

CALIFORNIA LIBRARY SERVICES ACT

**2008/09 SYSTEM PROGRAM ANNUAL REPORT**

COOPERATIVE LIBRARY SYSTEM

North Bay Cooperative Library System  
System Name

North Bay Cooperative Library System  
System Fiscal Agent Jurisdiction

Report submitted by: \_\_\_\_\_  
Signature of System Chair

Contact person: Annette Milliron-DeBacker Phone: (707) 544-0142, ext. 101

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

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

August 31, 2009  
Date

# California Library Services Program Annual Report

## Program Expenditure Report for 2008/09

### REPORT SUMMARY

SYSTEM NAME

North Bay 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	\$ 113,397	\$ 113,397	0	\$ 113,397	0
b. SYSTEM COMMUNICATIONS & DELIVERY	\$ 80,281	\$ 80,281	0	\$ 80,281	0
c. SYSTEM ADVISORY BOARD	\$ 853	\$ 853	0	\$ 853	0
d. TOTAL	\$ 194,531	\$ 194,531	0	\$ 194,531	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

	For questions referred to system by:			
What is the number of answers found by your System reference structure?	(1) Member Public Libraries	(2) Non-public Libraries in State	(3) Other Public Libraries or Systems	(4)  Total
	332	0	4	<b>336</b>

COMMUNICATIONS ACTIVITY, FY 2008/09		
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	<b>8,000</b>	<b>\$505</b>
b. Telefacsimile	<b>500</b>	<b>\$295</b>
c. Electronic Mail (other than thru Internet)	<b>0</b>	<b>0</b>
d. Internet (include e-mail thru Internet)	<b>53,000</b>	<b>\$784</b>
e. Other (specify)	<b>0</b>	<b>0</b>
Total	<b>61,500</b>	<b>\$1,584</b>

# CLSA System Program Annual Report

## Program Workloads (cont.)

INTRASYSTEM DELIVERY ACTIVITY, FY 2008/09			
Items sent by:	For items delivered to:		
	(1) System Member Public Libraries	(2) Non-public Libraries in System Area	(3) Total
a. System member public libraries	4,411,728	172,000	4,583,278
b. Non-public libraries in System area.	90,000	61,000	151,000
Total	4,501,728	233,000	4,734,728
	Contracted Vendor	System Owned	
c. Number of delivery vehicles.	5	0	5
d. Number of miles traveled by all System vehicles.	153,250	0	153,250
e. Percentage of items delivered by:			
U.S. Mail - less than 1%      UPS – less than 1%      System Van - 0      Contracted Van - 99%      Other – 0			

SYSTEM ADVISORY BOARD ACTIVITY, FY 2008/09	
a. Number of members serving on Advisory Board (including alternates).	<b>2</b>
b. Number of Advisory Board meetings held.	<b>1</b>
c. Number of System meetings/events which SAB members attended.	<b>1</b>
d. Number of miles traveled annually, all members.	<b>200</b>
e. Number of overnight stays required, all members.	<b>0</b>

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

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

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

- 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.

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

- a. Objective met. We had two round table discussions and two workshops with the average attendance of 22. North Bay librarians also took advantage to attend MVLS sponsored workshops and a Bay Area wide staff development workshop for paraprofessionals.
- b. Objective met. As per above.

- c. Objective met. One librarian took advantage of this offer.
- d. Objective met. We promoted our services at all committee meetings and in the Reference Coordinator's report to our Board of Directors.
- e. Objective met. These were tracked, presented and discussed at the appropriate committee meetings.
- f. Objective met. The Reference Committee met three times with the average attendance of eight. The Children's Committee met two times with the average attendance of ten. Spanish language collection development was discussed at the reference and children's committee meetings.
- g.
  - 1. No update needed on the ILL manual this year.
  - 2. Objective met. Committee lists and contacts were updated.
  - 3. Objective met. The directory of member libraries was updated.
  - 4. Objective met. The directory of member libraries, events calendar, NBC manual, and reference web form have continued to be maintained on our website.

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

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

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

**ETHNIC MINORITIES:**

- 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.

**CHILDREN:**

- 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.

**DISABLED:**

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

**GEOGRAPHICALLY ISOLATED:**

- a. All questions received from geographically isolated areas of the 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.

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

### **ETHNIC MINORITIES:**

- a. Objective met. Information has continued to be shared on Spanish language collection development and other appropriate topics at committee meetings.
- b. Objective met. Appropriate items were passed along to the committee listservs. Appropriate links were added to the web page.
- c. Objective met. We sent notice and participation was encouraged to attend a local Spanish Language vendor fair that was held in the Bay Area. In addition, help was provided to one library sending an individual to the Guadalajara fair for the first time.

### **CHILDREN:**

- a. Objective met. This was done at committee meetings and on the listserv.
- b. Objective met. This was done at two children's services committee meetings. One very popular workshop on using podcasts and other online sources will be presented in 2009/10 for North State/Mountain Valley regions.
- c. Objective met. Items that were posted on the NBC Children's listserv.
- d. Objective met. Two workshops were held in conjunction with the committee meeting

### **DISABLED:**

- a. Objective met.

### **GEOGRAPHICALLY ISOLATED:**

- a. Objective met. Continued effort was made to give special service including reference delivery and discounted purchases of online databases with technical support.
- b. Objective met. The NBC webpage with the SuperSearch Link was down for a two-day period. The immediate outcry from users gave us a good indication that this service is popular and well used.



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

**INTERLIBRARY REFERENCE**  
(5 California Administrative Code Section 20157)

**1. Performance Objective(s) 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 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.

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

- a. Objective met. Answers were provided for 100% of the questions.
- b. Objective met. 98.8% of the questions were answered in 10 days or less.
- c. No objective set as of April 1, 1983. Materials travel to SFPL or other libraries at least once a month.
- d. Objective met
- e. Objective met.

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

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

- 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.

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

Both Service objectives were met. The delivery statistics increased 4.2% this year. The fax machine is still used when appropriate for delivering documents, however the preferred method for delivery of document is via emailed PDF files.

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

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

- 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.

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

- a. Objective not met. It is extremely difficult to recruit volunteers to serve on a Board that has so little funding to support meaningful activities..
- b. Objective not met. The only meeting attended by any North Bay SAB members was the first annual meeting of the NorthNet Library System.
- c. Objective not met. SAB members were given the FY2008/09 Plan of Service to review. No one offered any comments or suggestions.
- d. Objective not met. SAB members were given the annual report of prior the year's activities as preparation for the review of the 2008/09 Plan of Service. No one offered any comments or suggestions.

California State Library  
**CLSA System Uniform Expenditure Report**

System: North Bay Cooperative Library System

Fiscal Year:2008/09

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Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
		State	Federal	Local				h. Expended/ encumbered (b through g)	i. Unexpended Balance
		b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other		
<b>Program 1: System Administration</b>									
1.1 Salaries & Benefits	347,910	38,906			314,230	28,217		381,353	(33,443)
1.2 Operating Expenses	34,935		1,364		45,638			47,002	(12,067)
1.3 Materials								-	-
1.4 Equipment	-						-	-	-
1.5 Indirect								-	-
1.6 Program Total	382,845	38,906	1,364	-	359,868	28,217	-	428,355	(45,510)
<b>Program 2: System Reference</b>									
2.1 Salaries & Benefits	97,105	88,718			29,119			117,837	(20,732)
2.2 Operating Expenses	6,666	2,000		1,025	3,641			6,666	-
2.3 Materials	-							-	-
2.4 Equipment	-						-	-	-
2.5 Indirect								-	-
2.6 Program total	103,771	90,718	-	1,025	32,760	-	-	124,503	(20,732)

California State Library  
**CLSA System Uniform Expenditure Report**

System: North Bay Cooperative Library System

Fiscal Year:2008/09

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Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
		State	Federal	Local				h. Expended/ encumbered (b through g)	i. Unexpended Balance
		b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other		
<b>Program 3: System Communication &amp; Delivery</b>									
1.1 Salaries & Benefits	34,212				561			561	33,651
1.2 Operating Expenses	292,728	64,225			228,503			292,728	-
1.3 Materials								-	-
1.4 Equipment								-	-
1.5 Indirect								-	-
1.6 Program Total	326,940	64,225	-	-	229,064	-	-	293,289	33,651
<b>Program 4: System Advisory Board</b>									
2.1 Salaries & Benefits								-	-
2.2 Operating Expenses	682	682						682	-
2.3 Materials								-	-
2.4 Equipment								-	-
2.5 Indirect								-	-
2.6 Program total	682	682	-	-	-	-	-	682	-

California State Library  
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Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
		State	Federal	Local				h. Expended/ encumbered (b through g)	i. Unexpended Balance
		b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other		
Program 5:Continuing Educ.									
5.1 Salaries & Benefits								-	-
5.2 Operating Expenses	825				825			825	-
5.3 Materials								-	-
5.4 Equipment								-	-
5.5 Indirect								-	-
5.6 Program Total	825	-	-	-	825	-	-	825	-
Program 6: SuperSearch									
6.1 Salaries & Benefits	51,431				51,431			51,431	-
6.2 Operating Expenses	20,653				20,653			20,653	-
6.3 Materials								-	-
6.4 Equipment Reserve	21,656				21,656			21,656	-
6.5 Indirect								-	-
6.6 Program total	93,740	-	-	-	93,740	-	-	93,740	-

California State Library  
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System: North Bay Cooperative Library System

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Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
		State	Federal	Local				h. Expended/ encumbered (b through g)	i. Unexpended Balance
		b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other		
Program 7: Local -- Database <b>Purchases for Members</b>									
5.1 Salaries & Benefits								-	-
5.2 Operating Expenses	243,770				243,770			243,770	-
5.3 Materials								-	-
5.4 Equipment								-	-
5.5 Indirect								-	-
5.6 Program Total	243,770	-	-	-	243,770	-	-	243,770	-
Program 8: Retirees Medical									
6.1 Salaries & Benefits	26,218				26,218			26,218	-
6.2 Operating Expenses								-	-
6.3 Materials								-	-
6.4 Equipment								-	-
6.5 Indirect								-	-
6.6 Program total	26,218	-	-	-	26,218	-	-	26,218	-

California State Library  
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Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
		State	Federal	Local				h. Expended/ encumbered (b through g)	i. Unexpended Balance
		b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other		
Program 7: LSTA #40-7115 Early Learning with Families									
5.1 Salaries & Benefits								-	-
5.2 Operating Expenses	135,000		135,000					135,000	-
5.3 Materials								-	-
5.4 Equipment								-	-
5.5 Indirect								-	-
5.6 Program Total	135,000	-	135,000	-	-	-	-	135,000	-
6.1 Salaries & Benefits									-
6.2 Operating Expenses								-	-
6.3 Materials								-	-
6.4 Equipment								-	-
6.5 Indirect								-	-
6.6 Program total	-	-	-	-	-	-	-	-	-



California State Library  
**CLSA System Uniform Expenditure Report**

System: North Bay Cooperative Library System

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Total Expenditure  
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Programs:	a. Total Budgeted	Source of Funds for Expenditure						Total	
		State	Federal	Local				h. Expended/ encumbered (b through g)	i. Unexpended Balance
		b. CLSA	c. LSTA	d. TBR (from CLSA)	e. Local funds/fees	f. Interest	g. Other		
<b>10.0 Grand Total Expenditures</b>	1,313,791	194,531	136,364	1,025	986,245	28,217	-	1,346,382	(32,591)