These objectives were chosen because they were feasible and measurable.</p>	<p>a. Objective met. Directors and staff are more comfortable with email reflectors and find them very useful. The System added more reflectors because staffs like using reflectors better than communicating on the blog.</p> <p>b. Objective met. The System continues to update the web page to allow member library staff to find information more easily. The new NBCLS and MVLS web sites were based on the NSCLS design so that staff in the three systems can move easily between the three sites in preparation for merging them under the new mega-system.</p> <p>c. Objective met. The System continues to provide training for the online databases and web 2.0 tools that can serve patrons virtually. Several of the online Infopeople training sessions also dealt with virtual services that can be useful for serving the geographically isolated.</p> <p>d. Objective met. The System provided marketing materials for online databases and encouraged member libraries to develop virtual reference services in the libraries.</p> <p>e. Objective partially met. Statistics show that web site is used, but usage has not increased noticeably. Web site was promoted on CALIX several times throughout the year.</p> <p>f. Objective met. The System tried out a new virtual meeting tool, gotomeeting.com, and found it very useful for library staff. It is easy to use and inexpensive. Library staff and directors appreciated being able to stay in their libraries instead of driving to meetings. GoToMeeting allows them to look at documents on the screen or learn how to do something in real time. The System tried Googledocs for sharing documents, and while there was a learning curve and some difficulties at first, found it to be useful.</p>
<p>PENINSULA</p>	<p>a. The catalog's interface will continue to be a key tool for searching library materials in Spanish and Chinese interfaces. A Tagalog interface will also be provided when available. The choice of these language interfaces was determined by educational statistics identifying languages spoken in the home.</p> <p>b. In addition to facilitating use of the catalog, Peninsula's periodical vendor, Thomson-Gale, has created a "location code" that allows Spanish speakers to use a Spanish language search in English. Most of the content itself will still be in English, but the content continues to increase in other languages.</p>	<p>a. Objective met. The ILS upgrades have greater foreign language capability. Also, improvements have been made in MARC records to accommodate other languages and language codes. The ILS has about 200 languages represented, including many titles in Tagalog. The top four languages are English, Spanish, Chinese, and Japanese.</p> <p>b. Objective met. Gale continues to develop its offerings in depth and breadth to meet the diverse needs of library patrons, and PLS adopts these enhancements as soon as they are available.</p>

<p>PENINSULA (cont'd)</p>	<p>c. The Multicultural Committee, in cooperation with the Reference Committee, will choose non-English language materials for selected System libraries. PLS member libraries sponsor the travel expenses of one library staff member to attend the International Book Fair in Guadalajara.</p> <p>d. The list of non-English language materials will be updated by the joint PLS/SVLS Multicultural Committee. The current list, by library and by language, is posted on the PLS website at http://www.plsinifo.org/whats_happening/intl_materials.htm.</p> <p>e. "How to Reach the Lawmakers," our locally produced list of key government officials, will be updated to reflect current appointments, and a translation into Spanish will be updated. At least 1,000 copies of the brochure will be made available through local library reference desks, and it will be reproduced as needed. It is also posted on the PLS website at http://www.plsinifo.org/community/espanol_lawmakers/index.htm.</p>	<p>c. Objective met. PLS/SVLS members sent a representative from the San Mateo County Library to the International Book Fair in Guadalajara in the fall of 2008. The Multicultural Committee members started a blog, Unity in Diversity, in March 2008, posting reports on the past and future events and sharing information at http://svlspplsmc.wordpress.com/. Unity in Diversity posted an announcement of the annual book fair in February 2009, sponsored by Bibliotecas Para La Gente, the Northern California chapter of REFORMA.</p> <p>d. Objective met. The "Language Resource List" was posted on the updated staff intranet, FIDO, in October 2007, but it has been replaced by the enhancements to the ILS and MARC records mentioned above. The languages spoken list was also updated and incorporated in the annual staff directory in October 2008.</p> <p>e. The English version of "How to Reach the Lawmakers," was revised in April 2008 to reflect current appointments. In place of print copies, the brochure is published in PDF on the web by the Community Information Project at http://cip.plsinifo.org/PDF/LawmakersSMCo.rev08/04.pdf. The Spanish print version was not updated, but the information is available and current at http://www.plsinifo.org/community/espanol_lawmakers/index.htm.</p> <p>Additionally, the CIP made resources for seniors and the mobility impaired and also literacy resources more readily available, with the publication of the Senior Resource Directory, Senior Mobility Guide in print and online at peninsularides.org and "Dad and Me" story hours. The children's committee started a literacy project with at-risk teen mothers in Half Moon Bay, with funding from an LSTA pilot grant.</p>
<p>SJVLS</p>	<p>a. Reference questions from patrons in geographically isolated areas will be answered according to the same performance objectives set for the System Interlibrary Reference component – that is, there will be no difference in time or quality of the answer because a patron is geographically isolated.</p> <p>b. Questions from non-English speaking and handicapped patrons will be answered in a language or format they require.</p> <p>c. Questions from members on the availability of community services in the System service area can be channeled through the San Joaquin Valley Information System (SJVIS).</p>	<p>a. Objective met. All reference questions are answered according to the same performance objectives set for the System Interlibrary Reference regardless of geographic location.</p> <p>b. Objective met. Questions are answered in the appropriate format and accuracy is required. Spanish language sources are used when requested.</p> <p>c. Objective met. SJVIS makes members aware of the availability of community services in their local areas when deemed appropriate. It should be noted that very few questions are received that fall into the community services category, probably due to the improved availability</p>

<p>SJVLS (cont'd)</p>	<p>d. Local reference staff will be able to assist patrons in using tools available in the patron's native language.</p>	<p>of this information via the Internet.</p> <p>d. Objective met. This is an area of ongoing interest among member libraries. Most jurisdictions have worked to place staff with language skills into communities as appropriate.</p>
<p>SANTIAGO</p>	<p>a. The vendor for SLS reference services, MCLS, will provide materials in appropriate languages and reading levels as requested by SLS reference librarians.</p> <p>b. SLS Children's Services Committee may conduct one staff training workshop focusing on some aspect of services to children; a minimum of 20 staff will attend.</p> <p>c. The SLS Children's Services Committee will meet at least 6 times during 2008/09 to discuss services to children and share ideas.</p> <p>d. SLS will hold a "Performers' Showcase" for children's librarians to review possible talent/programs for individual libraries' use.</p> <p>e. The SLS Young Adult Committee may conduct a staff training workshop focusing on one aspect of services to young adults; a minimum of 20 staff members will attend.</p> <p>f. The SLS Young Adult Committee will meet at least 6 times during 2008/09 to discuss services to young adults and share ideas.</p> <p>g. The SLS Children's Services Committee will participate in a Children's Summer Reading Program to provide consistent, systemwide encouragement of reading-related activities. The Children's Services Committee will utilize, wherever possible, the support of local vendors or other public/private partnerships in developing the program.</p> <p>h. The SLS Young Adult Committee will participate in a Young Adult Summer Reading Program to provide consistent, systemwide encouragement of reading-related activities. The Young Adult Committee will utilize, whenever possible, the support of local vendors or other public/private partnerships in developing the program.</p>	<p>a. Objective met. MCLS provided materials in appropriate languages and reading levels as requested by SLS, including Spanish, Korean and Chinese.</p> <p>b. Objective met. Objective was fulfilled by the sponsorship of the "2009 Performers' Showcase."</p> <p>c. Objective met. The SLS Children's Services Committee met six times during 2008/09.</p> <p>d. Objective met. The "Performers' Showcase" was held in January 2009; 62 staff attended.</p> <p>e. Objective met. The SLS Young Adult Committee (along with the MCLS Young Adult Committee) held a "Share Fair" workshop in February 2009; 16 people attended.</p> <p>f. Objective met. The SLS Young Adult Committee met 6 times during 2008/09.</p> <p>g. Objective met. Sponsored by the Los Angeles Angels of Anaheim Baseball Club, the reading program theme that most of the SLS libraries used was "Homerun Reader."</p> <p>h. Objective met. The various SLS libraries held their own Young Adult Program, several shared the same theme.</p>
<p>SERRA</p>	<p>The underserved group identified for FY 2008/09 was the geographically isolated in rural areas, specifically in and near the Imperial Valley, including children and teens.</p> <p>a. Serra will offer reference for staff of rural libraries.</p>	<p>a. Objective met. 17% of all reference questions came from the Imperial Valley libraries. Serra was able to expand their member libraries' resources fully answer their clients' information needs using the Internet and the extensive holdings of the San Diego Public Library, the resources at San Diego State and UCSD, and the Internet The Serra website gave Imperial County members immediate and up to date</p>

<p>SERRA <i>(cont'd)</i></p>	<p>b. Serra staff will offer reference training programs for the staffs of rural libraries, produce resource-sharing tools, maintain commitment to outreach efforts, and participate in local library organizations.</p> <p>c. The Serra Resource Librarian will participate in Imperial Valley reference training and will work with the Adult Services Committee to bring workshops to Imperial Valley.</p> <p>d. Serra will provide reference assistance to children and teens in Imperial Valley.</p> <p>e. Serra will use local funds to provide centralized interlibrary loan service for delivery of materials required to answer reference questions. Interlibrary loan fill rate of 90% and average turn around time of 4 days for Imperial Valley libraries.</p>	<p>contact information on elected government officials in every jurisdiction of the two counties, as well as member library information.</p> <p>b. Objective met. Serra developed a one-day conference in March for library staff with a goal of improving library services in border communities by providing an opportunity for training, exchange of ideas, and ongoing collaboration. The Multilingual Book Fair committee organized its successful 14th annual Multilingual Book Fair, allowing participants to view and obtain non-English language books and library materials in order to reach out to their underserved populations. For the second year, the Committee worked with Libros, the local chapter of Reforma, and offered two scholarships, \$1000 for a MLIS student and \$500 for a student in the library tech program.</p> <p>All of the Imperial Valley public libraries participated in the locally-funded Summer Reading Program Conference coordinated by Serra's Children's and Young Adult Services Committees. The Conference was aimed at service to underserved populations, children and teens. Although not directly a reference program, staff learned how to attract children and teens into the library where they have the opportunity to ask reference questions.</p> <p>c. Objective met. The Serra Adult Services Committee and the San Diego Public Law Library collaborated on a workshop for the Imperial County Library staff development day "Legal Websites for All Library Staff." The workshop was especially tailored to include Imperial Valley resources and was presented by the Serra Resource Librarian.</p> <p>d. Objective met. Reference questions referred from children and teens were answered by Serra staff.</p> <p>e. Objective met. The fill rate for interlibrary loan to Imperial Valley was 90% with a 4 day average turn around time for physical delivery of materials to Imperial County.</p>
<p>SILICON VALLEY</p>	<p>a. The non-English System brochures will be updated and distributed to all System libraries. A Spanish-language version of the brochure listing lawmakers (federal, state, and county) who represent Santa Clara County will be updated following each election.</p> <p>b. The "Language Resource List" will continue to be updated annually and incorporated into the staff directory, which lists staff in all SVLS libraries.</p>	<p>a. Objective met. The "Welcome to the Library" brochures were available on FIDO, the staff intranet. The lawmakers' brochures were not reprinted, but were replaced by a webpage with links to each language's version.</p> <p>b. Objective met. The "Language Resource List" was updated in the annual staff directory in October 2008.</p>

<p>SILICON VALLEY (cont'd)</p>	<p>c. System staff will work with Thomson/Gale to implement the Spanish-language interface for periodical databases for those libraries that elect to implement it.</p> <p>d. The SVLS Adult Services Committee will identify and evaluate databases that serve the informational needs of specific multicultural communities.</p> <p>e. Members of the SVLS Adult Services Committee will work with Califa to data gathered as the project unfolds to identify underserved groups that may be the targets of future Plans of Service goals to improve reference services.</p> <p>f. System staff or one of the member libraries' representatives to the Adult Services Committee will attend at least one Multicultural Committee meeting to discuss areas of mutual concern.</p> <p>g. Sponsorship of a staff member to the International Book Fair in Guadalajara allows libraries to have material selected for them that would not be available through other means.</p> <p>h. Continued participation in AskNow, the Statewide Virtual Reference Project, allows libraries to offer patrons the ability to conduct the reference transaction in Spanish.</p>	<p>c. Objective met. SVLS continues to subscribe to <i>¡Informe!</i></p> <p>d. Objective met. Working with and through Califa, member libraries sought and evaluated databases and services for underserved groups.</p> <p>e. Objective not met. The SVLS committee met the goal more effectively by its work with Califa on databases and services, and in sharing information about the member libraries' programs and public services.</p> <p>f. Objective not met. The Multicultural Committee members started a blog, <i>Unity in Diversity</i>, posting reports on the past and future events and sharing information.</p> <p>g. Objective met. Co-sponsored with PLS to send a representative from San Mateo County Library to the International Book Fair.</p> <p>h. Objective met. Selected member libraries continued in their participation in AskNow.</p>
<p>SOUTH STATE</p>	<p>a. One or more workshops or training sessions, with appropriate accompanying materials (e.g. guides, articles, bookmarks, etc.) will be held on youth services.</p> <p>b. The above performance objective was identified by the South State Steering Committee and Council as useful and meaningful to improve reference service in the System service area.</p>	<p>a. Objective met. South State Young Adult librarians attended the "MCLS/SLS YA Committee Share Fair Workshop" held in February 2009. The objective of the workshop was to introduce YA staff to gaming and discuss how it can be incorporated into their efforts to attract the YA community to the library. Packets were distributed to attendees.</p> <p>b. Objective met. The YA staff feel more comfortable with the concept of introducing gaming into their activities.</p>

System Interlibrary Reference Program Objectives
 System Program Annual Report – FY 2008/09
 (California Administrative Code Section 20157)

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

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	227	100%	100%	227	227
BLACK GOLD	4	100%	100%	4	4
49-99	7	100%	100%	7	7
INLAND	453	100%	91.8%	453	416
MCLS	906	99.8%	97.2%	904	879
MOBAC	40	100%	100%	40	40
MVLS	240	100%	99.2%	240	238
NORTH BAY	336	100%	98.8%	336	332
NORTH STATE	201	100%	99%	201	199
PENINSULA	69	100%	100%	69	69
SJVLS	219	96%	96%	210	202
SANTIAGO	75	96%	94.7%	72	68
SERRA	1036	98.9%	96%	1015	975
SILICON VALLEY	301	100%	100%	301	301
SOUTH STATE	143	96.5%	100%	138	138
TOTALS	4257	99.1%	98.2%	4217	4095

- (a) All systems were able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided was 99.1% or 4,217 questions were answered in total.
 (b) All systems were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 98.2% or 4,095 questions were returned to the originating member library within 10 working days.

Summary of System Reference Expenditures for FY 2008/09
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 89,777	\$ -	\$ 89,777
BLACK GOLD	50,957	291,135	342,092
49-99	49,724	0	49,724
INLAND	131,915	6,092	138,007
MCLS	215,238	22,611	237,849
MOBAC	52,754	0	52,754
MVLS	92,590	2,775	95,365
NORTH BAY	90,718	33,785	124,503
NORTH STATE	67,612	25,000	92,612
PENINSULA	49,004	15,025	64,029
SJVLS	82,353	68,728	151,081
SANTIAGO	76,210	0	76,210
SERRA	100,387	22,442	122,829
SILICON VALLEY	59,587	0	59,587
SOUTH STATE	77,846	0	77,846
TOTAL	\$1,286,672	\$ 487,593	\$1,774,265

**LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2008/09**

System	CLSA System Reference			CLSA System Communications and Delivery		
	Percent of CLSA Expenditures for Reference	Percent of Local Funds for Reference	Total Expenditures for Reference	Percent of CLSA Expenditure for Comm. & Delivery	Percent of Local Funds for Comm. & Delivery	Total Expenditures for Comm. & Delivery
BALIS	100%	0%	\$ 89,777	87%	13%	\$ 51,278
BLACK GOLD	15%	85%	342,092	61%	39%	81,400
49-99	100%	0%	49,724	57%	43%	68,491
INLAND	96%	4%	138,007	88%	12%	110,533
MCLS	90%	10%	237,849	54%	46%	167,543
MOBAC	100%	0%	52,754	60%	40%	75,000
MVLS	97%	3%	95,365	61%	39%	124,734
NORTH BAY	73%	27%	124,503	22%	78%	293,289
NORTH STATE	73%	27%	92,612	53%	47%	183,903
PENINSULA	77%	23%	64,029	11%	89%	328,009
SJVLS	55%	45%	151,081	9%	91%	697,922
SANTIAGO	100%	0%	76,210	89%	11%	45,239
SERRA	82%	18%	122,829	72%	28%	85,228
SILICON VALLEY	100%	0%	59,587	97%	3%	35,364
SOUTH STATE	100%	0%	77,846	100%	0%	35,764
TOTAL PERCENT	70%	30%	100%	37%	63%	100%
TOTAL EXPEND.	\$1,286,672	\$487,593	\$1,774,265	\$872,320	\$1,511,377	\$2,383,697

2008/09 Expenditures:

	CLSA	Local	LSTA	Total
Administration	545,200 (14%)	3,144,459 ¹ (84%)	\$66,521 (2%)	\$3,756,180
Reference	1,286,672 (73%)	487,593 ² (27%)		1,774,265
Comm. & Delivery	872,320 (37%)	1,511,377 (63%)		2,383,697
Advisory Boards (SAB)	20,529 (93%)	1,562 ⁴ (7%)		22,091
Total	\$2,724,723 (34%)	\$5,144,207 (65%)	\$66,521 (1%)	\$7,936,233

¹All systems contributed local funds to support system administration.

²All but six systems (BALIS, 49-99, MOBAC, Santiago, Silicon Valley and South State) used local funds to support Reference.

³All but one system (South State) contributed local funds to support Communications and Delivery.

⁴Two systems (Black Gold and Peninsula) used local funds to support the SAB program.

Summary of System Administration Expenditures for FY 2008/09
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 33,678	\$ 175,637	\$ 209,315
BLACK GOLD	25,526	79,271	104,797
49-99	22,377	51,644	74,021
INLAND	57,690	7,085	64,775
MCLS	76,985	663,984	740,969
MOBAC	24,606	119,780	144,386
MVLS	42,686	30,534	73,220
NORTH BAY	38,906	388,085	426,991
NORTH STATE	42,758	26,752	69,510
PENINSULA	21,140	1,234,641	1,255,781
SJVLS	36,135	144,844	180,979
SANTIAGO	29,204	2,318	31,522
SERRA	40,889	44,037	84,926
SILICON VALLEY	23,692	138,360	162,052
SOUTH STATE	28,928	37,487	66,415
TOTAL	\$ 545,200	\$3,144,459	\$3,689,659

LSTA funds spent on System Administration MVLS \$4,365
North Bay \$1,364
North State \$15,000
Santiago \$45,792

AGENDA ITEM: CLSA System Communications and Delivery Program

GENERAL OVERALL PROGRAM UPDATES:

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

Summary of 2008/09 System Annual Reports

Performance Objectives: Under the policies adopted by the Board, each System is required to adopt two performance objectives for System Communications and Delivery in a format prescribed by the State Board. Additional performance objectives may be adopted by individual Systems to meet their own needs for management information and service improvement. Exhibit A displays performance objectives adopted by each System for the 2008/09 fiscal year and the degree of success in meeting each objective.

Workload: Exhibit B displays a summary of actual workload statistics for the 2008/09 fiscal year. In general, statistics have increased considerably from the previous year—9.8% in the number of messages communicated and 17.3% in the number of items delivered.

Expenditures: Exhibit C displays CLSA and local funds expended in support of System Communications and Delivery (C&D) services in 2008/09. Overall, 37% of the total budgeted for System C&D was expended from CLSA funds, and 63% was expended from local funds. See Exhibit D for a summary of local member contributions to the C&D program.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2009/10 System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

**SUMMARY OF 2008/09 COMMUNICATIONS & DELIVERY PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
BALIS	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 2 to 4 working days.</p>	<p>a. Objective met.</p> <p>b. Objective met.</p>
BLACK GOLD	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message).</p> <p>b. 98% of items sent by intrasystem delivery will be delivered within 2 working days.</p>	<p>a. Objective met. The electronic communications used by Black Gold member libraries to facilitate resource sharing were entirely funded by local monies. Black Gold's C & D allocation from CLSA supports only the delivery service essential to resource sharing. The Black Gold ATS office has an internal Web page for posting committee minutes and other information for library members. Information continues to be added to the Web site, including frequent migrations to the new automated system.</p> <p>The two online catalogs have been an effective communication tool for resource sharing with the staff and public. Use of the California Catalog has increased, as has the number of Interlibrary Loan requests.</p> <p>b. Objective met. Black Gold continues to contract with a courier service to provide full-route delivery. The number of items going into delivery continues to increase and adjustments are made to handle the changes.</p>
49/99	<p>a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p>	<p>a. Objective exceeded, due in part to email being the primary method of communication.</p> <p>b. Objective exceeded. 95% of items sent by intrasystem delivery were delivered within 3 working days or less.</p>
INLAND	<p>a. 95% of intrasystem messages will be received by addressees within 24 hours.</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.</p>	<p>a. Objective met. 98% of intrasystem messages were received within 24 hours.</p> <p>b. Objective exceeded. 96% of items sent by intrasystem delivery were delivered within 1 working day.</p>

<p>MCLS</p>	<p><u>Communications</u></p> <ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of all messages requiring a response will be answered within 2 working days. c. 191,850 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, email and delivery). d. 275 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via facsimile. e. 8,000 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via email. <p><u>Delivery</u></p> <ul style="list-style-type: none"> a. 75% of the items sent by intrasystem delivery will be delivered within 2 working days. b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days. c. 64,375 items will be transported among member libraries by the System delivery vans. 	<p><u>Communications</u></p> <ul style="list-style-type: none"> a-b. Objectives met. The majority of the messages were transmitted electronically. c. Objective met. Over 200,000 messages were transmitted among member libraries through all communications mechanisms. d. Objective met. There has been a decrease in the number of messages being sent by fax. Approximately 450 messages were transmitted between the MCLS Reference Center and member libraries via fax. e. Objective partially met. Approximately 7,750 messages were transmitted between the MCLS Reference Center and member libraries via email. <p><u>Delivery</u></p> <ul style="list-style-type: none"> a-c. Objectives met. Delivery continued on an alternating 5-day and 3-day a week schedule per route, carrying over 64,437 items during the year. <p>Related non-CLSA activities of providing linkages with other systems were maintained.</p>
<p>MOBAC</p>	<ul style="list-style-type: none"> a. 100% of intrasystem messages will be received by addressees within 24 hours. b. 100% of items sent by intrasystem delivery will be delivered within 1 to 4 working days. c. 111,500 items will be delivered during the fiscal year. 	<ul style="list-style-type: none"> a. Objective met. a. Objective met. c. Objective met. 113,625 were delivered.
<p>MVLS</p>	<ul style="list-style-type: none"> a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day). b. 100% of items sent by intrasystem delivery will be delivered within 3 working days. 	<ul style="list-style-type: none"> a. Objectives met. Use of telephone and email with PDF file attachments are the preferred method of responding to messages. b. Objective not met. One member of the System received delivery one day per week for a portion of the year. The member's Friends of the Library

<p>MVLS (cont'd)</p>		<p>contracted for one extra day of delivery for about six months. The MVLS Council reviewed delivery needs, CLSA funds available, and the cost of delivery per day per member. Effective July 1, 2009, all public library members will receive a minimum service level of two days per week. Adoption of this policy will allow the System to meet this objective in future years.</p> <p>Local funds were added to meet the level of service provided.</p>
<p>NORTH BAY</p>	<p>a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax and electronic mail).</p> <p>b. 90% of items sent by intrasystem delivery will be received within 4 working days.</p>	<p>a-b. Objectives met. Delivery statistics in the North Bay increased by 4.2%. The preferred method for delivery of documents for most libraries was via emailed PDF files and fax being used as appropriate.</p>
<p>NORTH STATE</p>	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p>	<p>a. Objective met. All libraries have fax machines and email accounts</p> <p>b. Objective not met. Several libraries still have only one day per week delivery--Del Norte, Modoc and Plumas counties. The list will be longer next year as CLSA funds for delivery are only about one-half of the amount needed to sustain the current level of service. Reserve funds are being deleted in an effort to meet this objective. Lassen Library District received its deliveries through UPS and USPS.</p>

PENINSULA	<ul style="list-style-type: none"> a. 98% of the intrasystem messages will be received within one hour. b. 98% of total items will be received within 3 working days (main library to main library). c. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the working day following pick-up (main library to main library). d. 2,700,000 items will be delivered during the fiscal year. e. 50% of all items to SVLS will be delivered within 3 working days. f. 50% of all items to BALIS will be delivered within 3 working days. 	<ul style="list-style-type: none"> a. Objective met. b. Objective met. c. Objective met. d. Objective met. 2,808,008 items were delivered. e. Objective met. f. Objective met.
SJVLS	<ul style="list-style-type: none"> a. All System messages to be sent in the most cost effective manner to: <ul style="list-style-type: none"> 1. Allow 80% of messages to be received within 4 hours and 100% of the reference and information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, and evaluation messages to be received in a form and manner to expedite decision-making and the efficient use of staff time. b. To allow 100% of inter-system loans and other materials to be delivered within 3 working days to the member library headquarters. c. To allow member resources to be efficiently allocated in handling communication transactions for System activities. 	<p>a-c. Objectives met. Delivery has been integrated with those of the Fresno County Library. Additional delivery runs were added between Fresno and Bakersfield to reduce load on the vehicles. Delivery between members continued to be stretched to capacity as use of the holds function increases and restrictions on loans of materials are reduced. Average delivery time from headquarters library to headquarters library in the System is 4.3 calendar days; average delivery time between any location to any location in another jurisdiction is 5.2 calendar days.</p> <p>All member library staff have accounts on the System-run Exchange mail server, which allowed most messages to be delivered efficiently over the System network without going through the Internet. Most Internet messages are communication with other reference centers, the State Library, and direct communication with patrons. Agendas and minutes for System meetings are noticed via email, placed on shared network drives for easy access by all System members, and supplemented with posting to the System Web page. Use of a Web-based form for submitting reference questions and use of email continues to reduce the reliance on fax and telephone for reference center communications.</p>
SANTIAGO	<ul style="list-style-type: none"> a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 4 working days. c. An online directory of staff at SLS libraries, hosted on the MCLS Web site, will be maintained. 	<ul style="list-style-type: none"> a. Objective met. Use of email has ensured receipt of many messages in less than 24 hours. b. Objective met. SLS contracts with MCLS for delivery service. Bi-annual satisfaction surveys continue to rate services as good to excellent. c. Objective met. The SLS directory is hosted on the MCLS Web site and SLS libraries are assigned passwords to access this information.

<p>SERRA</p>	<p>a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.</p>	<p>a. Objective met. 99.1% of intra-system messages were received within 24 hours. Fax, email, and phone messages were received immediately. 95% of items sent by intrasystem delivery were delivered within one working day. Those going to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, usually took two to three days longer. The smallest and most remote branches may occasionally require a week.</p> <p>b. Objective met. 90% of items were delivered in one working day. Serra contracted with a vendor for delivery 5 days a week between System libraries in San Diego County and the Serra offices at San Diego Public, San Diego State University and University of California San Diego received twice weekly delivery. Associate member libraries received weekly delivery as needed. Serra's own part time driver provided twice a week delivery between member libraries in the Imperial Valley. A courier service provided twice weekly delivery between San Diego and Imperial counties. A total of 158,657 items were handled by all segments of Serra's delivery system.</p> <p>In addition, Serra headquarters applied for 2008/09 E-Rate funding and received an 80% discount of its telecommunications costs.</p> <p>Serra staff facilitated networking and cooperation among its members through six system committees. System staff supported the successful operation of the Serra committees by attending meetings, communicating opportunities for grants and training, updating committee information on the web page, and assisting with committee events such as workshops and conferences.</p> <p>The interactive map on the Serra website (www.serralibrary.org) facilitated communication between the various library systems and branches.</p>
<p>SILICON VALLEY</p>	<p>a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt).</p> <p>b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.</p> <p>c. 50% of all items sent to PLS libraries will be delivered within 3 working days.</p> <p>d. 50% of all items sent to BALIS libraries and to the MOBAC Library System libraries will be delivered within 7 working days.</p>	<p>a. Objective met. 90% of all intrasystem messages were received within 24 hours, because all libraries and staff have email and Internet connections.</p> <p>b. Objective met. 90% of items sent by intrasystem delivery were delivered within 3 working days.</p> <p>c. Objective met. 50% of all items sent to PLS libraries were delivered within 3 working days.</p> <p>d. Objective met. 50% of all items sent to BALIS libraries and to MOBAC libraries were delivered within 7 working days.</p>

SOUTH STATE	<ul style="list-style-type: none"> a. 90% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be received by the addressee within 3 working days. 	<ul style="list-style-type: none"> a. Objective met. Extensive use of fax and email between SSCLS members and headquarters. b. Objective met. MCLS provided delivery services to South State members by contract.
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System Communications & Delivery Program
2008/09 Service Methods and Workload Activity

	Actual Communications Workload (Messages)	Telecommunications Systems Usage					Actual Delivery Workload (Items)	Delivery Systems Usage					Actual Miles Traveled By All Delivery Vehicles
		Elec. Mail	Voice Phone	Fax	Internet	Other		System Van	Con-tracted Delivery	US Mail	UPS	Other	
BALIS	2,000	N/A	68.8%	31.2%	N/A	NU	32,660	NU	98%	1%	1%	N/A	35,000
BLK GOLD	837,576	NU	16.3%	0.02%	3.3%	80.4% ^(a)	1,734,395	NU	97%	2%	0.5%	0.5%	77,439
49-99	3,970	NU	21.4%	3.0%	75.6%	NU	425,875	NU	99%	1%	NU	NU	72,000
INLAND	1,787	N/A	84.6%	15.4%	N/A	N/A	286,257	N/A	97%	1%	1%	1%	128,000
MCLS	200,675	N/A	3.1%	4.1%	91.2%	1.6% ^(b)	64,437	97%	2%	1%	NU	NU	82,755
MOBAC	1,200	N/A	66.7%	33.3%	N/A	NU	113,625	NU	99.9%	NU	NU	0.1%	26,000
MVLS	17,500	NU	17.1%	5.7%	77.2%	NU	1,086,757	0%	99%	0.1%	0.9%	NU	61,300
NO. BAY	61,500	NU	13.0%	0.8%	86.2%	NU	4,734,728	0%	99%	0.4%	0.6%	NU	153,250
NO. STATE	43,979	NU	1.7%	0.9%	97.4%	NU	1,149,265	50%	47%	1%	2%	NU	306,500
PENINSULA	356,300	N/A	1.1%	0.7%	N/A	98.2% ^(c)	2,808,008	96%	NU	1%	3%	NU	52,000
SJVLS	647,065	38.6%	0.7%	0.1%	4.0%	56.6% ^(d)	766,044	98%	NU	1%	1%	NU	84,916
SANTIAGO	5,145	N/A	46.6%	18.9%	34.5%	NU	9,984	0%	98%	2%	NU	NU	12,000
SERRA	22,100	NU	18.1%	11.3%	67.9%	2.7% ^(e)	158,652	0%	98%	1.5%	0.5%	NU	78,874
SVLS	5,450	N/A	72.5%	27.5%	NU	NU	26,230	0%	98%	2%	NU	NU	NA
SO. STATE	4,612	N/A	41.4%	21.8%	36.8%	NU	8,018	0%	99%	1%	NU	NU	8,008
TOTALS	2,210,859	11.3%	8.1%	1.0%	16.6%	63%	13,404,935	30.5%	67.4%	0.8%	1.2%	0.1%	1,178,042

NA - Not Available

NU - Not Used

^(a) Holds placed on member library automation

^(b) Delivery

^(c) Telephone service renewal

^(d) Horizon ILL requests

^(e) UPS, US Mail

Summary of Communications and Delivery Expenditures for FY 2008/09
System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 44,579	\$ 6,699	\$ 51,278
BLACK GOLD	49,578	31,822	81,400
49-99	38,886	29,605	68,491
INLAND	97,260	13,273	110,533
MCLS	90,220	77,323	167,543
MOBAC	45,270	29,730	75,000
MVLS	76,610	48,124	124,734
NORTH BAY	64,225	229,064	293,289
NORTH STATE	98,321	85,582	183,903
PENINSULA	35,086	292,923	328,009
SJVLS	60,482	637,440	697,922
SANTIAGO	40,459	4,780	45,239
SERRA	61,253	23,975	85,228
SILICON VALLEY	34,327	1,037	35,364
SOUTH STATE	35,764	0	35,764
TOTAL	\$ 872,320	\$1,511,377	\$2,383,697

**LOCAL MEMBER CONTRIBUTIONS TO CLSA SYSTEM PROGRAMS
FY 2008/09**

System	CLSA System Reference			CLSA System Communications and Delivery		
	Percent of CLSA Expenditures for Reference	Percent of Local Funds for Reference	Total Expenditures for Reference	Percent of CLSA Expenditure for Comm. & Delivery	Percent of Local Funds for Comm. & Delivery	Total Expenditures for Comm. & Delivery
BALIS	100%	0%	\$ 89,777	87%	13%	\$ 51,278
BLACK GOLD	15%	85%	342,092	61%	39%	81,400
49-99	100%	0%	49,724	57%	43%	68,491
INLAND	96%	4%	138,007	88%	12%	110,533
MCLS	90%	10%	237,849	54%	46%	167,543
MOBAC	100%	0%	52,754	60%	40%	75,000
MVLS	97%	3%	95,365	61%	39%	124,734
NORTH BAY	73%	27%	124,503	22%	78%	293,289
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PENINSULA	77%	23%	64,029	11%	89%	328,009
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SANTIAGO	100%	0%	76,210	89%	11%	45,239
SERRA	82%	18%	122,829	72%	28%	85,228
SILICON VALLEY	100%	0%	59,587	97%	3%	35,364
SOUTH STATE	100%	0%	77,846	100%	0%	35,764
TOTAL PERCENT	70%	30%	100%	37%	63%	100%
TOTAL EXPEND.	\$1,286,672	\$487,593	\$1,774,265	\$872,320	\$1,511,377	\$2,383,697

2008/09 Expenditures:

	CLSA	Local	LSTA	Total
Administration	545,200 (14%)	3,144,459 ¹ (84%)	\$66,521 (2%)	\$3,756,180
Reference	1,286,672 (73%)	487,593 ² (27%)		1,774,265
Comm. & Delivery	872,320 (37%)	1,511,377 (63%)		2,383,697
Advisory Boards (SAB)	20,529 (93%)	1,562 ⁴ (7%)		22,091
Total	\$2,724,723 (34%)	\$5,144,207 (65%)	\$66,521 (1%)	\$7,936,233

¹All systems contributed local funds to support system administration.

²All but six systems (BALIS, 49-99, MOBAC, Santiago, Silicon Valley and South State) used local funds to support Reference.

³All but one system (South State) contributed local funds to support Communications and Delivery.

⁴Two systems (Black Gold and Peninsula) used local funds to support the SAB program.

AGENDA ITEM: CLSA System Advisory Board

GENERAL OVERALL PROGRAM UPDATES:

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

System Advisory Board Rosters

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 A. Board members are reminded that "representation" does not necessarily constitute membership in specific population segments, and that a single SAB member may represent more than one designated category. It should also be noted that SAB members are appointed by the governing bodies of member library jurisdictions, not by System Administrative Councils.

Summary of 2008/09 System Annual Reports

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

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

Expenditures: Most System Advisory Boards continue to be hampered in their efforts to develop active Boards by the slowness of appointments by the governing bodies of member jurisdictions. Exhibit C displays CLSA and local funds expended in support of the System Advisory Board (SAB) Program in 2008/09.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of
2009/10 SAB program achievements and activities based on System Annual Reports.

Relevant Committee: Resource Sharing
Staff Liaison: Sandy Habbestad

Doc.#14760

**Population Segments Represented on System Advisory Boards - 2010/11
As of July 1, 2010**

System	Number of Board Members & Alternatives ¹	Population Segments Represented																	
		Economically Dis-advantaged (below poverty level)	Institution-alized	Aged (65+)	Children & Youth				Handi-capped	Speakers of Limited English or English as a Second Language	Non-English Speaking	Ethnicity					Geogra-phically Isolated	Functionally Illiterate	Shut-Ins
					Under 5	5 to 9	10 to 14	15 to 19				Black	Hispanic	Asian	Native American	Other			
BLACK GOLD	4 (3V)	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1
49-99	3 (3V)	2		2	2	2	2	2	2	2	2	2	2	2	2	1		2	1
INLAND	13 (7V)	2		9				1				1				5			
NORTHNET	16 (25V)	7	2	10	8	9	8	6	7	6	5	3	9	3	6	2	9	5	5
PLP	16 (18V)	4	2	13	12	13	12	10	8	13	3	10	9	12		4	2	1	1
SJVLS	3 (7V)			1												3			
SERRA	7 (7V)	6	4	8	6	6	6	6	4	6	4	5	7	5	4	3	5	4	4
SCLC	32 (19V)	5	2	7	4	6	2	3	3	8	3	6	7	4		1			1
TOTAL	94 (89V)	27	11	52	33	37	31	28	26	36	18	27	36	27	13	12	26	13	13

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

V - Vacancies

**SUMMARY OF 2008/09 SYSTEM ADVISORY BOARD PERFORMANCE OBJECTIVES
CLSA SYSTEM PROGRAM ANNUAL REPORTS**

System	Performance Objectives	Achievement of Performance Objectives
<p>BALIS</p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. An orientation will be held in September for new and continuing members. 2. Administrative Council members will be invited to attend each SAB meeting. 3. All SAB members will have the opportunity to attend local BALIS workshops. 4. SAB member will receive all Administrative Council agendas and may attend Administrative Council meetings. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Ongoing discussion of SAB's role in the consolidated systems. 2. An update on BALIS activities is provided at each meeting. 3. Provide opportunities for ongoing self-education through topical meetings, including: a) Friends and Foundation activities, b) State legislative initiatives and legislation. 4. Include time for SAB members to ask questions and/or exchange information about System services. <p>c. Presentations and Activities:</p> <ol style="list-style-type: none"> 1. Each SAB member will serve as public relations representative for local libraries. 2. 100% of SAB members will be able to understand system services well enough to give a brief report to the jurisdiction they represent. 3. Each SAB member will be expected to attend at least one workshop on public library services. 4. SAB members will be encouraged to attend the annual California 	<p>a. Meetings: Objectives 1-4 met.</p> <p>b. Meeting Content: Objectives 1-4 met.</p> <p>c. Presentations and Activities Objectives 1-4 met.</p>

<p>BALIS (cont'd)</p>	<p>Library Association conference. Partial funding will be provided as allowed by the system budget.</p> <p>d. Legislative Activities:</p> <ol style="list-style-type: none"> 1. Co-host a system-wide library issues breakfast with SAB's from SVLS and PLS (federal, state, local, lawmakers invited). 2. Encourage all members' attendance at CLA Legislative Day and/or Day in the District to represent overall library issues. <p>e. Planning and Evaluation:</p> <ol style="list-style-type: none"> 1. Participate in planning and evaluation of SAB objectives for FY 2008/09. 2. Evaluate activities for the year and make recommendations as appropriate. 3. Review the System annual Plan of Service and make recommendations to the Administrative Council. 	<p>d. Legislative Activities: Objectives 1-2 met.</p> <p>e. Planning and Evaluation: Objectives 1-3 met</p>
<p>BLACK GOLD</p>	<ol style="list-style-type: none"> a. Hold an Orientation Workshop for new members, if needed. b. Review the SAB chair rotation schedule and update as needed. c. Encourage each SAB member to contact elected officials to discuss library issues. d. Attendance by one SAB member to the CLA Conference in November. e. Attend local Friends meetings and other library support groups to inform them about the purpose of the Black Gold System and to encourage them to become more active as legislative advocates. f. Advertise the availability of the photo display exhibits to local institutions of interest, such as museums, missions, and adobes. This may be done by creation of a brochure describing the series or other means. 	<ol style="list-style-type: none"> a. Objective met. An Orientation Workshop was held in March 2009 for the one new member. It was presented by the SAB Chair and the Black Gold Executive Director. b. Objective met. The rotation schedule was reviewed and updated. c. Objective met. At their annual meeting, all members discussed how to best contact officials to make a difference. d. Objective not met. No SAB members were able to attend the CLA Conference this year. e. Objective met. f. Objective met. The SAB created a brochure that highlights the contents and availability of the photo exhibits. The brochure was sent to over 1,100 museums, adobes, missions and schools. The initial response has been every exciting with eight requests for the display over the next year.
<p>49/99</p>	<ol style="list-style-type: none"> a. A majority of the SAB members will review and contribute to the annual System Plan of Service. 	<ol style="list-style-type: none"> a. Objective partially met. The Plan of Service was transmitted to the System Advisory Board and addressed at the May 2009 Administrative Council meeting.

<p>49/99 (cont'd)</p>	<p>b. The SAB will send a representative to at least one Administrative Council meeting and will inform the Council of community information needs if new information is available.</p> <p>c. SAB members will evaluate System services.</p> <p>d. SAB members will inform state legislators, local officials, and community groups about the needs of libraries when opportunities arise.</p>	<p>b. Objective met. SAB members attended the September and December 2008 and March 2009 Administrative Council meetings.</p> <p>c. Objective met. SAB members offered comments on system services at the meetings attended in September and December 2008 and March and May 2009.</p> <p>d. Objective may have been met. This may have been done informally, but no reports were received.</p>
<p>INLAND</p>	<p>a. 75% of SAB members will regularly attend Board meetings.</p> <p>b. 100% of SAB members will be able to understand System services well enough to give a brief presentation about the System to a local community group within one year of appointment.</p> <p>c. The SAB will attempt to heighten awareness of the System among residents of the Inland service areas.</p>	<p>a-c. Objectives not met. System staffing shortages and related issues prevented Inland staff from holding additional SAB meetings or activities.</p>
<p>MCLS</p>	<p>a. 100% of SAB members will be able to provide reports on MCLS to local boards, City Councils, and/or other local bodies, and local news media.</p> <p>b. 100% of SAB members will be able to provide input to the MCLS Council on new program development and on service priorities for their local libraries.</p> <p>c. 100% of SAB members will be able to inform legislators about the needs of libraries.</p>	<p>Objectives a-c were met. Three System Advisory Board meetings were held in September and October 2008 and May 2009. An SAB orientation meeting was held at the September 2008 meeting and there was a good turnout of SAB members who attended the May 2009 meeting. The September and May SAB meetings were held in conjunction with the Administrative Council meeting where they were updated on MCLS activities and current legislation. Minutes from the Council and committee meetings are posted on the MCLS website.</p>
<p>MOBAC</p>	<p>a. Meetings: At meetings of local Commissions and Friends' group, Administrative Council member will discuss System services.</p> <ol style="list-style-type: none"> 1. A subcommittee will meet to assist with development of the System Plan of Service. 2. The Council and representatives from the public libraries' friends or commissions will meet to discuss, review and evaluate the Plan of Service. At this meeting, there will also be a discussion of the SAB's role in the consolidated system model. <p>b. Meeting Content: Commissions and Friends' groups of MOBAC member libraries will be</p>	<p>a. Meetings: Objectives 1-2 met.</p> <p>b. Meeting Content: Objective met.</p>

<p>MOBAC (cont'd)</p>	<p>made aware of MOBAC services and programs and how they impact member libraries.</p> <p>c. Legislative and Advocacy Activities: The libraries' Commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation.</p> <p>d. Planning and Evaluation: In May 2008 the MOBAC Council will evaluate the success of this change in the structure for presenting MOBAC services to public representatives.</p>	<p>c. Legislative and Advocacy Activities: Objective met.</p> <p>d. Planning and Evaluation: Objective met.</p>
<p>MVLS</p>	<p>a. Explore ways with the California State Library that the SAB members can assist the Administrative Council in the evaluation, development and implementation of services.</p>	<p>a. Objective not met. Not all vacancies on the Board were filled during the reporting period, although some progress was made. It is difficult to encourage volunteers to accept a position on a Board with such limited funding.</p>
<p>NORTH BAY</p>	<p>a. To have five (5) public libraries represented on the SAB.</p> <p>b. A representative from the SAB will attend the Board of Directors' meetings and any other committee meetings as appropriate.</p> <p>c. The SAB will be given the opportunity to review and contribute to the FY 2009/10 NBCLS Plan of Service.</p> <p>d. The SAB will be given the opportunity to review and evaluate activities of the 2007/08 SAB, and will make recommendations for 2008/09 activities.</p>	<p>a. Objective not met. It is extremely difficult to recruit volunteers to serve on a Board that has so little funding to support meaningful activities.</p> <p>b. Objective not met.</p> <p>c. Objective met. The Plan of service was sent to all SAB members to review, however no one offered any comments or suggestions.</p> <p>d. Objective not met. SAB members were given the annual report of prior year's activities as preparation for the review of the 2008/09 Plan of Service. No one offered any comments or suggestions.</p>
<p>NORTH STATE</p>	<p>a. 100% of the SAB members will submit written and/or oral reports of Board and System activities to their respective appointing bodies and a memoranda to NSCLS Administrator.</p> <p>b. SAB members will present the Council of Librarians with information about their community service needs and library activities.</p> <p>c. SAB members will share information about library activities with other SAB members and local friends groups.</p> <p>d. SAB members will continue to learn about and contribute to the System by attending a combined 15 committee meetings, 3 training events, and 4</p>	<p>a. Objective met. Even SAB members who weren't able to make it to the meeting submitted their reports electronically.</p> <p>b. Objective met. An SAB report was made to the Council at each board meeting.</p> <p>c. Objective met. The SAB considers this the most important part of their meeting.</p> <p>d. Objective met. At least one SAB member attended every Council meeting and a few training sessions.</p>

<p>NORTH STATE (cont'd)</p>	<p>Council meetings.</p> <p>e. 100 % of SAB members will have the opportunity to review and contribute to the 2009/10 System Plan of Service and to evaluate System services.</p> <p>f. The SAB members will review and evaluate the activities of FY 2008/09 and prepare a plan for FY 2009/10's SAB activities.</p> <p>g. SAB members will encourage their libraries to improve services to the geographically isolated.</p>	<p>e. Objective met. SAB members that could not attend the SAB planning session were asked to contribute comments via email.</p> <p>f. Objective met.</p> <p>g. Objective met.</p>
<p>PENINSULA</p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. An orientation will be held in September for new and continuing members. 2. Administrative Council members will be invited to attend each SAB meeting. 3. SAB members will receive all Administrative Council agendas and may attend Administrative Council meetings. <p>b. Meeting Content:</p> <ol style="list-style-type: none"> 1. Ongoing discussion of SAB's role in the consolidated system. 2. Time will be provided at each SAB meeting to discuss community needs and views for library service. 3. Time will be scheduled at each meeting for SAB members to ask questions and/or exchange information about System services. 4. Each SAB agenda will include the opportunity for SAB members to share local library information. <p>c. Presentations/Activities:</p> <ol style="list-style-type: none"> 1. Each SAB member will serve as public relations representative for local libraries. 2. SAB members will be encouraged to attend the annual California Library Association conference. Partial funding will be provided as allowed by the System budget. <p>d. Legislative Activities:</p>	<p>a. Meetings: Objectives 1-3 met.</p> <p>b. Meeting Content: Objectives 1-4 met.</p> <p>c. Presentations/Activities: Objectives 1-2 met.</p> <p>d. Legislative Activities:</p>

<p>PENINSULA (cont'd)</p>	<p>1. The SAB will co-host a system-wide library issues breakfast with the SAB from SVLS and BALIS (federal, state, local lawmakers invited).</p> <p>2. At least one SAB member will represent the SAB at CLA's Legislative Day or attend Day in the District.</p> <p>e. Evaluation: The SAB will monitor its success in achieving its objectives by self-evaluation at the May meeting.</p>	<p>Objectives 1-2 met.</p> <p>e. Evaluation: Objective met.</p>
<p>SJVLS</p>	<p>a. 100% of SAB members will be knowledgeable about System services.</p> <p>b. 100% of SAB members will be able to give a presentation regarding System services in their local jurisdiction.</p> <p>c. 100% of SAB members will be knowledgeable about CLSA services.</p> <p>d. 100% of SAB members will be knowledgeable about their local library services.</p> <p>e. SAB members will provide information whenever necessary to help the Administrative Council in evaluating and in providing improved services at the System level.</p> <p>f. Continue to distribute public awareness program materials and evaluate program effectiveness.</p>	<p>Objectives a-f were not met. With only two appointed members, no SAB meetings were held in FY 2008/09. SJVLS bylaws require a minimum of three appointed member to create a quorum of two. Without a third appointed member, meetings were not possible. Each appointed member of the SAB attended one Administrative Council meeting.</p>
<p>SANTIAGO</p>	<p>a. The SAB will attend a joint SLS Council/SAB meeting in April to review the consolidated Plan of Service for FY 2009/10.</p> <p>b. Throughout the fiscal year, SAB members will be apprised of consolidation activities being undertaken by SLS, MCLS, and SSCLS administrative councils.</p> <p>c. All SAB members will receive agendas for all SLS Council meetings and will be encouraged to attend at least one SLS Council meeting during the year.</p> <p>d. At least one SAB member may attend a California Association of Library Trustees and Commissioners (CALTAC) Workshop in Library Leadership and/or other library related events, to become more aware of the roles and responsibilities of advisory board members, and will report back to the</p>	<p>a. Objective met. The SAB met on May 2008 at a joint Council/SAB meeting and reviewed and approved the consolidated 2009/10 Plan of Service.</p> <p>b. Objective met.</p> <p>c. Objective met. At least one SAB member attended all of the SLS Council meetings. The joint SLS Council/SAB meeting was attended by four SAB representatives.</p> <p>d. Objective met. Members of the SAB attended library-related events in their communities.</p>

<p>SANTIAGO (cont'd)</p>	<p>SAB about the event.</p> <p>e. SAB members will, in consultation with their library directors, promote library services and educate community members about library services and the library's role in the educational system.</p>	<p>e. Objective met. All SAB members represented libraries and promoted library services in their community.</p>
<p>SERRA</p>	<p>a. The SAB will report at each meeting of the System Administrative Council to provide citizen input on service, activities and needs.</p> <p>b. The SAB will collaborate with at least one Serra committee on a specific project(s).</p> <p>c. An orientation session will be scheduled to inform new SAB members of System operations and services.</p> <p>d. SAB will review the System Plan of Service and Budget.</p> <p>e. The SAB will seek local city and county legislative support of System programs.</p> <p>f. The SAB will recommend techniques for publicizing System programs and projects.</p> <p>g. The SAB will advise on all issues referred by the Administrative Council.</p>	<p>a. Objective met. The SAB met five times during the year with the Administrative Council. The System Plan of Service and Budget were agenda items at the appropriate joint meetings; a separate SAB meeting was scheduled on the same day as the joint meeting. A SAB report, both from the entire Board and from individual members, is a standing item at all Administrative Council meetings.</p> <p>b. Objective met. The SAB approved the Serra Public Relations Committee's proposal to start work on the Serra print map from their travel budget.</p> <p>c. Objective not met. However, the SAB members reviewed assignments for the system committees and chose committees of interest to support. They attended the committee meetings and reported to the other SAB members during the AC/SAB meetings.</p> <p>d. Objective met. The SAB reviewed the Plan of Service and Budget at the May 2009 joint meeting.</p> <p>e. Objective met. The SAB member for San Diego Public Library reported on System activities regularly at the monthly meetings of the San Diego City Board of Library Commissioners. SAB members reported back at meetings of the library that they represented.</p> <p>f. Objective met. An SAB member is a member of the Public Relations Committee.</p> <p>g. Objective met. The SAB takes part in all discussions held at AC meetings; the chairman of the SAB takes part in Executive Committee meetings.</p>
<p>SILICON VALLEY</p>	<p>a. Meetings:</p> <ol style="list-style-type: none"> 1. An orientation will be held in September for new and continuing members. 2. A subcommittee will meet to assist with the development of the Plan of Service. A meeting will be held in May to review the Plan of Service. 	<p>a. Meetings: Objectives 1 and 2 met.</p>

<p>SILICON VALLEY (cont'd)</p>	<p>b. Meeting Content: 1. Role of SAB in the consolidated System (ongoing) 2. Update of SVLS activities (regular meetings) 3. Orientation for new members (September) 4. Sub-committee develops 2009/10 Plan of Service (April) 5. Review/approve 2009/10 Plan of Service (May)</p> <p>c. Legislative and Local Activities: 1. The SVLS SAB will co-host a Systemwide Library Issues Breakfast with the SAB from PLS and BALIS. This annual breakfast is a popular event for local elected officials.</p> <p>2. The libraries' Commissions and Friends' groups will be encouraged by the Administrative Council members to visit local officials and state legislators to advocate for library legislation.</p> <ul style="list-style-type: none"> • The Annual CLA Day in the District will be held in January and February. • The Annual CLA Legislative Day will be held in April. <p>d. Planning and Evaluation: The SVLS SAB will evaluate the success of their activities in May 2009.</p>	<p>b. Meeting Content: Objectives 1 -4 met.</p> <p>c. Legislative and Local Activities: Objectives 1 and 2 met.</p> <p>d. Planning and Evaluation: Objective met.</p>
<p>SOUTH STATE</p>	<p>a. 100% of SAB members will familiarize themselves with the 2008/09 Plan of Service.</p> <p>b. SAB members will be encouraged to attend the System Administrative Council meeting and provide input on the need for and/or evaluation of services and programs.</p> <p>c. 100% of the SAB members will be able to understand System services well enough to give a brief presentation about the System to local community groups.</p> <p>d. All SAB members will communicate local library and service needs to the Administrative Council and to community leaders and government officials.</p> <p>e. The Advisory Board will make available material supporting libraries and library legislation.</p>	<p>a. Objective met. 2008/09 Plan of Service was distributed to all Advisory Board members. Their input into future Plans has been encouraged.</p> <p>b. Objective partially met. SAB members were notified of each System Administrative Council meeting. No SAB members attended any of the Administrative Council meetings; however, the Administrative Coordinator reported on SAB activities.</p> <p>c. Objective met. All Advisory Board members understood SSCLS services well enough to give presentations about the System to local community groups. They shared appropriate System products with their community, such as the System brochure. The SAB members received notification of System activities, copies of System products, and legislative updates.</p> <p>d. Objective met. SAB members were encouraged to participate in CLA Legislative Day and annual CLA Conference.</p> <p>e. Objective met. The SAB supported the children's summer reading program at South State libraries.</p>

Summary of System Advisory Board Expenditures for FY 2008/09
 System Uniform Expenditures Report

System	CLSA Expenditures	Local Expenditures	Total Expenditures
BALIS	\$ 354	\$ -	\$ 354
BLACK GOLD	1,573	393	1,966
49-99	895	0	895
INLAND	1,584	0	1,584
MCLS	2,479	0	2,479
MOBAC	406	0	406
MVLS	1,541	0	1,541
NORTH BAY	682	0	682
NORTH STATE	5,102	0	5,102
PENINSULA	472	1,169	1,641
SJVLS*	426	0	426
SANTIAGO	149	0	149
SERRA	1,910	0	1,910
SILICON VALLEY	854	0	854
SOUTH STATE	2,102	0	2,102
TOTAL	\$ 20,529	\$ 1,562	22,091

*SJVLS returned unexpended funds (\$1,705) to CSL. The Administrative Council is exploring options for improving Advisory Board participation.

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

Homework Assistance

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

Legislation

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

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

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

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

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

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

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

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

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

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

- 10/05 Adopted a position recommend and endorse all bills supporting librarians, in addition to those that support the teachers, parity and equity in their practices.
- 8/08 Adopted a position of support for increased funding for the National Library Service for the Blind and Physically Handicapped.

Library Construction/Facilities

- 2/99 Adopted a position of support for SB 3, public library construction and renovation bond act.
- 5/02 Adopted a position of support for SCA 10, the Senate Constitutional Amendment, which would amend the state constitution to allow the voters to approve a bond for public library facilities with a 55% majority, rather than a two-thirds majority, and would also allow ad valorem tax on real property to exceed the 1% limitation to pay for library facility bonds.
- 2/03 Adopted a position of support for SB 40 and AB 222, which propose a public library construction bond measure for 2004.
- 10/05 Adopted a position of support for SB 1161, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act, which is on the ballot for the June 2006 election.
- 4/07 Adopted a position of support for SB 156, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2008.
- 8/08 Adopted a position of support for SB 1516, the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2010.

Library of California

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

Library Services and Technology Act (LSTA)

- 2/99 Adopted a position of support for adequate funding for the Library Services and Technology Act and work towards the equitable distribution of those funds in accordance with the State based nature of the statute.
- 8/01 Adopted a position to authorize the Board President or his designee to take appropriate action in support of increased funding for LSTA for fiscal year 2002/03 and for reauthorization of LSTA in 2003/04.
- 2/03 Adopted a position of support for the 2003 reauthorization of the Library Services and Technology Act (LSTA).

Literacy

- 2/99 Adopted a position of support for increased funding for the Families For Literacy Act and the California Library Literacy Service Act.
- 6/99 Adopted a position of support for SB 571, Family Literacy.
- 4/07 Adopted a position of support for AB 1030, Literacy and English Acquisition Services, young adult component.
- 2/08 Support for CLLS and urge Governor to not eliminate it as introduced in Senate Republican's version of the proposed 2008-08 state budget.

Rulemaking procedure

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

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

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

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

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

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

- 8/99 Moved to modify the proposed Library of California regulations and initiate a second public comment period.
- 11/99 Moved to submit the proposed regulation to the Office of Administrative Law.
- 2/00 Moved to make changes in the proposed regulations and notice them with cover letter summarizing the changes and indicating that they do not inhibit the authority of Regional Library Networks to develop protocols. If no public comment received, submit proposed regulations to the Office of Administrative Law.

School Libraries

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

Young Adult Services

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

CHECKLIST:

**KEY FEDERAL LEGISLATIVE ISSUES
FOR LIBRARY ADVOCATES**

June 2010

Additional information and background about these and other current legislative and policy issues are available on the ALA Office of Government Relations (OGR) web pages at <http://www.ala.org/ala/aboutala/offices/ogr/index.cfm> and <http://www.ala.org/ala/aboutala/offices/ogr/issuebriefs>.

✓ **FEDERAL FUNDING FOR LIBRARIES:**

- Fund the *Library Services and Technology Act (LSTA)* at \$300 million to ensure the best possible library resources for all constituents.
- Fund *Improving Literacy Through School Libraries* at \$100 million to best prepare students for the 21st century workforce.

✓ **SUPPORT SCHOOL LIBRARIES IN *ELEMENTARY & SECONDARY EDUCATION ACT (ESEA)*:**

- Every school should have a *fully funded school library* staffed by a full-time, state-certified school librarian.
- Include school librarians in state & local teacher professional development federal funds for recruitment and training of K-12 staff.

✓ **EQUITABLE ACCESS TO TECHNOLOGY AND INFORMATION:**

- Co-sponsor the *Access to Twenty-first Century Communications and Video Accessibility Act of 2009 (H.R. 3101 and S. 3304)* so that persons with disabilities will have access to new technologies and library services.
- Support *network neutrality* to assure a free and open Internet for all.
- Assure public access to federally funded congressional and scholarly research by supporting:
 - *Congressional Research Service Electronic Accessibility Act of 2009, H.R. 3762;*
 - *Open the Congressional Research Service (CRS), S.R. 118;* and,
 - *The Federal Research Public Access Act of 2009 (FRPAA of 2009), S. 1373 and H.R. 5037.*

✓ **SURVEILLANCE AND PRIVACY:**

- Increase civil liberty protections and require a higher legal standard for law enforcement to obtain library users' records in the "library provision" - Section 215, of the *U.S.A. PATRIOT Act*.
- Support proposals in the *Electronic Computer Privacy Act (ECPA)* reauthorization to strengthen privacy standards including requiring a "probable cause" standard for law enforcement to obtain information generated by mobile devices like cell phones.

✓ **BROADBAND AND TELECOMMUNICATIONS:**

- Assure stabilization of the FCC's Universal Service Fund (USF) and *simplify the E-rate discount* program for public libraries and K-12 public and private schools.
- Support the *USF Exemption from Antideficiency Act Rules, S. 348 and H.R. 2135*, to assure that E-rate discounts are not procedurally disrupted.
- Preserve *network neutrality* to ensure a vibrant diversity of views on the Internet by protecting consumer access from being regulated based on the nature or source of the content or service.
- Promote libraries as *community anchor institutions* in broadband programs.

✓ **E-GOVERNMENT SERVICES AND ACCESS TO GOVERNMENT INFORMATION:**

- Recognize and fund libraries as critical outlets for E-government services in legislation, appropriations and other policy initiatives.
- Support the *Whistleblower Protection Enhancement Act of 2009, S. 372 and H.R. 1507*

✓ **COPYRIGHT:**

- *Oppose the Fair Copyright in Research Works Act (H.R. 801)*, which would negate and reverse the National Institutes of Health (NIH) Public Access Policy currently in place, rolling back hard-fought **progress on public access to taxpayer-funded NIH research on the Internet.**

The State Legislative document will be handed out at the meeting.