

NorthNet Library System

Steering Committee

WebEx Desktop Meeting Agenda

Tuesday, September 13, 2011

3:00 PM – 5:00 PM

Meeting Number: 571 549 900

To start or join the online meeting visit:

<https://infopeople.webex.com/infopeople/j.php?ED=180693252&UID=489649202&RT=MiMO>

You will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

Audio conference information

Call-in toll-free number (US/Canada): 1-866-699-3239

1. Welcome and Introductions Wendy Burke, Chair
2. Public invited to address the Committee
- ACTION** 3. Approval of the Agenda Wendy Burke
- ACTION** 4. Approval of Minutes from July 27, 2011 meeting Wendy Burke
- ACTION** 5. Consent Calendar Annette Milliron
 - A. Financial Statement ending July 31, 2011
 - B. Revised Budget FY2011/12
6. News from the State Library Darla Gunning
- ACTION** 7. CLSA Annual Report 2010/11 Annette Milliron
8. Finalize September 30th Meeting Plans Wendy Burke
9. Next Meeting Date
10. Agenda Building
11. Adjourn

*Ralph M. Brown Act
Section 54953*

Meetings to be public; attendance by phone

(3) If the legislative body of a local agency elects to use teleconferencing, it shall post agendas at all teleconference locations and conduct teleconference meetings in a manner that protects the statutory and constitutional rights of the parties or the public appearing before the legislative body of a local agency. Each teleconference location shall be identified in the notice and agenda of the meeting or proceeding, and each teleconference location shall be accessible to the public.

Meeting Locations

Colusa County Library - 738 Market Street Colusa, CA 95932

Dixon Public Library - 230 North First Street Dixon, CA 95620

El Dorado Public Library - 345 Fair Lane Placerville, CA 95667

Marin County Free Library - 3501 Civic Center Drive, #414 San Rafael, CA 94903

Modoc County Library - 212 W. 3rd Street Alturas, CA 96101

Orland Free Library - 333 Mill Street Orland, CA 95963

St. Helena Public Library - 1492 Library Lane St. Helena, CA 94574

Shasta Public Libraries – 1100 Parkview Avenue, Redding, CA 96001

Tehama County Library – 645 Madison Street, Red Bluff, CA 96080

Woodland Public Library – 250 First Street, Woodland, CA 95695

Yolo County Library – 226 Buckeye, Woodland, CA 95695

NorthNet Steering Committee Meeting

September 13, 2011

ADMINISTRATIVE NOTES

5. CONSENT CALENDAR

- A. Financial Statement ending July 31, 2011.
- B. Revised Budget 2011/12
The budget has been adjusted to reflect the following:
- Revenue Increases:**
LSTA-PLSEP 2803: \$54,121 for the program \$5,412 for administration
Trust to General 4645 LOC: \$3,831 for OCLC cataloging for NSCLS members
Trust to General 4645 ADM: \$13,052 to cover unemployment insurance claims
LOC 1650 Revenue carried forward: \$28,041 OverDrive 10/11 program member funds
LOC 4157 Member Reimbursement: \$111,777 for OverDrive 11/12 program, delivery bins, database purchases, OCLC cataloging for NSCLS members
- Expense Increases:**
ADM 5935 Unemployment Insurance: \$27,549
ADM 6085 Janitorial Service: \$720
ADM 6140 Maint. Equip: \$500
ADM 6800 Photocopier: \$6,634
ADM 7303 Private Car Reimb: \$500
LOC 6461 Purchases for members: \$127,939
LOC 6517 OCLC Cataloging: \$15,710
- Expense Decreases:**
ADM 5900 Payoff Acct.: \$14,510 -- vacation and sick leave payoff was paid from 2010/11 funds.

8. SUSTAINABILITY RETREAT PLANNING

Funding from the State Library for the Sustainability Retreat includes travel expenses reimbursement for the rural libraries and libraries that do not have travel funds. Joan Frye Williams is the facilitator for the Retreat. Retreat activities are planned for two separate days, September 30 and November 15. The September meeting is scheduled at the Holiday Inn on Capitol Plaza in Sacramento. The November meeting is scheduled at the Sheraton Four Points on Duckhorn Drive just off of I-5 at Del Paseo Road. The Steering Committee met at the Sheraton Four Points for the May budget meeting. The all-inclusive cost of two day meeting is approximately \$24,000.

The September meeting will be a day of design challenge and an assessment of available resources. Up to three promising service models will be developed by a volunteer group and NLS staff for presentation at the November 15th meeting.

The draft agenda for the September 30th meeting is attached.

**NORTHNET LIBRARY SYSTEM
STEERING COMMITTEE MEETING
July 27, 2011**

CONVENING:

The NorthNet Library System (NLS) Steering Committee met virtually this date via WebEx with Chair Wendy Burke presiding. The meeting convened at 10:00 a.m.

ROLL CALL:

PRESENT	ABSENT	MEMBER LIBRARY	REPRESENTATIVE
x		Colusa Public Library	Wendy Burke - Chair
	x	Modoc County Library	Cheryl Baker – Vice Chair
	x	Dixon Public Library	Gregg Atkins -
x		El Dorado Public Library	Jeanne Amos
x		Marin County Free Library	Gail Haar
x		Orland Free Public Library	Jody Meza
x		Shasta Public Libraries	Jan Erickson
x		St. Helena Public Library	Jennifer Baker
x		Tehama County Library	Jessica Hudson
	x	Woodland Public Library	Heather Muller
x		Yolo County Library	Patty Wong
x		NLS System Headquarters – Executive Director	Annette Milliron
x		California State Library Representative	Linda Springer
x		California State Library Representative	Darla Gunning

1. WELCOME & INTRODUCTIONS:

Everyone introduced themselves as this was the first meeting of the FY 2011/12 NLS Steering Committee.

2. PUBLIC INVITED TO ADDRESS THE COMMITTEE

No members of the public were present.

3. APPROVAL OF THE AGENDA

A Motion to approve the agenda was moved by Jeanne Amos and seconded by Patty Wong. The Motion passed unanimously.

4. CONSENT CALENDAR

A. APPROVAL OF MINUTES FROM JUNE 29, 2011 MINUTES

A Motion to approve the agenda was moved by Jessica Hudson and seconded by Gail Haar. The Motion passed unanimously.

5. CLSA FUNDING ISSUES UPDATE

It will not be known if state funding for CLSA Systems is available until December 15th. Notice has been given to the NLS landlords that NLS must terminate the lease by December 31, 2011 at the earliest or by mid to late January 2012 at the latest date. Any change in delivery plans due to funding requires 60 day notification. Direction from the Steering Committee and Council will be required by late October if changes are to be made January 1st. The copier contract has proven to

be most challenging as the contract lacks a government funding clause which is a California legal requirement. The local sales force is working with the financing company to address the issue.

6. MEMBERSHIP DUES ISSUE

Invoices for dues from 7/1 – 12/31/2011 have been sent to all members. Many members have already issued checks but one member has indicated an issue with paying. NLS does not have a policy statement or bylaws statement about delinquency on paying dues. Discussion ensued.

Key points from the discussion were:

- to add dues to the items for discussion at the sustainability retreat.
- Ms. DeBacker will ask other CLSA Systems for clarification about handling this issue in their organizations.
- Ms. DeBacker clarified that CSL certification of PLF is the source of the population figures used in population based formulas. The figures used for FY 2011/12 are the figures that were issued around February 2011. A revised set of figures were release in June 2011 after the dues schedules were approved by the NSCLS dues schedule was approved by the NSCLS Council on May 23, 2011 and accepted as part of the NLS budget by the NLS Council on June 9, 2011.

A motion to send a memo to all North State region members stating thanks to members who have paid dues and offering clarification of costs of providing existing services to those who have not yet paid was moved by Jeanne Amos and seconded by Jan Erikson. Motion passed unanimously.

Ms. DeBacker will draft a memo with Wendy Burke and Jessica Hudson serving as a review committee.

7. SUSTAINABILITY RETREAT PLANNING

After quite a bit of polling and discussion September 30th has been selected as the date of the Sustainability Retreat. A two day retreat was not possible to schedule. A follow up retreat day will be determined once a consultant has been selected.

Stacey Aldrich convened a conference call with the chairs of the three regional councils to discuss the intent and timelines for a System Sustainability Retreat. Patty Wong was invited to attend as she volunteered to help keep the planning process moving while NLS staff undertook learning how assume the essential tasks of the laid-off staff members such as closing the fiscal records for 2010/11.

Patty Wong and Jeanne Amos have been calling and emailing all NLS member to urge commitment to the September 30th meeting date. Results so far have been very good, but there still are several members that have not responded. Ms. Wong and Ms. Amos asked for assistance on contacts if there is a personal connection that might be used. Ms. Haar offered to follow up with Marin County area libraries. Ms. Wong offered to call Solano County.

Ms. DeBacker and the Committee members thanked Ms. Wong and Ms. Amos for the efforts on seeking commitments.

A meeting with the Retreat Planning Committee will be scheduled for Friday, July 29, 2011. Time will be confirmed by Chairperson Burke following this meeting. Conference calls will be scheduled

with the two consultants during the week of August 1st. The Planning Committee will work on development of the background information to be given to the consultants prior to the calls. Also development of questions for the consultants will address in the committee meeting.

8. ADJOURN

There being no further business, the meeting was adjourned at 11:40 a.m.

Annette Milliron DeBacker
Clerk of the Committee
June 9, 2011

CONSENT CALENDAR
September 13, 2011

- A. Financial Statement ending July 31, 2011.
- B. Revised FY 2011/112 Budget

NorthNet Library System
General Ledger
For the One Month Ending July 31, 2011

Agenda Item #5A

	YTD Budget	YTD Spent/Rec'd	YTD Balance	Remaining %	Current Month
Revenues					
1650-Rev Carried Fwd-LSTA	\$ 226,679.00	\$ 0.00	226,679.00	100.00	\$ 0.00
1700-Interest Earned	1,500.00	0.00	1,500.00	100.00	0.00
2560-CLSA Reference	0.00	0.00	0.00	0.00	0.00
2562-CLSA SAB	0.00	0.00	0.00	0.00	0.00
2563-CLSA TBR-ILL	0.00	0.00	0.00	0.00	0.00
2565-CLSA Comm. &	0.00	0.00	0.00	0.00	0.00
Total CLSA	0.00	0.00	0.00	0.00	0.00
2803-LSTA	30,792.00	0.00	30,792.00	100.00	0.00
Total LSTA	30,792.00	0.00	30,792.00	100.00	0.00
3480-Contract Fees	88,288.00	24,562.04	63,725.96	72.18	24,562.04
3482-Contract Fees	115,022.00	83,374.20	31,647.80	27.51	83,374.20
Total Member Share	203,310.00	107,936.24	95,373.76	46.91	107,936.24
4102-Donations/Reimbursements	6,690.00	2,684.35	4,005.65	59.88	2,684.35
4157-Member Reimbursement	0.00	80,433.91	(80,433.91)	0.00	80,433.91
Total Donations & Reimbursements	6,690.00	83,118.26	(76,428.26)	(1,142.43)	83,118.26
4620-Transfer between funds	0.00	0.00	0.00	0.00	0.00
Total Transfer Between Funds	0.00	0.00	0.00	0.00	0.00
4645-Trust to General Fund	135,258.00	0.00	135,258.00	100.00	0.00
Total Trust to General Fund	135,258.00	0.00	135,258.00	100.00	0.00
Grand Total Revenues	\$ 604,229.00	\$ 191,054.50	413,174.50	68.38	\$ 191,054.50

NorthNet Library System
 General Ledger
 For the One Month Ending July 31, 2011

	YTD Budget	YTD Spent/Rec'd	YTD Balance	Remaining %	Current Month
Salaries & Benefits					
5900-Payoff Account	\$ 0.00	\$ 0.00	0.00	0.00	\$ 0.00
5910-Perm Positions	95,573.00	14,752.22	80,820.78	84.56	14,752.22
5911-Extra Help	0.00	0.00	0.00	0.00	0.00
5921-Retirement Cont.	14,609.00	0.00	14,609.00	100.00	0.00
5924-MediCare	1,386.00	203.26	1,182.74	85.33	203.26
5925-Deferred Cost	0.00	0.00	0.00	0.00	0.00
5930-Health Insurance	11,208.00	0.00	11,208.00	100.00	0.00
5931-Disability Insurance	1,434.00	0.00	1,434.00	100.00	0.00
5932-Dental Insurance	1,364.00	0.00	1,364.00	100.00	0.00
5933-Life Insurance	169.00	0.00	169.00	100.00	0.00
5934-Vision Insurance	216.00	0.00	216.00	100.00	0.00
5935-Unemployment Insurance	956.00	0.00	956.00	100.00	0.00
5940-Workers Compensation	965.00	0.00	965.00	100.00	0.00
Total Salaries & Benefits	127,880.00	14,955.48	112,924.52	88.31	14,955.48

NorthNet Library System
General Ledger
For the One Month Ending July 31, 2011

	YTD Budget	YTD Spent/Rec'd	YTD Balance	Remaining %	Current Month
Services & Supplies					
6040-Comm. - E Mail	420.00	74.90	345.10	82.17	74.90
6045-Comm. - Telephone	250.00	5.27	244.73	97.89	5.27
6085-Adm Janitorial	0.00	120.00	(120.00)	0.00	120.00
6100-Insurance	4,309.00	0.00	4,309.00	100.00	0.00
6140-Maint. of Equipment	0.00	90.63	(90.63)	0.00	90.63
6280-Memberships	100.00	0.00	100.00	100.00	0.00
6302-Adm Debt Revolve	0.00	0.00	0.00	0.00	0.00
6400-Office Expense	200.00	0.00	200.00	100.00	0.00
6410-Postage	22,000.00	1,405.79	20,594.21	93.61	1,405.79
6415-Library Materials	0.00	0.00	0.00	0.00	0.00
6461-Purchases for Members	54,679.00	15,982.05	38,696.95	70.77	15,982.05
6500-Other Prof. Services	76,624.00	162.65	76,461.35	99.79	162.65
6516-Data Processing Services	1,859.00	319.94	1,539.06	82.79	319.94
6517-Online Services OCLC	12,039.00	4,646.13	7,392.87	61.41	4,646.13
6521-County Services	7,634.00	0.00	7,634.00	100.00	0.00
6540-Contract Services	172,788.00	26,938.58	145,849.42	84.41	26,938.58
6800-Duplicating / Photocopies	1,000.00	393.11	606.89	60.69	393.11
6820-Rental of Equipment	0.00	0.00	0.00	0.00	0.00
6840-Building Rent / Lease	11,498.00	1,916.39	9,581.61	83.33	1,916.39
7000-Special Dept. Expenses	0.00	0.00	0.00	0.00	0.00
7110-Staff Development	250.00	0.00	250.00	100.00	0.00
7120-In-Service Training	68,500.00	0.00	68,500.00	100.00	0.00
7302-Conferences & Travel	39,890.00	213.61	39,676.39	99.46	213.61
7303-Private Car Expense	600.00	507.95	92.05	15.34	507.95
7320-Utilities	1,709.00	334.32	1,374.68	80.44	334.32
Total Services & Supplies	476,349.00	53,111.32	423,237.68	88.85	53,111.32
Fixed Assets					
8640-Operational Transfer	0.00	0.00	0.00	0.00	0.00
8800-Equip Reserve	0.00	0.00	0.00	0.00	0.00
Total Fixed Assets	0.00	0.00	0.00	0.00	0.00
Grand Total Expenditures	\$ 604,229.00	\$ 68,066.80	536,162.20	88.73	\$ 68,066.80

NorthNet Library System
 General Ledger
 For the One Month Ending July 31, 2011

	YTD Budget	YTD Spent/Rec'd	YTD Balance	Remaining %	Current Month
Grand Total Expenditures	<u>604,229.00</u>	<u>68,066.80</u>	<u>536,162.20</u>	<u>88.73</u>	<u>68,066.80</u>
Grand Total Revenues	<u>604,229.00</u>	<u>191,054.50</u>	<u>413,174.50</u>	<u>(68.38)</u>	<u>191,054.50</u>
Difference	\$ <u>0.00</u>	\$ <u>122,987.70</u>	<u>(122,987.70)</u>		\$ <u>122,987.70</u>
Net Change in Journals	\$ <u>0.00</u>	\$ <u>122,987.70</u>	<u>(122,987.70)</u>		\$ <u>122,987.70</u>

c:\NLS\Budget11-12-rev-6-15-No State funding.xls

-----		LSTA -LAIF	LSTA -Lib2Go	LSTA - PLSEP	LSTA - System	LOC	Ssearch	COM	ADMIN	Budget
Salaries and Benefits:										
5900	Payoff Acct	0	0	0	0	0	0	0	0	0
5910	Perm. Positions	0	0	0	0	0	13,917	0	81,657	95,573
5911	Extra Help	0	0	0	0	0	0	0	0	0
5921	Retirement Cont.	0	0	0	0	0	2,126	0	12,483	14,609
5924	Medicare	0	0	0	0	0	202	0	1,184	1,386
5925	Deferred Comp.	0	0	0	0	0	0	0	0	0
5930	Health Insurance	0	0	0	0	0	0	0	11,208	11,208
5931	Disability Ins.	0	0	0	0	0	209	0	1,225	1,434
5932	Dental Insurance	0	0	0	0	0	341	0	1,781	2,122
5933	Life Insurance	0	0	0	0	0	85	0	797	881
5934	Vision Insurance	0	0	0	0	0	54	0	874	928
5935	Unemployment Ins	0	0	0	0	0	139	0	30,238	30,377
5940	Workers Comp	0	0	0	0	0	141	0	825	965
TOTAL	SAL. & BEN.	0	0	0	0	0	17,213	0	142,271	159,484
Services and Supplies:										
6040	Comm. - E Mail	0	0	0	0	0	0	420	188	608
6045	Comm. - Tphone	0	0	0	0	0	0	250	0	250
6085	Janitorial Service	0	0	0	0	0	0	0	720	720
6100	Insurance	0	0	0	0	0	0	0	4,309	4,309
6140	Maint. of Equip.	0	0	0	0	0	0	0	500	500
6280	Memberships	0	0	0	0	0	0	0	100	100
6302	Dept Revolving	0	0	0	0	0	0	0	0	0
6400	Office Expense	1,882	0	0	200	0	50	300	100	2,532
6410	Postage	0	0	0	0	0	0	22,000	0	22,000
6415	Library Mat.	0	0	0	0	0	0	0	0	0
6461	Purchases for Members	0	30,217	0	0	143,411	0	0	0	173,628
6500	Other Prof Serv	54,060	0	0	9,000	0	0	0	12,564	75,624
6516	Data Proc'ing Serv	0	0	0	0	0	0	0	1,859	1,859
6517	Online Serv, OCLC	0	0	0	0	15,710	0	12,039	0	27,749
6521	County Services	0	0	0	0	0	0	0	7,634	7,634
6540	Contractual Service Delivery	0	0	0	0	0	0	172,788	0	172,788
6540	Contractual Service Payroll	0	0	0	0	0	0	0	0	0
6800	Dup/Photocopy	0	0	0	0	0	0	0	2,359	2,359
6820	Rental of Equip	0	0	0	0	0	0	0	0	0
6840	Bldg.Rent/Lease	0	0	0	0	0	2,495	0	9,003	11,498
7000	Special Dept.Exp.	0	0	0	0	0	0	0	0	0
7110	Staff Devel.	0	0	54,121	0	0	50	0	240	54,411
7120	In-Serv Training	51,029	0	0	0	0	0	0	500	51,529
7302	Conf. & Travel	29,890	0	0	14,926	0	0	0	0	44,816
7303	Private Car Exp.	0	0	0	0	0	100	0	1,000	1,100
7320	Utilities	0	0	0	0	0	855	0	854	1,709
TOTAL	SERV & SUPPLIES	136,861	30,217	54,121	24,126	159,121	3,550	207,797	41,930	657,723
Fixed Assets:										
8560	Equipment	0	0	0	0	0	0	0	0	0
8640	Operational Transfer	0	0	0	0	0	0	0	0	0
8800	Equip. Reserve	0	0	0	0	0	0	0	0	0
TOTAL FIXED ASSETS		0	0	0	0	0	0	0	0	0
GRAND TOTAL EXPENDITURES		136,861	30,217	54,121	24,126	159,121	20,762	207,797	184,201	817,206

2010/11 SYSTEM PROGRAM ANNUAL REPORT

COOPERATIVE LIBRARY SYSTEM

NorthNet Library System
System Name

North Bay Cooperative Library System
System Fiscal Agent Jurisdiction

Report submitted by: _____
Signature of System Chair

Contact person: Annette Milliron DeBacker Phone: 707.544.0142 x. 101

Fiscal Approval: I certify that this report is a true and accurate account of the expenditures made in support of the indicated California Library Services Programs and that supporting invoices, contracts, and other documents and necessary records are on file and available for audit and will remain so for the four years of accountability.

Signature of agent of fiscal authority responsible for accuracy of fiscal accounting and reporting

Date

California Library Services Program Annual Report

Program Expenditure Report for 2010/2011

System Name: NorthNet Library System

REPORT SUMMARY

PROGRAM	Report of Funds* by Program				
	2010/11 CLSA Funds Allotted*	Total Expenditures as of: June 30, 2011	Total of Outstanding Encumbrances as of: June 30, 2011	Total 2010/11 CLSA Expenditures and Encumbrances	Remaining 2010/11 CLSA Balance
a. SYSTEM REFERENCE	\$313,614	\$313,614	\$0.00	\$313,6.14	\$0.00
b. SYSTEM COMMUNICATIONS & DELIVERY	\$298,873	\$546,394	\$0.00	\$298,873	\$0.00
c. SYSTEM ADVISORY BOARDS	\$9,209	\$9,209	\$0.00	\$9,209	\$0.00
d. TOTAL	\$621,696	\$869,217	\$0.00	\$621,696	\$0.00

* Only CLSA funds specifically allotted to these programs are to be included. Neither local funds, pooled reimbursements nor funds from any other sources are to be included.

Please show the total CLSA budget allocation in the left hand column (2010/11 CLSA funds allotted), which will include both System Service Program Baseline funds and System Indirect (P,C,&E) funds.

**CLSA System Program Annual Report
Program Workloads**

	For questions referred to system by:			
What is the number of answers found by your System reference structure?	(1) Member Public Libraries	(2) Non-public Libraries in State	(3) Other Public Libraries or Systems	(4) Total
		395		

Total Number of Continuing Education Programs or Training Events Conducted: 20

Total Number of Local Staff Trained: 195

COMMUNICATIONS ACTIVITY, FY 2010/11		
What is the number of messages sent via each communication device listed below, on an annual basis?	Number of Messages	Annual Cost of Service
a. Telephone	752	\$1,801
b. Telefacsimile	84	\$180
c. Electronic Mail (other than thru Internet)		
d. Internet (include e-mail thru Internet)	52,600	\$958
e. Other (specify)		
Total	53,436	\$2,939

**CLSA System Program Annual Report
Program Workloads (cont.)**

INTRASYSTEM DELIVERY ACTIVITY, FY 2010/11

For items delivered to:

	(1)	(2)	(3)
Items sent by:	System Member Public Libraries	Non-public Libraries in System Area	Total
a. System member public libraries.	6,280,639	9,522	6,290,161
b. Non-public libraries in System area.	31,736	25,389	57,125
Total	6,312,375	34,911	6,347,286
		System Owned	Contracted Vendor
c. Number of delivery vehicles.		0	8
d. Number of miles traveled by all System vehicles.		0	257,868
e. Percentage of items delivered by:			
U.S. Mail <u> .2% </u> UPS <u> .1% </u> System Van <u> </u> Contracted Van <u> 97.7% </u> Other <u> </u>			

SYSTEM ADVISORY BOARD ACTIVITY, FY 2010/11

- a. Number of members serving on Advisory Board (including alternates). 16
- b. Number of Advisory Board meetings held. 2 (but no quorum)
- c. Number of System meetings/events which SAB members attended. 2
- d. Number of miles traveled annually, all members. 0
- e. Number of overnight stays required, all members. 0

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM REFERENCE PROGRAM COMPONENT

GENERAL IMPROVEMENT OF LOCAL REFERENCE SERVICE
(5 California Administrative Code Section 20155)

1. Performance Objective(s) adopted in the FY 2010/11 System Plan of Service:

- A. System staff will provide access to reference-training workshops or hold round table discussions that meet the specific needs of our individual member libraries and have these in conjunction with the Information Services Community of Interest meetings when appropriate.
- B. System staff will coordinate workshops or roundtables for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, CORE Reference Fundamentals online, online database, virtual reference, government (such as census), or any other such workshops to be held in any of the three regions.
- C. System staff can provide one-on-one brush-up training for individual member librarians for online databases, at system headquarters or virtually.
- D. Member librarians will be invited able to attend online workshops to learn about reference tools available.
- E. System 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.
- F. Each region will select two representatives to serve on the NorthNet Library System Information Services Community of Interest. The Community will maintain a balance of urban and rural libraries. Term of service will be two years, with staggered start dates to provide continuity. The group will meet in some form at least semi-annually to discuss matters of mutual concern, share information, and participate in mini-workshops or round-table discussions.
- G. The following publications will be produced or considered for revision:
 - a. System staff will publish on the web page a monthly calendar of meetings and training events. Paper copies of the calendar will be distributed as requested.
 - b. The following union lists will be considered for revision as needed:

System Directory of Reference Librarians

2. Was the System able to meet the performance objectives for this component?

- A. Objective met. Three training workshops were held one in each area on use of a job and computer skill module put in place for NorthNet. Average attendance was 20.
- B. Objective met. Nine training workshops were held across the NorthNet region with a total

attendance of One Hundred & Thirty Five.

- C. Objective met. One librarian took advantage of this opportunity.
- D. Objective met. Members were informed of such workshops available for free online through InfoPeople and other providers. Additionally NLS members were invited to attend online conferences at the NLS office. A few nearby libraries took advantage of the “free” connection provided by NLS.
- E. Language requirements were discussed with individual librarians and some directors.
- F. Objective met. A collection development group met online monthly for eight months to development a collection for twenty-seven member libraries to develop the collection and protocol for selection. Most libraries sent members to three workshops to learn how to use and show patrons how to use a job and computer skills online module two of the workshops were held in Rural districts.
- G. Objective met. Monthly calendar of meetings and training events were published on the NorthNet Website. Directory of member libraries was updated electronically.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM REFERENCE PROGRAM COMPONENT

IMPROVEMENT OF REFERENCE SERVICES TO THE UNDERSERVED

(5 California Administrative Code Section 20156)

1. Performance Objective(s) adopted in the FY 2010/11 System Plan of Service:

ETHNIC MINORITIES:

- A. System staff will continue to share collection development information and discuss appropriate topics related to Northern California's ethnic communities with both the Information Services and Youth Services Communities of Practice.
- B. We will include items of interest on ethnic minorities on the Information Services and Youth forums and the System web page.
- C. The System 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 other appropriate Spanish language book fairs and venues.

CHILDREN:

- A. A database of special collections such as puppets, big books, flannel board stories, etc. will be created and posted on the NLS website. Pre-packaged puppet shows with all supporting materials will be developed to support summer reading and holiday themes.
- B. Identify topics of interest, select and implement an annual Youth Services workshop in each region.
- C. System staff will communicate on ground and online training opportunities to Youth Services staff in constituent libraries.

DISABLED:

- A. Member libraries will continue to develop their collections to aid the disabled and their caregivers.

GEOGRAPHICALLY ISOLATED:

- A. All questions received from geographically isolated areas of the System service area will be answered at the System's 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 through access to library catalogs on CalCat and SuperSearch.
- C. Publicize online databases for virtual reference 24/7.

2. Was the System able to meet the performance objectives for this component?

ETHNIC MINORITIES:

- A. Objective met. Spanish language collection development items were shared from Brodart and other vendors, as well Spanish language vendor fairs announcements were sent along.
- B. Objective met. Appropriate items were passed along via listservs and individually.
- C. Objective met. As above notice and participation was encouraged to attend a couple of Spanish Language book fairs in Northern California. Lists were distributed as above.

CHILDREN:

- A. Objective met. A database of special collections including puppets, big books, flannel board stories, and other story hour support materials was created and will soon be posted on the NLS Website. Five pre-packaged puppet shows with all the supporting materials (book, puppets, props, script, costume for puppeteer, flannel board and display materials) were created.
- B. Objective met. The Youth Services Community of Practice listserv was used to identify and select a youth services training opportunity. In April the Infopeople Workshop Clap! Shake! Play! Sing! Was presented at the Napa City-County Library and at the Redding Branch of the Shasta Public Libraries.
- C. Objective met. Announcements of workshops and online training opportunities presented by Infopeople, the Association of Children's Librarians of Northern California (ACL), and other appropriate agencies were distributed via the Youth Services Community of Practice listserv.

DISABLED:

- D. Objective met. The Information Services Community of Interest was used to distribute information.

GEOGRAPHICALLY ISOLATED:

- A. Objective met. Continued effort was made to give special service including reference, delivery, and discounted purchases of online databases with technical support as needed.
- B. Objective met. Additionally four public libraries in the North State region of NLS migrated to KOHA to form a shared ILS to improve resource sharing.
- C. Objective met. Libraries were encouraged to promote use of their online resources through adding widgets produced by the database vendors.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM REFERENCE PROGRAM COMPONENT

INTERLIBRARY REFERENCE
(5 California Administrative Code Section 20157)

1. Performance Objective(s) for FY 2010/11:

- 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 the library into the System's reference referral structure.
- C. No objective set as of April 1, 1983.
- D. NLS reference staff will use the collections of member libraries, Sonoma State University, the Sonoma County Law Library, San Francisco Public, Los Angeles Public via First Source Project, UC Davis Library, UC Berkeley, San Jose Public/San Jose State University Librarian, virtual partners and any other libraries deemed necessary as needed to answer questions received at the center. The service subject specialist stringers will also used..
- E. NLS staff will share collections, information files and subject expertise with the reference librarians at other second/next level reference centers as needed.

2. Was the System able to meet the performance objectives for this component?

- A. Objective met. Answers were provided for 100% of the questions.
- B. Objective met. 99.3% of the questions were answered in 10 days or less.
- C. No objective set as of April 1, 1983.
- D. Objective met. Stringers located in Sacramento, San Francisco, San Jose, and Los Angeles used resources in various library to supply answers.
- E. Objective met. The NLS Information Service and the Technology and Resource Sharing Communities of Interest were utilized to share information when appropriate.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM COMMUNICATIONS & DELIVERY

1. Service Objective(s) for FY 2010/11:

- A. 100% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day).
- B. 90% of items sent by intrasystem delivery will be delivered within four working days.

2. Was the System able to meet the service objectives set?

- A. Objective met as all libraries have email, fax machines, and/or ability to scan documents.
- B. Objective met as all libraries have either access to system delivery, USPS or UPS.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
SYSTEM ADVISORY BOARD

1. Objective(s) for FY 2010/11:

Explore ways with California State Library that the SAB members can assist the Administrative Council in the evaluation, development and implementation of services.

2. Was the System able to meet the objectives set?

Partially. Even with the use of virtual meeting software, the SAB members were not able to find a date for a meeting with a quorum. There is an electronic discussion list for SAB members to facilitate their communication. Individual SAB members have served on system committees; attended system meetings virtually, attended local city council/board of supervisor meetings on behalf of their libraries, and met with local legislators.

Agenda, September 30 meeting

1. Welcome and introductions – Wendy Burke
2. Design challenge – Jennifer Baker
 - Planning process
 - Purpose/product of today's meeting
 - Develop up to three promising cooperative service scenarios/models for further consideration
 - Identify a small group to work with the consultant to analyze those models between now and our November 15 meeting
3. Asset identification – Joan Frye Williams
4. Decision-making context – Joan Frye Williams
 - Aggregated survey responses
 - Relevant trends
 - Library use trends
 - Evidence from other cooperative library systems
 - CLSA compliance/State Library requirements
 - Member/local requirements
5. Sustainability criteria – Joan Frye Williams
6. Service scenarios – Joan Frye Williams
7. Resourcing options – Joan Frye Williams
8. Next steps

System Sustainability Retreat

September 30 2011

	Number		
Consultant fee (includes both dates)			\$9,100
Hotel rooms	13	\$96	\$1,243
Hotel meeting space & food	42		\$3,265
Parking	35	\$13	\$455
Mileage reimbursement (rural only)			\$2,635
Misc. office supplies			\$100
Total for September with full consultant cost			\$16,798

November ? 2011

Consultant fee (included above)			
Hotel rooms	14	\$96	\$1,338
Hotel meeting space & food	44		\$2,307
Parking	0	\$13	\$0
Mileage reimbursement (rural only)			\$2,635
Misc. office supplies			\$100
Total for November			\$6,380

Grand Total \$23,178