



MEETING NOTICE

California Library Services Board

April 6, 2021

9:30am – 4:00pm

Remote meeting:

This meeting will be a Zoom meeting

**If you would like to listen and/or participate in this meeting please
contact Annly Roman for the Zoom meeting information at:
annly.roman@library.ca.gov**

For further information contact:

Greg Lucas

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[California Library Services Act Website](#)

California Library Services Board Meeting
April 6, 2021

A. BOARD OPENING

1. Welcome and Introductions

Welcome and introductions of Board members, staff, and audience

2. Adoption of Agenda

Consider agenda as presented or amended

3. Approval of September 2020 Board Minutes – Document 1

Consider minutes as presented or amended

4. Meeting date for Fall 2021 & 2022- Document 2

Discuss dates for the upcoming Board meetings

5. Consider candidates to the Nominating Committee – Document 3

Appoint individuals to serve as the Nominating Committee for 2021-2022 Board officers

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. Zip Books Grant Program Report – Document 4

Update on the status of Zip Books program funded by a one-time grant

5. Value of Libraries Project – Status Report - Document 5

Update on project funded by one-time grant

6. Link+ Grant Program – Document 6

Update on the status of the Link+ grant program run by NorthNet

C. CALIFORNIA LIBRARY SERVICES ACT-- ITEMS FOR INFORMATION/ACTION

BUDGET AND PLANNING

1. Library Services Act Preliminary Budget for FY 2021-2022 – Document 7

Consider FY 2020-2021 preliminary budget

2. Report Requirement Discussion

Discussion of whether systems require an extension beyond June 3, 2021 for plans of service submittal because of COVID-19 related difficulties in information gathering, particularly related to physical delivery counts.

RESOURCE SHARING

1. California Library Services Act System-level programs – Document 8

Review and discuss System Annual Reports, FY 2019 – 2020

2. Consolidation and Affiliations – Documents 9

Consider Fair Oaks Library disaffiliation with Redwood City Library and affiliation with San Mateo County. [Information Item]

D. LEGISLATIVE UPDATE

Consider federal and state legislative issues

E. BOARD DISCUSSION ITEMS FY 2021-2022

Discussion items brought forward by the Board that fall under their purview.

F. PUBLIC COMMENT

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

G. COMMENTS FROM BOARD MEMBERS/OFFICERS

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

H. OLD BUSINESS

Any old business the Board members wish to discuss

I. AGENDA BUILDING

Input on agenda items for subsequent Board meetings

J. ADJOURNMENT

Adjourn the meeting

California Library Services Board Meeting**September 17, 2020****Remote Meeting: Zoom****BOARD OPENING****Welcome and Introductions**

President Bernardo called the California Library Services Board meeting to order on September 17, 2020 at 9:38 am.

Board Members Present: Anne Bernardo, Florante Ibanez, Sarah Hernandez, Paymaneh Maghsoudi, Elizabeth Murguia, Maria Senour, and Connie Williams.

California State Library Staff Present: State Librarian Greg Lucas, Natalie Cole, Chris Durr, Meg DePriest, Lena Pham, Monica Rivas, Annly Roman, Beverly Schwartzberg, and Rebecca Wendt.

Adoption of Agenda

It was moved, seconded (Ibanez/Williams) and carried unanimously that the California Library Services Board adopts the agenda for the September 17, 2020 meeting.

Approval of June 2020 Meeting Minutes

Florante Ibanez commented that in the Vice President's report on page 3, line 28 there had been a typo. He had referenced the Carlos Bulson Book club, not Wilson.

It was moved, seconded (Ibanez, Senour) and carried unanimously that the California Library Services Board approves, as amended, the draft minutes of the June 25, 2020 California Library Services Board Meeting.

Board Meeting for Fall 2021

Annly Roman stated that the past year the board met in February to talk about legislative priorities and budgets. Additionally, the board usually meets in March or April in Sacramento, and in late August or early September for the Fall Meeting, which has been both in person and virtual. Roman said, based on the current COVID-19 situation and the travel restrictions it was hard to predict what would be happening the next time the Board met. She wanted to open the discussion of when the Board would want to meet, beginning of the year vs. mid-year, and if they wanted to try to meet in person.

1 Member Hernandez suggested that the Board should initially plan to meet
2 virtually. All other Board members agreed. State Librarian Lucas asked if the Board
3 wanted three meetings.

4 Annly Roman clarified that the meeting at the beginning of the 2020 was to
5 plan for legislator meetings in spring. She asked if the Board was going to meet
6 virtually in spring and if so, did they feel an earlier meeting was necessary.
7 Member Maghsoudi asked if there was a budgetary reason to meet earlier in the
8 year. State Librarian Lucas said he did not think there would be much in the
9 budget and that the meeting in January or February might be unnecessary in the
10 current circumstances in Sacramento.

11 President Bernardo said the Board could set forward their current budget
12 priorities then follow up after the Governor's proposed budget introduction. The
13 Board agreed to move forward with meetings in spring and fall.

14 **REPORTS TO THE BOARD**

15 **Board President's Report**

16 President Bernardo reported that her law library was continuing to work
17 remotely. Staff continued with webinars, new trainings, and virtual conferences;
18 they were also learning new online platforms. Although her library was still closed
19 to the public, Bernardo reported the Board of Trustees asked for a reopening
20 phased-in plan to be presented at their October meeting so she expected to be
21 looking at limited in-person service sometime in October. Her library was ready
22 with employee training requirements, P.P.E. and cleaning protocols.

23 President Bernardo attended the American Association of Law Libraries virtual
24 conference as well as the Every Library advocacy and funding conference.
25 Bernardo also reported that the legislature, in the 2021 state budget, included
26 backfill funding for county law libraries, because of the filing fee revenue losses
27 they had been experiencing.

28 **Vice President's Report**

29 Vice President Ibanez reported that colleagues at Cal State Dominguez had
30 requested an article for an online book they were preparing that, as he
31 understood it, was partially funded through the board. The topic was Filipinos and
32 advocacy in the arts and how that related to social justice. He was also involved
33 in following up on how the process was going with the Filipino American Library
34 that had been transferred over to USC's East Asia Library.

35 Vice President Ibanez continued to teach his History of Asian Pacific Americans
36 class at Pasadena City College virtually. He had speakers come in who were part

1 of the group that authored “Hawaiians in Los Angeles” as part of the Arcadia
2 books, “Images of America” series.

3 **Chief Executive Officer’s Report**

4 State Librarian Lucas reported that the State Library, like other places, was not
5 open to the public. California received about \$3.5 million of Cares Act funding
6 earmarked for libraries and some of that funding was being used to pay for online
7 job training and skill training platforms created by Brainfuse.

8 Lucas stated that of the three online resources that the State of California
9 provided for public school kids, Encyclopedia Britannica and TeachingBooks -
10 made themselves accessible in libraries at no additional cost. ProQuest, for a
11 slightly higher amount of money was also being made available in public libraries.

12 State Librarian Lucas reported that the State Library was supposed to reduce
13 its budget by 5%, not hire new staff, and all the usual budget restrictions. The State
14 Library had been using the time it had been closed to the public to work on
15 making the digital front door more welcoming. We had also been working on
16 ways to make our website easier to navigate and more up-to-date.

17 President Bernardo referenced the Governor's executive order about
18 deploying affordable and reliable broadband networks and asked if the State
19 Library has been participating in the Broadband Council that department of I.T.
20 managed. State Librarian Lucas said that a bill passed adding a seat on the
21 Broadband Council for the State Library and the Department of Food and
22 Agriculture. Anne Neville-Bonilla, was the State Library’s representative on the
23 Council.

24 Lucas stated they had a meeting about the Governor's Executive Order to try
25 to get a sense of where the library fit because in the Executive Order it said that
26 the State Library, working in concert with local libraries, was charged with
27 promoting affordable broadband in homes and the communities they serve. In
28 the conversation it was discussed that there were a number of different places
29 where libraries intersect with the work others were doing. First, we were gathering
30 information about libraries connectivity to put into a kind of broadband
31 connectivity map that the state was creating. Lucas reported the State Library
32 was incorporating information gathered in the Public Library Survey.

33 The State Library also identified ways to collaborate with the Department of
34 Aging because one of their top priorities was finding ways to cope with the
35 isolation that many older Californians felt. We were working on a one-pager
36 advertising the role that libraries were playing in the area of digital literacy and
37 broadband connectivity. Lucas stated that, in his experience, people often did

1 not think of libraries first or understand that they were a place that touched a
2 broad cross section of California's senior population, at-risk families, and families
3 with little kids. Therefore, they were trying to generate something to educate the
4 other players, to make it easier for them to think of libraries.

5 President Bernardo stated that a couple of years ago she met the Director and
6 the Deputy Director of the Department of Technology and they both said in terms
7 of Cenic and broadband libraries were ahead. Lucas stated that it varied from
8 library to library and jurisdiction to jurisdiction. However, we were in a significantly
9 better place in terms of local connectivity than we were as recently as five years
10 ago.

11 **Zip Books Grant Program Report**

12 Deputy State Librarian Rebecca Wendt reported that the Zip Books program
13 was an alternative model for Interlibrary Loan Services wherein libraries may
14 purchase items not available in their collections and have them shipped directly
15 to patrons. When the patrons returned the items to the library, the library had the
16 option to add those materials to their collections. Zip Books remained popular, as
17 it was one of the few tangible things that people could receive from their libraries.
18 There were 74 libraries participating in the program and every cooperative system
19 was represented.

20 Wendt said the program first launched as a pilot program with Library Services
21 and Technology Act funds and the Board had invested several times. The current
22 year was funded by a one-time \$1 million grant of Board funds and the funds were
23 on track to be expended. Since July of 2019, there were nearly 57,000 items
24 purchased and about half of those were added to library collections. In the
25 second half of the last fiscal year, when the current health crisis had an impact,
26 over 6,300 first-time users participated in the Zip Books program. Wendt stated that
27 it was filling a desperate need for materials, particularly when people could not
28 physically enter the libraries.

29 **Link+ Grant Program**

30 Suzanne Olawski, the NorthNet Library System Chair, stated that at the June
31 meeting the Board provided NorthNet with direction on spending the remaining
32 funds from that grant due to difficulties getting additional libraries connected to
33 Link+ due to the pandemic and budget concerns.

34 Olawski reported that since June, the Coronado Library went live with Link+,
35 bringing the total number of libraries that joined since the beginning of this project
36 to five, with three more libraries in the implementation process. Glendale Library

1 hoped to go live by the end of the month, and Rancho Cucamonga and
2 Alameda Free Library hoped to implement by October.

3 Based on the direction provided by the Board at the June meeting, NorthNet
4 had allocated the remaining grant funds to NorthNet Library System and the 49-
5 99 Co-Op library system. The intent of that was to support the sustainability of Link+,
6 given the cuts to the CLSA budget allocation.

7 Olawski reported that due to the pandemic, Link+ suspended services in
8 March, and resumed limited services in August. For months that members did not
9 have access to Link+ materials or services, NorthNet received a credit, which
10 could be used moving forward in the current fiscal year. Out of 67 Link+ clients, 47
11 had resumed service and there were five additional libraries expecting to come
12 back in October. Another five libraries planned to resume in January, and there
13 were about 18 that did not know when they were going to reactivate. For those
14 libraries that had resumed their Link+ services, patrons were appreciative.

15 **CLSA PROGRAM ITEMS FOR INFORMATION/ACTION**

16 **BUDGET AND PLANNING**

17 **System Plans of Service and Budgets**

18 *It was moved, seconded (Murguia, Hernandez) and carried*
19 *unanimously that the California Library Services Board approves*
20 *San Joaquin Valley Library System's amended plan of service for*
21 *the fiscal year 2019-2020.*

22 **CLSA Preliminary Budget for Fiscal Year 2020-2021**

23 Monica Rivas reported that the final had not changed from the preliminary
24 budget of \$1.88 million discussed at the spring meeting

25 *It was moved, seconded (Maghsoudi/Murguia) and carried*
26 *unanimously that the California Library Services Board adopts the*
27 *final 2020/2021 California Library Services Act budget as directed*
28 *in the Governor's 2020/2021 budget, totaling \$1,880,000, for*
29 *allocation to the Cooperative Library Systems.*

30 Monica Rivas reported that system population and membership figures were
31 used as part of the formula to determine allocations to the systems and were
32 generated every year.

33 *It was moved, seconded (Ibanez/Maghsoudi) and carried*
34 *unanimously that the California Library Services Board approves the*
35 *System population and Membership figured for use in the allocation*

1 **of System funds for the fiscal year 2020/2021.**

2 Monica Rivas reported that all the Systems had submitted their Plans of Service
3 for the year 2020-2021. Most were still using their funds for physical delivery either
4 through contacted van, assistant van, UPS or through US Mail. Along with delivery
5 systems also used funds for eResources and resource sharing services such as
6 eMagazines, eBooks, audiobooks, RB Digital, Overdrive, Inky, Cloud Library, and
7 Flipster. Some of the Systems were funding DigiLabs, Biblioteca, and Link+.

8 President Bernardo asked about the fact that in the Plans of Service it shows
9 that Pacific Library Partnership (PLP) had leftover funds remaining in their budget.
10 Brad McCulley, Burlington Public Library and Chair of PLP, stated that PLP normally
11 had carryover funds every year and they did have three years to spend those
12 funds. The reason those funds were higher than normal was because they had
13 earmarked some money for SimplyE, the e-book platform, and Califa had
14 covered the cost. PLP had also earmarked money for Analytics on Demand, and
15 then issues within the consortium caused them to pull out of using that service.
16 They had also has some pandemic related delivery cost savings. All of those gave
17 PLP a large amount of overage this year. Additionally, PLP has always saved a
18 little bit to provide the ability to pivot and provide services to our members.

19 PLP was such a big and disparate consortium with rural libraries and major
20 cities like San Francisco, so it was not always easy to provide services for those
21 kinds of libraries without keeping some funds at the ready. McCulley stated that
22 they did notify the state of these funds and they were being spent.

23 Carol Frost, CEO of the Pacific Library Partnership, stated that when they
24 realized that the pandemic was hitting, PLP immediately sent out a survey to all
25 of its members and asked about budgets impacts. Fourteen of the smallest
26 libraries were experiencing major budget cuts, including one library that was
27 having 50% of their budget cut. Based on that, because there were these cost
28 savings, we were able to buy a subscription to e-magazines for those. Frost said
29 PLP was trying to pivot and make up for the 50% reduction in funding.

30 Frost stated that PLP had been in communication with the State Library and
31 that was why they included that information in the Plan of Service. Frost stated
32 she thought State Library staff has done a good job of trying to modify the reports
33 that Systems submitted. There was an annual report that was modified for this year
34 to show if previous year funds were being carried over and if so how they were
35 going to be used. The same with the System expenditure reports, there was clearly
36 a line item there for places to indicate where money was carried over. She
37 thought Monica had done a super job of trying to give a clear understanding and

1 have it be transparent. Frost stated that she had spoken to State Library staff and
2 offered suggestions of how to make it clearer when money was transferring from
3 one year to another.

4 Monica Rivas stated that staff had a conversation with Carol Frost and now
5 wanted to give the information back to the Board, just in case they wanted to
6 see more. When we updated the forms staff was able to see more about how
7 funding was used from previous years. Staff felt there was more we could do and
8 wanted to ask the Board if they wanted more description of those funds,

9 President Bernardo stated that she appreciated the information because she
10 was unaware that there had been some unspent funds at the end of each year.
11 She asked if the other eight systems has carryover funds. Monica Rivas responded
12 that all the other annual reports showed everything encumbered or expended.

13 Annly Roman said that one of the other reasons staff wanted to bring this to
14 the Board's attention was to see if they wanted specific designation on the Plans
15 of Service of which fiscal year funds were coming from. That might be a clear
16 way for the Board to see how funds were transferring from year to year since there
17 was that three-year window. Staff just wants to make sure we are clear about how
18 we are capturing the movement of those funds since the Board is the deciding
19 body. Rivas stated we wondered if the Board wanted to be part of the decision
20 of what to do with those funds.

21 President Bernardo stated she felt the Board needed to be aware of the
22 spending of any leftover funds within that three-year period, and that the funds
23 were not reverting back. She stated that she wanted to see the detail on
24 carryover funds and how they were used. She asked if that would be too
25 burdensome for the systems. Annly Roman stated that the annual reports had
26 already been changed and they had some other changes they could make to
27 be sure staff was capturing all previous fiscal year funds and how they were being
28 used.

29 Vice President Ibanez stated that he thought it was great information and
30 since the Board was responsible for the money, he thought they should be
31 appraised of any changes.

32 Suzanne Olawski from NorthNet stated that NorthNet also carried forward
33 some funds this year to make sure they had funds to continue our modified
34 services due to that 50% cut in the CSLA fund. So having three years to expend
35 funds and modifying reports if necessary to clarify, that is acceptable.

36 Crystal Duran, County Librarian for Imperial County and Chair of the Serra
37 System echoed what Suzanne Olawski. For this fiscal year when funds were cut,
38 Serra relied heavily on unspent funds to help support them so they did not have a

1 huge disruption of service. All the systems, especially during the pandemic, relied
2 on digital resources and Serra used a bulk of its funding on Overdrive, Flipster, and
3 delivery. Being able to use those funds for three years was critical and necessary,
4 especially with uncertainty about the status of budgets for libraries and the state
5 as a whole. The three years gap and the ability to use those unspent funds is
6 helpful to us as well. Robert Shupe, the director of the Palmdale City Library and
7 Chair of the Southern California Library Cooperative echoed the previous
8 comments.

9 ***It was moved, seconded (Maghsoudi/Ibanez) and carried***
10 ***unanimously that the California Library Services Board approves the***
11 ***California Library Services Act System Plans of Services and Budgets***
12 ***for the nine Cooperative Library Systems, submitted for the fiscal***
13 ***year 2020/2021.***

14 Annly Roman stated that the next item was a continuation of previous
15 discussions regarding payments to the Systems. In the past, the Systems had
16 received their annual allocation as two payments, one close to the beginning of
17 the fiscal year, and then another midway through the year. At the last meeting,
18 it was broached whether the Board would consider providing one payment since
19 the meeting was later in the year and the budget funds had been cut.

20 Member Williams asked what the history was behind doing two payment.
21 Monica Rivas stated that when she looked at the historical payment schedule, it
22 varied. She was unsure if each year varies because circumstances were
23 difference but some were done in two payments and some were done in just one.
24 Williams said that if it was not the case of not having the funds because the
25 legislature had not released them then she was fine with doing it all in one.

26 Annly Roman stated that differences might also have been related to state
27 grant processes and policies with the State Library. There were different processed
28 depending on the kind of grants and payments could vary from 40% up front to
29 90%.

30 President Bernardo stated that since funds were cut in half she felt a single
31 payment was reasonable. Member Maghsoudi agreed. Vice President Ibanez
32 said he recalled the issue surrounding Systems having funds when they needed
33 them most instead of having to wait for a lump sum. Member Williams stated it
34 was also tied to when the Board met so that was a consideration in meeting
35 dates.

36 State Librarian Lucas asked for clarification of what “up front” meant. Roman
37 stated that it was a discussion of providing a lump sum of 100% of the funds to the

1 Systems versus two payments of 50% spread out over the course of the fiscal year.
2 Monica Rivas stated that when the funds had been given in two payments the
3 first was in September and the second in December, so there was not a huge gap
4 of time between the two. Bernardo clarified that there were no reporting
5 requirements between the two payments. Rivas confirmed that there were not.

6 Diane Bednarski, Executive Director for SCLC, commented on the impacts of
7 when funds were received. She stated that in addition to overseeing the finances
8 of SCLC, they oversaw administrative tasks for other Systems as well and they had
9 been paying personnel salary, lease, and annual subscriptions in order to provide
10 services. Therefore, SCLC was absorbing the burden of those costs for themselves
11 and the other systems until checks were received. In a typical year, that would
12 be an ongoing impact. Bednarski stated that this year had a greater impact
13 because of the reduction in CLSA funding. For those Systems who made upfront
14 payments for annual subscriptions to things like Flipster or Overdrive, those had
15 been paid, but funds had not been received to offset that and with the reduction,
16 those funds would not fully cover the costs. Bednarski asked for a single check
17 earlier in the year.

18 Suzanne Olawski stated that she appreciated the Board's consideration of the
19 immediate distribution of funds in a 100% lump sum. Crystal Duran and Robert
20 Shupe echoed the comments made by Diane and Suzanne.

21 Member Williams stated that she agreed they should provide a 100% lump sum
22 this year but thought the Board needed to look at the payment schedule in the
23 next fiscal year. She thought they should look at scheduling meetings in a timely
24 manner to give approval and take action more quickly and more prudently for
25 the Systems. Vice-President Ibanez agreed.

26 ***It was moved, seconded (Murguia/Maghsoudi) and carried***
27 ***unanimously that the California Library Services Board approves the***
28 ***Cooperative Library Systems receiving their 2020/2021 fiscal year***
29 ***allocation as a single payment of 100% of the amount.***

30 **LEGISLATIVE UPDATE**

31 State Librarian Lucas stated that there was not much to update on at the
32 federal level. It appeared unlikely that Congress would pass some kind of COVID-
33 19 related relief package. There were two bills introduced that specifically
34 targeted libraries and the American Library Association urged librarians to
35 encourage their elected officials to advocate for them. The bills would have
36 provided a \$2 billion package containing support both for operating costs and
37 increasing the availability of digital services like hotspots, Chromebooks and

1 things of that sort, but neither bill seemed likely to pass. Lucas said that his
2 conversations with people working at the Federal level were around the goal
3 being to try to get some portion of those large library exclusive bills put into one
4 of the omnibus relief package bills. That had not happened and did not seem like
5 it would.

6 There had been some funds to California to help facilitate broadband
7 connectivity in hard-to-connect places. Connection to broadband was
8 expensive for a variety of reasons, but the federal government came up with a
9 chunk of money. The beauty of those sorts of projects was you could use the
10 library and connect other anchor institutions in the area. At the state level, the
11 California Library Association supported AB 570, which had to do with broadband
12 connectivity and touched on libraries. That stalled on the Senate floor at the tail
13 end of the legislative session.

14 Lucas reported that the main legislative issue was the budget and what that
15 would look like for the next fiscal year was anyone's guess. In the past, usually the
16 impact of an economic downturn was felt in a more pronounced way in the
17 subsequent year. That being said, the state's reports on revenue coming in had
18 been higher than anticipated it was just a question if they would be high enough
19 to cover the existing hole between money coming in and costs going up. State
20 Agencies had been told by the Administration not to: spend money, fill
21 vacancies, or ask for new funds.

22 Carol Frost, the Co-Chair of the CLA Legislative and Advocacy Committee,
23 reported that CLA was in the process of developing their priorities for fiscal year
24 2021. Priorities that had been discussed were funds for Zip Books, which would not
25 continue without more funding, and restoration of the cut CLSA funds. CLA was
26 also talking about prioritizing broadband connections, particularly in unserved
27 communities. Frost stated that tied-in with, particularly during the pandemic,
28 needing kids and families to have access to broadband to go to school or do
29 their jobs. There were many libraries filling that void by extending their Wi-Fi out
30 into their parking lots and some Community Colleges were doing drive-up Wi-Fi
31 where a student can make an appointment to go use Wi-Fi in the parking lot. Frost
32 stated she knew the State Library worked very hard to continue to have money
33 for Cenic to get broadband to libraries that really did not have it but there was
34 still a large gap.

35 President Bernardo brought up that the Board had sent a budget request letter
36 to the Governor earlier in the year and asked if it would be worthwhile to send
37 another asking for the restoration of the cut CLSA funds in 2021-2022. State
38 Librarian Lucas stated that it would not hurt to ask.

1 Member Murguia said that she thought the Board should send another letter
2 to the Governor mirroring the CLA priorities. Lucas stated that traditionally in
3 Sacramento the more voices asking for the same thing, the more likely it was to
4 have traction. So particularly in a tough budget year, it was better to have some
5 agreement on what the most important issues were.

6 Lucas gave an example of one of the issues Department of Aging had been
7 talking about was the isolation of older Californians. Deputy State Librarian Wendt
8 could give examples of libraries using Zip Books as a mechanism to reach seniors
9 who would previously have gotten a personal visit. So that was a COVID-19
10 related reason for investment in Zip Books. Member Murguia said she thought it
11 was an opportunity for us to tell the story, particularly in terms of broadband and
12 accessibility, and to tell the story that libraries are helping with these things.
13 Members Bernardo, Ibanez, and Williams agreed.

14 State Librarian Lucas stated that staff could draft a letter with a COVID-19
15 impact focus. Vice President Ibanez suggested that Board members could use
16 the new letter to push their individual local legislators as well.

17 **BAORD DISCUSSION ITEMS 2020-2021**

18 Vice President Ibanez gave a presentation on special libraries and examples
19 of things that special librarians did in the workplace to inform the Board about the
20 group he represented on the Board. Ibanez discussed his career, participation in
21 various organizations, and special projects he was involved with.

22 **PUBLIC COMMENT**

23 There was not public comment brought forward.

24 **COMMENTS FROM BOARD MEMBERS/OFFICERS**

25 President Bernardo thanked California State Library Staff for their efforts
26 during the pandemic and for quickly getting the CARES money back into the
27 community.

28 **OLD BUSINESS**

29 There was no old business brought forward.

30 **AGENDA BUILDING**

31 Member Williams brought forward adding a discussion items to address the
32 payment schedule for the systems.

1 **ADJOURNMENT**

- 2 President Bernardo called for adjournment of the California Library Services
3 Board meeting at 11:47 AM.

AGENDA ITEM: Fall 2021-2022 Meeting Schedule and Locations

2021-2022 Proposed Board Meeting Schedule

<u>Date</u>	<u>Location</u>	<u>Activities</u>
Early September 2021	Remote?	Regular Business Plans of Service LSTA State Advisory Council on Libraries Meeting
January/February 2022	Virtual	Legislative priorities/budget asks
March/April 2022	Sacramento/LA/Virtual	Legislative Visits? Budget and Planning

BACKGROUND:

California Library Services Act (CLSA) regulations specify that the Board shall conduct meetings at least twice a year. At the September Board meeting the Board had discussed holding its regular Spring and Fall meetings remotely due to pandemic restrictions.

AGENDA ITEM: Nominating Committee for 2022-2023 Board Officers

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING: Consider candidates to the Nominating Committee for 2022-2023 Board Officers

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move that the California Library Services Board appoint _____ and _____ to the Nominating Committee to select Board Officers for 2022-2023.

BACKGROUND:

California Library Services Act regulations, Section 20116 (a), state that, "The State Board shall biennially elect a President and Vice-President at the last regular meeting of every odd numbered calendar year."

The Board will appoint two of its members to serve on the Nominating Committee and to report to the Board at its fall meeting the slate of Board Officer Candidates for 2022-2023. In the absence of regulations prescribing the form and method for electing officers, according to Code of California Regulations Section 20127, the CLSB is guided by procedures set forth in Robert's Rules of Order, Newly Revised, Chapter XIV, Nominations and Election

Zip Books Grant Program Report

Background

The Zip Books Project is an alternative model for interlibrary loan service that bridges the gaps between a library's patron request service, a normal acquisitions process, and an outreach/home delivery service.

This program began as a Library Services and Technology Services Act funded pilot program with just a few libraries in the 2011/2012 fiscal year and will continue in partnership with the NorthNet Library System as a full-fledged program with at least 74 libraries participating. Funding of \$1 million from the 2019/20 state budget was awarded to NorthNet in June 2020 which will allow the program to continue as currently constituted through June 2021. The Governor's Proposed Budget, released in January 2021, includes \$1 million ongoing from the General Fund to support the Zip Books program within the California's State Library's budget.

Recent Activity

Zip Books has been extremely popular with both libraries and patrons, especially during the current COVID-19 situation. While libraries across the state were forced to shutter their physical doors during the shelter-in-place, Zip Books remained one of the few services that libraries could still provide to their communities. The program continues to provide patrons with speedy access to materials they might not otherwise be able to get through the library, without the long wait often associated with ILL requests. It has been easy for library staff to administer. And since Amazon ships materials directly to the patron, it has saved the effort and cost of packaging and mailing materials, or the need to require patrons to return to the library to pick up their requested materials. Zip Books has added a patron-driven collection development approach to a library's usual process, resulting in a collection more closely attuned to the needs of the local community. And it has exposed library staff to patrons and materials they might not otherwise encounter, improving their ability to market library services and serve their communities.

Zip Books is particularly effective for rural areas, where patrons may live many miles from a library. And although it initially started as a service for rural libraries, in the last two years it has expanded with good results to include suburban and urban library systems, many of whom serve underserved populations, such as the elderly, vulnerable populations, or those who lack transportation. As COVID-19 continues to be a health threat for many communities, Zip Books provides a way for the elderly or at-risk population to continue reading and remain connected with others. It has also provided families and students with printed resources to continue their education while away from school.

There are currently 74 library jurisdictions (327 branches) participating in the program all over the state, with every cooperative system being represented. Since the program first launched in 2012 it has served over 54,700 unique patrons, with nearly 5,500 new first-time customers being added this fiscal year so far. Since July 2020, nearly 20,000 items have been purchased and over 15,700 items have been added to library collections so far. More items continue to be added each month as libraries process the backlog of Zip Books returns which were a result of branches and book drops being closed for so long. In addition, 737 Zip Books items were purchased this year with local funds used to supplement programs.

For FY 2020-21, a new, tiered funding allocation formula was developed and implemented with rural libraries received a base of \$6,000 and the base for non-rural libraries was reduced to \$3,000. A percentage of funds was then added based on the certified population and the funding per capita. And lastly, the allocated funds were adjusted depending on the total FY 2019-20 expenditures and the percentage of allocated funds spent. This new metric put the focus on rural libraries, and ensured all funds would be expended.

Many libraries resumed their Zip Books services by the end of July, with very little disruption between fiscal years.

A Zip Books FY 2020-21 Planning survey was created and distributed to libraries in August for input on how best to support their programs during the year. 81% of responders requested that forums continue to be hosted throughout the year, but only 29% indicated interest in attending an in-person meeting during the CLA Conference, which has since been moved to online.

To alleviate tracking and reporting burdens for libraries, statistics reporting procedures were further streamlined by making the supplemental statistics optional. Instead of requiring staff to capture supplemental data during the month of April, they are now given the option to provide this data each month if it is already something that their library tracks. The statistics reporting form was also updated so that all types of data could be reported at once, including local library funded statistics. Additional notes and formulas were inserted into the Excel spreadsheet to provide guidance and tracking assistance.

A "Request Form for Supplemental Funds" was created to streamline the process for requesting and allocating supplemental funding. Libraries must have expended at least 65% of their current allocation and be able to fully expend additional funds by May 31st in order to qualify. Request forms were due on January 31, 2021 and libraries were notified in mid-February if they were awarded additional funds.

Program parameters were temporarily expanded once again in December to allow libraries to process more Zip Books requests while patrons continue to be restricted to their homes.

In the first half of this fiscal year, nearly 5,600 new first-time customers participated in the Zip Books program for a total of 54,705 unique users. This breaks down to a rough average of 739 patrons per library, with El Dorado County Library, Humboldt County Library, Nevada County Library, Placer County Library, Riverside Public Library, Sacramento Public Library, San Luis Obispo City – County Library, Shasta Public Libraries, and Yolo County all serving more than 1,500 patrons each. At the time of this report, a total of 19,829 Zip Books items have been ordered so far with 15,719 items having been added to library collections and made available for use to other library patrons. The number of items added increased significantly due to libraries once again opening their doors and book drops. Nearly \$14,400 in supplemental funds have been contributed since June by libraries using local funds to support their Zip Books programs.

Supplemental allocations were awarded to twenty-three libraries in February 2021, four of which were libraries who had returned unspent \$6k disbursement funds that were not initially issued a FY20-21 allocation on top of those funds. While providing supplemental awards is not new for Zip Books, the process was a little different this year as libraries were required to complete a formal request form. Awards were also issued a few weeks earlier than usual in order to provide libraries with more time to expend the additional funds. A second-round of supplemental awards is planned for early April for those who may have not originally qualified for the first round of awards, but who anticipate running out of funds before the end of May.

Recent Zip Books Feedback from Library Patrons and Staff:

- “I just wanted to share this with you and the other ZIP book people. One of our patrons has been ordering manga titles that we don’t have in our collection through ZIP books for his son. Yesterday, he told staff that his son went from two grades below reading level to a grade above reading level over this school year. He had the highest gains in his class and his comprehension is now higher than the rest of his class! The dad also said his son went from being “a reluctant reader to an eager reader.”
- Thanks again for all the work you’ve done behind the scenes to make this grant a success for the Lompoc community!”

Value of Libraries Activity Report
California Library Services Board Meeting
April 6, 2021

Contents

- A. Project Goal
- B. Project Funding
- C. Project Outputs
 - 1. Evidence-Based Value Statement
 - 2. Project Report, Information Sheets, and Ten Reasons to Value Libraries
 - 3. Online Clearinghouse
 - 4. Training
 - 5. Mini-Grant Program
 - 6. Publications
 - 7. Presentations
- D. Next Steps
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A. Project Goal

Create an impact study and online clearinghouse cataloging the economic and social value of libraries.

B. Project Funding

\$300,000 extended through April 2021 in response to the pandemic.

C. Project Outputs

1. Evidence-Based Value Statement

California's public libraries deliver value for individuals, families, groups, communities, and society as a whole. They provide opportunities and support for learning and knowledge development, health and wellbeing, community development, and economic development.

The library's value is simultaneously universal and specific. At any given time, the library is providing different types of value to individuals, groups, and whole communities. The value delivered by California's public libraries is aligned with the values held by Californians.

Public libraries have a positive social and financial impact and deliver a strong return on the funds that are invested in them. For every dollar invested in a public library, an average of \$3-\$6 is returned.

Value is delivered through a unique combination of resources, people, and space that is not replicated by any other agency.

2. Project Report, Information Sheets, and Ten Reasons to Value Libraries

We have prepared a full project report including a set of ten information sheets. The content is currently being prepared for publication by a designer. The topics of the information sheets are:

1. Community hubs
2. Children and families
3. Lifelong learning
4. Economic engines
5. Beyond books
6. Health and wellbeing
7. Vulnerable populations and community needs
8. Technology and Digital Equity
9. Crisis Response and Community Resilience
10. COVID-19

The report includes a list ten reasons to value libraries:

1. Public libraries are community hubs that bring people together and close the opportunity gap by connecting people to essential services and resources.
2. Libraries build and support communities of lifelong learners and help Californians enjoy the social and economic benefits that learning brings.
3. Public libraries deliver a positive return on the funds invested in them. Every \$1 invested in a library yields between \$2 and \$10, with the most common return being between \$3 and \$6.
4. Books are just the tip of the library iceberg. Through digital labs, makerspaces, career centers, and business resources, memory labs, public programs, community partnerships, and online resources, public libraries help communities explore, learn, connect, and have fun beyond their traditional "library" brand.
5. Libraries help individuals and communities stay healthy and well.

6. Public libraries support vulnerable community members, including early learners and families, teens and seniors, veterans, people new to the United States, and people experiencing homelessness or mental illness.
7. Library technology increases digital equity and supports the information needs of a 21st Century society.
8. Library workers are “second responders” in a crisis. Library programs and services build community resilience year-round.
9. Libraries are economic engines. They support personal economic development and community development.
10. Public libraries are free and open to all.

3. Online Clearinghouse

1. Landing page
 - a. Introduction and overview
 - b. Methodology
 - c. Acknowledgements
 - d. Pathway to additional pages
2. Full report and topic-based information sheets
3. Photos of California public libraries in action: images from projects funded by the State Library and contributed by public libraries.
4. California libraries by the numbers: public library usage and collections' statistics

4. Training

We provided training to five groups of library staff on demonstrating your value and telling a compelling story. Training took place on Zoom and was presented by Cheryl Gould. Participants came from libraries across the state including Butte County, Fresno County, San Francisco, Santa Barbara, Los Angeles and San Diego County. Each group met twice. Cheryl created a positive learning environment and delivered training on using evidence-based data, articulation, inflection, and body language when delivering a story or speech. Evaluation results include:

- 100% indicated they learned something by participating.
- 96% indicated they feel more confident about what they learned.
- 96% indicated they intend to apply what they just learned.
- 88% indicated what they learned will help improve library services to the public.
- 93% indicated applying what they learned will help effect positive change in their communities.
- 90% indicated they are more likely to tell their library's story.

5. Mini-Grant Program

We funded thirty public library programs that illustrated the different aspects of the value framework. Programs ranged from financial literacy workshops to a therapeutic gardening workshop for veterans to literacy programs presented in collaboration with barbershops.

6. Publications

Cole, N. and Stenström, C. (forthcoming), "The Value of California's Public Libraries," *Public Library Quarterly*, [Found here](#)

This paper reports on the entire project. It explores the value that California's public libraries deliver and how value is delivered.

Stenström, C., Cole, N. and Hanson, R (2019), "A review exploring the facets of the value of public libraries", *Library Management*, Vol. 40 No. 6/7, pp. 354-367.

This paper proposes a preliminary value statement based on a review of the academic literature.

A report titled *The Value of Public Libraries: Measuring the Opinions of California Residents* (2019) was prepared by the Institute for Social Research at California State University, Sacramento. The report looks at the values held by Californians and Californians' perspectives about the role and value of libraries. It finds that Californians highly value their public libraries and the community services they provide. Californians think public libraries and the services they provide are important to their community, even many of the people who do not regularly visit.

7. Presentations

- We delivered a presentation titled "The Value of California's Public Libraries" at an Action Research Summit on Future Facing Libraries in London on July 5, 2018. The Summit was organized by Libraries Unlimited and the University of Exeter Business School, with whom we collaborated at the start of our project. The summit was attended by representatives from the UK Government, local councils, the British Library, public libraries, and the BBC. Topics discussed at the summit included:
 - What specific social value do libraries create and how?
 - Are there ways that libraries can better connect social value to financial value in ways that amplify rather than undermine what makes them special?
 - How can library leaders and managers best respond to this challenge of needing to work in more "socially enterprising" ways?
- We presented a paper titled "Measuring the Value of California's Public Libraries" at the 10th International Evidence Based Library and Information Practice Conference, in Glasgow, UK, June 17-19, 2019.

D. Next Steps

Disseminate and raise awareness of the project's results to help libraries demonstrate their value and impact.

Use the results to inform the work carried out by the State Library's Library Development Services Bureau, including grant planning and programs such as the Public Library Directors Forum.

In addition, our work suggests several further goals and questions that should be addressed:

- Awareness-raising: How can the data be used most effectively to raise awareness of the value of the public library?
- Education: What are implications of our findings for library school education, continuing education, recruitment to the profession, and support for library training?
- Equity: How do we ensure that all our community members are able to benefit to the same extent from the value this is delivered by public libraries?
- Sustainability: How do we ensure that public library services are offered and developed in ways that are economically, environmentally, and socially sustainable?
- Evaluation: How do we improve our efforts to evaluate and demonstrate the impact of our work?

Methodology

The sheer variety of kinds of relationship that people have with the library creates a challenge for those looking to explore its value. This variety is a result of the public library's position as part of the fabric of the community. Some people will visit the library regularly over their whole lives and have a close and long-term relationship with it; some will drop in when they need a particular resource that the library provides; some will use the library intensively at certain times and less often at others. Some people will use the library for study, some to make connections and develop community with other people, some for entertainment and fun. All of this variety amounts to a challenge to the execution of, for example, a long-term, longitudinal study.

Nevertheless, we can identify and illustrate libraries' value by adopting what is known in social entrepreneurship studies as a "bricolage" approach (Di Domenico, Haugh, and Tracey 2010; Libraries Unlimited et al. 2019)—using the resources at hand to build individualized and persuasive cases for our proposals.

By adopting the bricolage approach for this project, we have been able to create a solid value proposition that is grounded in data from a combination of sources, including academic and professional literature, usage data, survey data, interviews with stakeholders, and observations and anecdotes. Specifically, we collected and reviewed the following information:

- Approximately 120 academic studies conducted between 1998 and 2018.
- Approximately 240 items in the professional literature, including journal articles, conference presentations, and reports from major organizations including the American Library Association (ALA), the Aspen Institute, the Institute of Museum and Library Services (IMLS), and the Pew Research Center.
- California's annual Public Libraries Survey. Administrators in every public library complete this survey, providing output data such as the number of people using California's public libraries, the number of programs offered by libraries, the amount of technology available in libraries, etc.
- A survey to explore Californians' values, and their perspectives on the role and value of public libraries.
- Interviews with stakeholders, including library leaders, elected officials, and city managers.
- Outcomes data from projects funded by the California State Library during the 2018–2019 fiscal year.

E. Contributors

1. Project Advisors

Project advisors were interviewed individually by project staff to inform the project's development, and met on November 11, 2019, to provide guidance on how the project results should be presented and used.

- Jayanti Addleman, Hayward Public Library
- Chris Brown, Santa Clara County Library District (now Chicago Public Library)
- Susan Hildreth, Consultant
- Misty Jones, San Diego Public Library
- Danis Kreiemeier, Napa County Library (ret.)
- Michael Lambert, San Francisco Public Library
- Lisa Lindsay, Fresno County Public Library
- Jody Meza, Orland Public Library and Willows Public Library
- Helen McAlary, City of Ontario
- Eva Mitnick, Los Angeles Public Library
- Michelle Perera, Pasadena Public Library
- Michael Perry, Siskiyou County Library
- Nancy Schram, Ventura County Library
- Sandra Tauler, Camarena Memorial Library (Calexico) (ret.)
- Hillary Theyer, Monterey County Free Libraries
- Derek Wolfgram, Redwood City Public Library
- Patty Wong, Santa Monica Public Library
- Monique Le Conge Zieshenne, Palo Alto Public Library (ret.)

2. Project Staff

Natalie Cole, California State Library, co-project lead
Cheryl Stenström, San José State University, co-project lead

Jeremy Abbot, researcher
Snowden Becker, writer
Meg DePriest, data coordinator and researcher
Rachel Hanson, researcher
Jane'a Johnson, researcher
Shana Sojoyner, evaluator

Project Partner: Black Gold Cooperative Library System

Report submitted by Natalie Cole | natalie.cole@library.ca.gov

LINK+ REGIONAL RESOURCE SHARING



**EIGHT NEW
LIBRARIES
CONNECTED**

Alameda Free Library
Coronado Public Library
El Dorado County Library
Glendale Public Library
Nevada County Library
Rancho Cucamonga Public Library
Sonoma County Library
Woodland Public Library



**TWO
COOPERATIVE
SYSTEMS
SUSTAINED**

40-99
NorthNet

2%

19%

21%

28%

29%



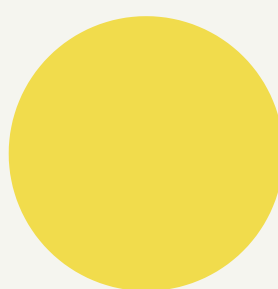
Supplies



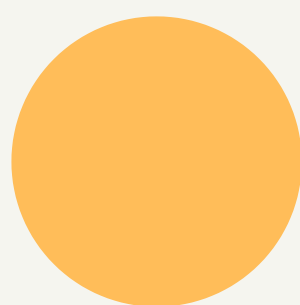
Connection
Fees



New Software
Subscriptions



Cooperative
Software
Subscriptions



Courier Costs

ALLOCATION OF FUNDS

**129,506
ITEMS
SHARED**

57,888
shared with
other
libraries

71,618
borrowed from
other
libraries

Libraries have committed to at least five years of future resource sharing

Program funds support smaller, rural libraries to share with larger library collections

More sharing will occur as libraries re-open from the pandemic



AGENDA ITEM: Preliminary CLSA Budget for FY 2021-2022

ISSUE TO COME BEFORE THE BOARD AT THIS MEETING:

Consider the preliminary CLSA budget for FY 2021-2022

1. **RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:**

I move that the California Library Services Board adopt, contingent upon the passage of the State Budget Act, the 2021-2022 CLSA budget as directed in the proposed 2020-2021 budget, totaling \$1,880,000 for allocation to Cooperative Library Systems.

2. **RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD:**

I move that the California Library Services Board approve the \$1 million allocated in the 2021-2022 budget to invest in the Zip Books program to ensure timely and cost-effective access to information in California's hard-to-reach and underserved communities.

BACKGROUND:

The Governor's proposed budget, released in January for the 2021-2022 fiscal year, included a proposal to provide \$1,880,000 million in funding for the California Library Services Act and \$1 million in on-going funding for the Zip Books program.

Recommendation: Staff recommends that the Board adopt the preliminary budget Exhibit A at this meeting so that the systems have preliminary numbers to base their plans of service on.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:

Review and approve System Plans of Service and Budget for the 2021-2022 fiscal year.

CLSA Preliminary System Budget Allocations- FY 2021/22

Communications and Delivery Program

System	Baseline Budget	System Administration	Total	Zipbooks
Black Gold	\$ 64,788	\$ 16,197	\$ 80,985	
49-99	\$ 63,044	\$ 15,761	\$ 78,805	
Inland	\$ 157,585	\$ 39,396	\$ 196,981	
NorthNet	\$ 337,730	\$ 84,433	\$ 422,163	
PLP	\$ 293,422	\$ 73,356	\$ 366,778	
SJVLS	\$ 97,645	\$ 24,411	\$ 122,056	
Santiago	\$ 84,619	\$ 21,155	\$ 105,774	
Serra	\$ 110,540	\$ 27,635	\$ 138,175	
SCLC	\$ 294,627	\$ 73,656	\$ 368,283	
Total funding	\$ 1,504,000	\$ 376,000	\$ 1,880,000	\$ 1,000,000

AGENDA ITEM: CLSA System Annual Report, FY 2019/20

GENERAL OVERALL PROGRAM UPDATES:

CLSA funds continue to support the Communications and Delivery (C&D) program at the cooperative system level. In FY 2019/20, C&D funds supported all or a portion of each System's physical delivery of materials and the use of shared e-resources. Exhibit A provides a summary of System activities for 2019-2020 and shows how communities benefited through state funding. Exhibit B displays a summary of the actual workload statistics for 2019/20.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:

Consideration of 2021/22 System Plans of Service.

Staff Liaison: Monica Rivas

California Library Services Act System Program Annual Report FY 2019/2020

Southern California library Cooperative (SCLC): Executive Director Diane Bednarski

Goals for Meeting the needs Through CLSA funding (\$704,390)

Baselines Funds: \$563,513

- Physical delivery : Budgeted \$75,000; Expended \$67,161 (Encumbered: \$7,839)
- Digital resources : Budgeted \$383,513 (Encumbered: \$383,513)
- Digi labs: Budgeted \$100,000 (Encumbered: \$100,000)
- Telecommunications: \$5,000

System Administration Funds: \$140,877

- Executive Director: \$45,271
- Deputy Director: \$19,445
- Controller: \$24,512
- Admin Officer: \$31,753
- Project Manager: \$12,482
- Project Assistant: \$7,414

Were Goals Met-How did the Community Benefit?

Delivery of physical material is still requested and needed to meet the needs of library patrons. Courier delivery services provided twice weekly transport of materials between the 39 member libraries, with a suspension in service in the March-June timeframe due to COVID-19 triggered facility closures. Delivery has since resumed, but at a much lower volume due to most member libraries only offering limited services through a curbside approach.

Thirty of SCLC's 39 member libraries participated in the Digilab program, which provided participants with scanning equipment, licensed access to the Auto-Graphies Montage digital archive application and the necessary training to digitize materials in their local collections and store them in a hosted, publicly accessible environment. Arcadia used the scanning equipment provided through the Digilab project in concert with intern staffing supported by a California Revealed grant to digitize photo albums depicting 100 years of Arcadia Women's Club history. Oxnard reported that various City departments now use the repository on Montage to research documents and photos for

city wide projects. In addition, academic researchers can gain access to Oxnard's photographic collection more easily especially when they are unable to visit the library.

The bulk of the 19/20 funds are set aside for digital resources was not spent due to challenges in holding meetings and discussing approaches due to COVID-19. \$1,100 was used to acquire a system wide shared license to the Gale Archives of Sexuality and Gender, and the remaining unspent funds will be carried forward to the 20/21 fiscal year.

Non-CLSA funded activities

- Zip Books, databases, eBooks and eAudiobook
- Maker Boxes consisting of materials to expose patrons to 21st technology and STEAM related skills
- In-office support for contracted courier

Inland Library System: Executive Director Diane Bednarski

Goals for Meeting the needs Through CLSA funding (\$380,530)

Baselines Funds: \$ 304,423

- Delivery of physical materials: Budgeted \$30,000; Expended \$27,879 (Encumbered: \$2,121)
- e-resources : Budgeted \$75,000; Expended \$70,189 (Encumbered: \$4,811)
- Moving Expenses approved by the Board: Budgeted \$500; Expended \$366 (Encumbered: \$134)
- Telecommunications: Budgeted 2,500; Expended \$1,345 (Encumbered: \$1,155)
- Digital Resources: \$196,423

System Administration Funds: \$76,107

- Executive Director: \$21,621
- Deputy Director: \$9,094
- Controller: \$24,326
- Project Manager: \$914
- Administrative Officer: \$6,994
- Project Assistant: \$13,158

Were Goals Met-How did the Community Benefit?

Courier delivery throughout the system proceeded at one pickup/delivery per week at non-Riverside County libraries but was suspended in the March-June timeframe due to COVID-19. Delivery has since resumed, but at a much lower volume.

Key files and materials were moved from the system's former office location in San Bernardino to the SCLC offices in Pasadena.

Inland renewed its subscription to RBDigital magazines. Under the current consortia license, all Inland libraries gain access to approximately 200 titles. With the renewal, the libraries will have access to over 3,700 titles.

CLSA funds were distributed to the Inland member libraries using a population-based formula. The members used the funds for a range of digital resources, including Overdrive and Cloud Library eBooks, RBDigital

magazines, Kanopy streaming services, AcornTV, Hoopla and TrueFlix multimedia curriculum content.

Non-CLSA funded activities

- Inland provided an Annual Performer's showcase
- Biweekly Director's Discussion over Zoom

49-99 Cooperative Library System: Executive Director Diane Bednarski

Goals for Meeting the needs Through CLSA funding (\$150,676)

Baselines Funds: \$ 120,541

- Link+: \$116,041
- Audit: \$4,500

System Administration Funds: \$30,135

- Executive Director: \$11,632
- Controller: \$3,515
- Admin Officer: \$3,794
- Project Manager: \$918
- Deputy Director \$9,882
- Project Assistant \$394

Were Goals Met-How did the Community Benefit?

LINK+ has been a boost to the collections for the six participating libraries. While services in Fy19/20 was temporarily suspended due to COVID-19, 49-99 member libraries had already borrowed 25,130 items. This equates to approximately \$628,250, on average, in collection enhancement for the libraries. Link+ has provided a benefit to the community allowing access to materials that some 49-99 libraries may not have in their collections. It also provided a quicker loaning period so community members are not waiting on hold list for materials. An important note is the libraries collectively loaned 28,786 items out to the LINK+ member libraries.

Non-CLSA funded activities

- Book Club in a Box
- Stockton is the hub for Link+ and they provide training and support

Serra Cooperative Library System: Executive Director Diane Bednarski

Goals for Meeting the needs Through CLSA funding (\$270,510)

Baselines Funds: \$ 216,408

- Physical delivery: Budgeted \$26,000; Expended \$10,887 (Encumbered \$15,113)
- Overdrive renewal and Flipster: Budgeted \$105,000; Expended \$99,810 (Encumbered \$ 5,190)
- e-resources : Budgeted \$80,908 (Encumbered \$80,908)
- Audit: \$4,500

System Administration Funds: \$54,102

- Executive Director: \$14,964
- Deputy Director \$7,063
- Controller: \$11,069
- Administrative Officer: \$15,642
- Project Manager: \$1,888
- Assistant \$3,476

Were Goals Met-How did the Community Benefit?

Physical delivery is provided through contracted service. Courier delivery of materials was conducted once a week to member libraries between July 2019 and March 2020. Deliveries were temporarily suspended as libraries closed facilities and stopped processing returns from patrons and resumed to many libraries in June as libraries introduced curbside services.

Serra maintained its Serra Digital Download Library through Overdrive, with CLSA funding being directed toward the acquisition of eBooks and eAudio books for use by all Serra member libraries. The repository achieved 336,995 checkouts in FY19/20.

Serra also renewed its subscription to the Flipster digital magazine service, providing its members with access to a wealth of materials at their fingertips that resulted in 116,730 downloads and 54,696 online views.

Overdrive and Flipster were marketed to the community and school district to serve the community's needs. Staff reported that Overdrive helped students and parents continue to read during the summer months. They also reported that Flipster has been used to keep up with current events.

Non-CLSA funded activities

- Hosting regional adult and youth services conference
- Crisis Collection, eBook and eAudio purchases

Santiago Library System: Executive Director Diane Bednarski

Goals for Meeting the needs Through CLSA funding (\$202,573)

Baselines Funds: \$ 162,059

- e-resources : \$157,559
- Audit: \$4,500

System Administration Funds: \$40,514

- Executive Director: \$23,342
- Deputy Director \$3,552
- Controller: \$8,101
- Project Manager \$1,000
- Admin Officer: \$2,885
- Project Assistant \$1,634

Were Goals Met-How did the Community Benefit?

Santiago's Baseline Budget allocations were designated for e-book purchases. This proved exceptionally beneficial in the past year considering an ongoing trend toward higher e-book adoption rates coupled with sudden spikes in e-book usage due to COVID-19 related facility closures. Santiago patrons benefitted from over 2 million e-resource checkouts in 19/20, with 8% of the associated funding coming from CLSA funds.

Santiago's delivery goals were based on local in-kind supported delivery amongst the member libraries.

Non-CLSA funded activities

- Delivery is done in-kind

Pacific Library Partnership: Executive Director Carol Frost

Goals for Meeting the needs Through CLSA funding (\$701,264)

Baselines Funds: \$ 561,011

- Physical delivery: \$204,840 Budgeted; Actual Spent \$159,972; Encumbered \$44,868
- Link+: \$77,995 Budgeted; Actual Spent \$61,268 *
- CENIC hardware: \$54,513 Budgeted; Actual Spent \$82,109 *
- eResources: \$136,136 Budgeted; Actual Spent \$135,622 *
- ILS Study: \$31,356 Budgeted; Actual Spent \$21,000 *
- Office supplies: \$2,000 Budgeted; Actual Spent \$8,783

**Budgeted Funds from these categories totaled \$300,000; all expended.*

System Administration Funds: \$140,253

- Executive Director: \$140,253

(\$411,389 of FY 19/20 funds encumbered for next FY. Cost savings from reduced delivery due to COVID, other reduced costs.)

Were Goals Met-How did the Community Benefit?

Despite the impacts of the COVID-19, which forced Delivery Services to be halted from March 11, 2020 through June 6, 2020, the goals for the Communications & Delivery Program were met. Although \$206,840 of CLSA funds were budgeted to support Delivery and facilitate resource-sharing, PLP actually spent \$159,973 due to non-delivery because of COVID-19 and libraries closing. PLP member libraries continue to prioritize delivery services for use of CLSA system funding.

PLP allocated \$300,000 back to the libraries for them to choose their own priority for expending CLSA funds, based on an approved menu, with the expectation that all members would benefit equally. Libraries were given the option to choose from the five following menu choices: a subscription to enki; networking/broadband costs; costs related to Link+; purchasing Overdrive eMaterials in a shared environment; purchases of shared eMaterials in Biblioteca's CloudLibrary; or participating in a study for a shared ILS between 7 PLP libraries. The libraries chose to allocate \$135,622 to eResources, \$82,109 for broadband, \$61,268 for Link+, and \$21,000 for the shared ILS study.

Some funds were not allocated, as PLP generally holds back a portion in anticipation of any needs that may arise during the year. In this case, the funds will be used for FY 2020/21, to offset the reduction of CLSA allocations.

Non-CLSA funded activities

- PLP member libraries contributed \$593,450 in local fund for delivery
- 2 MOBAC members libraries contributed \$2,000 in local funds to supplement delivery
- Libraries fund inter-library loan services, including OCLC World Share and Link+
- PLP libraries used local funds to invest in connectivity via broadband to the CalREN network
- PLP provides a shared eBook collection for its member libraries

NorthNet Library System: Executive Director Carol Frost

Goals for Meeting the needs Through CLSA funding (\$820,118)

Baselines Funds: \$ 656,094 add roll over from System Administration \$7,308;

Actual Budget \$663,402

- Physical delivery: Budgeted \$148,388; Expended \$146,548
- e-resources : \$511,354
- Local cost: Budgeted \$3,700; Expended \$ 5,500

System Administration Funds: \$164,024 minus roll over to Baseline \$7,308; Actual Budget \$156,716

- Executive Director: \$ 18,955
- Coordinator: \$50,700
- Controller: \$19,999
- Office Manager: \$26,075
- Management Analyst: \$ 11,408
- Account Clerk: \$7,256
- Administrative Assistant 1: \$4,100
- Administrative Assistant 2: \$3,977
- Indirect: \$14,246

(\$120,000 of FY19/20 funds roll over to FY 20/21.)

Were Goals Met-How did the Community Benefit?

The NorthNet Library System distributes its CLSA funds back to the libraries, for them to choose to use the funds for shared courier delivery services, a shared RBDigital eMagazine collection, a shared OverDrive collection, local shared OverDrive collections among 3 or more libraries, broadband hardware , and Link+.

NLS has delivery contracts with two courier services, funded with a combination of CLSA and local funds, which moves physical materials among two thirds of the NLS member libraries. Remote libraries that are not served by contract delivery vendors, primarily in the North State region, use the US Postal Service and/or UPS and are reimbursed for their costs.

The Library-to-Go consortium-shared OverDrive shared eBook and eAudio collection which can be accessed 24/7 through a custom library portal continues to be popular with NLS patrons, particularly under the current COVID conditions where eResources were for several weeks the only access

patrons had to their library's collection. Each library builds their individual library collection from the OverDrive catalog of more than 3.3 million titles from over 5,000 publishers, and shared the collection with the other NLS participating libraries.

After several years of work to research the interest and feasibility for an NLS system-wide Link+ network, as well as a study to determine delivery capabilities for the most remote of NLS members, have resulted in a new NLS Link+ contract being established including 14 existing Link+ libraries, and 4 new libraries. Since October 2018, NLS successfully negotiated with Innovative Interfaces Inc. a Link+ Inn-Reach master contract, absorbing the contracts of the existing libraries and adding the four new ones.

Non-CLSA funded activities

- NorthNet provided support for training and staff development
- Member libraries use local funds to subscribe to ENKI, Zip Books, and Link+

San Joaquin Valley Library System: Executive Director Sally Gomez

Goals for Meeting the needs Through CLSA funding (\$240,074)

Baselines Funds: \$ 192,059 plus the roll over all Administrative Funds \$48,015 total Budget \$ 240,074

- Physical delivery: Budgeted \$159,540; Expended \$159,413 (Unexpended \$127)
- e-resources and E Card Registration/ Operations: Budgeted \$80,534; Expended \$80,661 (\$-124)

System Administration Funds: \$0

Were Goals Met-How did the Community Benefit?

The goals for communication and delivery program were met and all funding objectives completed. The System benefited from funding for communications improvements to provide reliable, optimal service and address outdated networking infrastructure equipment for the Members in an ever-changing technology environment. Funding for communication router and switches and delivery program totaled \$184,674.

The remaining of the allocated funding was used for the following:

Shared E book collection (Bibliotheca Cloud Library) which resulted in purchases to support the Members remoted library use during curb side restricted services in the amount of \$40,964.

Scanner Maintenance & renewal service for Image Access, Inc so that libraries may provide technical support, replacement parts, software and documentation updates in the amount of \$3,000.

E Card Registration Service for System Members to transition and support libraries during the COVID pandemic and continue to offer information services to the community. An 'eCard' borrower record in the ILS would allow borrowers to utilize Cloud eBooks licensed by SJVLS including those purchase with CLSA noted in item 1 above. Total expended for start the new service \$11,436. On-going expense will be funded by increase in Membership Dues for E Sources.

Non-CLSA funded activities

- The System supports online materials, collections, cataloging, network telecommunication, and shared integrated library system (ILS) outside funding sources from CLSA with allows all of our member libraries 110 branches equal access to our shared collection and network expertise.

Black Gold Cooperative System: Executive Director Glynis Fitzgerald

Goals for Meeting the needs Through CLSA funding (\$159,865)

Baselines Funds: \$ 127,892 Budgeted plus roll over from System Administration \$31,973; Total Expended \$159,865

- Physical delivery: \$ 88,772
- e-resources : \$71,093

NOTE: Black Gold didn't use any administrative funds, instead they roll over their funds to the BASELINE.

Were Goals Met-How did the Community Benefit?

The primary goal for CLSA funds is improving delivery of materials to patrons, and that goal was met. Black Gold estimates that they shipped over 775,000 items this year, an increase of more than 5% over the previous year.

Black Gold members share an automated library system which makes it very easy for patrons to request items from another library in the Cooperative. The CLSA funds were partially used to cover the delivery contract. The community benefits because patrons are able to request items from libraries several hundred miles away and receive them very quickly, often as soon as the next day, provided the item is on the shelf. This greatly increases the number of items available to patrons of any one library and is especially useful for patrons at our very small, rural branches, of which we have quite a few.

Non-CLSA funded activities

- Local funds pay for network connections from 33-member library buildings to the local server
- Local funds pay for the telephone service which allows patrons to call in to renew items via an 800 number
- Local funds pay for a separate public Internet connection

System Communications & Delivery Program 2019/20 Methods and Workloads

Annual Cost of Service	Black Gold	49-99	Inland	NorthNet	PLP	SJVLS	Santiago	Serra	SCLC	Total
Phone/Fax	\$5,720	\$501	\$1,542	N/A	N/A	Unknown	\$878	\$1,277	\$3,740	\$13,658
Internet/Email	\$14,336	\$220	\$678	\$6,136	\$7,215	Unknown	\$386	\$540	\$1,644	\$31,155
Other	\$327,384	\$230	\$941	\$651	\$1,568	Unknown	\$709	\$742	\$1,999	\$334,224

Workload Statistics	Black Gold	49-99	Inland	NorthNet	PLP	SJVLS	Santiago	Serra	SCLC	Total
Delivery Workload Items	775,626	56,895	107,523	822,478	2,609,601	811,922	832	18,252	10,348	5,213,477
System Van	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Contracted Delivery	97%	100%	0%	91.99%	98.9%	100%	0%	100%	99%	
US Mail	2.5%	0%	0%	8%	1%	0%	0%	0%	1%	
United Parcel Service	0%	0%	0%	0.01%	0%	0%	0%	0%	0%	
Other Services	0.05%	0%	100%	0%	0.1%	0%	100%	0%	0%	
Traveled Miles	50,076	40,000	17,333	195,627	95,121	1,666	Not available	13,562	33,500	446,885



February 25, 2021

Anne R. Bernardo, President
California Library Services Board
P.O. Box 942837
Sacramento, CA 94237-0001

Dear Ms. Bernardo,

In the interest of transparency and good communication, I wanted to inform the California Library Services Board of an upcoming change in the jurisdictional affiliation of a branch library that has been operated by the Redwood City Public Library for the past 40+ years. Effective March 15, 2021, the Fair Oaks Branch Library will be operated by San Mateo County Libraries rather than Redwood City Public Library.

This change does not affect regional system status or local cooperative status, as the branch will remain part of the Pacific Library Partnership and the Peninsula Library System after the transfer of operational responsibility.

North Fair Oaks is an unincorporated census-designated place located adjacent to Redwood City. For approximately the first 20 years of its existence, the branch was located in Redwood City city limits, and operated by the City with financial support from the County of San Mateo. In 1995, a new library facility was established for the branch, just across the border in unincorporated San Mateo County. At that time, the City continued to operate the branch, and the County continued to financially support operations. When the San Mateo County Library JPA was established, the JPA took over the County's role in providing an operating subsidy to the City. Over the past year, the County expressed interest in moving operations from the City to the JPA, and the governing bodies of the City and the JPA have approved a new operating agreement to enact this change.

The San Mateo County Library JPA approved the transfer of operational responsibility on February 8, 2021, and the Redwood City City Council approved the transfer on February 22, 2021. Should you need documentation, I can provide that information for you.

The population of the North Fair Oaks neighborhood has always been included in the California State Library's population figures for unincorporated San Mateo County, and not included in the population of the City of Redwood City. As a result, I do not believe any action or change is necessary by the CLSB or the California State Library (although the Fair Oaks Branch will begin appearing in the San Mateo County Libraries section of the annual library statistical report for fiscal year 2020-21.)

If you have any questions or concerns, or if you require any additional documentation, please do not hesitate to reach out to me for additional information.

Sincerely,

A handwritten signature in blue ink that reads "Derek E. Wolfgram". The signature is fluid and cursive, with a long horizontal stroke at the end.

Derek E. Wolfgram
Library Director

Cc: Greg Lucas, State Librarian, California State Library
Carol Frost, CEO, Pacific Library Partnership
Anne-Marie Despain, Library Director, San Mateo County Libraries

March 17, 2021

Anne R. Bernardo, President
California Library Services Board
P.O. Box 942837 Sacramento, CA 94237-0001

Dear Ms. Bernardo,

Per the memo to you dated February 25, 2021 from Derek Wolfgram, the Redwood City Public Library Director, I wanted to affirm his comments about the Fair Oaks Library's jurisdictional affiliation from the Redwood City Library to the San Mateo County Libraries.

Since both the Redwood City Public Library and San Mateo County Libraries are already existing members of the Pacific Library Partnership (PLP), there is no change to the population or membership of these libraries for PLP. As Mr. Wolfgram notes, the population for the Fair Oaks Library has always been associated with the San Mateo County Libraries.

PLP fully supports this jurisdictional change. Should you have any questions, please do not hesitate to reach out to me.

Sincerely,



Carol Frost
CEO, Pacific Library Partnership