2008/09 PROGRAM BASELINE BUDGET REQUEST

California Library Services Act

System Name: North Bay Cooperative Library System	Fiscal Agent: *Annette Milliron A.Bach* North Bay Cooperative Library System
Date Reviewed by Advisory Board: May 1, 2008	*Sandra M Cooper* Approved Signature (System Chair/Admin):

Date this request approved by System Council: May 3, 2008

	BUDGET SUMMARY			
	PROGRAMS			
Expense Category	(A) Reference	(B) Communications & Delivery	(C) System Advisory Board	(D) Total
Personnel	87,625	0		87,625
Materials	0			0
Operations	2,830	64,083	679	67,592
Capital Outlay	0	0		0
Service Program Subtotal	90,455	64,083	679	155,217
System Indirect (PC&E) (1)	22,614	16,021	170	38,805
Total (2)	113,069	80,104	849	194,022

(1) Must not exceed PC&E totals, Column B, Charts 1, 2, 3. Percentage of Service Program Subtotal must be the same for all programs.

(2) Must match program totals shown in Appendix C, Summary Chart

(E) QUALITATIVE DATA

PROGRAM BASELINE BUDGET REQUEST FY 2008/09

SYSTEM NAME: North Bay Cooperative Library System

In narrative form, present here any additional qualitative data which will help explain and/or justify the financial benefits of the Systems programs budgeted. This information—which is your option to include—is often used during discussion with Legislators and other decision-makers, to help them understand the value of library system services.

The North Bay Cooperative Library System has several small, public, academic, school and special libraries as members. As individual, isolated units, it is not feasible for them to provide all the information services required by the citizens of the region. Only by pooling the resources of these libraries with the resources of our larger members is it possible to provide the level of service appropriate to the complexities of contemporary society. It is the mission of the System to facilitate the improvement of library services through cooperative programs.

With declining CLSA funding North Bay has taken on the day to day management of sister agencies Mountain-Valley Library and North State Cooperative Library System. The composition of the three Systems is very similar in that there are many small as well as rural libraries and a sprinkling of larger urban/suburban libraries within each group. There are libraries that are handsomely funded for their areas and others that are struggling to keep the doors open. When we plan for current and potent new programs we are trying to think of how that program might work in all three geographic regions. Managing the three Systems out of one headquarters office and a single set of staff presents an opportunity to develop highly effective joint programs.

An influx of new residents that expect remote access to information makes the information needs of the user in the NBCLS service area are every bit as sophisticated and critical as those of the large city dwellers. The Hispanic community is the fastest growing with non-and limited-English speaking population which makes our promotion of participation in the Guadalajara Book Fair very important to member libraries. T

The challenge of delivering information in an area where 30% of the population is geographically isolated is great, given the incredible increase in fuel costs. Telecommunication connections are improving, but rural areas still lack adequate broadband availability. All System members now have integrated on-line systems. Most libraries also provide workstations that provide Internet searching as well as WiFi connections. Providing better access to the public has increased resources sharing opportunities. The exchange of materials between NBCLS member libraries continues to increase. With SuperSearch fully implemented and the reduction of local materials budgets, the increase in resource sharing is projected to be 15% in FY 2007/2008. Electronic information and document delivery is utilized whenever possible as it so much faster than physical delivery.

In anticipation of increasing movement of materials between members, NBCLS will continue to support the increased number of deliveries per week. As materials budgets were frozen and/or absorbed great cuts in past years and may be severely cut this year again, resource sharing is viewed as necessary. Although the increased delivery is locally funded, it builds upon the System delivery program to improve services for all members.

SYSTEM PLAN OF SERVICE
DESCRIPTION OF SYSTEM SERVICE AREA
FISCAL YEAR 2008/09

1.   System Name:

North Bay Cooperative Library System

2.   Population Profile:

(See attachment: Population Profile/CLSA-C)

3.   Users and Non-Users:

The North Bay population is truly a diverse community. Residents of the area range from geographically isolated to urbanites. The economic range is from disadvantaged to affluent. The educational level encompasses highly educated as well as illiterate, computer literate to non-English speaking.

Each of the System member libraries offers programs and services to the underserved in their communities. Some examples of the programs offered include:

Geographically Isolated: Mendocino County operates a bookmobile to provide service to residents of rural areas of both Mendocino and Sonoma Counties. FAX machines and staff email accounts are in use at all branch libraries within NBCLS to provide connection to a greater pool of resources for remote communities. The System wide SuperSearch resource sharing program, which is patron initiated, provides greater access to all types of library materials.

In FY 2004/05 NBCLS began participation in the Rural Library Initiative grant that offers staff training both on ground and online. NBCLS will continue participation in the grant program in FY 2008/09. The training opportunities are very helpful to the rural libraries within the system.

Mountain-Valley Library System has also granted North Bay members the opportunity to participate in contracted online Infopeople workshops, if MVLS does not fill all seats. This is a tremendously powerful staff training tool.

Ethnic Services: Each System member provides non-English materials for their patrons. Sonoma County, St. Helena Public, Belvedere-Tiburon Community, Napa City/County and continued to expand their Spanish Language collections this past year. In previous years NBCLS supported sending at least one representative to the Guadalajara Book Fair or other appropriate book fairs, to purchase Spanish language materials for member's collections. The member libraries quickly discovered the value of sending staff to the fair. Several members now send their own staff to the event to conduct collection development. NBCLS works with the smaller libraries that don't send staff to aid with the selection of materials from vendors.

Children & Youth: The member libraries provide excellent children's service programs. The Children's Services Committee often coordinates summer reading program materials through the California Summer reading program grant. Rewards for reading are also coordinated through NBCLS in cooperation with the Peninsula Library System. Also a Dixon children's librarian volunteers to be the liaison between MVLS and NBCLS Children's Services Committee. Complimentary programming is in planning between all three Systems. Via the NBCLS website, listserv and three meetings per year, children's services activities and events are publicized.

Functionally Illiterate: The majority of the System members are participating in one of their fifth and subsequent years of the California Literacy Campaign funding. Those libraries continue working to develop financial support from local community businesses and agencies. Some members have been forced to cut

back on the services offered, because local support could not be secured. High interest, low vocabulary books for adults are available in all public library members' collections, and tutor recruitment and training programs are in place. Some members have consolidated their programs to gain greater effectiveness and efficiency. Also NBCLS has served as the fiscal agent for the LSTA funded *Reach Out and Read*, the *Nutrition Literacy* and Early Learning with Families @ Your Library grant programs. NBCLS works to include the membership in the projects as appropriate.

Handicapped: Appropriate facilities are provided for the disabled through remodeling of existing buildings and proper planning for new ones. TDD equipment is available for the hearing impaired. Talking books and large print materials are available for the blind and visually handicapped.

Citizens Over Age 65: Talking books, books on tape/CD, digital downloadable books, Playaways and large print materials are available in many member libraries to assist older patrons with impaired vision.

4. Information Needs:

Underserved: The SAB and each of the standing NBCLS committees have discussed at length methods of more effective service to the underserved. The various committees will continue to identify areas of training that can be improved with workshops. Also, the Reference and Multi-Cultural Committees will continue to advise on collection development to better meet the needs of that population.

General Reference: Overall the reference program provides timely answers to a wonderfully diverse range of questions. Second level staff is challenged to seek new sources and is continuing to establish new networking patterns. Second level research is provided to North Bay members as well as the members of seven additional Systems. Contract question handling is provided for BALIS, Black Gold CLS, MOBAC, MVLS, NSCLS, PLS, SVLS. First Source is also used to access the LAPL collection. Participation in the online reference programs *Ask Now* by NBCLS libraries continues to expand. A greater wealth of resources is made available and information is speedily delivered to local patrons. Contracts with information brokers increase NBCLS' ability to offer third level question answering.

To further improve service, "hands on" training sessions demonstrating on-line searching and new databases will continue to be presented or coordinated by NBCLS reference staff.

North Bay will continue to provide staff support, workshops and resource brochures to improve service to the underserved groups within the System service area as funds allow.

CALIFORNIA LIBRARY SERVICES ACT

Annual Plan of Service

System Population Profile, 2008/09

1. System Name: North Bay Cooperative Library System

2. Total Population of System Service Area: 1,414,877

3.

Underserved Population	Number	Percentage of Total Population
Economically Disadvantaged (Below poverty level)	127,299	9%
Institutionalized	47,025	3.3%
Aged (65+)	181,489	12.8%
Children & Youth: • Under 5	88,321	6.2%
• 5 to 9	85,389	6%
• 10 to 14	93,750	6.6%
• 15 to 19	99,533	7%
Handicapped	233,069	16.5%
Speakers of limited English or English as a Second Language	128,720	9.1%
Non-English Speaking	20,554	1.4%
Ethnicity • Black	93,265	6.6%
• Hispanic	290,603	20.5%
• Asian	111,355	7.9%
• Native American	23,236	1.6%
• Hawaiian/Pacific Islander	6,159	.43%
Geographically Isolated	402,784	28.5%
Functionally Illiterate	38,991	2.8%
Shut-In	N/A	N/A

4. List source(s) of this data: California Dept. of Finance Research Unit (Counting California), Rand California Statistics, U.S. Bureau of Census 2000 (State & County QuickFacts) State Literacy Resource Center of California (California Adult Literacy Statistics).

5. Describe briefly how this data will be used to plan CLSA-funded services.
This data is used for planned activities of the Multicultural Services Committee and to serve all segments of the underserved.   CLSA-3

PLAN OF SERVICE, 2008/09
CLSA System Reference Program, Component:
General Improvement of Local Reference
Service (5 Code of Calif. Regulations Sec. 20155)

1. **Service Specifications(s) adopted:**

   a. Provide access to training for member libraries' reference staffs.

   b. Stress the sharing of information concerned with reference work.

   c. Share information on materials selections in order to improve local collections.

   d. Increase the use of on-line resources that are now available to member libraries by negotiating group discounts.

   e. Support online reference through working with the Ask Now and other appropriate projects.

2. **Performance objective(s) adopted:**

   a. NBCLS 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 Reference Committee meetings when appropriate.

   b. NBCLS staff will coordinate workshops or roundtables for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, ERP, online database, virtual reference, government (such as census), or any other such workshops to be held in the NBC region.

   c. NBCLS staff can provide one-on-one brush-up training for individual member librarians for online databases, at system headquarters.

   d. Member librarians will be invited to spend a day at the NBC Reference Center, observing and learning about reference tools available at the host library. As time allows, reference staff will visit local reference committees to discuss and promote reference service.

   e. NBC staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.

   f. Three system-wide committees will meet 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:

      1. NBCLS 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.

      2. The following union lists will be considered for revision as needed:
          - NBCLS Directory of Reference Librarians

      3. NBCLS staff will update the following handbooks and manuals as needed:
          - NBCLS Interlibrary Loan Manual
          - NBCLS Reference Manual
          - NBCLS Directory of Member Libraries
          - NBCLS SuperSearch/URSA User's Manual

The products noted above are/or will be made available in electronic form via website.

3. Reason(s) for choosing 1 and 2 above:

In an area of limited professional and book resources, it is essential that NBCLS foster the shared training of staff and the sharing of collections. In this way, reference staffs will be more effective in serving the reference needs of North Bay patrons. It is also essential that member libraries make the best use of electronic resources to compensate for the lack of in-depth book and periodical resources. By so doing each member can provide efficient and more effective reference services at the local level.

4.   What would the service described above be without this component? Please state in the same terms as the performance objectives above.

Individually, many North Bay libraries would not be able to obtain the training and knowledge currently fostered by the NBCLS system. Reference service for their patrons would be limited; libraries would not be able to answer difficult questions in an effective and timely manner.

5.   One-paragraph description of the methods to be used in providing this component, and the principal resources to be used. Indicate system and member library staff involved.

NBCLS reference staff will organize workshops or round table discussions.   The Reference, Multicultural, and Collection Development Committees, which have been merged into a single Reference Committee, will be surveyed for the topics. Reference Committee meetings will be the main instrument for sharing information on reference techniques and resources. NBCLS staff will send out information using the reference listserv and NBCLS web page. Reference Committee members will share collection development information and will assist in producing the updates of the various union lists, directories and handbooks. NBCLS staff will assist in training member librarians in the use of reference tools and online databases.

6.   What evidence of benefit will be provided, and how will it be gathered?

NBCLS staff will keep statistics on all reference questions. Staff will compile evaluations and statistics on workshops. Local libraries will keep track of the number of reference questions answered locally and by which means the question was answered.

PLAN OF SERVICE, 2008/2009
CLSA System Reference Program, Component: Improvement of
Reference Services to the Underserved
(5 Code of Calif. Regulations Sec. 20156)

1.   **What Underserved group(s) were identified during the current fiscal year for improvement of reference services.**

Ethnic minorities, including: Latinos/Hispanics, Native Americans, Asian Americans, and African-Americans; children; disabled; geographically isolated and home school kids.

2a.   **What potential services were identified at the System level for the improvement of reference service to these underserved groups?**

NBCLS will insure that workshops or round table discussions will provide information to improve service to the underserved. These will broaden knowledge of resources in areas of interest to the underserved and will attempt to identify ways to improve access to materials and services for these groups. Members will also work on shared program development and on continuing to use publications as a way of sharing information important to service providers for the underserved. NBCLS will continue to identify sources of information in the Greater Bay Area, which will enhance collection development of ethnic materials and community resources by offering current materials.

2b.   **Which of these services was evaluated as achievable and beneficial for the improvement of reference services to the underserved?**

All of the above.

3.   **Based on the above, what service specification(s) are adopted for the coming fiscal year?**

ETHNIC MINORITIES:

a.   Identify and implement methods by which System staff can assist member libraries in sharing resources of interest to ethnic groups in the North Bay.

b.   System staff will support the material purchase of member libraries to provide better access to information of use to ethnic minorities.

c.   NBC will provide a forum by which member libraries can exchange information on services to ethnic groups within the North Bay area.

CHILDREN:

a.   Children's librarians will share information about materials selection.

b.   Member libraries will explore ways to produce quality children's programming at less cost to each individual library.

c.   The children's staffs will share training in collection development, reference service and programming.

d.   Children's staffs will share ideas and problems in their areas of service.

<u>DISABLED:</u>

    a.   North Bay libraries will continue to develop their collections in order to provide resource materials to the disabled and their caregivers.

<u>GEOGRAPHICALLY ISOLATED:</u>

    a.   Because they have little or no access to major library collections, the geographically isolated library users of the North Bay must look to the System staff to provide reference service from the most basic to the highest level of research.

4.   What performance objective(s) are adopted and why did you choose them?

<u>ETHNIC MINORITIES:</u>

    a.   NBCLS staff will continue to share collection development information and discuss appropriate topics related to the North Bay's ethnic communities with both the reference and children's services committees.

    b.   We will include items of interest on ethnic minorities on the reference and children's listservs and the NBC web page.

    c.   NBCLS will continue to support Spanish language collection development through the distribution of resource lists for the purchase of books or media from the Guadalajara Book Fair, or other appropriate Spanish language book fairs and venues.

<u>CHILDREN:</u>

    a.   NBCLS children's librarians will continue to explore shared program ideas for summer reading programs.

    b.   NBCLS children's staffs will meet two to three times per year to share ideas on programming, collection development and children's and youth services management.

    c.   The NBCLS web page and children's listserv will be used to discuss resources and share ideas related to serving children.

    d.   Workshops or round table discussions of interest to NBCLS children's staffs will be held as part of the children's services committee meetings.

<u>DISABLED:</u>

    a.   NBCLS libraries will continue to develop their collections to aid the disabled and their caregivers.

<u>GEOGRAPHICALLY ISOLATED:</u>

    a.   All questions received from geographically isolated areas of the North Bay service area will be answered at the NBCLS Reference Center and other outside sources such as Virtual Reference Centers, First Source at LAPL or contracted sources such as art and poetry experts.

    b.   Access to more resources will be provided through access to library catalogs on the SuperSearch system.

5.   Describe briefly the methods to be used in providing this (these) service(s) and the principal resources to be used. Indicate system and member library staff involved.

ETHNIC SERVICES:

    a.   Several years of collection development activity stimulated by purchasing Spanish language materials at the Guadalajara book fair has motivated members to create purchasing programs of their own. We will continue to support this activity in some form, or similar activities. Information will be shared with our children's and reference committees.

    b.   We will consult with the children's and reference committees for items of interest to discuss at our committee meetings, and to include on the listserv and/or the NBCLS Web page.

    c.   We will work with appropriate Spanish Language vendors and provide resource lists for purchase of materials from the Guadalajara Book Fair, or other appropriate book fairs or venues.

CHILDREN:

    a.   Members of the Children's Committee will consider developing shared themes and ideas for their summer reading programs or will participate in the statewide program.

    b.   The Children's Committee and NBCLS staff will plan their meetings. NBCLS staff will print and/or distribute via the Web the agenda and other materials of interest to committee members.

    c.   NBCLS staff will post program ideas and other items provided by members on the children's listserv and/or the NBC web page.

    d.   Members of the Children's Committee will plan at least two workshops or round table discussions to be given at their committee meetings. The subject of these workshops will be determined by the committee.

DISABLED:

    a.   Reference Committee members will report on resource materials in their local collections that serve the disabled and their caregivers at their committee meetings.

GEOGRAPHICALLY ISOLATED:

    a.   NBCLS reference staff will work on questions received from geographically isolated areas in the North Bay. Currently, this is about 30-35% of all questions received at the reference center. Reference staff will keep track of our member's internal delivery dates to insure that questions or answers are returned in a timely manner.

5a. Amount of System Reference allocation budgeted for this component (5 Code of Calif. Regulations Sec. 20156[c]):

    $4,000.

6. What evidence of benefit will be provided, and how will it be gathered?

    a.   Workshop attendance and evaluations will be kept.

    b.   Statistics for attendance at committee meetings will be kept.

    c.   An account of publication distribution for bibliographies, newsletters, updates, etc. will be kept.

d. Librarians for reference questions answered for the geographically isolated will be consulted and adjustments will be made based on the information received.

PLAN OF SERVICE, 2008/2009
CLSA System Reference Program
Component: Interlibrary Reference
(5 Code of Calif. Regulations Sec. 20157)

1. **Service specification(s) adopted: (NB: Systems may adopt additional specifications; if so, list them.)**

   a. The highest possible percentage of questions shall be answered.

   b. The answers shall be delivered to the user within an acceptable time period.

   c. Answers shall meet the user's need in terms of amount, format, language and accuracy of information.

   d. Specifications a-b should be carried out at the lowest possible cost.

   e. Utilize other library collections, resources and any outside resources deemed necessary in a cooperative.

2. **Performance objective(s) adopted: (Systems may adopt higher or additional objectives; if so, state them. Minimum specifications are set in Code of Calif. Regulations Sec. 20157(b).**

   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. NBCLS 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 of information broker, Guy Wired, and other subject specialist stringers will also used as needed.

   e. NBCLS staff will share collections, information files and subject expertise with the reference librarians at other second/next level reference centers as needed.

3. **Reason(s) for choosing 1. and 2. above (only if System has adopted specifications and/or performance objectives in addition to those listed in 1. and 2. above):**

   a. It is vital that reference staff use all library collections and resources available to them within the North Bay area and access resources statewide and beyond as needed. Collection development information will be shared through discussion at Reference Committee meetings. Expanding access to resources by participating in a virtual reference center that includes the staffs, collections and other resources of the other cooperative reference centers. By so doing, staff can provide a more complete and timely reference service.

4. **What would the service described above be without this component? State in the same terms at the performance objectives above.**

a. Those questions not answered at the local level would remain unanswered, and service would be limited to whatever is locally available.

b. Answers to questions would arrive too late to meet the needs of the user, once again limiting service to what is available locally.

c. Without access to diverse and/or more specialized collections, reference staff would not be able to answer many questions in a timely manner.

5. **One-paragraph descriptions of the methods to be used in providing this component, and the principal resources to be used. Indicate system and member library staff involved.**

System staff (1 FTE librarian) and subject expert stringers will answer questions sent by member library staff using the area reference centers electronic resources, and electronic resources provided by the Firstsource project from LAPL. All library collections within North Bay and in other close by geographical locations will be utilized in helping to answer questions. Other library staff may assist where special skills have been identified both within North Bay and outside. Subject experts both within and outside North Bay will be consulted via, phone, fax, email and specialist listservs. Questions will be shared when appropriate with other reference centers with expertise in mind but all previously described methods.

6. **What evidence of benefit will be provided, and how will it be gathered?**

Statistics will be compiled and analyzed on the number of questions referred, answered, not answered, response time and turnaround time, and the type of questions received, answered with local resources, and answered with outside resources. Periodic status reports of pending questions will be sent to member libraries. Members will be surveyed as needed.

CALIFORNIA LIBRARY SERVICES ACT
ESTIMATED WORKLOAD
Reference Program, FY 2008/09

What is the estimated number of answers found by your System reference structure	For questions referred to system by:			
	(1) Member Public Libraries	(2) Non-public Libraries in State	(3) Other Public Libraries or Systems	(4) Total
	460	10	30	500

Estimated Number of Reference Questions Received Locally by Member Libraries: 189,000

Estimated Total Number of Reference Questions Handled by your System Reference Program: 500

Estimated Total Number of Training Events to be Presented: 2

Estimated Total Number of Local Staff to be Trained: 65

SERVICE PROGRAM BASELINE BUDGET REQUEST FY 2008/09
(A) SYSTEM REFERENCE (Section 18741)

SYSTEM NAME: North Bay Cooperative Library System

(a) Personnel				
(Attach job descriptions only if changed significantly from previous year)				

Classification	FTE/No of Positions	Salary	Benefits	Total
Reference Coord.	1/1	$62,633	$24,992	$87,625
_____	___/____	_____	_____	_____
_____	___/____	_____	_____	_____
_____	___/____	_____	_____	_____
_____	___/____	_____	_____	_____
Total	1/1	$62,633	$24,992	$87,625

(b)   Materials

Library Materials	$0.00
Contract Services	
• On Line Reference Services*	$0.00
• Lease Materials	$0.00
• Other	$0.00
Total	$0.00
*Please specify:	

(c)   Operations

1. Office Supplies	$200
2. Travel	1,800
3. Indirect Costs/Fiscal Agent Fees (attach description of services received) **Do Not Include System Indirect** (p, c &e)	0
4. Contract Services (specify)	0
5. Duplication/Photocopy	134
6. Other (specify) medical insurance for staff that were laid off	11,895
Stringers for contract reference	3,000
OCLC	150
Building Lease	1,295
Staff Development	500
Total:	$18,974

(d)   Capital Outlay

Equipment (specify)	$0.00
Equipment Replacement Revolving Fund	$0.00
Total:	$0.00

What $ amount of the total reference allocation will be used to improve reference services to the underserved? (same as line 5a on POS narrative) $ 4,000

Total of a,b,c,d:	$106,599	
Less local funds	$ 16,144	
CSLA funds	$ 90,455	

Name of System: <u>North Bay Cooperative</u>

PLAN OF SERVICE, 2008/09
CLSA Communications & Delivery Program

1. <u>Name of System:</u> North Bay Cooperative Library System.

2. <u>Performance Objectives:</u>

   a. 90% of intra-system messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, FAX and electronic mail).

   b. 90% of items sent by intra-system delivery will be received within 4 working days.

3. <u>Equipment Replacement Planning:</u>

   In assuming the management of MVLS and North State Cooperative Library System, many pieces of equipment transferred to North Bay. We have put several of the PCs and printers into service. The estimated reserve fund for FY 2008/09 forward is $41,667.

4. <u>Inventory of Available Resources:</u>

   a. <u>Delivery:</u>

      1) Contracted courier service
      2) UPS Service
      3) Local delivery to branches by the Marin, Solano and Sonoma County libraries
      4) One telefacsimile machine at the headquarters of each member library and most branch libraries.
      5) Delivery van connection with MVLS twice a week at the Dixon Public Library
      6) Delivery van connection with NSCLS once a week at the Sutter County Library
      7) Delivery van connection with BALIS, PLS, and SVLS three times per week at the Richmond Public Library.

   b. <u>Communications:</u>

      1) System and member library telephones.
      2) Incoming 800 voice telephone line for members and contracted users.
      3) Incoming 800 fax telephone line for members and contracted users.
      4) Automated voice mail with four-hour message storage capacity.
      5) Internet electronic mail for System headquarters and all member libraries.
      6) Telephone direct distance dialing (DDD) at system headquarters.
      7) One PC and seven PCs with a DSL connection at System Headquarters.
      8) Internet node connections at twenty member libraries.
      9) Internet accounts for NBCLS and all member libraries
      10) NBCLS Web page, which includes reflectors and listservs on the NBCLS server account.
      11) Various equipment for telecommunications at member libraries, including terminals and microcomputers, many with Internet connections.
      12) Telefacsimile machines at NBC Headquarters and the headquarters of 24 member libraries.
      13) Automated circulation systems at 19 of the member libraries, all can be accessed electronically by the public, other members and system headquarters.

5. <u>Plan of Action:</u>

   a. Continue exploration of more cost-effective methods of telecommunications and delivery.

   b. Encourage wider participation by members in the use of the Internet, electronic mail, resource sharing software, CalCAT and electronic databases.

c.   Facilitate training to implement (b).

d.   Statistically sample delivery activities.

TIMELINE:

Action: Month:

	J	A	S	O	N	D	J	F	M	A	M	J
Explore methods						ONGOING						
Maintenance of Website						ONGOING						
Training						ONGOING						
Statistics sampling		X			X			X			X	

6.   User Benefit Expected:

Use of NBCLS voice mail allows callers to leave lengthy messages such as rush reference requests, even after NBCLS closes for the day. All the member libraries have telefacsimile machines in at least their headquarters facilities and several have additional machines at their branches. However, use of telefax is declining as more documents are made into PDF files that are emailed to geographically isolated areas and to all members to provide speedy response to reference questions. Use of electronic delivery of reference answers also allows NBCLS to provide reference service to the Black Gold Cooperative Library System, MVLS, NSCLS, BALIS, MOBAC, Peninsula Library System and Silicon Valley Library System.

Connecting the delivery system with BALIS, PLS and SVLS at the Richmond Public Library has provided easy shipping for resource sharing with libraries in those systems. Even though Richmond has rejoined BALIS, NBC has determined that the cost of the service in relationship to the volume of activity makes the connection worthwhile. Connections have been added to link van based delivery to MVLS via Dixon Public Library and North State via Sutter County Public Library. Additionally the courier service will explore adding additional days of delivery connection through route reconfiguration. Increased understanding and use of the Internet and SuperSearch ILL Program continues to increase the resources available in resource-poor and geographically isolated areas.

7.   Related Non-CLSA Activities:

To insure the speediest possible delivery of materials between members, the amount of delivery allocated to a member is determined by the volume of items sent through the headquarters to headquarters delivery system. Daily delivery is necessary for nineteen of the members, 2 days per week for one member, and UPS/postal service to five members as needed. The funds received from CLSA to support delivery will only cover 1.2 days of delivery to all members. The costs of the additional days of delivery are paid by the members through a funding formula. Five members with very low volume of usage have items sent via UPS or mail whenever necessary.

Continuing to ship materials in a batch mode via UPS to the 49-99 and San Joaquin Valley Library System in Northern California expands the resources available to the residents of this System's service area. The costs and effectiveness of this service can be measured, providing data to assist in the development of statewide delivery service to all types of libraries.

We will begin implementation of a region-wide delivery study conducted by the Golden Gateway Library Network. North Bay, North State and Mountain Valley systems will use the same contracted courier service effective July 1, 2008. The results of the study confirmed that the current delivery system is cost effective, but could be improved in efficiency (reduction of turn-around time) with a small increase in cost when approached on a statewide basis. We will be testing improved efficiency in a large geographic area. There may be a reconfiguration of some routes.

Internet e-mail connections using the NBCLS Web page and listservs for general communications as well as reference question referral and response provide speedy communication with the members and our contracted users.

8.   Evaluation:

Statistics will be collected once a quarter to measure the volume of use and the speed of delivery to each member. As statistics have been collected throughout the life of this program, comparisons can measure delivery turnaround time.

Use of the FAX will continue to be monitored for volume and speed of delivery.

Use of email to delivery reference responses will be monitored.

Use of email to provide information to members in response to reference requests will also be monitored.

Use of the NBCLS Web page, and resource sharing software, and listservs will be monitored for volume and speed.

Comparable programs in other systems will be reviewed for cost and effectiveness in the planning process for the delivery system.

CALIFORNIA LIBRARY SERVICES ACT
ESTIMATED WORKLOAD
Communications Program, FY 2008/09

What is the estimated number of messages sent via each communication device listed below, on an annual basis?	Estimated Number Between System Members	of Messages To Other than System Members
a. Telephone	6,000	2,000
b. Telefacsimile	800	200
c. Electronic Mail (other than thru Internet	0	0
d. Internet (include email through Internet)	26,500	11,400
e. Other (specify)	0	0
Total	33,300	13,300

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CALIFORNIA LIBRARY SERVICES ACT
ESTIMATED WORKLOAD
Intrasystem Delivery Program, FY 2008/09

Items sent by:	Items Delivered To:		
	System Member Public Libraries	Non-public Libraries in system Area	TOTAL
a. System member public library	4,136,000	170,000	4,306,000
b. Non-public libraries in System area	90,000	60,000	150,000
TOTAL	4,226,000	230,000	4,456,000
		System Owned	Contracted Vendor
c. Number of delivery vehicles			4
d. Frequency/schedule of delivery service*			1 - 5

e. Percentage of items to be delivered

   U.S. Mail: .5%   UPS: .5%   System Van: 0%   Contracted Van: 99%   Other:

Varies by member needs. The delivery routes are daily on the East, South and Mendocino County runs. The North run includes Mendocino and Lake Counties on four day per week. Members that receive few items received delivery only once a week. The delivery system is heavily subsidized with local money.

SYSTEM NAME: North Bay Cooperative Library System

(a)	Personnel				(b)	Materials

(Attach job descriptions only if changed significantly from previous year)

Classification	FTE/No of Positions	Salary	Benefits	Total
Secretary	.5/1	$24,688	$8,524	$33,212
_____	____/_____	_____	_____	_____
_____	____/_____	_____	_____	_____
_____	____/_____	_____	_____	_____
_____	____/_____	_____	_____	_____
Total	.5/1	$24,688	$8,524	$33,212

Not Applicable

Library Materials $600

(c)	Operations	(d)	Capital Outlay

1. Office Supplies — $3,500

2. Travel

3. Indirect Costs/Fiscal Agent Fees (attach
   description of services received) **Do Not
   Include System Indirect** (p, c &e)

4. Contract Services (specify) — 240,000
       Delivery and Services*

5. Duplication/Photocopy — 6,415

6. Telecommunications — 6,900

7. Other (specify)
       Local contribution to personnel
       Building lease — 14,531
       Postage and UPS — 1,200
       Janitorial Service — 1,500
       Insurance — 3,760
       Staff Development — 250
       Utilities — 1,420
       Maintenance of Equipment — 2,000

       Total: $281,476

Equipment (specify) — 0

Equipment Replacement Revolving Fund — 0

Total: $0

Anticipated Current (2007/2008) year end Balance, $41,667

Total of a,c,d: $314,688
  Less local funds $250,605
   CSLA funds $ 64,083

Name of System: North Bay Cooperative Library System

PLAN OF SERVICE, 2008/09
CLSA System Advisory Board Program

1.   System Name: North Bay Cooperative Library System.

2.   Objectives:

  a.   To have five public libraries represented on the S.A.B.
  b.   A representative from the S.A.B. will attend the Board of Directors' meetings and any other committee meetings as appropriate.
  c.   The S.A.B. will be given the opportunity to review and contribute to the FY 2008/09 NBC Plan of Service.
  d.   The S.A.B. will be given the opportunity to review activities of the 2007/2008 S.A.B. and make recommendations for 2008/2009 activities.

3.   Inventory of Available Resources:

  a.   Information regarding local needs and conditions developed through personal experience and contacts in the community.
  b.   S.A.B. Manual, NBCLS Website, Board of Directors meetings, member library directors, System staff, CALTAC workshops and publications, staff development workshops, reports of other S.A.B. activities, and California Library Association conferences.

4.   Plan of Action:

  a.   An orientation for the S.A.B. will be held early in the fiscal year.
  b.   The fact sheet on the System will be revised, to assist the S.A.B. in making presentations to other groups.
  c.   The S.A.B. will meet at least once during the year.
  d.   Individual Advisory Board members will attend Board of Directors meetings as appropriate to their location.
  e.   Presentations on System programs will be made by System staff at S.A.B. meetings.
  f.   S.A.B. members will assist library directors as requested in locating information about the community and its needs.

4A.   Proposed Timeline for S.A.B. Plan of Action:

The activities correlate to the actions listed above.

Action: Month:

	J	A	S	O	N	D	J	F	M	A	M	J
a			X									
b		X										
c			X								X	
d			X		X				X			X
e											X	
f	ONGOING										

5.   User Benefit Expected:

a.   Users will benefit from increased information on the services available through NBCLS.

6.   Related Non-CLSA Activities:

a.   S.A.B. members will work for legislation to improve library services. They will support federal and state library legislation days, and they will also maintain local contact with legislators.

b.   S.A.B. members will continue to be active in other community and support groups, and will have opportunities to promote use of and support for System programs with those groups.

c.   Several S.A.B. members are also members of Friends of the Library groups, library boards and commissions, as well as active in CALTAC (California Association of Library Trustees and Commissioners).

7.   Evaluation:

The meeting of the above objectives will be evaluated by:

a.   Self-evaluation by the S.A.B. in terms of those objectives.
b.   Documentation of oral and written presentations to other groups, participation in advisory groups to various System projects, data, and/or assessment of community information needs, and other products of the S.A.B.

CALIFORNIA LIBRARY SERVICES ACT
ESTIMATED WORKLOAD
System Advisory Board Program, FY 2008/09

a.   Number of members on Advisory Board: 5

b.   Number of Advisory Board meetings to be held: 1

c.   Estimated number of System meetings/events which SAB members will attend: 1

d.   Estimated number of miles to be traveled annually, all members: 600

e.   Estimated number of overnight stays required, all members: 0

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SERVICE PROGRAM BASELINE BUDGET REQUEST FY 2008/09
(C) SYSTEM ADVISORY BOARD (Section 18747b-18750)

SYSTEM NAME: North Bay Cooperative Library System

(a) <u>Personnel</u> (Attach job descriptions only if changed significantly from previous year) NOT APPLICABLE	(b) <u>Materials</u> NOT APPLICABLE

(c) <u>Operations</u>		(d) <u>Capital Outlay</u>	
1. Office Supplies	$150		
2. Travel	195		
3. Indirect Costs/Fiscal Agent Fees (attach description of services received) **Do Not Include System Indirect** (p, c &e)		NOT APPLICABLE	
7. Other (specify) Duplication/photocopy	334		
Total:	<u>$679</u>	Total of c: <u>$679</u>	

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