CALIFORNIA LIBRARY SERVICES ACT

2008/2009 SYSTEM PROGRAM ANNUAL REPORT

COOPERATIVE LIBRARY SYSTEM

<u>North State Cooperative Library System</u>
System Name

<u>North State Cooperative Library System</u>
System Fiscal Agent Jurisdiction

Report submitted by: _____
Signature of System Chair

Contact person: _____Annette Milliron-DeBacker_____   Phone: <u>(707) 544-0142, ext. 101</u>

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

_____   <u>August 31, 2009</u>
Signature of agent of fiscal authority responsible   Date
for accuracy of fiscal accounting and reporting

California Library Services Program Annual Report

Program Expenditure Report for 2008/2009

REPORT SUMMARY		SYSTEM NAME	North State Cooperative Library System

PROGRAM	Report of Funds* by Program				
	2008/09 CLSA Funds Allotted*	Total Expenditures As of: June 30, 2009	Total of Outstanding Encumbrances As of: June 30, 2009	Total 2008/09 CLSA Expenditures and Encumbrances	Remaining 2008/09 CLSA Balance
a. SYSTEM REFERENCE	$ 84,515	$ 84,515	0	$ 84,515	0
b. SYSTEM COMMUNICATIONS & DELIVERY	$ 122,901	$ 122,901	0	$ 122,901	0
c. SYSTEM ADVISORY BOARD	$ 6,377	$ 6,377	0	$ 6,377	0
d. TOTAL	$ 213,793	$ 213,793	0	$ 213,793	0

*Only CLSA funds specifically allotted to these programs are to be included. No local funds, pooled reimbursements nor funds from any other sources are to be included.

Please show the total CLSA budget allocation in the left hand column (2008/09 CLSA funds allotted), which will include both System Service Program Baseline funds and System Indirect (P,C,&E) funds.

CLSA System Program Annual Report

Program Workloads

What is the 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
	201	0	0	**201**

COMMUNICATIONS ACTIVITY, FY 2008/2009		
What is the number of messages sent via each communication device listed below, on an annual basis?	Number of Messages	Annual Cost of Service
a. Telephone	**750**	**$505**
b. Telefacsimile	**400**	**$295**
c. Electronic Mail (other than thru Internet)	**0**	**0**
d. Internet (include e-mail thru Internet)	**42,829**	**$784**
e. Other (specify)	**0**	**0**
Total	**43,979**	**$1,584**

Program Workloads (cont.)

INTRASYSTEM DELIVERY ACTIVITY, FY 2008/09				
	For items delivered to:			
Items sent by:	(1) System Member Public Libraries	(2) Non-public Libraries in System Area	Other	(3) Total
a. System member public libraries	1,098,678	10,344	27,313	1,136,335
b. Non-public libraries in System area.	10,344	2,586	0	12,930
Total	1,109,022	12,930	27,313	1,149,265
		System Owned		Contracted Vendor
c. Number of delivery vehicles.	2	0		
d. Number of miles traveled by all System vehicles.	153,250	0		153,250
e. Percentage of items delivered by:				
U.S. Mail - 1% UPS - 2% System Van - 50% Contracted Van - 47% Other - 0				

SYSTEM ADVISORY BOARD ACTIVITY, FY 2008/09

a. Number of members serving on Advisory Board (including alternates). **6**

b. Number of Advisory Board meetings held. **3**

c. Number of System meetings/events which SAB members attended. **7**

d. Number of miles traveled annually, all members. **1,150**

e. Number of overnight stays required, all members. **0**

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

1. **Performance Objective(s) adopted in the FY 2008/09 System Plan of Service:**

   a. At least one workshop will be sponsored by the System on reference referral and im-provement 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.

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

   a. Objective met. There were six Infopeople on-ground workshop with participation of 63 people. We also had great participation in Infopeople's online workshops: 60 people participated in 14 different online classes including: Advanced Web Searching Tools and Tips; Essential Tools for Successful Web Searching; CORE Reference Fundamentals; Genealogy Research; and Law on the Net.

   b. Objective met. Eleven people took part in the CORE training this year. The System also encouraged member library staff to participate in the Resurrecting Reference Webinar in July and to apply for the Statewide Reference Think Tank. One NSCLS library staff person was picked to participate.

IMPROVEMENT OF REFERENCE SERVICES TO THE UNDERSERVED
(5 California Administrative Code Section 20156)

1.   **Performance Objective(s) adopted in the FY 2008/09 System Plan of Service:**

  a.   Increase communication between member library staff to share information about services for the geographically isolated though 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.

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

  a.   Objective met. Directors and staff are more comfortable with email reflectors and find them very useful. We have added a few more reflectors because staff like using them better than communicating on the blog.

  b.   Objective met. We continue to update the web page to allow member library staff to find information more easily. The new NBCLS and MVLS websites were based on the NSCLS design so that staff in the three systems can move easily between the three sites in preparation for merging them under the new mega-system.

  c.   Objective met. The System continues to provide training for the online databases and web 2.0 tools that can serve patrons virtually. Several of the online Infopeople training sessions also dealt with virtual services that can be useful for serving the geographically isolated.

  d.   Objective met.   The System provided marketing materials for online databases and encouraged member libraries to develop virtual reference services in the libraries.

  e.   Objective partially met. Statistics show that website is used, but usage has not increased noticeably. Website was promoted on CALIX several times throughout the year.

  f.   Objective met. The System tried out a new virtual meeting tool, gotomeeting.com and found it very useful for library staff. It is easy to use and inexpensive. Library staff and directors appreciated being able to stay in their libraries instead of driving to meetings. GoToMeeting also allows them to look at documents on the screen or learn how to do something in real time. We tried out Googledocs for sharing documents and while there was a learning curve and some difficulties at first, found it to be useful.

INTERLIBRARY REFERENCE
(5 California Administrative Code Section 20157)

1. **Performance Objective(s) adopted in the FY 2008/09:**
   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.

2. **Was the system able to meet the performance objectives for this component?**
   a. Answers were provided for 100% of the questions.

   b. 99% of the questions were answered in 10 days or less.

1.   **Service Objective(s) for FY 2008/09:**

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

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

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

   a.   Objective met as all libraries have fax machines and email accounts.

   b.   Objective not met because several libraries have only one day per week delivery. Del Norte, Modoc, and Plumas Counties receive delivery only one day per week. The list will be longer next year as CLSA funds for delivery are only about ½ of the amount needed to sustain the current level of service. Reserve funds are being deleted in an effort to meet this objective. Lassen Library District receives all deliveries via UPS and USPS.

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

1.   **Objective(s) for FY 2008/09:**

a.   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.

b.   The SAB will present the Council of Librarians with information about community service needs and library activities.

c.   The SAB members will share information about library activities with other SAB members and local Friends groups.

d.   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.

e.   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.

f.   The SAB members will review and evaluate the activities of FY 2008/2009 and prepare a plan for FY 2009/2010's SAB activities.

g.   Geographically isolated are the target group for the year.

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

a.   Objective met. When SAB members who weren't able to make it to the meeting submitted their report electronically.
b.   Objective met. An SAB report was made to Council at each Board meeting.
c.   Objective met. The SAB considers this the most important part of their meeting.
d.   Objective met. At least one SAB member attended every Council meeting and a few training sessions.
e.   Objective met. Members that could not attend the SAB planning session were asked to contribute comments via email.
f.   Objective met.
g.   Objective met.

California State Library
CLSA System Uniform Expenditure Report

Programs:	a. Total Budgeted	State b. CLSA	Federal c. LSTA	Local d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other	h. Expended/ encumbered (b through g)	i. Unexpended Balance
Program 1: System Administration									
1.1 Salaries & Benefits	757				757			757	-
1.2 Operating Expenses	83,658	42,758	15,000	-	25,995			83,753	(95)
1.3 Materials	-							-	-
1.4 Equipment	-						-	-	-
1.5 Indirect								-	-
1.6 Program Total	84,415	42,758	15,000	-	26,752	-	-	84,510	(95)
Program 2: System Reference									
2.1 Salaries & Benefits				-				-	-
2.2 Operating Expenses	15,900	15,900						15,900	-
2.3 Materials	78,175	51,712			25,000			76,712	1,463
2.4 Equipment	-						-	-	-
2.5 Indirect								-	-
2.6 Program total	94,075	67,612	-	-	25,000	-	-	92,612	1,463

| Programs: | | Source of Funds for Expenditure | | | | | | Total | |
| | | State | Federal | Local | | | | | |
	a. Total Budgeted	b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other	h. Expended/ encumbered (b through g)	i. Unexpended Balance
Program 3: **System Communication** **& Delivery**									
1.1 Salaries & Benefits								-	-
1.2 Operating Expenses	157,268	98,208		17,827	32,733		8,500	157,268	-
1.3 Materials								-	-
1.4 Equipment								-	-
1.5 Indirect								-	-
1.6 Program Total	157,268	98,208	-	17,827	32,733	-	8,500	157,268	-
Program 4: **System Advisory Board**									
2.1 Salaries & Benefits								-	-
2.2 Operating Expenses	5,102	5,102						5,102	-
2.3 Materials								-	-
2.4 Equipment								-	-
2.5 Indirect								-	-
2.6 Program total	5,102	5,102	-	-	-	-	-	5,102	-

California State Library
CLSA System Uniform Expenditure Report

System: North State Cooperative Library System   Fiscal Year:2008/09

| Programs: | a. Total Budgeted | Source of Funds for Expenditure | | | | | | Total | |
		State b. CLSA	Federal c. LSTA	Local d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other	h. Expended/ encumbered (b through g)	i. Unexpended Balance
Program 4: Children's Services									
5.1 Salaries & Benefits				-	-			-	0
5.2 Operating Expenses	5,017				1,668			1,668	3349
5.3 Materials	2,800							-	2800
5.4 Equipment								-	0
5.5 Indirect								-	0
5.6 Program Total	7,817	-	-	-	1,668	-	-	1,668	6149
Program 5:ILL Access									
6.1 Salaries & Benefits								-	0
6.2 Operating Expenses	62,168			37,378	19,686			57,064	5104
6.3 Materials								-	0
6.4 Equipment	-							-	0
6.5 Indirect								-	0
6.6 Program total	62,168	-	-	37,378	19,686	-	-	57,064	5104

California State Library
CLSA System Uniform Expenditure Report

System: North State Cooperative Library System   Fiscal Year 2008/09

Programs:	a. Total Budgeted	b. CLSA State	c. LSTA Federal	d. TBR (from CLSA) Local	e. Local funds/fees	f. Interest	g. Other	h. Expended/ encumbered (b through g) Total	i. Unexpended Balance
Program 7: Retirees Medical									
5.1 Salaries & Benefits	28,619				29,614			29,614	-995
5.2 Operating Expenses	-						-	-	0
5.3 Materials								-	0
5.4 Equipment								-	0
5.5 Indirect								-	0
5.6 Program Total	28,619	-	-	-	29,614	-	-	29,614	-995
Program 8: LSTA #40-7124 Rural Library Initative									
6.1 Salaries & Benefits								-	0
6.2 Operating Expenses	150,000		150,000					150,000	0
6.3 Materials								-	0
6.4 Equipment								-	0
6.5 Indirect								-	0
6.6 Program total	150,000	-	150,000	-	-	-	-	150,000	0

2008-09_System_Uniform_Expenditure_Report-NSCLS.xls

	Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
			State	Federal	Local					
			b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other	h. Expended/ encumbered (b through g)	i. Unexpended Balance
10.0	**Grand Total Expenditures**	589,464	213,680	165,000	55,205	135,453	-	8,500	577,838	11,626