# NorthNet Library System

# Administrative Council Meeting January 25, 2016 - 10:00 a.m. to 3:00 p.m.

#### **Sacramento Public Library**

North Natomas Branch 4660 Via Ingoglia Sacramento, CA 95835

1. Welcome and Roll Call Lightbody, Chair

2. Public Invited to Address the Council Lightbody

ACTION 3. Approval of the Agenda Lightbody

4. Consent Calendar

ACTION A. Minutes of Administrative Council Meeting, June 5, 2015 Attachment 1

5. Strategic Planning for NLS (10:15 – 2:00 p.m.) Consultants – McBane and Gould

Attachment 2

A. Context

- 1. Opportunities to Create Higher Value for Members Engagement
- 2. Highlights and Outcomes from Workshops and Survey
- 3. All Initiatives Discussed in Workshops
- B. NLS Strategic Goals
  - a. Small Group Breakouts and Large Group Discussion
  - b. Clarifying and Prioritizing Goals
- C. Exploring Prioritized Initiatives
  - a. Discovery of Assumptions
  - b. Divergence and Convergence
- D. Strategic Direction
  - a. Creating Alignment between Initiatives and Goals
  - b. Potential Strategies for Moving Forward
  - c. Consensus on Strategic Direction
- E. Conclusion
  - a. Defining Next Steps and Action Items
  - b. Feedback on Session
- 6. Other Business (2:00 3:00 p.m.)
- ACTION A. Vice-Chair Vacancy
  - B. Planning Agenda for Spring Administrative Council Meeting (date TBD)

C. Discussion re FY 16/17 additional CLSA funding/report from meeting with State Librarian/ FY16/17 NLS Budget Planning Preliminary Discussion

**ACTION** 

D. Broadband Recommendation

Attachment 3

- E. Present NLS Guidebooks
- F. PLP Contract Renewal Discussion
- G. CLSA Claim Form Status of Submitted Forms
- 7. Adjournment

Working Lunch to be provided.

**Brown Act**: The legislative body of a local agency may use teleconferencing in connection with any meeting or proceeding authorized by law. Cal. Gov't Code § 54953(b)(1). A "teleconference" is "a meeting of a legislative body, the members of which are in different locations, connected by electronic means, through either audio or video, or both." Cal. Gov't Code § 54953(b)(4). A local agency may provide the public with additional teleconference locations. Cal. Gov't Code § 54953(b)(4).

The teleconferenced meeting must meet the following requirements:

- (1) it must comply with all of the Act's requirements applicable to other meetings;
- (2) all votes must be taken by roll call;
- (3) agendas must be posted at all teleconference locations and the meeting must be conducted in a manner that protects the statutory and constitutional rights of the parties or public appearing before the body;
- (4) each teleconference location must be identified in the notice and agenda and each location must be accessible to the public;
- (5) during the teleconferenced meeting, at least a quorum of the members of the legislative body must participate from locations within the boundaries of the body's jurisdiction; and
- (6) the agenda must provide the public with an opportunity to address the legislative body at each teleconference location. Cal. Gov't Code § 54953(b).

#### **Meeting Locations**

350 Nevada Street, Auburn, CA 95603

### **Conference Call Information**

Audio Conference Details: Participant Code: 759890

Conference Number: US: 1-888-205-5513



2471 Flores Street, San Mateo, CA 94403 650-349-5538 Fax: 650-349-5089

www.northnetlibs.org

# NorthNet Library System Administrative Council Annual Meeting Martha Riley Community Library, Roseville, CA June 5, 2015 Minutes

## **Attendees:**

| Name              | Library                     |  |
|-------------------|-----------------------------|--|
| Mel Lightbody     | Butte County Library        |  |
| Natasha Casteel   | Roseville Public Library    |  |
| Victor Zazueta    | Humboldt County Library     |  |
| Michael Perry     | Siskiyou County Library     |  |
| Erin Francoeur    | Shasta County Library       |  |
| Lisa Dale         | Folsom Public Library       |  |
| Patty Wong        | Yolo County Library         |  |
| Diane Smikahl     | Benicia Public Library      |  |
| Jennifer Baker    | St. Helena Public Library   |  |
| Christopher Veach | Lake County Library         |  |
| Lynn Sheehy       | Plumas County Library       |  |
| Danis Kreimeier   | Napa County Library         |  |
| James Ochsner     | Sutter County Library       |  |
| Wally Clark       | Mendocino County Library    |  |
| Sarah Houghton    | San Rafael Public Library   |  |
| Brett Lear        | Sonoma County Library       |  |
| Cheryl Baker      | Modoc County Library        |  |
| Rita Lovell       | Alpine County Library       |  |
| Suzanne Lawson    | Solano County Library       |  |
| Laura Pappani     | Nevada County Library       |  |
|                   |                             |  |
| Wendy Hopkins     | California State Library    |  |
| Darla Gunning     | California State Library    |  |
| Susan Hildreth    | Peninsula Library System/   |  |
|                   | Pacific Library Partnership |  |
| Jane Light        | Peninsula Library System    |  |

#### 1. Welcome and Introductions

Chair Mel Lightbody called the meeting to order at 10:10 AM.

## 2. Keynote Address

Susan Hildreth gave a presentation about the Aspen Institute's recent Dialogue on Public Libraries and its report "Rising to the Challenge: Re-Envisioning Public Libraries." Her PowerPoint presentation will be made available to NLS members on its website.

#### 3. Public invited to address the Council

None were present.

### 4. Approval of the Agenda

Moved by Smikahl, seconded by Dale; approved unanimously.

## 5. Consent Calendar: Minutes of May 22, 2014 Meeting

Casteel moved approval, Lovell seconded; approved unanimously.

### 6. Report of System Chair

Chair Mel Lightbody reviewed the accomplishments of NLS and of the Executive Committee during the fiscal year ending and thanked the Executive Committee members for their service.

# 7. Report of ad hoc Nominating Committee

# A. For FY 15/16 Chair (Mel Lightbody),

Chair-Elect/Vice Chair (Lisa Dale) and Past Chair (Michael Perry) and Executive Committee members for terms ending 6/30/17 Natasha Casteel (Roseville Library), Danis Kreimeier (Napa County Library) and Erin Francoeur (Shasta County Library).

J. Baker moved, C. Baker seconded approval of the Nominating Committee report; passed unanimously. Continuing to serve on Executive Committee with terms ending 6/30/16 are Victor Zazueta (Humboldt County Library), Rita Lovell (Alpine County Library), and Mary George (Placer County Library).

### 8. FY 2015/16 CLSA Plan of Service

#### A. Plan of Service

Sheehy moved, Smikahl seconded approval of the FY15/16 Plan of Service; approved unanimously.

#### **B.** Delivery and Communications Allocations

Action was deferred to the August Executive Committee meeting.

### C. Use of Communications & Delivery Funds for Shared e-Resources

Darla Gunning, CSL, indicated that CLSA C&D funds can be used for shared e-resources such as Overdrive, databases, Zenio or other periodicals vendors, etc. Zip books are not eligible for CLSA funding.

Members participating in delivery contracts managed by PLP indicated that they may prefer to direct their CLSA allocations for C&D to shared e-resources instead of to delivery and to pay for delivery from their local budgets. They requested that the System give them the ability to opt out of having their delivery costs deducted from their allocations.

Dale will put together a survey to determine interest in a contract for shared use of e-periodicals.

### 9. FY 2015/16 Pacific Library Partnership Contract

Smikahl moved, Houghton seconded approval of a contract with PLP for administrative and fiscal services. Motion passed unanimously.

# 10. 2015/16 NorthNet Library System Budget

# A. Membership Dues & Fees

Membership dues formula will remain the same as in prior year, based on population and budget of members. Fees are based on the optional system services that each member chooses to participate in (delivery contracts, databases, Overdrive, etc.). The chart will be updated to use 2014 population as certified by State Librarian; library budgets shown will be those reported in the most recently available State Library Report.

### **B.** NLS Budget

Kreimeier moved approval of budget with addition of \$40,000 to System Administration budget from fund balance for strategic planning with the proviso that any of that amount not spent for that purpose revert to the fund balance. Wong seconded. Motion passed unanimously. This will allow for staff development grants for public library members of \$1,000 in FY15/16.

# 11. Council members shared information in a roundtable format about their use of the FY14/15 NLS staff development grants.

A number of libraries use the funds for staff training/development days and/or conference attendance. Several spoke about how difficult it is to provide staff training in their local budgets and that this funding has been an important benefit of their NLS membership.

### 12. Lightbody adjourned the meeting at 12:30 PM.





NorthNet Library System

NLS Strategic Workshops | Findings

January 18, 2016

# **Workshop Attendees Roster**

# November 2, 2015 | Chico Library

| , ,              |                              |                          |
|------------------|------------------------------|--------------------------|
| Jeanne Amos      | Library Director             | El Dorado County Library |
| Jacquie Brinkley |                              | NorthNet Library System  |
| Wally Clark      | County Librarian             | Mendocino County Library |
| Mary George      | Director of Library Services | Placer County Library    |
| Mel Lightbody    | County Librarian             | Butte County Library     |
|                  |                              |                          |

Jody Meza Library Director Orland Free Library & Willows

**Public Library** 

**Sutter County Library** James Ochsner **Director of Library Services** County Librarian Laura Pappani Nevada County Library Michael Perry **County Librarian** Siskiyou County Library Executive Director Sacramento Public Library Rivkah Sass Lynn Sheehy **County Librarian Plumas County Library** Sarah Vantrease **Assistant Director Butte County Library** 

## November 3, 2015 | Napa Library

| Henry Bankhead  | Assistant Director                     | San Rafael Public Library |
|-----------------|----------------------------------------|---------------------------|
| Lisa Dale       | Library Manager                        | City of Folsom            |
| Susan Hildreth  | Administrator                          | NorthNet Library System   |
| Damon Hill      | Library Services Manager               | Marin County Free Library |
| Chris Kreiden   | Director                               | St. Helena Public Library |
| Danis Kreimeier | Director                               | Napa County Library       |
| Brett Lear      | Library Director                       | Sonoma County Library     |
| Suzanne Olawski | Assistant Director of Library Services | Solano County Library     |
| Diane Smikahl   | Director                               | Benicia Public Library    |
| Patty Wong      | County Librarian/Chief Archivist       | Yolo County Library       |

## **Workshop Facilitators**

Sam McBane Mulford, Ideation Collaborative, and Cheryl Gould, Fully Engaged Libraries

January 7, 2015

To: Susan Hildreth, Executive Director, NLS

Jacquelyn Brinkley, NLS

From: Sam McBane Mulford, strategist, Ideation Collaborative

Cheryl Gould, Learning Facilitator, Fully Engaged Libraries

#### Re: FINAL DRAFT Findings from NLS Strategic Workshops held November 2 and 3, 2015

NLS invited leadership (or their designees) from each member library to participate in one of two workshops hosted by NLS in Chico on November  $2^{nd}$ , and Napa on November  $3^{rd}$ , 2015. These workshops explored current needs and critical issues of members, as well as aspirations and opportunities for NLS to deliver higher value services as a CLSA System. Each workshop was facilitated in the same manner with the same agenda:

- Introduction
- Input and Conversations about the value of NLS membership
- Patterns and Themes around needs and aspirations
- Identification, Conceptualization, and Valuation of Potential Initiatives
- Criteria around NLS decision making on investments and actions
- Prioritization of Initiatives
- Conclusion

#### This report is organized in 2 sections:

NLS Strategic Workshops | Findings – summary of outcomes from workshops; facilitator's recommendations for strategies moving forward

- Patterns and Themes
- Potential Initiatives
- Strategies Moving Forward

*NLS Strategic Workshops | Memorandum – actual content from the workshops* 

- Appendix A: What's New and Exciting at Your Library?
- Appendix B: What Value Should NLS Provide?
- Appendix C: Shared Meaning: Resource Sharing and Communication and Delivery
- Appendix D: Patterns and Themes
- Appendix E: Member Criteria for NLS Decision Making on Investments and Actions
- Appendix F: Potential Initiatives Explored in the Workshops
- Appendix G: What each Library can Share

#### **Patterns and Themes**

The following themes emerged as potentially valuable arenas in which NLS could provide or facilitate higher value to member libraries:

- NLS has a culture of giving and sharing that can be leveraged to more cooperation and collaboration among members to create greater efficiencies and outcomes
- Staff and leadership development in both competencies and new skills are essential as members rely on staff to make all aspects of library service and operations successful
- Identity, marketing, outreach, and advocacy around the value libraries create are critical to
  each library; collaborating at the cooperative level to brand the system regionally AND
  highlight each library locally will result in economies of scale
- Enhanced communication tools (for both internal sharing and external messaging) will benefit every member to the degree they participate
- Increasing access to services through digital, mobile, multilingual, and innovative service delivery strategies are highly prioritized
- Staying current with technology (devices, software, and staff skills in both usage and customer assistance) is a critical asset
- Expanding libraries' roles in the community (embedded, facilitative, experts, teachers) increases impacts and libraries' perceived value

The high level findings revealed possible service ideas for NLS:

- clearly articulating NLS services, structure, and existing and potential funding streams for enhanced services
- providing more opportunities to bring staff from member libraries together in person and virtually to share best practices and lessons learned, and explore more collaborations
- creating or sourcing training opportunities in staff competencies or professional development programs for management and leadership
- lead a system-wide branding, marketing, and public relations initiative that works regionally and can be customized locally
- facilitating development of initiatives that address similar needs among member libraries to include identification of funding mechanisms, e.g. grants or collaborative funding models
- providing professional services to member libraries in design, start up, and management of initiatives – transferring knowledge and project technologies while accomplishing work

#### **Potential Initiatives**

The top 10 Initiatives from the Workshops and a follow up Survey distributed to staff at member libraries:

| Workshops Top 10                                                     | Survey Responses Top 10                                              |
|----------------------------------------------------------------------|----------------------------------------------------------------------|
| Facilitation Capacity Building                                       | Staff Training and Development                                       |
| Sharing Economy Platform                                             | Model Zip Books for NLS                                              |
| Model Zip Books for NLS                                              | Sharing Economy Platform                                             |
| KOHA (Open Source ILS)                                               | Value Statement                                                      |
| Value Statement                                                      | Budget Workshops (Align/Synchronize for Collaborative Opportunities) |
| Staff Training and Development                                       | Shared Functions/Funding                                             |
| One Card NLS                                                         | Member Asset Mapping                                                 |
| Member Asset Mapping                                                 | One Card NLS                                                         |
| Continuum of Communication                                           | Facilitation Capacity Building                                       |
| Budget Workshops (Align/Synchronize for Collaborative Opportunities) | Continuum of Communication                                           |

# Strategies Moving Forward

Potential strategies, as identified by facilitators, include:

- Focus first on the Sharing Economy Platform as being of immediate benefit to leveraging strengths, assets and expertise of member libraries to the system as a whole
- Look beyond initiatives that emerged in the workshops to reveal the potential value of enhancing existing services through redesign, e.g. different physical materials delivery models
- Design and deliver a workshop series centered on institutional viability that builds skills in political acumen, strategy, relationship building, community building and scenario planning for systems at risk
- *Create formal collaborative learning cohorts of staff at different levels in different library systems* to build capacity within NorthNet to become more opportunistic, efficient and innovative
- Explore collaboration with other CLSA Systems to develop systems, tools and resources in areas in which all have expressed high interest
  - Staff Training and Professional Development
  - o Knowledgebase and Document Repository
  - Access to eResources
  - Shared Resources Reciprocal Borrowing
- Be integral to the redefinition of purpose and roles for CSLA systems statewide

The sharing economy platform should integrate or utilize remote meeting technologies to facilitate collaboration and could also serve as a foundational tool for the design and implementation of future initiatives. This prototype for integrating sharing, barter, and trade into library practices (utilizing technology to manage deposits and withdrawals in non monetary currencies) could become a revenue generator for the system. Launching this effort and generating immediate value for member libraries will significantly increase member engagement and participation in planning and decision making for NLS.

The initiatives that emerged within the workshops were framed by the contexts of the libraries represented in the room. There was also a dynamic energy present as this type of collaborative, strategic exploration hasn't been the norm for NLS. NLS should also look to potentially simple changes to current practices around delivery and assessing the feasibility and ROI of AMH and RFID for understaffed libraries in addition to the initiatives identified in the workshops.

The stories shared by many member libraries about closing branches, sustained understaffing, and directors needing to navigate unchartered waters highlight the need for preemptive skills building in leadership to be able to address risks before they surface. NLS staff, potentially supplemented by other library leaders in the state, could design a program and curriculum to address these issues faced by libraries in resource poor areas.

In parallel with institutional viability above, formalizing cohorts of staff in diverse systems that collaboratively learn and build new skills together will develop strong, interconnected networks throughout the NLS system. This hybrid approach to staff and leadership development could include in person, immersive experiences and interim opportunities to practice new skills in doing the work of their libraries. It will foster future collaboration and knowledge sharing, and result in more agile and innovative libraries.

Strategic workshops have also been conducted by our facilitators with four other CLSA Systems: SCLC, Serra, 49-99 and NorthNet. SCLC in particular is a system with many of the same characteristics as PLP. A collaborative funding model for development of initiatives across five of the nine CLSA systems (the other CLSA systems may be interested as well) would be a strategic and sustainable approach to leveraging public funds to greater public good statewide. By sharing the reports from all five of the systems with the California State Library, CSL may decide to support public libraries across the state by investing in both service and operational initiatives that build greater capacity in libraries and their communities through the systems beyond current funding.

This memorandum contains the notes and work done by the groups at each workshop. Workshop agenda items included:

- Introduction
- Input and Conversations about the value of NLS membership
- Patterns and Themes around needs and aspirations
- Identification, Conceptualization, and Valuation of Potential Initiatives
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A survey was also conducted after the workshops, as Directors and their designated participants hoped to gather input from other staff at their libraries on all the topics addressed in the workshop. 65 survey responses were submitted; almost 74% of those did not attend a workshop. The comments significantly aligned to the discussion in the workshop; survey comments that provided new perspectives or ideas are represented in italics in this memorandum. Click on the link to download the survey summary which includes all comments: <a href="https://www.dropbox.com/s/o7pf5u5hzrogzqs/NLS Survey Responses 151218.pdf?dl=0">https://www.dropbox.com/s/o7pf5u5hzrogzqs/NLS Survey Responses 151218.pdf?dl=0</a>

#### **Appendix A: What's Exciting or Unique at Your Library?**

The workshops began with an exercise in quickly sharing what exciting and unique things were happening at each Library represented in the room.

The Board of Supervisors has allocated 625k to introduce RFID into libraries. Did service analysis in July/August. Bequest for 330k in September. Now 50% of <u>all staff all levels</u> spend time on regular circulation duties. Professionals will do professional work, paras para, and we're in the community doing what we need to do.

Jody Meza – Orland and Willow City Libraries – shared school public library; going well, teachers love it and patrons are happy.

Lynn Sheehy – Plumas County Library – wonderful Friends of the Library group raised thousands of dollars and they will fund open Saturdays for a year to prove to the Board that people want the Library open more.

Wally Clark – All staff day; state of the nation from my people; they are asking for more staff and bigger buildings, thankful for Measure A – breaking even. In reading the tea leaves, folks are relatively happy and they feel that what they are doing is relatively good. With magic money – the people resources I and they value. Issues – Friends' building on the coast is seismically unsound. Another project – turn bookmobile into a branch. Working with the County system slows down processes. Happy knowing people are happy.

Jeanne Amos – El Dorado County Library. Doing well, have good news. Election in 2014 for 2 of 5 taxing zones. Tahoe 87% yes vote and Georgetown at high 70s%. Funding is uneven – Placerville is in a zone where no money is set aside for libraries. Uneven across system. Try to use general

fund money to even it up. Have to continue to repeat to the Board how funding works. Fundraiser 15k at El Dorado Hills Library. Working on a strategic plan. Public wants what we have now, and other things on top. Plus – space and can't have both in the same building. Try to accommodate that as we can in each instance. In Tahoe we took out stacks – they noticed the books were gone... and then they forgot about it.

Laura Pappani – Nevada County is super busy right now. Exchanging ILS from Sirsi Dynix to Verso. Also embarking on strategic planning and gearing up for a tax measure renewal next fall. That's all starting up now. 2 grant projects; pitch a grant for mobile tech center > branches and underserved areas, and in January an air quality grant used to brand and create a digital branch on website to find and understand online resources. Redesign of website will help advertise what we have online.

James Ochsner – Sutter County – we area a Cenic (almost) library. For month and a ½ we've had fiber and there's a hitch with AT&T. Our current internet service is so slow... just a little better than dial up. Referrals to ESL, Citizen classes, etc. and literacy services. One-stop – work toward GED, get a job, polish what they have learned. Polishing skills on getting money out of people.

Michael Perry – Siskiyou County; lost a branch. Good things that came out of the tragedy: local city passed measure that in part supports the library. That community is interesting in that the Friends group was very fearful that the City would shut the library down. Now, the Library services are rolled into the planning and governance structure. At retirement of current Director, next will become City employee. Staff has cataloged microfilm (800 rolls) – one staff member has wanted to do for years. From funding – County suffers with some communities with tax measures (library dedicated) and others have done general tax measures. One community will ask for a ½ cent that will bring in 30k per year. Huge variance. How to keep under-resourced branches engaged. How to qualify branches with larger support run the show. Community and Friends and expanding.

Sarah Vantrease – Butte county; have LSTA pitch grant – partnership with County Behavioral Department. Doing a better job with people in the libraries that have mental challenges and supporting their families as well. Doing outreach to BD center. Raising awareness and decreasing stigma in community. One of the biggest barriers, especially in rural area – is stigma. Doing projects in the library to bring together the community to learn about mental health and wellness and component of staff training to staff feel they have the capacity to help and manage issues. Library as welcoming place to ur whole community.

Mary George – Placer County. Currently in fiscal crisis. December 8 – recommend closing 2 of 12 libraries. Mary initiated and is recommending and taking responsibility for that. Following strategic plan – asked for more money for infrastructure and in order to reduce erosion to infrastructure and build capacity. Working with Friends (12 groups) to create an MOU; trying to build cohesion around Friends groups and roles/responsibilities. RFID analysis and AMH analysis. What is the systematic way to roll that out? Trying to build breadth and depth into collection. Fun, doing library work.

Rivkah Sass – Sacramento; spent Th/Fr doing our strategic plan. Ironic, but not sure it's so different than the one we just completed. It's been interesting for me to grapple with (had all staff meeting in October). Engaged since August – community meetings, etc. Most valuable engagement process; a young man in town created the 'portal' around envisioning Sac's future. Took our flipchart to the opening of that. At All Staff Day – an issue that came up was to maintain and increase morale. Our plan is about externally focused to meet needs of our community AND one of our goals is to focus internally on staff development. Husband, social worker, was taught how to supervise people in grad school. Libraries? No. Did Library Unexpected – a component of that was Library of Things. Idea behind was to give staff leadership opportunities (frontline LSA; mental health and recuperation, that was the intent – not sewing machines). Breaks my heart that we have less commitment to the library from elected officials.

Jacquie Brinkley – new to NLS and active in monitoring LSTA work and co manage Veterans Connect in the Libraries project.

Brett Lear, Sonoma County Library - Commission just adopted Strategic Plan. Starting a community information campaign in considering whether to pursue a tax measure next year. Need to push our story out to our community better than now.

Suzanne Olawski, Solano County Library - Working on getting you're an of approach for a strategic plan. Updating our facility master plan, upgrading some technology. Rebuilding a management team.

Henry Bankhead, San Rafael Public Library - Community needs assessment w/ Group 4 – optimism for building a new library in our community. Executive coach to do management and leadership training.

Lisa Dale, Library Manager City of Folsom - Starting a needs assessment, contracted with Municipal Resources Group.

Damon Hill, Manager Public Services, Marin County - Mid November will open new joint school library. Very positive initiative for us.

Diane Smikahl, Benicia - Working on a strategic plan. Hired first new professional employee since 2006 – Children's Librarian. One other new staff person – library technician (first new since 2007 in that category). Economy picking up. Spending a lot of time – we've incorporated the Arts and Culture Commission into our mission. 2 new pieces of public art last year – shepherding through the process. New pieces coming online this year.

Patty Wong, Yolo County Library - In the market for Lib II for youth services. Have one of 4 Carnegie made out of wood in CA – still working as a library. 100 years later, not holding up like concrete. Capital improvement program and thinking out loud with community to restore or replace.

Danis Kreimer, Napa County - Fires, earthquakes, etc. 2 hats – one is PI and webmaster for the County. Evacuation of fairgrounds – sent staff who went out and did website and public info – big

countywide website redo. Redoing Calistoga Library right now. CEO is cleaning out desk – found goals / objectives from 1992 to remodel the Calistoga Library. 100<sup>th</sup> birthday next year. Planning on remodel of children's area, circ, and backroom. Getting new ILS – Polaris.

Chris Kreiden, St. Helena – now Library director as of Friday. Interesting ride the last 4 months. Everyone has been supportive. 2 people leaving in December – one is the other in Tech Services. Do strategic planning next year.

Susan Hildreth, NLS - We have a lot going on at PLP and NLS. Fascinating to see similarities and dissimilarities between the two and the opportunities to leverage and strengthen cooperatives. Califa is also doing exciting things with NSF grant around STEAM. Lots of opportunity for programming in NLS libraries. Also NOAA grant – climate change and programming opportunities to focus on discussions in communities with training and videos from partners. Recruiting libraries in the next few months.

# **Appendix B: What Value Should NLS Provide?**

I have always wished NLS could... Participants were able to contribute their thoughts anonymously to ensure candor. All responses were read aloud in the workshop.

- 1. Help with grant seeking and training put together libraries for grant impact
- 2. Help me understand what NorthNet does so that I can be a better advocate
- 3. Not sure what NorthNet already does
- 4. Explain what they want from me and my library and how I can help them
- 5. Provide me with a better understanding of the value and benefits it brings to its members
- 6. Have a clear purpose, have an identity, have a reason to exist besides being legislative
- 7. Be more positive about what it provides
- 8. Deliver materials? Staff training?
- 9. Distribute literature / brochures that would explain what they/we do in a fashion that would be understood by all staff
- 10. Be a place to get answers (easy to contact)
- 11. Communicate more often
- 12. Share cost of special staff such as outreach coordinator
- 13. Negotiate lots of consortium deals with databases
- 14. Organize system-wide e-resource purchases
- 15. Leverage stronger discounts for all things library, engage more members in active growth of the organization, become a recognized force
- 16. Provide grant opportunities
- 17. Provide more grant opportunities
- 18. Provide more opportunities for participants to join in on collaborative grants
- 19. Provide more opportunities for partnership
- 20. Provide money, tools, inspiration, technology, freedom, access, shared experiences, light, action, heart, fellowship
- 21. Staff training / development (not just money)
- 22. Offer staff training opportunities
- 23. Provide training for new initiatives such as STEM education
- 24. Coordinate staff meaningful trainings in a variety of topics

The following questions were asked of all participants, and each was able to use as many sticky notes as needed to represent all of their ideas. The notes were then posted by participants to one of three flip charts titled 'Services', 'Tools and Technologies', and 'Skills and Behaviors'. The notes were eventually grouped together to show confluence in thinking within each topic. All notes from all sessions are represented (including duplicates) and have been organized here under topic categories developed within the sessions.

## Are there services you'd like to provide your current, future or untapped customers?

### Services, Experiences, and Content

- 1. Regional ER/EOC coordination protocols
- 2. 211s Ambassador
- 3. Visitor and Information Center
- 4. Be a space for clinics and telemedicine
- 5. Place for animal adoptions and social services
- 6. Appealing Children's Room exciting for kids
- 7. Rolling bookshelves (move the collection out of the way for programs)
- 8. Manipulatives in Teen and Children's Room
- 9. Tiny libraries
- 10. Community meeting rooms
- 11. Be a forum for community to share ideas
- 12. Co-working space
- 13. Entrepreneurial services / business center
- 14. Small business outreach
- 15. Business reference
- 16. Job seeking help
- 17. Resume workshop
- 18. Ex offender path to jobs, training, reconnecting
- 19. High School completion
- 20. Larger book budget and more books!
- 21. Lots of stuff to checkout
- 22. Multiple copies of all things cool
- 23. Innovative spaces for Makerspace and Library of Things
- 24. Makerspace
- 25. Code for America
- 26. Drones
- 27. Technology efficiency = greater access
- 28. Faxes / color printing
- 29. Computer classes
- 30. Computer classes; tech literacy
- 31. Unique relevant transliteracy services
- 32. Emerging technology (3D printer, etc.)
- 33. More digital services
- 34. Expanded media/film/online services
- 35. Lending technology to patrons (computers, tablets, etc.)
- 36. Floating collection of new tech for patrons to play with

- 37. Electronic services: pads, tablets, laptops and expanded Internet
- 38. Equipment loans (playaways literacy)
- 39. Circulate things
- 40. Lending "things"
- 41. More library of things materials / support for such services
- 42. Road to citizenship
- 43. Passport service
- 44. Informed voters
- 45. Voter education
- 46. We own vote by mail: drop off sites
- 47. Expanded Adult Literacy services
- 48. Adult/Family Literacy services
- 49. Financial Literacy
- 50. Truly own lifelong literacy space
- 51. ID training needs that Library could facilitate / provide
- 52. Genealogy Lab
- 53. Health education and searching techniques
- 54. Tools for self publishing
- 55. Partner in self publishing
- 56. Teen programs and teen councils
- 57. Children's programs every day
- 58. Storytimes at every hour of every day
- 59. Youth librarian in every branch
- 60. Every child ready to read
- 61. Learning environment for adults
- 62. Bring speakers to the Library (need sound system)
- 63. Author Visits Big Authors
- 64. Author visits
- 65. Lots more programming
- 66. Millennial focused programming
- 67. One on one appointments with exerts (legal, social worker, public health, financial)
- 68. Social Worker
- 69. Mental Health Referral / Screening
- 70. Clearing house for serving mentally ill

### Branding, Marketing and Advocacy

- 71. Professional marketing
- 72. Library mascot and PR
- 73. Marketing (so they know!)
- 74. Colorful advertising flyers
- 75. Professional marketing plan and execution
- 76. Public understanding potential of libraries = today's modern library
- 77. Sense of pride in the Library
- 78. Better legislative advocacy
- 79. Develop a citywide Friends Foundation

### Access, Automation and Self Services

- 80. Fun self service options
- 81. Self checkout/return or Book machine
- 82. Check-out technology
- 83. RFID
- 84. RFID
- 85. More autonomous services
- 86. CSA dropoff point
- 87. Mobile friendly website
- 88. Materials access and return (Amazon Lockers)
- 89. More hours at branches
- 90. Hours open 7 a.m. to 7 p.m. 7 days a week
- 91. 7 days a week open hours
- 92. Expanded and consistent hours open
- 93. 24 hr turn around delivery between all branches
- 94. Frequent delivery between branches
- 95. Broaden home delivery
- 96. Forgiveness model (shorter institutional memory)

### **Outreach and Partnering**

- 97. Take services to the homeless since they can't bring their stuff in
- 98. Take the library to underserved areas
- 99. Multiple bookmobiles
- 100. School Outreach
- 101. Great connections to all schools young and old
- 102. Community trainer outreach
- 103. Embedded librarianship in community
- 104. Community embedded services
- 105. Relevant connections to community resources and other County departments
- 106. Bring leaders into the Library
- 107. Local history programming / access
- 108. Digitization hub and Preservation center
- 109. Partnering with other agencies
- 110. Cooperative venue with the Arts of Mendocino
- 111. Community center in Ukiah

### Staffing, Training and Development

- 112. Sufficient professional staff
- 113. Trained professional staff
- 114. Excellent and systematic staff training
- 115. Interactive training modules for staff
- 116. Learning Organization
- 117. Cool dapper clothes like James Ochsner, Awesome handwriting like Mary George
- 118. Friendly, warm, responsive staff; engaged staff
- 119. Curriculum expertise
- 120. Challenge ROI on partnerships

#### 121. Staff exchange

#### **Facilities and Amenities**

- 122. Cafes at branches
- 123. Coffee and food
- 124. Coffee kiosk
- 125. New buildings for ones that are outdated and falling apart
- 126. Lovely facilities with great outdoor spaces
- 127. Outside seating patio at main branch
- 128. Wayfinding
- 129. Showers staff or public

# **Emerging Needs**

- 130. More content in multiple languages
- 131. Innovation Center
- 132. Expand services to the Latino population
- 133. Hmong bilingual staff

#### **Connectivity**

- 134. Lots and lots of broadband (so much...)
- 135. CENIC connection
- 136. High speed Internet connection
- 137. Lightning fast Internet

## Administrative Tools and Support (Interagency)

- 138. Good, solid policy and procedures manual
- 139. Centralized best practices policies and procedures
- 140. Improved patron database / contact info

### What Quick / Immediate Things Could NLS Do?

- 1. Opportunity for collaboration among consortia members
- 2. Partner with State Library in their initiatives
- 3. Regional workshops / discussion (smaller regions than all of NorthNet)
- 4. Reinstating service or interest committees
- 5. Share
- 6. Best practices
- 7. Shared library of basic contacts, procedures
- 8. Up to date policy database
- 9. Produce pathfinders for eMedia and eResources (for patrons and staff)
- 10. Service / program inventory
- 11. Specialized skill inventory
- 12. Yearly report of upcoming challenges and triumphs that will help create more collaboration, share ideas...
- 13. Work with Leg Committee advocacy at a state level
- 14. Useful website, up to date

- 15. Ignite sessions
- 16. Battledecks for real
- 17. Leadership Academy for free!
- 18. NLS New director orientation
- 19. New Director orientation
- 20. More training
- 21. Create an eBook model
- 22. \$ grants for libraries
- 23. Readiness for grant opportunities
- 24. Fix website
- 25. Create a local resource sharing that is not Link+
- 26. Speakers for events
- 27. Leave OCLC
- 28. Go to Shared ILS
- 29. Up the delivery funds
- 30. Link eResources to library budget cycle
- 31. Messaging mission statement and annual goals
- 32. Explain what you do to members and staff
- 33. What does my system currently receive?
- 34. Educate staff in what NorthNet can do, take their ideas then expand influence
- 35. Distribute list of current services
- 36. Send reps to speak on behalf of libraries before Boards
- 37. Value for my decision-makers
- 38. Value statement
- 39. Succinct value statement
- 40. More transparency and vision
- 41. Have the "emperor has not pants" conversation now!
- 42. define the "there" "there"

#### What do you want now to help staff serve customers?

- 1. More staff
- 2. Computer aides
- 3. Tech person
- 4. Embedded tech team for immediate backup
- 5. Not more staff: instead training to better utilize staff we have
- 6. Training: Getting to Yes
- 7. Empower Yes
- 8. Yes training
- 9. Training: Youth Development
- 10. Communication Training
- 11. Cross coaching / mentoring
- 12. Better training for onboarding
- 13. Technical help assistance
- 14. Technology training
- 15. Technology training

- 16. Web training
- 17. Ability to help with various tablets, computers, phones, etc.
- 18. Confidence with technology troubleshooting
- 19. Customer Service Academy (staff driven and taught)
- 20. Customer service training
- 21. Customer service attitude
- 22. Empower staff to make positive customer service decisions
- 23. Understanding that the customer in front of you deserves your full attention and effort
- 24. Service mentality vs. building bunkers
- 25. Script for staff consistency
- 26. Training for staff difficult people
- 27. Confidence with difficult situations (like mental illness)
- 28. Broader understanding of library shifts
- 29. Personality assessment
- 30. Shared vision
- 31. Express creativity
- 32. Integrating enthusiasm with 'legacy staff'
- 33. Motivation for people who are nearing end of career
- 34. Clear, consistent expectations
- 35. Set and measure a standard
- 36. Staff specialize or work in their own classification
- 37. Scheduling time to learn / explore
- 38. Creative off-desk planning, strategizing time
- 39. More off desk, less circ desk time to do more programming
- 40. A clear vision of library service
- 41. Prudent risk taking
- 42. Celebrate and learn from mistakes
- 43. Good faith efforts are valid accomplishments
- 44. Commitment to team building
- 45. Team approach!
- 46. Working better as a team
- 47. Being able to say "I don't know here's my colleague who can help!"
- 48. Library internal problems are not necessarily patron use problems
- 49. Become passionate about helping people (reignite the fire)
- 50. Belief in the library systems
- 51. Buy-in
- 52. Making things fun ;-)
- 53. On ground staff training; not web based
- 54. Ability to reward them
- 55. Morale improvement
- 56. No whining
- 57. Acknowledge positive advances
- 58. Be happy readers "Book RR Brand"
- 59. Better wages (more competitive wages)
- 60. Flexible work schedule
- 61. Improved technological resources (to increase efficiencies)

- 62. One desk model at Ukiah; larger desks at branches
- 63. Error proof circ software
- 64. Endcap catalogs
- 65. Open source
- 66. AMH
- 67. AMHS
- 68. AMH
- 69. RFID
- 70. RFID
- 71. Mobile circ
- 72. Credit card swipers
- 73. Instant messaging
- 74. Automated renewals, reset PIN, etc.
- 75. More intuitive and user friendly online catalog / Database interfaces
- 76. More self-check/self-serve options
- 77. More tablets and laptops to increase mobility
- 78. Hand held devices to help anywhere in the library... tablets
- 79. Fingerprint ID (how to help patrons with no card / ID)
- 80. Up Internet in branches
- 81. Better Internet connection in outer reaches of County
- 82. Broadband
- 83. City / County recognition of library as valuable resource
- 84. Additional communication tools
- 85. More consistent staff meetings
- 86. Morning "huddles"
- 87. Staff Day!
- 88. Input at all levels
- 89. Staff Exchange
- 90. Job exchange
- 91. Opportunities for engagement
- 92. Networking opportunities
- 93. Stand up Desks!
- 94. Comfortable workspace!
- 95. Staff lounge
- 96. In house security
- 97. Celebrate the first library card (pivotal moment with great party!)
- 98. Fine amnesty
- 99. Increased Hours
- 100. Outreach services to preschools and shut-ins
- 101. Tiny libraries moving throughout County to provide access in rural areas
- 102. Mobile presence throughout County
- 103. Better PR
- 104. Better storytelling about why we're a vital service (30 second elevator speech)
- 105. eBooks that are easy to use!!!!
- 106. Policy and Procedures manual
- 107. Change hotline mechanism to improve service

## What's a pie in the sky thing you'd like to have for or in your staff?

- 1. It's a "calling"
- 2. That everyone is grateful to work at the Library
- 3. Staff who think of the customer more than themselves
- 4. Effective training
- 5. Flexible approach
- 6. Flexible approach to technology
- 7. Flexibility
- 8. Mobile in work location / cross trained
- 9. Broad minded
- 10. Hold the line
- 11. Work well together
- 12. Team minded
- 13. Supportive of the team
- 14. Staff who are not afraid of change
- 15. Getting to Yes
- 16. Improvisation is good
- 17. Sense of play
- 18. Creativity
- 19. Fun
- 20. Enthusiasm
- 21. Think outside of the 'box'
- 22. Staff who will learn from others
- 23. Risk taking
- 24. Risk takers
- 25. Trust
- 26. Belief in shared ability to solve problems
- 27. Ability to determine / ID intentional partnerships
- 28. PLA for all staff
- 29. All staff equipped and able to deal with difficult customers
- 30. Outcomes focused
- 31. Pay increase
- 32. Pay increase living wage
- 33. Raises
- 34. Bonuses
- 35. Bonuses
- 36. Cuts to or forgiveness of student loans; Good name loans
- 37. Pay for College / Adult Ed courses
- 38. Paid MLS
- 39. Job security for themselves and colleagues
- 40. Career path outside the Libaries
- 41. Board to come to every event
- 42. Board of Supervisors acknowledge greatness of staff
- 43. More recognition from Executive Office for providing the best "Happy Face" service in the County
- 44. To have the County be versed in the success of the Library

- 45. Inter-County departmental support
- 46. Bigger, more meaningful sponsorship in the community to reinforce Library / Community connections
- 47. Endowed position for Early Literacy
- 48. Fitness incentive program
- 49. Healthy approach to life
- 50. Happy and healthy staff
- 51. Healthy stuff (work life balance)
- 52. Spa Day
- 53. Daycare
- 54. Can bring their pet to work
- 55. Nice workspaces
- 56. Larger facilities
- 57. Updated facilities
- 58. Comfortable staff area
- 59. Better staff room luxury
- 60. Showers
- 61. Comfortable staff lounge with food
- 62. Bring your baby to work!
- 63. Free pizza forever
- 64. Everyone have their own space / office / desk / computer
- 65. Recap salary losses return the rest of the 10% cut
- 66. Pay increase
- 67. Pay increase living wage
- 68. Raises
- 69. Bonuses
- 70. Bonuses
- 71. Cuts to or forgiveness of student loans; Good name loans
- 72. Pay for College / Adult Ed courses
- 73. Paid MLS
- 74. Job security for themselves and colleagues
- 75. Career path outside the Libaries
- 76. Readers Advisory Superpowers
- 77. Good teachers
- 78. Knows DOS commands
- 79. Web content provider skills
- 80. Social media engagement
- 81. Skills with children / youth
- 82. Skills with seniors
- 83. Everyone speaks Spanish
- 84. Native Spanish speaker
- 85. Project Manager
- 86. Researcher
- 87. Business understanding
- 88. Embedded social worker
- 89. Fundraising knowledge

- 90. Specialist in outreach to community
- 91. Enjoying outreach skills
- 92. Ambassadorship
- 93. Borrowing ideas from other industries and departments
- 94. Look outward
- 95. Not library centric thinking
- 96. Future thinking
- 97. Board to come to every event
- 98. Board of Supervisors acknowledge greatness of staff
- 99. More recognition from Executive Office for providing the best "Happy Face" service in the County
- 100. To have the County be versed in the success of the Library
- 101. Inter-County departmental support
- 102. Bigger, more meaningful sponsorship in the community to reinforce Library / Community connections
- 103. Endowed position for Early Literacy
- 104. Widely acknowledged expertise outside field
- 105. To show up on Gallup Most Trusted Professionals List
- 106. John Grisham or Neil Gaiman hugs
- 107. JK Rowlings gives us a shout out
- 108. Acknowledged as Library of the Year or National Medal
- 109. Kids in school want to be librarians
- 110. Recap salary losses return the rest of the 10% cut
- 111. Enough staff to have adequate time to do all
- 112. Adequate number of staff / sufficient staffing level
- 113. Bulletproof technology
- 114. Faster Internet
- 115. Retreat in Hawaii:)
- 116. Oceanfront home retreat
- 117. Sensible shoes
- 118. That for-profit colleges are eliminated
- 119. Micro-funding incentives for projects (experimental)
- 120. A real petting zoo: ponies, puppies, kittens, alligators



121.

# Appendix C: Shared Meaning

# How do we define 'Resource Sharing'?

- Best practices and lessons learned
- Sacramento as a vendor (ILS) + Materials
- Staff Expertise
- Issues and Solutions communication between libraries locally
- Research (advocacy i.e.g public safety, or the library and economic development)
- Kits where we have the same SRP; programming expertise, apps, box programs, training, pathfinders
- Policies and Procedures
- Broadband access / coaching
- Ease/Easy Access (low threshold)
- Data retrieval, analysis, reporting
- Statistics (Reporting to the CSL)
- · High level support of colleagues
- Shared processes > shared outcomes
- Tech clearinghouse: best gear
- Share staff
- Not necessarily one 'owns' could be shared across NLS, like Makerspace and technologies (Shared library of things for NLS)
- Expertise: superpowers, training, Multnomah County expose by cataloging staff and their skills like marketing and PR, etc.
- Events / Speakers (geographic coordination)
- Library Talks, we based (like PLP)
- Ted Talks like TedxNapa
- Negotiations: vendors, eResources, everything purchased
- Collaborative programming
- Information about RFP releases or Technology / other planning to facilitate coordination and economies of scale / cooperative purchasing
- RFP content sharing
- If not a CA State Card (tech is there): NLS Card
- System: sharing culture and platform = software
  - o ILS, Open source, etc.
  - o Tools to run the ship: knowledgebase
  - New approach to customer service + risk taking + self publishing, etc.
- Analytics: Information sharing, skills sharing, outcomes and plans
  - Market segmentation and Patron Data
  - Collection
  - o Web (CA, LIB, FB)
- Models for content creation (eBooks, movies, digitization)
- Best Practices (wicked problems, anything)

# How do we define Communication (and Delivery)?

- Proactive year forward actions
- Joint projects / grants
- Building blocks not just bright shiny stuff (year to year carry forward)
- Better platform than e-mail to share timely information
- Working groups
- Shared staff training days
- Regional conferences
- Identity, worth, value, purpose of NorthNet
- CA Libraries FB page has been very engaging / everyone chipping in
- Delivery: support in all modes (Vans, UPS, ZipBooks model: patron driven collection development)
- ILL should only be for items not available for purchase
- Peer Reviewed, Open Access Journals engaged/active librarian experience, knowledge, expertise, professionalism – NOT present in CALIX
- In Florida, regional representatives would facilitate planning regional goals and host conversations for collaborative planning and pooled resources (each cooperative would do 3 different things)
- Continuum of FB immediacy AND ability to contemplate / create coherent thought and meaning
- Interest groups (front line staff, etc.) both virtual and in person
- CLSA funds staff getting together
- Training facilitators so meetings run well

### How might improving resource sharing, communication and delivery help you?

- Save time and \$
- Target services
- Share 'products' w/ others in the state / nation and/or generate \$ revenue
- More willing to take risks
- Learn from others (mistakes, challenges)
- Get new ideas (quicker to market)
- Move the needle; justify membership: ROI leveraging public funds
- Improve networking
- Improve staff morale, skillsets, culture
- Image of Libraries!

# Appendix D: Patterns and Themes

After individual input and group conversations, the facilitators asked participants to review the flip charts and post it notes to identify any emerging patterns or themes. This list represents all comments made in both workshops.

- Policies and Procedures we all struggle with the process
- Staff are the basis for all we do (foundation for service)
- We want <u>everyone</u> to know (staff, public, officials)
- Technology training, teaching, and keeping up need a central acquisition clearing house
- Partnerships and Collaboration and Outreach and Marketing
- Limitations and complacency want things to work and All have different systems
- Financial context (Prop 13)
- Facilities old civic facilities need more \$ investments
- Deference to local jurisdictions vs. statewide
- Struggle with civil / public service model
- Staff training and development
- Definition of resource sharing is changing and needs to change
- Cooperation
- Collaboration
- Staff (not just Director) engagement, motivation, input, skills development, vision, attitude
- Expanding Libraries' services and role in community embedded, facilitators, experts, teachers
- Culture of giving; sharing
- Library/Staff as community asset (not center)
- Increasing access: multilingual, innovative service delivery, bring to the people, universal card, everyone has broadband
- Share basic approach to technology (i.e. Edge Initiatives)
- Enhanced communication: tools, internal to libraries, external to jurisdictions
- Opportunity: many things to do possibilities
- Someone to own making it happen (resources, process, organization)

# Appendix E: Member Criteria for NLS Decision Making on Investments and Actions

At each workshop participants generated a list of potential criteria that NLS leadership should consider in deciding which initiatives to pursue:

- Cost (doable)
- Achievable
- Operations (can make it happen)
- Measurable Benefit
- Visibility (make a difference)
- · Fun / Inspirational
- Benefit Majority
- Flexibility (participation)
- Appeal Level / Breadth
- Further Mission / Vision / Purpose and is Meaningful

Comments from the survey on this question aligned with those above, and also included new concepts:

- Needs of individual systems; greater flexibility in use of CLSA funding
- Emphasis on online resources might create greater equity in resource allocation
- Debate and assess cost effectiveness, then build consensus
- Broader inclusion of subject experts in defining needs and identifying potential actions

# Appendix F: Potential Initiatives Explored in Workshops

A number of potential initiatives were identified within each workshop. Any initiatives struck out were not addressed in depth in the workshop because they were determined to be feasible without further exploration, or determined to be of minor interest to the group.

### 11.02.15 Chico

- 1. (10 ★) Value Statement (System Wide to Local Identity, Brand, Standards, CSL Support)
- 2. (8 ★)Sharing Economy Platform: Staff, Expertise, Stuff
  - a. Communication Platform (Multimodal w/ Amber Alert features, Knowledgebase)
  - b. System Survey (Inventory of doing, acting)
  - c. Shared Library of Online Training
- 3. (6 ★) Staff Training and Development and Management and Leadership Development (Talent Strategy, and Microlearning Tips/Tricks)
  - a. Tech Classes and Competencies for Staff and Patrons
- 4. (3 ★) Shared Functions (Outsource to each other)
  - a. Shared Funding Opportunities (Grants Collaborative and Beyond CSL)
- 5. Non-Library Expertise / Perspective
- 6. One California Library Card
- 7. 85% Solutions Most Good Enough & Scalable
- 8. Work w/ Other Cooperatives to Change Context @ State Level

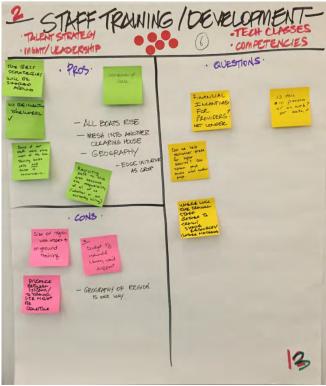
## 11.02.15 Napa

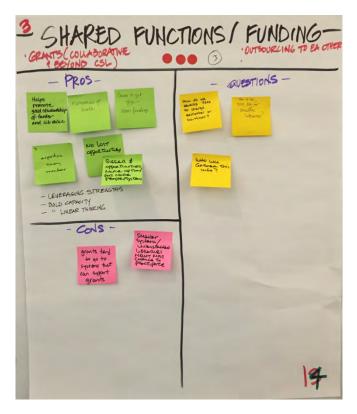
- 1. (20 ★) Facilitation Capacity Building (Reinstitute Interest Groups, All Facilitators required each one: teach one)
- 2. (13 ★) Model ZipBooks for NLS
- 3. (11 ★) KOHA (Open Source ILS)
- 4. (9 ★) One Card NLS
- 5. (9 ★) Member Asset Mapping
- 6. (8 ★) Continuum of Communication (Social Media to Deep Conversations)
- 7. (8 ★) Budget Workshops that Align / Synchronize Budget Cycles with Investments or Opportunities
- 8. (6 ★) Karma Based Sharing Economy
  - a. Expanding Sharing Stuff/Skills/Expertise/Vendors, etc.
- 9. (3 ★) Edge Overlay Analysis
- 10. (3 ★) Collaborative Staff Training
- 11. (0 ★) Inter-consortial Knowledgebase

For each initiative identified for further exploration, small groups within each workshop were assigned one or more initiatives to discuss and capture pros, cons, and questions. Small groups then reported out their discussions, which included any assumptions about the scope of the initiative. The larger group then added additional comments. Each participant received dots which they could 'spend' by placing them on the flipcharts to show their support of the initiative. Initiatives explored in each workshop are presented in chronological order, below. Photos can be downloaded from this link: <a href="https://www.dropbox.com/sh/6g1h9ohxdtyjr65/AABo6bRymg5CRPiJFMkILc08a?dl=0">https://www.dropbox.com/sh/6g1h9ohxdtyjr65/AABo6bRymg5CRPiJFMkILc08a?dl=0</a>

### 11.02.15 Chico

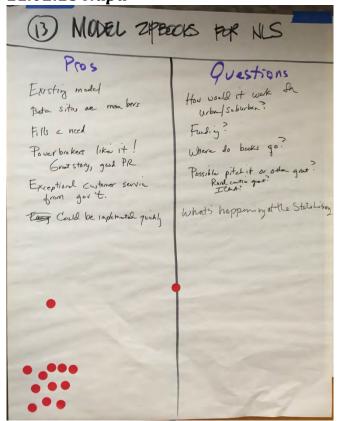


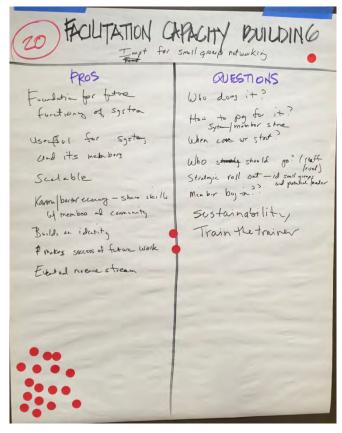


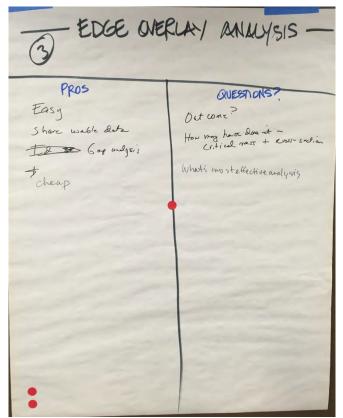


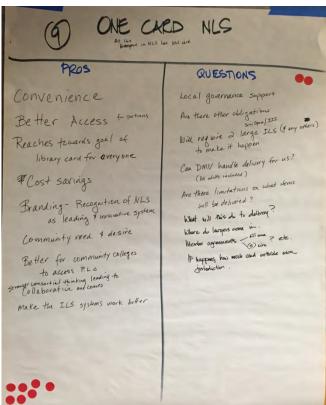


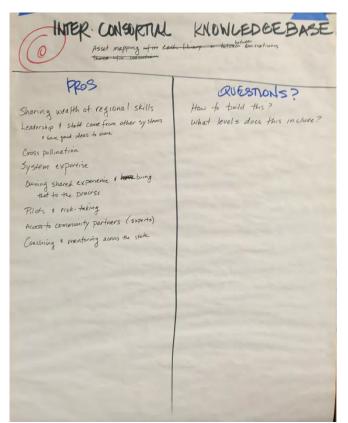
11.02.15 Napa

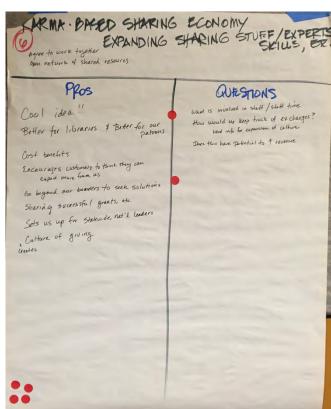


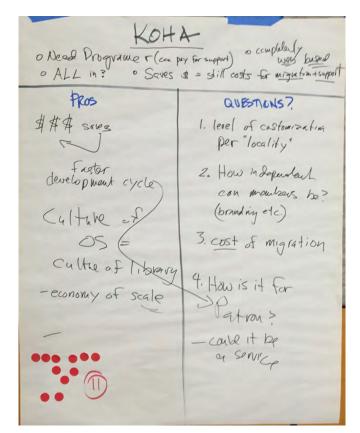


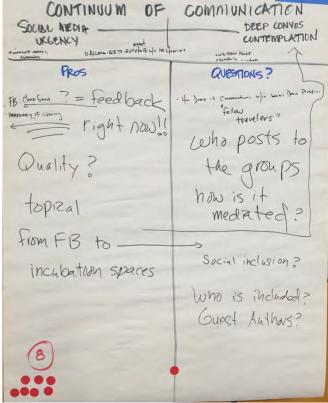


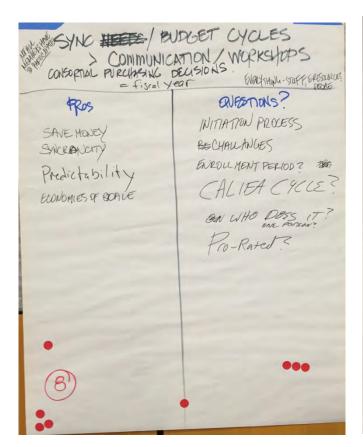


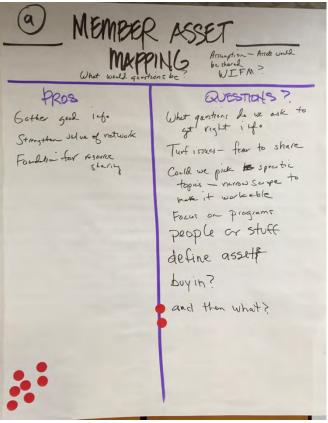


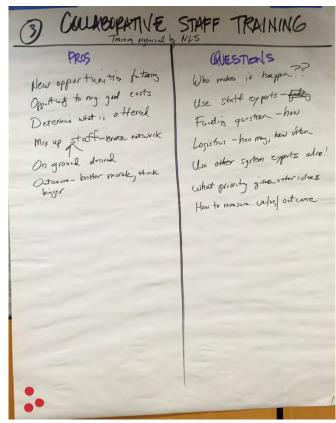












# Appendix G: What Each Library Can Share

At each workshop, participants identified what resources, expertise, etc., they could share with other libraries.

### James Ochsner, Sutter County Library

- Translators Spanish, Punjabi, Hindi, Farsi, Urdu
- Citizenship Swearing in Ceremonies

### Laura Papponi, Nevada County Library

- Help with setting up a mobile technology center (actually, ask us in 2-6 months, we'll have better advice)
- People and stories grant
- Soft remodel of Carnegie Library

### Mary George, Placer County Library

- Beautiful Lake Tahoe (2 facilities there)
- New Bookmobile! Coming soon. (Small, nimble with a new service delivery model TBD)
- Air pollution control grants and partnerships (Thank you Nevada County)
- Tough Decisions Business Model (ROI Business model, cost allocations, political savvy)

### Wally Clark, Mendocino County Library

- Microfilm machine
- Staffer (Collection Development) who knows how to build web pages
- Book Club Kits
- Facilities that serve as public shelter in emergencies (FEMA ?word)
- Staff to be used in public emergency situations
- Community space to be shared with community activists, collaborators, sponsors, artists, makerspace folk
- Staff willing to share passions with agencies/groups in communities in volunteer roles

### Jeanne Amos, El Dorado County Library

- Early Learning Kits
- Beyond School Resources
- Storytime Kits
- STEAM Kits
- Staff traininers on:
- Early literacy
- Tech devices/eBooks (limited)

### Lynn Sheehy, Plumas County

- Resources on gold mining
- Providing services to rural county Sierra no librarian
- Branch Manager operating library with little help one employee
- Literacy services to jail clientele

Successful Friends of the Library in rural area

# Rivkah Sass, Sacramento Public Library

### Staff Expertise in:

- Safety/Security
- COHS (Carter Online High School)
- We can print books "The NLS Policy Manual"
- · Working with incarcerated youth
- Managing change (sorry, Mary)
- Outcomes measurement
- Space Planning
- Market Segmentation
- Cataloging "Things"

#### Michael Perry, Siskiyou County Library

- How to lean on local community people
- How to recover from disaster

### Mel Lightbody, Butte County Library

Consult on grant writing

#### Patty Wong, Yolo County Library

- Local Broadband Advocacy
- Design Thinking Development
- Cataloging and Selection experience in Spanish, Chinese, Russian languages
- Partnership development and Non Profit leadership
- Construction Project Management

### Lisa Dale, Folsom Public Library

- Meeting Room
- Staff with very strong and innovative programming skills
- 3D printers and printing services (coming very soon)
- Segmentation data from Analytics on Demand (coming soon)
- Willingness and resources to partner on joint grant/program opportunities

#### Susan Hildreth, NLS and PLP

- Tech expertise (PLAN)
- Event and logistics support
- Ability to start up project quickly

### Diane Smilcahl, Benicia Public Library

- Expertise in working with the Arts community
- Teen services staff specialty of working with teen volunteers
- Meeting room close to the Bay Area

## Chris Kreiden, St. Helena Public Library

- Meeting space
- Volunteer Coordinator she's creating program

### Henry Bankhead, San Rafael Library

- Middle school lounge concept
- Bike Library prototype
- Strategic Plan
- Bamboo / Wood Library Card
- Keynote delivery

### Suzanne Olawski, Solano County Library

- Outreach Ambassadors model
- Marketing and PR professional
- Marketing collateral templates
- Computer centers

### Brett Lear, Sonoma County Library

- Expertise around wine and the wine industry we have a Wine Library and a Wine Librarian!
- Expertise and resources around regional history and genealogy we have an History and Genealogy Library

### Danis Kreimeier, Napa Library

- Lego robotics program with stuff and staff
- Graphic artist (limited availability and could collaborate)
- Local history app Explore Napa (could adopt)
- PIO / Webmaster a workshop on best practices
- Meeting room
- Disaster Preparedness and Recovery (EOC/PIO)

### Damon Hill, Marin County Free Library

- 3D printer expert/equipment
- Numerous STEM activities for Youth -? Make robots
- Experience in Makerspace
- Experience in Patron Analytics/Analysis
- Graphic Artist / Media Relations
- Library Card Students



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#### Memo

To: NorthNet Library System Executive Committee

From: Susan Hildreth, NLS Administrator

Recommendation for 2014/15 CLSA Broadband funds Re:

Date: January 25, 2016

As you may recall, the NorthNet Library System (NLS) received \$180,099 in CSLA funds provided by the California State Library in FY 2014/15 to support enhanced broadband connectivity in libraries. NLS did not have a specific plan for these funds when allocated and asked staff to develop recommendations for their use. Funds have to be completely expended by June 30, 2017.

The California State Library has recently issued information about the California Public Library Broadband Project Equipment Grant Program for FY 2015/16. This is a great opportunity for NLS libraries that are participating in Year 2 of the CENIC project. I am recommending that NLS make available \$5,000 for each NLS member that plans to participate in the FY 2015/16 Equipment Grant program to provide assistance for required matching funds and/or additional equipment purchases. This program would be funded from the \$180,099 in CLSA funds that currently is in an NLS equipment reserve.

I also am recommending that NLS make available retroactively \$5,000 for NLS member libraries that participated in the FY 2014/15 Year 1 equipment grant program. Seven NLS libraries participated in Year 1 of the CENIC project; and 17 NLS libraries are participating in Year 2. If all member libraries participate in the program, \$120,000 would be used in FY 2015/16. We also anticipate other members participating in Year 3; and remaining funds would be available for those members or for other broadband equipment needs as determined by the NLS Administrative Council, with all CLSA funds spent by June 30, 2017. Please note that we anticipate that California State Library funds may be available for support of branch connectivity in 15/16 and 16/17 and we could continue to leverage our NLS funds to support/augment these grants.

I reviewed this proposal with the Executive Committee at their December 10. 2015 meeting and they recommended that it be forwarded to the Administrative Council for consideration. If this recommendation is approved, staff will develop a simple application form for participating member libraries that will include a required proof of equipment purchase and/or use of local matching funds to trigger the reimbursement. Eligible expenses will be closely aligned with eligible expenses in the Broadband Project Equipment Grant Program.

I believe that this recommendation is directly aligned with the initial priority when these CLSA funds were allocated in FY 2014/15. I would be glad to answer any questions and look forward to discussing this at the Administrative Council Committee meeting.