

**2008/2009 PROGRAM BASELINE BUDGET REQUEST**

**California Library Services Act**

System Name: North State Cooperative Library System	Fiscal Agent: North Bay Cooperative Library System
Date Reviewed by Advisory Board: May 15, 2008	Approved Signature (System Chair/Admin):

Date this request approved by System Council:

BUDGET SUMMARY				
Expense Category	PROGRAMS			
	(A) Reference	(B) Communications & Delivery	(C) System Advisory Board	(D) Total
Personnel				
Materials	51,500			51,500
Operations	15,900	98,208	5,098	119,206
Capital Outlay	0	0		0
Service Program Subtotal	67,400	98,208	5,098	170,706
System Indirect (PC&E) (1)	16,850	24,552	1,275	42,677
Total (2)	84,250	122,760	6,373	213,383

- (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 State Cooperative Library System**

The North State Cooperative Library System covers a huge geographic area. Over 64% of the population of North State qualifies as geographically isolated. Several of the counties within the area contain a large percentage of Federal land and have very small populations (Sierra County less than 3,000). The lack of income from a large population base or income from privately held land financially limits the libraries within NSCLS.

Through membership in NSCLS the libraries expand their resources. They have access to a highly skilled professional librarian that handles difficult reference questions through a contract with North Bay Cooperative Library System. As a group they can purchase and have remote access to online databases that serve their patrons in their homes, offices, and at school.

The geographic isolation limits access to movie theaters, as well as radio and television reception. NSCLS libraries offer the group a collection of videos, DVDs, and recorded books and music on either tape, CD or Playaway digital audio books that rotates between the libraries as well as a large core collection that is available for ILL.

The challenges of both funding and delivering information in an area that includes two major mountain ranges and limited highways are great. Although land based delivery is and will remain a necessity for the members, use of electronic connections such as e-mail, fax, video-conferenced meetings and conference calls is increasing.

## SYSTEM PLAN OF SERVICE

### DESCRIPTION OF SYSTEM SERVICE AREA FISCAL YEAR 2008/2009

1. System Name:

North State Cooperative Library System

2. Population Profile:

(See profile for North State Cooperative Library System, page 5)

3. Users and Non-Users:

29% to 72% of the residents of the North State area are registered borrowers, according to reports from NSCLS public libraries. A high percentage of the residents use the public libraries on a walk-in, phone-in, or Internet basis. Other residents of the North State area have access to NSCLS member libraries, but are non-users. Both users and non-users are from all segments of the population. Since all member libraries have web pages, some users will be virtual and unknown to the libraries. Most North State residents have remote access to their library's resources via the Internet.

4. Information Needs:

North State residents need access to library materials that are current and representative of materials flowing from publishers and producers and from reliable resources on the Internet. These needs are apparent from the heavy volume of interlibrary loan requests for publications and audiovisual materials and from Internet use statistics. NSCLS lacks the financial resources to meet these needs. A maximum of \$51,500 will be allocated in FY 2008/09 to purchase shared databases licenses that will strengthen local reference service. At the same time, both public and academic libraries in North State are caught between inadequate budgets and increasing costs for library materials.

Local funds for reference books and other printed materials are extremely limited as System libraries have not regained purchasing power lost in the early and mid-1990s. A second round of financial hardship in the past three years eliminated much of the ground that was recovered. The ability to provide current and complete information is eroding and is in evidence throughout the entire North State area.

North State residents need rapid access to the resources of the region, state, and nation. User surveys indicate that it can take some time to deliver requested materials to patrons. NSCLS will continue to utilize fax and email transmission to provide urgently needed materials in minutes.

NSCLS has dispersed its audiovisual collection to two member libraries who will try to maintain appropriate staffing levels for the volume of requests for audiovisual resources. NSCLS is fully funding access to materials via the OCLC subsystem for FY 2008/09. Efficient communication via fax and email provides better service to geographically isolated libraries.

Members have elected to create a Group Catalog through the sponsored CalCAT project. Members have loaded bibliographic records into the North State Cooperative Group Catalog. Access to the Group Catalog is available via the NSCLS Webpage at <http://nscls.org> and through links on members' web pages. The Catalog contains MARC record holdings of nineteen NSCLS library collections. These records have improved subject access to print and non-print materials. The System subsidizes OCLC access for its members for searching and ILL requesting of items not locally available.

NSCLS will continue to have web access to the CLSA statewide database through OCLC at each public library headquarters. Usage of CLSA/OCLC online database has required local funding and redirection of CLSA Communications and Delivery funds to provide access. NSCLS has placed limits on System-funded OCLC searches. Free to low cost access is needed for rural libraries to equalize access to information resources since local libraries lack funds for access.

NSCLS Council will be deciding whether the libraries want to continue updating the audiovisual collection that was split and placed in two of the member libraries. Many of the libraries don't include audiovisual materials in their budgets and depend on the shared collection as a much more cost effective way to provide these materials.

Staff development is needed, as North State residents must have trained library personnel available to assist in meeting information needs. NSCLS provides workshops for library employees on reference, interlibrary loan, technical services (including MARC cataloging training), children's services and young adult services. A variety of videocassettes, audiotapes, and professional books and journals are available for individual and group continuing education enhancement from the NSCLS Professional Library Collection now housed at various member libraries.

Coordination of the selection of materials is needed, as funds are very scarce for collection development. At the same time, staffing and travel funds are limited. These needs will remain unmet until special services project personnel and funding become available. NSCLS will encourage member libraries to utilize the CORE Reference Course and Infopeople classes to help staff members improve their knowledge and skills in performing reference work. Videocassette tapes and web casts on how to conduct reference interviews and other relevant topics supplement these courses.

There is a very great need for access to full-text databases through system-wide purchase because subscription costs are too high for individual rural libraries. NSCLS provided one general periodical database to public library members in 2002 to the present. Additional databases have been licensed since 2006 and member libraries report good usage statistics.

A full-time Technology Coordinator is still needed to help each local library "Plan for the Future" with hardware and software, and resolve problems in implementing new technology. Funding of this position is not possible at this time.

The training/underserved efforts of NSCLS are severely limited due to funding constraints at both the System and local level. The System has made available "Share A Book at Home" and "Welcome to your Library" brochures for literacy, English as a Second Language (ESL), Limited English Speaking (LES), and disabled segments of the population, as well as to the general public. In addition, the Plumas County Library's Listen-In collection will continue to be promoted to meet the special needs of these same groups for recorded materials.

In 2002, System Advisory Board members completed a survey of senior centers and care facilities to determine information and library service needs of this target underserved population. The information was shared with the State Library to help with possible development of a targeted grant program for improving services to senior citizens. In FY 2001/02 and 2002/03, the targeted underserved population was children from birth to age 5. Brochures were sent for distribution at public libraries, and articles on service to children were published in the regional newsletter.

The target underserved population for 2003-04 was individuals with disabilities. Special articles and features were published in the regional library newsletter, and a reference workshop on library service to the disabled was held. Individuals with disabilities were again chosen be the target group for 2004-05. As lack of staff and resources slowed progress on meeting the objectives for 2004-05, individuals with disabilities was chosen again as the target group for 2005-06. For 2006/07 and 2007/08 the geographically isolated was selected as the target underserved population. Some progress was made last year with the

addition of more remote access databases and training workshops. The addition of a blog and email reflectors have improved communication between members. The geographically isolated were chosen once again as there is still room for improvement of our services to that sector.

NSCLS libraries continue to be connected through a fax network. There are plain paper faxes at headquarters libraries and most branches. In 2005/06 NSCLS sunset its support for machines and provision of supplies for machines in local libraries because e-mail is becoming a far more popular method of communication. In 2008/09 NSCLS will no longer pay for fax telephone lines in member library facilities. Achieving e-rate funding approval for those lines has become increasingly difficult. All members were advised to include a request for funding of the lines in their local e-rate applications. Additionally the money for the fax lines will be reallocated to pay for increasing fuel costs.

NSCLS will maintain dedicated van delivery service. Member libraries place a high priority on delivery service. Daily delivery service to all members and affiliates would help achieve better service to patrons, but it is impossible to address this given the funding constraints of the California Library Services Act. This program had a deficit of over \$18,000 in the System's FY 2002-03 budget, over \$7,000 in FY 2004-05, nearly \$20,200 in FY 2005-06. A deficit of \$39,194 is expected in 2008/09.

Three NSCLS public libraries received Gates/Infopeople wireless labs in 2002. Timely training in reference sources and skills, on library service, and on technology has been more available to members' staff.

## CALIFORNIA LIBRARY SERVICES ACT

## Annual Plan of Service

**System Population Profile, 2008/09**

1. System Name: North State Cooperative Library System
2. Total Population of System Service Area: 767,781
- 3.

<b>Underserved Population</b>	<b>Number</b>	<b>Percentage of Total Population</b>
<u>Economically Disadvantaged</u> (Below poverty level)	123,801	16.1%
<u>Institutionalized</u>	28,944	3.7%
<u>Aged (65+)</u>	111,677	14.5%
<u>Children &amp; Youth:</u>		
• Under 5	41,880	5.5%
• 5 to 9	41,980	6.3%
• 10 to 14	48,420	6.3%
• 15 to 19	58,194	7.6%
<u>Handicapped</u>	145,846	19%
Speakers of limited English or <u>English as a Second Language</u>	35,499	4.6
<u>Non-English Speaking</u>	5,266	.69%
<u>Ethnicity</u>		
• Black	16,019	2.1%
• Hispanic	86,990	11.3%
• Asian	21,680	2.8%
• Native American	30,784	4%
• Hawaiian/Pacific Islander	1,116	.15%
<u>Geographically Isolated</u>	486,487	63.4%
<u>Functionally Illiterate</u>	14,136	1.8%
<u>Shut-In (N/A)</u>	N/A	

4. List source(s) of this data: CA Statistical Abstract, U.S. Census 2000, Table 1: Annual Estimates of the Population for Counties of California: April 1, 2000 to July 5, 2005 (CO-EST2005-01-06) Population Division, U.S. Census Bureau. ([www.countingcalifornia.cdlib.org](http://www.countingcalifornia.cdlib.org) and [www.cicg.org/publications/profiles](http://www.cicg.org/publications/profiles)), [www.casas.org/lit/litcode/Search.cfm](http://www.casas.org/lit/litcode/Search.cfm) and [www.dof.ca.gov/HTML/demograp/E-6\\_00-04.htm](http://www.dof.ca.gov/HTML/demograp/E-6_00-04.htm)
5. Demographic data indicates that one of the largest underserved groups in the NSCLS region is the geographically isolated. It is challenging to meet the library and information needs of these customers. System Reference is used to provide access to larger collections and electronic resources. The C& D program provides a connection between libraries for the delivery of physical items that are not available in electronic format. The challenge is delivery electronic items to isolated areas that do not have high speed telecommunications links and physical objects in a timely manner when daily delivery isn't an fiscally possible.

NSCLS will continue to explore improved delivery methods and new products that can serve the geographically isolated population in their homes, offices, schools and libraries.

**PLAN OF SERVICE, 2006/07**  
**CLSA System Reference Program, Component:**  
**General Improvement of Local Reference**  
**Service (5 Code of Calif. Regulations Sec. 20155)**

1. Service specifications adopted:
  - a. The System will encourage participation in at least one general reference workshop for member library reference staff to enhance skills and knowledge of reference sources.
  - b. The System will encourage member library staff to take Infopeople courses both online and on ground.
  - c. The System will continue to support the NSCLS CalCat Group Catalog and will distribute bibliographies and manuals to coordinate and facilitate the improvement of local reference service.
  - d. To increase the knowledge of reference sources and skills, the System will provide on-site and or virtual mini-reference workshops and/or library visits for members as staff time is available and as funding allows.
  - e. Interlibrary Loan workshops for all NSCLS members' ILL personnel will be held as needed to share information and address common issues.
  - g. Support the continuing expansion and encourage the use of the NSCLS website. NSCLS website is linked with North Bay and Mountain Valley website to provide easy access to System information.
2. Performance objectives adopted:
  - a. At least one workshop will be sponsored by the System on reference referral and improvement of local reference service.
  - b. Continue to promote member library employees to enroll and complete a C.O.R.E. Reference Online Course and/or view NSCLS distributed or other training in the form of videos, DVDs, web casts, or Infopeople classes to improve general reference.
3. Reasons for choosing 1 and 2 above:

The majority of NSCLS member libraries do not have professionally trained librarians assigned to reference and information services and relies on paraprofessionals to provide reference service. NSCLS lacks System staff to provide a full program of training, publications and consulting to help local libraries with improved access to information locally as well as to facilitate access to specialized information resources. The planning for improvement of reference service involves the System Reference Committee/Interlibrary Loan/Underserved Committee, the Program and Services Committee, Budget Committee, System Advisory Board, Council of Librarians, and System staff in determining local needs, requirements and funds.
4. What would the service described above be without this component? State in the same terms as the performance objectives above.
  - a. A lower percentage of questions would be answered locally due to lack of workshops, lack of on-site training visits, lack of book selection aids prepared by professionally trained librarians, and lack of on-site review of member library collections.
  - b. Fewer answers would be delivered to the user within an acceptable time period.



- c. Fewer answers would meet the users' needs in terms of amount, format, language.
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.

Methods would include, but not be limited to workshops, Infopeople classes, joint meetings with contract Reference Staff, book selection aids will be purchased and routed to member libraries as requested, and promote the availability of CORE reference courses. All of these methods would increase the ability of member libraries to provide high quality reference service to meet high performance standards. System and member library staff involved include, the contract Reference librarian and several specialist stringers and public service staff in 12 member libraries and in 9 academic affiliate libraries. The System Administrator and the System/Reference/ILL/Underserved Committee will determine training needs and recommend and evaluate the workshop(s).

6. What evidence of benefit will be provided, and how will it be gathered?
- a. Individuals attending the Reference and Interlibrary Loan Workshops will complete written evaluations of the content and format of them.
  - b. Statistics and transcripts of Virtual Reference use will be reviewed by the NSCLS System Administrator, the Reference/ILL/Underserved Committee and member libraries.
  - c. System member libraries and System Reference Committee will be polled to determine how the new linked NBCLS/MVLS/NSCLS website helps to improve reference services.

**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.**

The Council of Librarians voted at its May 15, 2008 meeting to accept the recommendation of the Reference/ILL/Underserved Committee to make the geographically isolated the target group for FY 2008-09.

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

- a. Encourage the system member libraries to share any current and past successful programs/services to the geographically isolated.
- b. Sponsor a training workshop on providing library services for the geographically isolated.
- c. Publicize and promote materials for training member libraries' staff in service to the geographically isolated.
- d. Distribute brochures, lists, and bibliographies to member libraries on services for the geographically isolated
- e. Continue to provide libraries with "Welcome to Your Library" pamphlets for distribution to the geographically isolated
- f. Utilize the NSCLS (<http://www.nscls.org>) and member library websites to better serve those who are geographically isolated
- g. Publicize, promote and train on virtual reference service to the geographically isolated.
- h. Encourage NSCLS libraries to participate in training opportunities of the Association for Rural and Small Libraries 2008 Conference taking place in Sacramento.

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

All of the services listed above in 2a.

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

All of the services listed above in 2a.

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

- a. Increase communication between member library staff to share information about services for the geographically isolated through email reflectors.
- b. Continue using the NBCLS/MVLS/NSCLS websites to allow sharing of news and services from the member libraries in all three systems.
- c. Sponsor more training by May 2009 on serving the geographically isolated
- d. Publicize Virtual Reference to the geographically isolated
- e. Increase the use of the Rural Initiative web site, <http://www.rurallibraries.org> by member library sites
- f. Increase the involvement of rural library staff in committee, NSCLS council, and other training activities

These objectives were chosen because they were feasible and measurable.

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

- a. NSCLS will encourage members to use the current email reflector by the library directors and investigate setting up additional reflectors for library staff (i.e. reference, ILL)
- b. NSCLS will consider the targeted underserved group when selecting at least one of the workshops offered through the Rural Initiative.
- c. NSCLS will use the blog on the website to foster communication among libraries so they may share about their services and programs.
- d. NSCLS will promote the available resources on the NSCLS website (including virtual reference and the databases) and on the Rural Initiative website (including archived webcasts) through ongoing communication to member library staff including discussion in meetings, library visits, and email announcements.
- e. NSCLS will use conference calls and/or videoconferences for at least one committee meeting and one council meeting.
- f. Encourage member libraries to send staff to the Association for Rural and Small Libraries conference in September in Sacramento.

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

\$1,000 plus System staff time.

- 6. What evidence of benefit will be provided, and how will it be gathered?**
- a. Member libraries' staff will be trained and be more sensitive to the needs of the geographically isolated. Statistics on numbers of those trained will be kept.
  - b. The Reference/ILL/Underserved Committee will survey staff to assess staff learning and awareness.
  - c. Results of the staff survey will be shared with the members and the affiliate libraries, the Advisory Board, and the Council of Librarians.
  - d. Monitor the use of the Rural Libraries Website for use of database, Infopeople class materials, and archived Webcasts.

**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. and b. should be carried out at the lowest possible cost.
  
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 that library into the System's reference referral structure.
  
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):**

Not Applicable.
  
4. **What would the service described above be without this component? State in the same terms at the performance objectives above.**
  - a. Fewer answers meeting user needs would be delivered on time.
  - b. Lower percentage of questions would be answered due to lack of workshops, lack of training, lack of book selection aids, and improper referral of questions to statewide resources.
  - c. Fewer answers would meet the needs of the user in terms of amount, format, language, and accuracy of information.
  
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.**

As a result of the review of reference referral statewide, NSCLS has studied ways to provide a higher percentage of answers at a lower cost. The process involved study by the Reference Committee, the issuing of Request for Proposals, and a review of the responses by a Committee and the Council of Librarians. The

NSCLS Council of Librarians voted to establish one reference center. Therefore, in May of 1994, Butte County Library assumed responsibility for the System Reference Center. The resources consist of the host library collection and the Reference Center Collection, both print and electronic, augmented by grants and other resources in the community.

After the resignation of the System Reference Coordinator in 2006, the Reference Center was staffed by a reference technician for only 10 hours per week. The resultant decline in activity and the uncertainty of the changes in the statewide delivery of second level reference convinced the Council to contract with the North Bay Cooperative Library System for question handling.

The North Bay Cooperative Library System Reference Center uses the resources in the Bay Area and Sacramento public and academic libraries to answer questions for their members and their partner CLSA Systems that contract for service. NBCLS also uses the services of several subject area specialist librarians as stringers for question handling. NBCLS also uses to OCLC's First Search service. The Center has access to Los Angeles Public Library's FirstSource collection to search a variety of databases.

NBCLS, after exhausting nearby resource libraries such as San Francisco Public, Sonoma State and C.S.U., Davis, and system-wide resources, draws upon knowledge of information resources statewide to refer questions to the other CLSA System Reference Centers, U.C. Cooperative Extension, Sutro Library, California State Library, Library of Congress, and other resource centers.

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

- a. NSCLS will monitor the contract with the NBCLS System Reference Center and reference program expenditures to determine fulfillment of goals and objectives for answer ratio, cost per answer, and other aspects of the reference program.
- b. NSCLS will monitor quarterly reference reports from the NBCLS Reference Center and member libraries will monitor their logs to determine answer ratio, turn around time for answers, and general performance of the reference program.
- c. The results of monitoring the contract, logs, and fax costs will be shared with the member and affiliate libraries, the Reference/ILL/Underserved Committee, System Advisory Board, Council of Librarians, and State Library.

**PLAN OF SERVICE, 2008/2009**  
**Reference Program Time Line**

Action:

Month:

PLAN OF ACTION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Reference Committee Meetings	-	-	X	-	X	-	-	X	-	-	-	-
Orientation Tours (as requested & possible)	-	-	-	-	-	-	-	-	-	-	-	-
Info. to Reference Staff	Continuous											
Agendas/Minutes	-	X	X	-	-	X	X	X	X	-	X	X
Newsletter Articles By NSCLS Reference Staff	-	-	X	-	X	-	-	X	-	-	X	-
Develop Reference Committee Objectives	-	-	-	-	-	-	-	-	X	-	-	-
Distribute "Welcome to Your Library" pamphlets	Throughout Year											
Monitor Butte Co. & System Ref. Center Library Resources	Continuous											
Information on Funding	Continuous											
Identify Workshop Opportunities	Continuous											
2004-2005 Plan of Service for Underserved	-	-	-	-	-	-	X	-	-	-	X	-
Quarterly Reports	X	-	X	-	X	-	-	-	X	-	-	-
Annual Report	X	-	-	-	-	-	-	-	-	-	-	-
Consults w/Member Libraries	Continuous											
Revise Ref/ILL Manual	X	-	-	-	-	-	-	-	-	-	-	-
Maintain Communications & Delivery Network	Continuous											
Record Changes to Network	-	-	-	-	-	-	-	X	-	-	-	-
Reference Workshops – at least 1 Reference & as needed one ILL	-	X	-	-	X	-	-	-	-	-	X	-
Plan Future Workshops	-	X	-	-	-	-	-	X	-	-	-	-
User Survey:	Continuous Sample											
Tabulate	-	X	-	-	X	-	-	-	X	-	-	X

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

	For questions referred to system by:			
What is the estimated number of answers found by your System reference structure	(1) Member Public Libraries	(2) Non-public Libraries in State	(3) Other Public Libraries or Systems	(4) Total
	300	10	5	315

Estimated Number of Reference Questions Received Locally by Member Libraries: 221,427

Estimated Total Number of Reference Questions Handled by your System Reference Program: 220

Estimated Total Number of Training Events to be Presented: 3

Estimated Total Number of Local Staff to be Trained: 60



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

SYSTEM NAME: North State Cooperative Library System

(a) <u>Personnel</u> (Attach job descriptions only if changed significantly from previous year)					(b) <u>Materials</u>	
<u>Classification</u>	<u>FTE/No of Positions</u>	<u>Salary</u>	<u>Benefits</u>	<u>Total</u>		
					Library Materials	
					Contract Services	\$50,500
					• On Line Reference Services*	
					• Lease Materials	
					• Other	
					Total	<u>\$50,500</u>
					*Please specify:	
				Total		
(c) <u>Operations</u>					(d) <u>Capital Outlay</u>	
1. Office Supplies				\$0	Equipment (specify)	0
2. Travel				300		
3. Indirect Costs/Fiscal Agent Fees (attach description of services received) <b>Do Not Include System Indirect</b> (p, c &e)				0		
4. Contract Services (specify) Third level question answering				15,500	Equipment Replacement Revolving Fund	0
5. Duplication/Photocopy				0	Total:	0
6. Other (specify) Printed materials for underserved				1,000		
Public Relations				100		
Workshops				0		
				Total:		
				<u>\$16,900</u>		
					What \$ amount of the total reference allocation will be used to improve reference services to the underserved? (same as line 5a on POS narrative) <u>\$ 1,000</u>	
					Total of a,b,c,d: <u>\$ 67,400</u>	
					less local funds <u>\$ 0</u>	
					CLSA Funds <u>\$ 67,400</u>	
					CLSA-2	

**CALIFORNIA LIBRARY SERVICES ACT  
PLAN OF SERVICE, 2008/2009  
CLSA Communications & Delivery Program**

1. Name of System: North State Cooperative Library System.

2. Performance Objectives:

90% of intra-system messages will be received by addressees within 24 hours (time of origin to time of receipt).

90% of items sent by intra-system delivery will be delivered within 3 working days.

3. Equipment Replacement Planning:

NSCLS, due to limited funding, has replaced one van each year. There have not been sufficient funds to establish an Equipment Replacement Fund for vans. NSCLS has been replacing vans with 200,000 miles on the odometer which is twice the mileage standard used by public works departments for replacement of vehicles. Funding decreased in each of the past seven fiscal years. NSCLS contracted with a private delivery service for a portion of the delivery route in 2006/07 and will contract out the rest of the routes in 2008/09. A private company that can handle the deliveries for multiple businesses is a cost effective alternative to running our own delivery service.

To provide rapid delivery of information, a telefacsimile network was established in April 1987. LSTA funds approved by the State Librarian provided Internet workstations for those NSCLS libraries that applied for the Infopeople grants. The Gates Foundation has upgraded the public access computer stations in all member libraries. Ongoing telephone long distance charges to Internet nodes are a serious concern to rural libraries that are under-funded and understaffed. T-1 lines are still not available in some portions of NSCLS. In spite of the lack of T-1 lines, email has become the preferred method of communication.

4. Inventory of Available Resources:

NSCLS member public libraries have computer workstations that are connected to the Internet through a variety of means. Due to a combination of local funding and the Gates Foundation grants, most libraries now have highspeed dedicated telecommunication service. All public libraries have Internet access to the OCLC/CLSA Data Base. In addition, all public libraries now catalog via OCLC and have dedicated access to OCLC. All public library members have means (an 800 number, email, or fax) to communicate with the System.

CSU Chico has an earth station with uplink and downlink capabilities. Most academic affiliates and instructional media centers have satellite dishes. Many public and academic libraries have videoconferencing.

In regard to delivery some public and academic affiliate libraries have their own delivery service. In addition, U.S.P.S. and/or UPS are used for delivery of library materials to remote sites or libraries outside of NSCLS. In 2006/07 NSCLS contracted with a delivery service company for the North Coast route and intends to contract with them for the other routes in 2008/09

5. Plan of Action:

The System will monitor communications and delivery services through 2-week samples made each quarter. The results will be summarized in quarterly and annual reports. The System will monitor delivery costs. The System will monitor the cost of FAX.

The System shall maintain a delivery policies and procedures handbook. The System Administrator will update the handbook as needed.

TIMELINE:

Action:

Month:

PLAN OF ACTION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Monitor Communications/ Delivery Service	X	-	-	X	-	-	X	-	-	X	-	-
Monitor Fuel/ Delivery Costs	Continuous											
Explore Telecommunications Options	X	-	-	-	-	-	-	-	-	-	-	-
Update Delivery Handbooks	As Needed											

6. User Benefit Expected:

The user benefits expected are that System delivery service will cost less than using U.S. Postal Service and be much less costly than UPS, based on benefit analysis prepared by NSCLS and by 49-99 CLS. Therefore, System libraries are able to spend less staff time on shipping and receiving and spend more staff time on public service. Local jurisdictions are not burdened with delivery expense and the cost of long distance communications, and patrons have rapid access to information and materials to meet their needs.

7. Related Non-CLSA Activities:

Related non-CLSA activities include NSCLS providing interconnections with all academic affiliate members.

8. Evaluation:

Evaluation for this program will be by the quantitative measurement of communications and delivery services through monthly, quarterly, and annual statistical reports. Qualitative measurement of communications and delivery will be by annual performance reviews of staff, through a review of system programs by the Advisory Board, the Reference/ Interlibrary Loan/Underserved Committee, and the Council of Librarians, with the aid of the NSCLS System Administrator.

**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?	<u>Estimated Number</u>	<u>of Messages</u>
	Between System Members	To Other than System Members
a. Telephone	2,750	170
b. Telefacsimile	3,500	475
c. Electronic Mail (other than thru Internet)	-0-	-0-
d. Internet (include email through Internet)	15,000	1,000
e. Other (specify)	-0-	-0-
Total	21,250	1,645

**CALIFORNIA LIBRARY SERVICES ACT  
ESTIMATED WORKLOAD  
Intra-system Delivery Program, FY 2008/09**

Items sent by:	System Member Public Libraries	Items Delivered To: Non-public Libraries in System Area	TOTAL
a. System member public library	493,963	19,735	513,698
b. Non-public libraries in System area	11,374	9,255	20,629
TOTAL	505,337	28,990	534,327
		System Owned	Contracted Vendor
c. Number of delivery vehicles		0	-3-
d. Frequency/schedule of delivery service 3 Days per week: <u>Van Routes 1</u> 2 Days per week: <u>Van Routes 2 and 4a</u> 1 Day per week: <u>Van Routes 3, 4b and 5</u>			
e. Percentage of items to be delivered  U.S. Mail: 1%      UPS: 4%      System Van: 0%      Contracted Van: 95%      Other: 0%			



**CALIFORNIA LIBRARY SERVICES ACT  
PLAN OF SERVICE, 2008/2009  
CLSA System Advisory Board Program**

1. System Name: North State Cooperative Library System.
2. Objectives:
  - 100% of the SAB members will submit written and/or oral reports of System Advisory Board and System activities to their respective appointing bodies and give a memo of same to the NSCLS Administrator.
  - The SAB will present the Council of Librarians with information about community service needs and library activities.
  - The SAB members will share information about library activities with other SAB members and local Friends groups.
  - The SAB will continue to learn about the System and to contribute to it by cumulative attendance at least 15 committee meetings (meeting may be in place, video conference call, video or online), 3 training events, and 4 Council of Librarians meetings. This represents the total activity of all board members, not the activity of an individual board member during the fiscal year.
  - 100% of SAB members will have the opportunity to review and contribute to the FY 2009/2010 Plan of Service and to evaluate System services.
  - The SAB members will review and evaluate the activities of FY 2008/2009 and prepare a plan for FY 2009/2010's SAB activities.
  - Geographically isolated are the target group for the year.

3. Inventory of Available Resources:
  - An informal orientation to NSCLS is offered annually as are training opportunities and workshops.
  - NSCLS libraries provide the SAB with meeting rooms, and NSCLS Headquarters provides the SAB with support service.
  - System staff is experienced in working with citizen advisory groups and relate well to the SAB.
  - NSCLS provides the SAB members with relevant System publications. In addition, NSCLS has prepared an Advisory Board Handbook for the members.
  - Newly designed NSCLS Web site.

4. Plan of Action:

The SAB will meet 4 times a year, and SAB members are encouraged to attend meetings of the Council of Librarians. The NSCLS staff and/or SAB Chairman will provide an informal orientation meeting, the SAB Handbook, and provide an annual orientation tour as needed, to inform new members of the SAB about their responsibilities, the System, and its resources.

The NSCLS staff will keep the SAB members informed about System activities by sending the members the Council Agendas and Minutes, Agendas of Committee Meetings, Reports of Library of California Board Meetings, the regional newsletter, and any other pertinent materials.

The NSCLS staff will provide an orientation tour and/or information to clarify and answer questions on materials concerning the SAB. The SAB will participate in the development of the NSCLS Plan of Service and CLSA budget requests.

The SAB will discuss community information needs and library activities. This information will be reported to the Council of Librarians. Members of the SAB will serve on the Community Relations Committee and on one other NSCLS Committee each. The SAB will cooperate with the Council of Librarians on special projects. The special projects for 2008/2009 will be:

- a. With the current financial situation, it is imperative that SAB members present libraries' needs to the local community organizations and get them interested and active in contacting legislators in Sacramento. The more publicity and pressure regarding special needs of libraries, especially in rural counties with very limited tax bases, the greater the impact will be made on the state legislature to address problems and take positive action. SAB members need to be pro-active and to publicize positive library developments and activities.
- b. Encourage local Friends groups to conduct community public relations programs contacting local newspapers, radio, TV, and available media with articles that stress positive goals and achievements of libraries and their vital role in the community.
- c. Encourage members to attend library advocacy training workshops sponsored by the California State Library and/or CALTAC and CLA.
- d. Recommend funding Summer Library Program materials for children subject to available funds at the end of the 2008/2009 fiscal year.
- e. Update and reprint as needed the System Services bookmark, Advisory Board brochure, System brochure, Servicios Gratis brochure, and "Share a Book at Home" brochure.
- f. Encourage libraries and their Friends groups to use the librarybooksales.org web site to sell rare and collectible books and to list their book sales on online book sale web sites.
- g. Encourage libraries to continue to improve services to senior citizens.
- b. Encourage libraries to improve services to the individuals with disabilities and their caregivers.
- c. Encourage libraries to improve services to the geographically isolated.

The SAB Chair will be available to meet with the Council of Librarians to decide what other projects are needed and can be implemented by the SAB. The SAB will research and/or act on specific requests from the Council of Librarians.

The SAB will evaluate activities and develop a plan of action for FY 2009/2010.

The activities correlate to the actions listed above.

Action	Month:											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>PLAN OF ACTION</b>												
SAB Meetings	-	-	X	-	-	X	-	-	X	-	X	-
SAB Elections	-	-	-	-	-	-	-	-	Nominate	-	Elect	-
Info. to SAB	<b>Continuous</b>											
Orientation Tour (at least annually)	-	-	X	-	-	-	-	-	-	-	-	-
Planning Agenda	-	-	X	-	-	X	-	-	X	-	X	-
Improve Reference Include underserved	<b>Continuous</b>											
Communication/Delivery	<b>Continuous</b>											
Improve ILL Reference	<b>Continuous</b>											
Special Projects/Present Info.	<b>Continuous</b>											



on Libraries												
Public Relations	<b>Continuous</b>											
Advocacy Workshops	<b>Attend as Offered</b>											
Update Brochures	<b>As Needed</b>											
Encourage Service to disabled individuals and their caregivers	<b>Throughout the Year</b>											
Encourage Service to the geographically isolated	<b>Throughout the Year</b>											
Attend Council Meetings	<b>As Scheduled</b>											
Attend Committee Meetings	<b>As Scheduled</b>											
Reports for Appointing Authorities	-	-	-	-	-	X	-	X	-	X	-	-

5. User Benefit Expected:

The SAB members bring a “consumer” perspective to the evaluation of cooperative library services and provide valuable insight into ways of making the services more accessible to citizens.

It is expected that the SAB will continue to work with the Council of Librarians to improve library services to meet the unique information needs of rural library users. The SAB members will encourage people to have increased awareness of and to use the services of the North State Cooperative Library System. They will continue to increase the visibility of cooperative services and thereby raise citizens’ expectations of services available from local public libraries.

Children’s library programs such as Children’s Book Week and the Summer Reading Program will be enhanced by funds and materials provided by the SAB as advised by member library directors.

6. Related Non-CLSA Activities:

North State Cooperative Library System Advisory Board continues to identify groups that do not receive adequate library service. The SAB will work to extend library services to groups receiving deficient library services. Through the efforts of the Reference/ILL/Underserved Committee, the SAB will continue to inform elected and appointed officials at the local, state, and national levels of the funding needs of libraries and continue to develop public relations activities to make citizens more aware of the cooperative services available through local public libraries.

7. Evaluation:

SAB minutes, minutes of the Council of Librarians meetings and of NSCLS Committee meetings will be reviewed annually to determine if objectives have been met. Articles in newsletters written letters, and other documents produced will be noted and counted.

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

- a. Number of members on Advisory Board: 12
- b. Number of Advisory Board meetings to be held: 4
- c. Estimated number of System meetings/events which SAB members will attend: 15
- d. Estimated number of miles to be traveled annually, all members: 5,650
- e. Estimated number of overnight stays required, all members: 12

**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)	(b) <u>Materials</u>								
NOT APPLICABLE	NOT APPLICABLE								
(c) <u>Operations</u>	(d) <u>Capital Outlay</u>								
1. Office Supplies <span style="float: right;">\$55</span> 2. Travel <span style="float: right;">2,405</span> 3. Indirect Costs/Fiscal Agent Fees (attach description of services received) <b>Do Not Include System Indirect</b> (p, c &e) <span style="float: right;">-0-</span>	NOT APPLICABLE								
7. Other (specify) <table style="width: 100%; margin-left: 20px;"> <tr> <td>Printing</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Public Relations</td> <td style="text-align: right;">1650</td> </tr> <tr> <td>Duplication/photocopy</td> <td style="text-align: right;">988</td> </tr> <tr> <td style="text-align: right;">Total:</td> <td style="text-align: right;"><u>\$5,098</u></td> </tr> </table>	Printing	0	Public Relations	1650	Duplication/photocopy	988	Total:	<u>\$5,098</u>	Total of c: <u>\$5,098</u>
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Public Relations	1650								
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Total:	<u>\$5,098</u>								