

NLS Executive Committee Meeting

November 19, 2019

12:00 p.m. – 2:00 p.m.

Yolo County Library
Mary L. Stephens Davis Branch – Blanchard Room
315 E. 14th Street
Davis, CA 95616

- | | | |
|---|---------------|--------------------|
| 1. Welcome and Roll Call | Deck, Chair | |
| 2. Public Invited to Comment | Deck | |
| 3. Adoption of Agenda (Action Item) | Deck | |
| 4. Approve Minutes of August 13, 2019 (Action Item) | Brinkley | Attachment 1 p. 3 |
| 5. Old Business | | |
| A. Approve Amendment of NLS/Innovative Link+ Contract to Include Nevada County (Action Item) | Olawski | Attachment 2 p. 9 |
| B. Approve Awarding \$24,657 from Link+ Regional Resource Sharing Grant for Nevada County's Link+ Implementation (Action Item) | Olawski | Attachment 3 p. 16 |
| C. Approve Awarding \$112,361 to the Coronado, Glendale and Rancho Cucamonga Libraries for Link+ Regional Resource Sharing Grant (Action Item) | Olawski | Attachment 4 p. 19 |
| D. Updates from California Library Services Board Meeting | Olawski/Deck | Attachment 5 p. 25 |
| E. Updates from Ad Hoc Committee | | |
| 1) Formula on CLSA Fund Allocation for NLS Dues and Fees | Perry | Attachment 6 p. 31 |
| F. Discuss and Consider Recommendations to Allocate \$200,000 of CLSA Unallocated Funds (Action Item) | Deck | |
| G. Update on NLS LSTA Grant "Recovering Together" | Deck/Brinkley | Attachment 7 p. 54 |
| H. Update on NLS Mid-Year Annual Meeting, January 31, 2020 | Deck/Brinkley | |
| 6. New Business | | |
| A. Discussion of NLS OverDrive Committee's Recommendation to Boycott Macmillan and Blackstone eMaterials through April 30, 2020 and Review of Draft NLS "Public Libraries and Publisher Embargoes" Survey | Perry/Fink | Attachment 8 p. 79 |
| B. Approve Travel Expense to Madison, Wisconsin, for 2 NLS Speakers to Present at "Lead the Way" National Conference (Action Item) | Deck | Attachment 9 p. 81 |

C. Approve Travel Expense for Brinkley to Attend Public Library Association Conference **(Action Item)** Deck Attachment 10 p. 83

7. System Chair Report Deck

8. Adjournment

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

The teleconferenced meeting must meet the following requirements:

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

Meeting Locations

NLS Admin office, 2471 Flores Street, San Mateo, CA 94403
Butte County Library, 1820 Mitchell Avenue, Oroville, CA 95966
Folsom Public Library, 411 Stafford Street, Folsom, CA 95630
Lake County Library, 1425 N. High Street, Lakeport, CA 95453
Nevada County Library, 980 Helling Way, Nevada City, CA 95959
Orland Free Library, 333 Mill Street, Orland, CA 95963
Plumas County Library, 445 Jackson Street, Quincy, CA 95971
Solano County Library, 1150 Kentucky Street, Fairfield, CA 94533
Tehama County Library, 545 Diamond Avenue, Red Bluff, CA 96080
Willows Public Library, 201 N. Lassen Street, Willows, CA 95988
Yolo County Library, 226 Buckeye, Woodland, CA 95695

Conference Information

Phone Number: 1-877-216-1555
Passcode: 907394



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

www.northnetlibs.org

DRAFT MINUTES

NLS Executive Committee Meeting August 13, 2019

- 1. Welcome and Roll Call** –Chair, Todd Deck, Tehama County Library, called the meeting to order at 10:00 a.m. Also present were NLS Executive Committee members Suzanne Olawski, Solano County Library, Mark Fink, Yolo County Library, Lori Easterwood, Folsom Public Library, Mel Lightbody, Butte County Library, Jody Meza, Willows/Orland Public Libraries, Lindsay Fuchs, Plumas County Library, and Yolande Wilburn, Nevada County Library. Also attending, Michael Perry, Siskiyou County, Carol Frost, Pacific Library Partnership, Andrew Yon, Pacific Library Partnership, and Jacquie Brinkley, NLS/Pacific Library Partnership.
- 2. Public Invited to Comment** - No Public in attendance.
- 3. Motion to adopt Agenda**
Olawski moved, Fuchs seconded. Motion carried.
- 4. Motion to approve Minutes of June 6, 2019.**
Olawski moved; Fink seconded. Motion carried.
- 5. Old Business**
 - A. Olawski provided an update from the Link+ Ad Hoc Group with a review of the NLS proposed plan to expend the CLSA funding awarded to NLS to expand resource sharing. A Request for Interest survey was developed and finalized with approval from the State Library grant monitor, Janet Coles. The survey deadline was set for August 28, 2019. The survey is intended to determine interest, need, projected cost, and capacity for libraries to join Link+ and to utilize the balance of CLSA funds allocated to NLS. The survey was published through multiple channels of communications and is open to eligible public and academic libraries throughout CA. Libraries who are members of a CLSA system are eligible to apply for this funding. Funds must be fully expended by December 31, 2020. NLS proposes to fund the selected libraries in FY 2019/20. Olawski and Frost will report on the survey results to date and NLS proposal at the California Library Services Board (CLSB) meeting of September 17, 2019. Olawski noted that the CLSB meeting was relocated to meet in Sacramento and via phone-in locations. All Link+ libraries are encouraged to attend this meeting for public comment.

Fink asked if any library had submitted a completed survey or expressed interest. He also asked if academic libraries were asked to complete surveys. Frost reported that to date, two libraries had completed the survey, and one library contacted staff to express interest, and one of the libraries that completed the survey had already received a quote from Innovative. Frost also reported that per Janet Coles, CA State Library, the academic libraries are eligible to apply for this funding if they belong to a CLSA system.

- B. Brinkley and Deck reported on progress of NLS FY 2019/20 LSTA *Recovering Together* grant. The Project Core Team advisory group met via conference call in July to review and comment on draft survey for distribution to library staff and volunteers. Survey was finalized and distributed with responses requested by August 31. Results of the survey will be reported at the next advisory group meeting, tentatively scheduled for September 12. Brinkley acknowledged appreciation to Mel Lightbody and staff from Butte County who had participated in a phone interview with Common Knowledge team. Butte County approved further interviews with library staff at a Harwood meeting scheduled for September 16, 2019.

Fink asked if there was a plan to obtain stories from outside the library through the survey process – this or a future survey, for example the County Administration and their perspective on the role the library has played, or could play in the future of disaster recovery. Fink also asked if this survey was intended to cover perspective of other organizations within the community. He noted that he did not see that reflected in the current survey. Brinkley thanked him for this observation and reported that she will discuss with Common Knowledge to determine the plan to get community input, noting that this is definitely an objective of this project. Discussion ensued of identifying appropriate stakeholders and how to capture their perspective. Members mentioned Story Center and interviews conducted with fire survivors to capture and archive their stories. Brinkley will follow-up with consultants to report back to advisory group.

- C. Deck presented the memo (Attachment 2) regarding the NLS 10% Administrative Fees for Services and noted that this memo was an update from the May 2019 Executive Committee meeting discussion. Deck invited Yon to explain the analysis and recommendation as outlined in the memo. Yon reviewed the findings and gave basis for recommendation of the hybrid fee schedule, as detailed in the memo. Frost mentioned that the figures used for the analysis and with which to make this recommendation reflected a snapshot in time and noted that the calculations utilized funding estimates based on the relative stability in CLSA funding over past five years. Frost continued to note that if there were any reduction in CLSA funding, databases might be reduced, but delivery costs would remain fixed.

Olawski acknowledged her appreciation for the research and analysis and stated she would like to try the hybrid approach for the next year and then evaluate the impact, if any, to the NLS budget. Olawski suggested the review of contract administrative fees be considered as an annual agenda item. Deck supported an annual review. Fink thanked Frost and Yon for the accurate accounting of staff time on various contracts and stated this reflected the actual administrative costs those contracts incur.

Wilburn moved to accept the hybrid schedule for contract administrative fees for FY 2019/20 with an annual review. Easterwood seconded.

Frost asked for clarification regarding adopting this fee schedule for FY 2019/20, or FY 2020/21, as FY 2019/20 contract billing to NLS members was to be sent out this month (August).

Wilburn asked how much modification with accounting would be required for the August billings. Yon reported that very little modification would be necessary. Frost suggested that the NLS Chair send an email notification to NLS members to inform them of Executive Committee decision prior to the issuance of annual invoicing. Deck agreed to email notice to NLS members.

Fink asked what an annual review of contract fees would entail with regards to staff time. Olawski suggested a review of the annual budget to determine any significant impact to the NLS budget and determine if NLS should continue with hybrid schedule, or other.

Frost reported that this information could be provided in May for the Executive Committee to review and recommend to the Administrative Council for approval.

Fink requested separate line items in the budget for Contract Fees and Fund Balance, and asked about the Fund Balance. Frost and Yon reviewed the NLS Operating Reserve Policy (approved at mid-year meeting of Administrative Council, January 19, 2018) that designates three (3) months of operating expenditures for the Fund Balance. They affirmed that the budget can reflect the separate line items.

Fuchs asked if databases were eligible to be paid by CLSA funds. Frost reviewed the Communications and Delivery (C&D) and System Administration criteria of CLSA funding and affirmed that databases are not eligible. Fuchs asked about contract fees and impact to libraries. Olawski clarified that the hybrid schedule presented and approved would reduce fees for some contracts and would more closely match the actual administration required to manage NLS contracts.

Vote was taken – **Motion carried.**

6. New Business

- A. Deck presented the agenda item regarding review and approval of FY 2019/20 NLS CLSA allocation and consideration of unallocated funds. Deck asked for clarification on Option #2 in memo regarding allocation of funds. Olawski reported that the discussion to allocate NLS funds to Link+ libraries had come up when Link+ negotiations for NLS libraries were being finalized and in order to move forward with securing commitments from those libraries. Olawski confirmed that \$105,700 of NLS unexpended funds was committed to support existing Link+ libraries, while “new” CLSA funds were dedicated to supporting the new Link+ libraries.

Discussion ensued regarding unexpended NLS budget of \$200,000 that needs to be fully expended by June 30, 2020. Suggestion was made to wait until next Executive Committee meeting to hear report from the Ad Hoc Group that is reviewing the CLSA allocations.

Wilburn asked if new Link+ libraries would benefit from CLSA funds and noted that Nevada County would be going live with Polaris on September 25, 2019, and then plans to join the NLS Link+ contract and implement. She asked if Link+ libraries could use CLSA funds from FY 2020/21. It was clarified that Nevada County’s one-time start-up costs would be coming from

the NLS Link+ grant and not the CLSA funds, but that in subsequent years, she would be able to use CLSA funds.

Olawski stated that she was comfortable waiting until the next Executive Committee meeting and the Ad Hoc Group report to make a decision on the unallocated \$200,000. Deck concurred that he would like to wait until after hearing from the Formula Ad Hoc Group.

Frost commented that the Executive Committee, if they wished, could allocate a portion of funds and hold back balance for other use.

Perry discussed options for the allocation and noted that PLP had been working with him to compile data he had requested for sharing with the Formula Ad Hoc Group. No meeting with that Group had happened to date.

Motion to defer allocation of \$200,000 CLSA funds to next Executive Committee meeting, tentatively set for November 2019.

Olawski moved to approve allocation of \$657,902 to the NLS public libraries per the formula for CLSA approved purchases, and to defer the allocation of \$200,000 to November meeting of Executive Committee.

Wilburn seconded. Motion carried.

- B. Olawski provided background regarding North Bay Cooperative Library System (NBCLS) and issues related to retiree health care obligation and former NBCLS members and CalPERS obligation. NBCLS has contacted the other two NLS legacy systems, Mountain Valley Library System (MVLS) and North State Cooperative Library System (NSCLS), and the joint memo presented from the three systems requests NLS Executive Committee to allocate \$24,000 (\$8,000 per legacy system) of funds to retain legal advisement on issues related to CalPERS and/or retiree obligations. Olawski reported that NBCLS has contacted and retained legal services of BB&K regarding one retiree and on-going health care obligation.

Deck stated that he supported the request and that NSCLS director had recently reported “push back” on CalPERS obligations from their county administration. Deck also expressed concern that libraries should continue to support CalPERS issues through their system, rather than as individual libraries.

Olawski agreed and recommended that NLS Executive Committee establish a process for the legacy systems to request use of the funds now being set-aside for legal work.

Wilburn agreed that libraries should work through their legacy system to request legal services of BB&K.

Frost suggested that NLS Executive Committee allocate \$8,000 to each legacy system for their use and recommended they be required to provide status update of any use of funds at Executive Committee meetings. She noted that this would keep NLS out of the decision making

of legacy systems and that any request of funds would be decided at the local level, by the legacy systems' board or council. Frost also noted that contracts for all work with BB&K would be required and suggested that three separate contracts for each system be developed for each system to work from (up to \$8,000 each). This would also reduce workload for NLS in managing legal activity of systems.

Olawski agreed to give each system oversight of their funds.

Easterwood moved to approve \$8,000 per system as retainer for legal fees and that each system would decide and approve use of these funds rather than any individual library.

Wilburn seconded. Motion carried.

- C. Frost presented an update on the California Library Services Act (CLSA) Regulatory Language and changes to the language that will impact how systems are allowed to expend CLSA funds. Each system reports proposed expenditures within their annual Plan of Service. At this time, changes are being proposed to how Planning, Coordination and Evaluation (PC&E) are categorized in the system budget, currently under System Administration which has a limit of 20% of the total CLSA allocation. Systems unanimously support moving the PC&E funds into the Baseline category that will allow for more flexibility in spending. The State Library recommends that PC&E stay within the Administration budget. Also under review is the annual reporting of communications via telephone and Internet in system's end of year report. Systems are asking the CLSB and State Library for further clarification on how and what to count or suggest to delete this section all together from the Annual Report. Frost noted that she will work with Deck to develop a letter stating the NLS position for these issues and to be presented to the California Library Services Board at their meeting of September 17, 2019.

Olawski stated that she will review the CLSB agenda and meeting packet when it is posted with Deck, Frost and Brinkley to prepare for public comment at the September 17th meeting.

- D. Perry stated that the Ad Hoc Formula Group that is reviewing the CLSA formula had not yet met, but that he had been working with PLP and NLS staff to gather documentation for the Group to review. No date yet for this meeting. Perry asked to confirm that Brown Act would not apply to an Ad Hoc Group meeting. Frost confirmed that this was correct – Brown Act does not apply.

7. System Chair Report

Deck reported that the Tehama County Library's CopyCat/LSTA grant RetroTech Lab was open for business and has been very popular with patrons, county administration, and the media. He also stated that he was looking forward to working on the NLS LSTA Recovering Together project. Deck noted that he valued the Mindfulness presentation at the NLS annual meeting and asked for ideas for the NLS Mid-Year Administrative Council meeting in January (date yet to be determined).

Discussion of ideas for the January meeting included speaker to discuss issues with big publishers and Books with consideration of a NLS united front on working with these vendors (Fink); Frost

suggested as possible speaker with expertise on this subject to be Michael Blackwell of ReadersFirst and ALA. Perry supported Fink's timeline of this discussion sooner than later and noted there is no clear direction as to how to respond to publishers and new policies they enact. Perry suggested NLS identify areas of common support at the director level.

Olawski suggested that Executive Committee members gather data and bring to Executive Committee meeting in November to report, including background, current actions in "library world" and that this conversation could carry over to the Mid-Year Administrative Council meeting in January. She said she would meet with her collection staff to know the impact of new policies.

Wilburn stated she supported the idea of bringing Blackwell to speak and suggested that the Executive Committee notify members before the Mid-Year Administrative Council meeting to do background research and data gathering before the meeting and to be prepared for the discussion.

Fink suggested a survey of the NLS membership.

Deck recommended to move forward with contacting the speaker, Blackwell, and to start gathering information to release a survey in November to all NLS member libraries. Survey results would be tabulated and discussed at January meeting.

Next Steps:

- Contact Michael Blackwell
- Within Executive Committee members – Survey collection staff
- Develop and send out survey between November and January with results to be addressed at Mid-Year Meeting
- Draft survey and have at November EC meeting for review

Perry requested CalPERS information and legal reports from the BB&K attorney to be posted on NLS website. Brinkley confirmed that this is in progress.

8. FY 2019/20 NLS Meeting Dates– Location and times to be confirmed asap:

Executive Committee

- Tuesday, November 19, 2019
- Tuesday, May 19, 2020

Administrative Council

- Mid-Year – Friday, January 31, 2020
- Annual – Friday, June 12, 2020

Meeting Adjourned at 11:56 a.m.

AMENDMENT TO AGREEMENT

This **AMENDMENT** is made and entered into as of the date of the last signature of the parties hereto (the “**Effective Date**”), by and between **INNOVATIVE INTERFACES INCORPORATED**, a California corporation (“**Innovative**”), and the **NORTHNET LIBRARY SYSTEM** (the “**Client**”). Capitalized terms not otherwise defined in this Amendment will have the meanings set forth in the Agreement (as defined below).

WHEREAS, the Client and Innovative Interfaces Incorporated are parties to the Subscription License Agreement made effective as of February 1, 2109 (as amended from time to time, the “**Agreement**”); and

WHEREAS, the Client desires to purchase from Innovative certain upgrades to the Software and, in connection with such purchase, the parties desire to amend the Agreement as set forth in this Amendment; and

NOW, THEREFORE, for good and valuable consideration and intending to be legally bound hereby, the parties hereby agree as follows.

1. Software. Exhibit A of the Agreement is hereby amended to include the attached Pricing Exhibit EST-INC10674. The term of the Software subscription purchased pursuant to this Amendment will run concurrently with the Term of the Agreement, through January 31, 2024.

2. Miscellaneous.

- a. This Amendment will become effective upon execution by both Innovative and the Client.
- b. Except as otherwise amended hereby, the other provisions of the Agreement will remain in full force and effect as of the date hereof. In the event of a conflict between the provisions of this Amendment and the Agreement, the terms of this Amendment will control.
- c. This Amendment may be signed in any number of counterparts, each of which will be an original, with the same effect as if the signatures thereto and hereto are upon the same instrument.
- d. This Amendment will be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns.

3. Assignment: This Amendment is not assignable by either party, whether by operation of law or otherwise, without the prior written consent of the other party, which shall not be unreasonably withheld; provided, however, that Innovative may assign this Amendment to affiliates and successors in interest and in connection with a merger, acquisition or other such reorganization of its business. Any purported assignment in violation of this provision will be void and of no effect. Any permitted assignee will assume all obligations of its assignor under this Amendment.

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to enter into this Amendment as of the dates specified below.

NORTHNET LIBRARY SYSTEM

Signature: Carol Frost

Print Name: Carol Frost

Title: CEO, Pacific Library Partnerships
NorthNet Admin: straton

Date: Sept 25, 2019

INNOVATIVE INTERFACES INCORPORATED

Signature: [Signature]

Print Name: Akin Adekeye

Title: VP & General Counsel

Date: Sep 26, 2019



Pricing Exhibit

Innovative Interfaces Incorporated
1900 Powell St.
Suite 400
Emeryville CA 94608
United States

Date 9/19/2019
Quote # EST-INC10674
Payment Terms Net 30
Overall Contract Term (Months) 36
Contract Start Date
Contract End Date
Sales Rep Tom McNamara
Site Code nnet
Expires 10/31/2019

Bill To
NorthNet Library System
2471 Flores St
San Mateo CA 94403-2273
United States

Ship To
NorthNet Library System
2471 Flores St
San Mateo CA 94403-2273
United States

Currency

US Dollar

Item	Item Category	Qty	Description	Options	Unit Price	Amount
Innovative Resource Sharing - GROUP		1	Innovative Resource Sharing - add Nevada County			7,575.00

Total Fees US\$7,575.00

Statement of Work

This Statement of Work (the "SOW") dated September 19, 2019 is entered into pursuant to the Master Professional Services Agreement between NorthNet Library System ("Client") and Innovative Interfaces Incorporated ("Innovative") effective as of February 1, 2109 (the "Agreement"). Innovative and Client may each be referred to as "Party" from time to time or collectively as "Parties".

A. Purpose of this Statement of Work

This SOW outlines the Professional Services that will be provided by Innovative in order to implement the INN-Reach Link+ Member Library Adds described herein. The SOW provides an overview of the scope of the project and cost to complete the engagement based on Innovative's prior experience with similar projects and preliminary discussions with Client. The Client hereby acknowledges that the SOW is not meant to capture all detailed requirements but documents the high level requirements and implementation approach discussed and that additional detailed requirements discussions will be required to outline the full scope of work between the Parties.

B. Project Scope of Services

The Scope of the project includes the following set of professional services:

1. *INN-Reach Add Services for a Polaris Local Server*

Innovative will add Nevada County to the Link+ INN-Reach system.

All specified work includes, where necessary:

- Project management
- Requirements consultation between client and Innovative
- Implementation of changes to production environment
- Post-implementation testing
- Remediation of post-implementation issues, found during our own testing or found by the client

No work will be performed, on the client's production environment, without prior notification to, and approval from, the client. Work will be performed in pre-specified maintenance windows, as agreed upon in advance by the client and Innovative.

Any requested work, outside of the specifications listed above, will be quoted at an additional cost, and written approval must be provided by the client before work can proceed.

C. Fees and Payment Terms

Fees for Services delivered under this SOW will be charged on a fixed price basis as set forth in the Innovative Pricing Exhibit EST-INC10675 attached herewith. Payment terms for this SOW are as set forth in the Professional Services Agreement. This Statement of Work estimate is valid for 30 days. Work is deemed to be accepted as delivered. Any delays in deliverables that are attributable to the customer may result in additional Services fees.



D. Innovative Services Team

The Services Team will have the following resources available for this project:

1. Project Manager: An experienced INN-Reach Product Specialist who will assist with the configurations and coordinate the work required for the library adds.
2. INN-Reach Data/Configuration Specialist: An experienced INN-Reach expert who will handle the data configuration necessary.

E. Client Implementation Team

1. Librarian Lead – Works closely with Project Manager to ensure requirements are clear and complete for the library. The Librarian Lead will coordinate with key members of the team as required.
2. Technical Lead - Responsible for assisting with Client responsibilities related to data loading and any other system level duties required by Client.

F. Implementation Assumptions

1. Software will need to be downloaded so the necessary ports will need to be open.
2. Timeline for the completion of this project will be established, through joint planning conversations between the client and Innovative during the initial stage of the project.
3. Client will have adequate resources available to ensure timely completion of any library tasks outlined in the project schedule.

IN WITNESS WHEREOF each party has caused this SOW to be executed by its duly authorized representatives.

AGREED:

Client	Innovative
NorthNet Library System	Innovative Interfaces Incorporated
By: <i>Carol Frost</i>	By: <i>[Signature]</i>
Name: <i>Carol Frost</i>	Name: Akin Adekeye
Title: <i>CEO, Pacific Library Partnership;</i>	Title: VP & General Counsel
Title: <i>North Net Administrator</i>	
Date: <i>Sept. 25, 2019</i>	Date: Sep 26, 2019



Pricing Exhibit

Innovative Interfaces Incorporated
1900 Powell St.
Suite 400
Emeryville CA 94608
United States

Date
Quote #

9/19/2019
EST-INC10675

Payment Terms
Sales Rep
Technical Contact
Site Code
Expires

Net 30
Tom McNamara
CU0773 Peninsula Library System :
nnet
12/18/2019

Bill To

NorthNet Library System
2471 Flores St
San Mateo CA 94403-2273
United States

Ship To

NorthNet Library System
2471 Flores St
San Mateo CA 94403-2273
United States

Currency

US Dollar

Item	Item Category	Qty	Description	Options	Unit Price	Amount
INN-Reach Add Member Library	Services	1	INN-Reach Add Member Library - Nevada County		2,500.00	2,500.00

Total Fees US\$2,500.00

NorthNet Link+ Contract Updated Oct 2019 with Nevada County

	Link+ Subscription Year 1 FY 2019/20	Link+ Subscription Year 2 FY 2020/21	Link+ I Subscription Year 3 FY 2021/22	Link+ Subscription Year 4 FY 2022/23	Link+ Subscription Year 5 FY 2023/24	One-Time Software Implementation Fee	Year 1 Delivery	Year 1 Supplies	Year 1 Total Costs
MARINet	\$66,644	\$68,643	\$70,702	\$72,824	\$75,008	N/A	Current Costs	Current Costs	\$69,976
SPLASH	\$62,411	\$64,284	\$66,212	\$68,198	\$70,244	N/A	Current Costs	Current Costs	\$65,532
Napa County	\$14,047	\$14,469	\$14,903	\$15,350	\$15,810	N/A	Current Costs	Current Costs	\$14,749
Sacramento	\$23,610	\$24,318	\$25,048	\$25,799	\$26,573	N/A	Current Costs	Current Costs	\$24,790
Yolo	\$15,050	\$15,501	\$15,966	\$16,445	\$16,938	N/A	Current Costs	Current Costs	\$15,802
El Dorado	\$17,404	\$17,926	\$18,464	\$19,018	\$19,588	\$18,750	\$13,068	\$1,000	\$51,092
Sonoma County	\$26,170	\$26,955	\$27,763	\$28,596	\$29,454	\$28,200	\$13,068	\$1,000	\$69,746
Woodland	\$5,235	\$5,392	\$5,554	\$5,720	\$5,892	\$2,500	\$13,068	\$1,000	\$22,065
TOTAL ORIGINAL CONTRACT	\$230,570	\$237,488	\$244,612	\$251,951	\$259,509	\$49,450	\$39,204	\$3,000	\$333,753
Nevada	\$7,575	\$7,802	\$8,036	\$8,277	\$8,526	\$2,500	\$13,068	\$1,000	\$24,522
NEW GRAND TOTAL	\$238,145	\$245,290	\$252,648	\$260,228	\$268,035	\$101,400	\$91,476	\$7,000	\$449,929

Green - Current libraries

Cost results in approx. 7% decrease for existing libraries; and 7% for new libraries compared to a 'single contract' cost

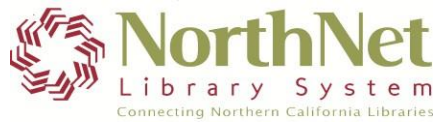
Year 1 Supplies estimated \$1,000, Year 2 on estimate \$100 annually

Yearly costs includes supplies, subscription fees for new libraries. For existing libraries, only includes costs for subscription.

Contract for Delivery is separate from Innovative Link+.

3% annual increase for 5 year contract

El Dorado, Sonoma County, Woodland part of master contract. Nevada County joining Fall 2019, implementation Jan-Feb 2020



CERTIFICATION OF FUNDING

Link+ Regional Resource Sharing Project

This document will serve as a written guarantee that the Nevada County Community Library has been awarded funds from the Link+ Regional Resource Sharing Project grant, administered by the NorthNet Library System. The funds will be used for your library to connect to Innovative Inn-Reach Link+, and will pay for the following:

One-time software implementation fee:	\$2,500
Twelve Months software subscription:*	\$7,708
Courier Costs:**	\$13,449
Supplies:	\$1,000
Total: ***	\$24,657

**Software subscription is based on February – June (5 months) pro-rated from \$7,575 annually (\$3,156) and July – January (7 months) pro-rated from \$7,802 at (\$4,551).*

***Courier costs have been quoted at \$1,089 per month through June 30, 2020, with an annual 5% increase commencing July 1, 2020 to \$1,143.45. Reimbursement is based on February – June (5 months) (\$5,445) and July – January (7 months) (\$8,004).*

**** If Nevada County's go-live date changes from February 2020, the total cost of the grant reimbursement will change based on the courier and subscription costs. **Please advise us as soon as possible if those dates change.***

Please note that the costs for the one-time implementation fee and the subscription costs will be paid through NorthNet using grant funds, as your library will be part of the NLS master Link+ contract.

I hereby certify that the library named shall use these funds solely for the Link+ Costs listed above.

Signature _____

Title _____

Name _____

Date _____

NLS Use Only
Approved by Carol Frost

Signature _____

Date _____

MAIL ONE ORIGINAL SIGNED COPY TO:
NorthNet Library System
Attention: Andrew Yon
2471 Flores Street
San Mateo CA 94403



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

www.northnetlibs.org

November 5, 2019

Yolande Wilburn, County Librarian
Nevada County Community Library
980 Helling Way
Nevada City, CA 95959

Subject: Link+ Regional Resource Sharing Project Grant Award Notification

Dear Ms. Wilburn,

Congratulations! As the NorthNet Library System (NLS) Vice-chair, I am pleased to inform you that the Nevada County Community Library has been awarded a grant as part of the Link+ Regional Resource Sharing Project. The NorthNet Library System (NLS) is the fiscal agent for this grant and will coordinate with you the financial terms.

The grant will cover the following costs:

- The one-time implementation costs
- The first year of the software subscription costs
- The first year of delivery costs
- \$1,000 in supplies

Attached please find a Certification of Funding in the amount of **\$24,657** for the year one costs of subscribing to the Link+ Inn-Reach regional resource sharing consortium. Please sign the Certification of Funding and return it to the address listed at the bottom as soon as possible. **Please note** that the Certification of Funding clarifies that the final award amount may vary depending on final courier costs.

Please note the following schedule for grant funds:

1. We assume you have already notified Innovative and have been assigned an Innovative implementation project manager who will discuss your implementation and determine an estimated go-live date.
2. Once you have established a go-live date, with your implementation project manager, please provide that information to Carol Frost at frost@plpinfo.org and Jacquie Brinkley at brinkley@plpinfo.org.
3. Your library is part of the NorthNet Link+ Contract. Once your implementation is complete, Innovative will invoice NorthNet for your one-time implementation fee and your first year of subscription cost. NLS will use the grant funds to pay for these two invoices.

4. During the implementation, you may submit the claim form for \$1,000 to purchase supplies. A check will be cut to your library within ten business days.
5. Towards the end of the implementation, you will need to create a contract with the courier. You can coordinate this with Tom McNamara (tom.mcnamara@iii.com 510-289-0134) from Innovative. Please submit a claim form for the one year of delivery costs and provide proof of an agreement. A check will be cut to your library within ten business days. **The payment of courier costs will rest with your library.**
6. After you have gone live on Link+, you must gather monthly statistics on use and provide them to NorthNet for grant reporting. Attached is a template for the statistics.
7. Future subscription costs will be handled through invoicing from NLS to your library as part of the system-wide contract.

TIME LINE

November 2019	Award Notification Library works through internal processes to receive funds from grant (e.g. Board approval, if necessary) Library completes Certification of Funding Form and returns to NorthNet
November/December	Library determines go-live date and communicates that to NorthNet Library begins implementation
February/March/April	Library creates contract with Unity Courier Library goes live Library submits claim forms for reimbursement for supplies and courier fees.
Go-Live through December 2020	Library gathers monthly statistics and submits them to NorthNet

Please inform me immediately if there are any changes or challenges that deviate from the proposed timeline and/or expenditures. If you have questions about the NLS contract or specifics about the grant, please contact Carol Frost, NorthNet Administrator, at frost@plpinfo.org.

Sincerely,



Suzanne Olawski, NorthNet Vice-Chair



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

www.northnetlibs.org

November 5, 2019

Shaun Briley, Library Director
Coronado Public Library
640 Orange Avenue
Coronado, CA 92118

Subject: Link+ Regional Resource Sharing Project Grant Award Notification

Dear Mr. Briley,

Congratulations! As the NorthNet Library System (NLS) Vice-chair, I am pleased to inform you that the Coronado Public Library has been awarded a grant as part of the Link+ Regional Resource Sharing Project. The NorthNet Library System (NLS) is the fiscal agent for this grant and will coordinate with you the financial terms.

The grant will cover the following costs:

- The one-time implementation costs
- The first year of the software subscription costs
- The first year of delivery costs
- \$1,000 in supplies

Attached please find a Certification of Funding in the amount of **\$28,303.60** for the year one costs of subscribing to the Link+ Inn-Reach regional resource sharing consortium. Please sign the Certification of Funding and return it to the address listed at the bottom as soon as possible. **Please note** that the Certification of Funding clarifies that the final award amount may vary depending on final courier costs.

We encourage you to contact Mr. Tom McNamara, Western Regional Account Manager, Innovative Interfaces, Inc., Tom.mcnamara@iii.com, 510-289-0134 to develop your Link+ contract.

Please note the following schedule for grant funds:

1. After you have established your contract with Innovative for Link+, you will be assigned an Innovative implementation project manager who will discuss your implementation and determine an estimated go-live date.
2. Once you have established a go-live date, with your implementation project manager, please provide that information to Carol Frost at frost@plpinfo.org and Jacquie Brinkley brinkley@plpinfo.org.
3. Once your implementation is complete, Innovative will invoice you for your one-time implementation fee and your first year of subscription cost. When you receive the invoices, please send a **copy** of the invoices immediately along with the NorthNet attached claim form. A check will be cut to your library within ten business days. **The payment of the invoice to Innovative will rest with your library.**

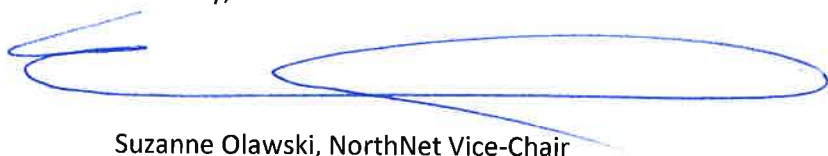
4. During the implementation, you may submit the claim form for \$1,000 to purchase supplies. A check will be cut to your library within ten business days.
5. Towards the end of the implementation, you will need to create a contract with the courier. You can coordinate this with Tom McNamara from Innovative. Please submit a claim form for the one year of delivery costs and provide proof of an agreement. A check will be cut to your library within ten business days. **The payment of courier costs will rest with your library.**
6. After you have gone live on Link+, you must gather monthly statistics on use and provide them to NorthNet for grant reporting. Attached is a template for the statistics.

TIME LINE

November 2019	Award Notification Library works through internal processes to receive funds from grant (e.g. Board approval, if necessary) Library completes Certification of Funding Form and returns to NorthNet Library develops contract with Innovative
November/December	Library determines go-live date and communicates that to NorthNet Library begins implementation
February/March/April	Library creates contract with Unity Courier Library goes live Library submits claim forms for reimbursement for supplies, software fees, one-time implementation fee and courier fees.
Go-Live through December 2020	Library gathers monthly statistics and submits them to NorthNet

Please inform me immediately if there are any changes or challenges that deviate from the proposed timeline and/or expenditures.

Sincerely,



Suzanne Olawski, NorthNet Vice-Chair

Contract

Mr. Tom McNamara,
Western Regional Account Manager
Innovative Interfaces, Inc.
Tom.mcnamara@iii.com
510-289-0134

Grant Process / Specifications

Carol Frost
NorthNet Administrator
CEO, Pacific Library Partnership
Executive Director, Peninsula Library System
frost@plpinfo.org
650-349-5538

November 5, 2019

Mr. Gary Shaffer
Glendale Library, Arts & Culture Department
222 E. Harvard Street
Glendale, CA 91205

Subject: Link+ Regional Resource Sharing Project Grant Award Notification

Dear Mr. Shaffer,

Congratulations! As the NorthNet Library System (NLS) Vice-chair, I am pleased to inform you that the Glendale Library has been awarded a grant as part of the Link+ Regional Resource Sharing Project. The NorthNet Library System (NLS) is the fiscal agent for this grant and will coordinate with you the financial terms.

The grant will cover the following costs:

- The one-time implementation costs
- The first year of the software subscription costs
- The first year of delivery costs
- \$1,000 in supplies

Attached please find a Certification of Funding in the amount of **\$32,103.60** for the year one costs of subscribing to the Link+ Inn-Reach regional resource sharing consortium. Please sign the Certification of Funding and return it to the address listed at the bottom as soon as possible. **Please note** that the Certification of Funding clarifies that the final award amount may vary depending on final courier costs.

We encourage you to contact Mr. Tom McNamara, Western Regional Account Manager, Innovative Interfaces, Inc., to develop your Link+ contract.

Please note the following schedule for grant funds:

1. After you have established your contract with Innovative for Link+, you will be assigned an Innovative implementation project manager who will discuss your implementation and determine an estimated go-live date.
2. Once you have established a go-live date, with your implementation project manager, please provide that information to Carol Frost at frost@plpinfo.org and Jacquie Brinkley brinkley@plpinfo.org.
3. Once your implementation is complete, Innovative will invoice you for your one-time implementation fee and your first year of subscription cost. When you receive the invoices, please send a **copy** of the invoices immediately along with the NorthNet attached claim form. A check will be cut to your library within ten business days. **The payment of the invoice to Innovative will rest with your library.**

4. During the implementation, you may submit the claim form for \$1,000 to purchase supplies. A check will be cut to your library within ten business days.
5. Towards the end of the implementation, you will need to create a contract with the courier. You can coordinate this with Tom McNamara from Innovative. Please submit a claim form for the one year of delivery costs and provide proof of an agreement. A check will be cut to your library within ten business days. **The payment of courier costs will rest with your library.**
6. After you have gone live on Link+, you must gather monthly statistics on use and provide them to NorthNet for grant reporting. Attached is a template for the statistics.

TIME LINE

November 2019	<p>Award Notification</p> <p>Library works through internal processes to receive funds from grant (e.g. Board approval, if necessary)</p> <p>Library completes Certification of Funding Form and returns to NorthNet</p> <p>Library develops contract with Innovative</p>
November/December	<p>Library determines go-live date and communicates that to NorthNet</p> <p>Library begins implementation</p>
February/March/April	<p>Library creates contract with Unity Courier</p> <p>Library goes live</p> <p>Library submits claim forms for reimbursement for supplies, software fees, one-time implementation fee and courier fees.</p>
Go-Live through December 2020	<p>Library gathers monthly statistics and submits them to NorthNet</p>

Please inform me immediately if there are any changes or challenges that deviate from the proposed timeline and/or expenditures.

Sincerely,



Suzanne Olawski, NorthNet Vice-Chair

Contract

Mr. Tom McNamara,
Western Regional Account Manager
Innovative Interfaces, Inc.
Tom.mcnamara@iii.com
510-289-0134

Grant Process / Specifications

Carol Frost
NorthNet Administrator
CEO, Pacific Library Partnership
Executive Director, Peninsula Library System
frost@plpinfo.org
650-349-5538

November 5, 2019

Ms. Julie Sowles
Rancho Cucamonga Public Library
12303 Cultural Center Drive
Rancho Cucamonga, CA 91739

Subject: Link+ Regional Resource Sharing Project Grant Award Notification

Dear Ms. Sowles,

Congratulations! As the NorthNet Library System (NLS) Vice-Chair, I am pleased to inform you that the Glendale Library has been awarded a grant as part of the Link+ Regional Resource Sharing Project. The NorthNet Library System (NLS) is the fiscal agent for this grant and will coordinate with you the financial terms.

The grant will cover the following costs:

- The one-time implementation costs
- The first year of the software subscription costs
- The first year of delivery costs
- \$1,000 in supplies

Attached please find a Certification of Funding in the amount of **\$51,953.60** for the year one costs of subscribing to the Link+ Inn-Reach regional resource sharing consortium. Please sign the Certification of Funding and return it to the address listed at the bottom as soon as possible. **Please note** that the Certification of Funding clarifies that the final award amount may vary depending on final courier costs. In addition, your application included one-time costs related to SirsiDynix. At this time we will not reimburse these costs, however, we may consider funding this towards the end of the grant.

We encourage you to contact Mr. Tom McNamara, Western Regional Account Manager, Innovative Interfaces, Inc., Tom.mcnamara@iii.com, 510-289-0134 to develop your Link+ contract.

Please note the following schedule for grant funds:

1. After you have established your contract with Innovative for Link+, you will be assigned an Innovative implementation project manager who will discuss your implementation and determine an estimated go-live date.
2. Once you have established a go-live date, with your implementation project manager, please provide that information to Carol Frost at frost@plpinfo.org and Jacquie Brinkley brinkley@plpinfo.org.
3. Once your implementation is complete, Innovative will invoice you for your one-time implementation fee and your first year of subscription cost. When you receive the invoices, please send a **copy** of the invoices immediately along with the NorthNet attached claim form. A check will be cut to your library within ten business days. **The payment of the invoice to Innovative will rest with your library.**


4. During the implementation, you may submit the claim form for \$1,000 to purchase supplies. A check will be cut to your library within ten business days.
5. Towards the end of the implementation, you will need to create a contract with the courier. You can coordinate this with Tom McNamara from Innovative. Please submit a claim form for the one year of delivery costs and provide proof of an agreement. A check will be cut to your library within ten business days. **The payment of courier costs will rest with your library.**
6. After you have gone live on Link+, you must gather monthly statistics on use and provide them to NorthNet for grant reporting. Attached is a template for the statistics.

TIME LINE

November 2019	<p>Award Notification</p> <p>Library works through internal processes to receive funds from grant (e.g. Board approval, if necessary)</p> <p>Library completes Certification of Funding Form and returns to NorthNet</p> <p>Library develops contract with Innovative</p>
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Go-Live through December 2020	<p>Library gathers monthly statistics and submits them to NorthNet</p>

Please inform me immediately if there are any changes or challenges that deviate from the proposed timeline and/or expenditures.

Sincerely,



Suzanne Olawski, NorthNet Vice-Chair

Contract

Mr. Tom McNamara,
Western Regional Account Manager
Innovative Interfaces, Inc.
Tom.mcnamara@iii.com
510-289-0134

Grant Process / Specifications

Carol Frost
NorthNet Administrator
CEO, Pacific Library Partnership
Executive Director, Peninsula Library System
frost@plpinfo.org
650-349-5538



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www.northnetlibs.org

September 3, 2019

Anne Bernardo
President, California Library Services Board
914 Capitol Mall
Sacramento, CA 95814

Dear Ms. Bernardo:

At the March 28, 2019 California Library Services Board (CLSB) meeting, the Board approved \$450,000 to the NorthNet Library System (NLS) to pay for the one-year costs for three new libraries to join INN-Reach (Link+) and to use the remainder to “support the sustainability and growth of Link+ regional resource sharing.” The Board stipulated that NLS would develop a plan of execution to be submitted to the CLSB at its Fall 2019 meeting. The purpose of this memo is for the NorthNet Library System to provide the CLSB with the plan of execution.

Explanation of Link+ and Resource Sharing

The California Library Services Act (CLSA) Communications and Delivery baseline funds support the sharing of physical and electronic resources (books, media, magazines, etc.) among three or more different libraries, inclusive of costs associated with the delivery of the physical items. Resource sharing may be done in a variety of ways. Localized sharing may be done amongst libraries in close proximity, generally amongst member libraries of a regional consortium and resulting in a lower volume of materials shared. There are external services to which libraries may subscribe that allow greater resource sharing. Link+ is such a subscription service. It is a user-initiated consortial borrowing system of public, academic and special libraries within California and Nevada, with over 70 participating libraries and 11 million titles, enabling participating libraries to increase the amount of materials they offer and reduce the fulfillment time. An item typically can be delivered in four days, with a 91% fulfillment rate. If a patron does not find what they need in their library’s catalog, they can click a button and see if the item they are searching for is in the entire Link+ collection. The patron places a hold in the catalog where the request is automatically routed to an owning library, and the item gets put into the designated courier system. The courier system is what sets Link+ apart from any other resource sharing system.

Nearly a third of the libraries in the NLS region resort to mailing books and materials to participate in resource sharing since it is difficult to find a courier to deliver physical items especially in the most remote areas of Del Norte, Siskiyou, and Mono counties. Of the three new NLS libraries that have benefited from this funding and have implemented Link+ between June and July 2019, two have shared usage data to-date (see chart below). It is expected that libraries participating in Link+ will be able to borrow and loan at a rate of at least three times more than through any other form of resource sharing.

	Sonoma County Library (June 18-Aug 16, 2019)	El Dorado County Library (July 1-Aug 16, 2019)
# LINK+ Items LOANED:		
# books loaned:	908	620
# media loaned:	1,115	164
# youth materials loaned:	N/A	113
Total Link+ Items Loaned:	2,023	897
# LINK+ Items BORROWED:		
# books borrowed:	1,397	368
# media borrowed:	745	52
# youth materials borrowed:	489	79
Total Link+ Items Borrowed:	2,631	499

Plan of Execution

It took NLS approximately two years to develop a consortium-wide contract for Link+ for a term of five years. Fourteen NLS libraries previously with individual contracts moved to the centralized contract, and three new NLS libraries joined and implemented by June 2019. An additional library will be joining in this fiscal year.

Below is a summary of allocated funds, which covers the one-time software implementation fee, the first year of the subscription and delivery courier costs, and \$1,000 in start-up supplies. The costs below vary depending on the library's circulation, and whether they are currently using Innovative as their ILS.

\$ 50,222 El Dorado County (implemented June 2019)
 \$ 68,438 Sonoma County (implemented June 2019)
 \$ 21,803 Woodland Library (implemented June 2019)
 \$ 24,143 * Nevada County (to implement in late 2019 or early 2020)
 \$ 45,000 Indirect
\$209,606 Committed Amount
\$240,394 Amount available for other libraries to join Link+

(note: Nevada County's delivery costs are not yet finalized as the courier is changing, which may result in a slight change in costs)

NLS has formed an ad hoc group to strategize ways to expend the remaining funds. Working with NLS's State Library grant monitor, the group developed a Call for Interest survey, which was released on August 7 and was open to any public or academic library that belongs to one of the nine library cooperatives and is not an existing Link+ member. The survey closed on August 28. Three libraries completed the survey, and two more inquired about the funding. Since libraries were not required to have a quote to apply, the actual total funding request is not known at this time.

The NLS ad hoc group will be working with the State Library grant monitor to review the applications. Knowing that it can take several months to receive quotes and negotiate details, it is anticipated that NLS will be able to award funding to the libraries in December 2019 or January 2020. Those libraries must complete their implementation and expend their grant funds before December 2020. It generally takes 3-4 months for a library to implement Link+.

Summary

NLS has done its due diligence to onboard all NLS libraries, especially its very rural libraries, to the Link+ resource sharing platform; however, delivery costs and lack of access to delivery mechanisms make it prohibitive for the very remote libraries to participate. The three new libraries that have recently joined have been pleased with Link+ and the above statistics demonstrate favorable usage for the resource sharing platform. The fourth library eagerly is awaiting its implementation later this calendar year.

The NLS ad hoc group has developed a three-phase approach to expending the remaining Link+ grant funds. Phase One is the submittal of application of interest and review of applications; Phase Two is the review of contract and delivery quotes and determination of fund awards; and Phase Three is to award the funds and ensure funds are expended by December 2020. We expect to complete Phase One by September 30, 2019; Phase Two by no later than November 30, 2019; and Phase Three by no later than January 31, 2020. NLS will continue to work with the State Library grant monitor throughout these phases.

Should you have any questions, please feel free to contact me at seolawski@solanocounty.com.

Sincerely,



Suzanne Olawski
Assistant Director of Library Services, Solano County Library
Vice Chair, NLS Executive Committee

cc: NorthNet Library System Executive Committee
Greg Lucas, State Librarian, California State Library
Annly Roman, Administrative Assistant to CLSB, California State Library
Janet Coles, Acting Bureau Chief, California State Library; Grant Monitor

September 3, 2019

Anne Bernardo, President
California Library Services Board
914 Capitol Mall
Sacramento, CA 95814

Dear Ms. Bernardo:

As the Chair of the NorthNet Library System (NLS), I wanted to provide some input about the CLSA Plan of Service and System Annual Report forms, which have recently been updated. My comments are based on discussions we have had at our NLS Executive Committee meetings, as well as conversations with other systems.

PLAN OF SERVICE – PLANNING, COORDINATION AND EVALUATION (PC&E)

First, we would like to again thank the California Library Services Board (CLSB) for approving the updates to the California Library Services Act Regulation and the ability to use funds for assessment.

Our first request is for the CLSB to consider moving Planning, Coordination and Evaluation (PC&E) from the System Administration section (20% of the budget) to the Baseline section of the budget (80% of the budget) in the CLSA Plan of Service, where systems have discretion to allocate funds towards resources that will benefit their region.

Assessment tools benefit systems and the residents they serve because they allow systems to better understand the needs of their community. They can also be used to provide research on the feasibility of implementing a new product.

For instance, when the CLSB allocated one-time CLSA funds in FY 2016/17, NLS used some of the funds to perform an analysis of resource sharing, and, based on those results, they developed a system-wide resource sharing contract for Link+.

NLS is asking the CLSB to consider moving PC&E to the Baseline portion of the budget for the following reasons:

- In 1985, the CLSB voted to place PC&E in the System Administration portion of the budget in 1985. With a new definition of PC&E, reconsideration is needed based on future use of funds.
- For several of the systems, all 20% of the System Administration funds are used to cover the staffing for fiscal and administrative oversight of the system, and some systems reallocate System Administration funds to Baseline. Each system is different and has different needs. Placing PC&E in System Administration and not increasing the 20% would force a system to choose between paying for staff and paying for a service. It would be a fair guess to say that systems would choose paying for a staff, which would result in the inability to use CLSA funds for assessments.

- If the CLSB were to increase the 20% of the System Administration budget to something larger (for example, 35%), it is possible that the system still would not have enough funds available to pay for the assessment as well as staff. In addition, unless restrictions were placed on this, it would also be possible for systems to use all of those funds for staffing support.
- Placing PC&E in the Baseline budget allows a system to be more flexible in using Baseline funds for a blend of assessment and resource sharing. It also continues the practice that there is a cap on the amount of CLSA funds being used for administering a system.

For NLS, the study mentioned above took about two years to complete. Once NLS received the analysis from the consultant, they realized further time was needed to assess the delivery portion of shared resources. The ultimate results of those assessments have made a significant impact on NLS, where three libraries have now joined the contract, and a fourth one plans to do so this upcoming fiscal year.

PLAN OF SERVICE - USE OF FUNDS FOR AUDIT AND OTHER OPERATION COSTS

Most of the cooperative library systems are not part of a larger organization (such as a county) and operate independently as a Joint Powers Authority or some other type of joint agreement between the agencies. To provide fiscal and administrative oversight, most of the cooperatives obtain an annual audit. An audit serves several purposes: it ensures good fiscal management and it is tangible proof to members and stakeholders that funds (membership dues, CLSA, grants, etc.) are being spent correctly. Audits also provide substantial financial information for our records.

The audit of the financial statements is required by California State law for all governmental organizations. The single audit is required by Federal law for qualifying organizations that have federal expenditures of \$750,000 or more within its fiscal year. The State Controller requires governmental organizations to file their financial statements to maintain compliance as a system.

The previous instructions on the Plan of Service included the following:

Operations – complete this section using the categories noted. For short-term contracts for consultant or auditing staff, Contract Services may be charged. If Indirect Costs/Fiscal Agent Fees are budgeted, you must describe exactly what services are provided to the System. Such services generally include payroll, accounting, office space, utilities, etc.

It has now been modified to the following:

Operations – complete this section using the categories noted

There has been a longstanding precedent for CLSA funds to cover costs related to audits, which typically cost a few thousand dollars. By removing the language of what is allowed, it leaves the category open for interpretation. NLS would like to ask the CLSB to clarify that this precedent be able to be continued using CLSA Baseline funds, and that the former language be included to ensure clarity for all allowable costs.

PLAN OF SERVICE – SYSTEM PENSION LIABILITY

The newly revised FY 2019/20 Plan of Service asks for the following: “Please also provide any Pension Liability for the Cooperative Library Systems including Legacy Systems.” The systems were told that this was included at the request of a CLSB member. We ask that this be removed from the next Plan of Service, since the data will not have changed significantly, and the request is extraneous to the activities of Communication and Delivery.

SYSTEM ANNUAL REPORT – PROGRAM WORKLOAD, COMMUNICATIONS ACTIVITY

The following question is on the Communications Activity section of the Annual Report: “What is the number of messages sent via each communication device listed below, on an annual basis: Telephone/ Tele facsimile; Internet (including electronic mail); Other (specify) (example postage).”

It is our belief that reporting the number of messages may be a holdover data request from when there were more systems participating that had their own shared automated library system. For cooperative systems which have a shared automated library system for circulation and delivery (San Joaquin Valley Library System and Black Gold Cooperative), their data includes the number of email notices and telephone calls going out to patrons to notify them of their items being held for them or for their overdue items. For the other seven cooperative library systems, they may count actual communications with directors, etc., and report those numbers. NLS reports N/A on this, as it is too difficult to quantify the number of phone calls and emails going to systems.

There is no clear standard being used by the nine cooperative systems, and it is difficult to establish a common data point to quantify these data points. For the fiscal accounting portion, this reporting is also done on the System Expenditure Report, so this is somewhat redundant.

We understand that CLSA funds are used for Communication and Delivery, and that this report, as it stands now, has sections to provide data points for these two deliverables. We believe the Delivery portion is still valuable, but would like to suggest that the Communication section is no longer measurable for all of the systems and be either removed or else revised. The narrative questions may adequately cover the reporting out needed to ensure funds are being spent correctly.

Should you have any questions, please feel free to contact me at todd@tehamacountylibrary.org.

Sincerely,



Todd Deck,
County Librarian, Tehama County
Chair, NLS Executive Committee

cc: NorthNet Library System Executive Committee
Greg Lucas, State Librarian, California State Library
Annly Roman, Administrative Assistant to CLSB, California State Library



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

www.northnetlibs.org

To: NLS Ad Hoc CLSA Formula Committee
From: Andrew Yon, Controller
Subject: Background on NLS Formula
Date: July 31, 2019

BACKGROUND

At the June NLS Administrative Council meeting, and Ad Hoc group was formed to review the way in which NLS divides up the funds it receives from the California Library Services Act (CLSA). The purpose of this document is to outline how those funds are distributed.

CLSA FUNDS

Each of the nine cooperative library systems with the state receive annual funding, should funding be available, from the California Library Services Act. The approval of the funds is done by the California Library Services Board. Only public libraries may receive these CLSA Communication and Delivery funds.

CLSA funds can only be spent as defined in the Communications and Delivery section of California Law. Beginning in FY 2011/12, funding for CLSA began to shrink, with the loss of a central System Reference and reimbursement for Transaction Based Reimbursement. In FY 2011/12, there was no funding for CLSA, and much hard work was done by several stakeholders to bring the funding back.

In FY 2016/17 and 2017/18, the cooperative systems and the California State Library staff worked with the California Library Services Board to update the regulatory language. The references to funding to support system reference and inter-library loans has been removed, and the definition of Communication and Delivery was updated. **Exhibit A** includes the portion of the updated language (Article 7, Section 20235 and 20236) which directly related to Communication and Delivery. This will allow the systems to be more flexible in sharing resources and expand sharing of digital items. *A rule of thumb when thinking of what is allowable with CLSA funds is sharing or digital or print resources, or physical delivery of those materials between 3 or more different libraries (not branches).*

For the last few years, the annual total amount of CLSA funds to be shared among systems has been approximately \$3.6M. At the August 2013 California Library Services Board meeting, the Board approved allocating the funds to the nine cooperative systems using the following formula:

- 30% awarded on the basis of the first three members of each System, equally;
- 45% for each System's combined portion of the total state population and System membership, excluding the first three members per System;
- 25% of each System's combined portion of full membership and round-trip mileage of the System's service area.

(note: the phrase 'first three members' is a complicated explanation that is not needed for the purpose of this memo. It has to do with the structure of the legacy systems within each of the nine cooperative systems)

HOW OTHER SYSTEMS DISTRIBUTE THEIR CLSA FUNDS

All systems previously used CLSA funds to support centralized activities, such as Reference. As these things were eliminated, cooperative systems began to develop new models for spending CLSA funds.

Each of the nine cooperative library systems uses its CLSA funds in different ways, and there is no one way in which to allocate the funds. For instance, San Joaquin Valley Library System and Black Gold use their funds to pay for a shared ILS. 49-99 uses all of their funds for Link+. SCLC and some of the other systems use some combination of purchasing products for the entire system and providing money to libraries for local use.

PLP used to purchase system-wide subscriptions, such as to enki and SimplyE, but in FY 2018/19 began allocating some of the funds back to member libraries to pay for things locally which fall within the definitions of Communication and Delivery (C&D), after having surveyed its membership for ideas for resource sharing. After paying for system-wide resources, the allocation to PLP libraries is based on their formula, where libraries may choose from the following: a subscription to enki, networking/broadband costs, costs related to Link+, purchasing Overdrive eMaterials in a shared environment, purchases of shared eMaterials in Biblioteca's CloudLibrary, purchasing Zinio eMaterials in a shared environment, or participating in a study for a shared ILS between 7 PLP libraries. This new model replaced group purchasing of resources, which members felt did not always address their local needs. Once CLSA funds are received, a claim form is distributed to the libraries for them to identify which area or areas their CLSA distributions will support.

NLS CLSA FORMULA FOR LIBRARIES

In reviewing past NLS documents, it is not clear when NLS developed the cost share formula it is currently using, but it does appear that it has been in existence since FY 2012/13. NLS has historically divided up the funds by individual library using the following formula:

- 50 % of funds divided by population of each library
- 50% of fund divided among each member library

Within this distributed model, libraries may choose to allocate their portion as follows:

To a consortia-managed service:

OverDrive

Zinio

Delivery

For Local Resources

OverDrive collection collectively shared

Local Broadband hardware costs (not recurring)

CloudLibrary or other shared resource

Link+

Other local shared delivery

Exhibit B is the FY 2018/19 NLS CLSA tracking by library, with how each library has claimed their funds. **Exhibit C** is the revised claim form for FY 2019/20.

For each library, once costs for Delivery, Overdrive & Zinio are claimed, the library may choose a disbursement to be used for limited, specific approved uses. If a library doesn't have enough CLSA allocations to cover their costs, they are invoiced for the difference. In most cases, this is because the cost of delivery exceeds their allocation.

CLSA FUNDS AND THE NLS BUDGET

Annually each of the nine cooperative library systems must submit a preliminary to the State Library for the CLSB approval by June. A full budget is submitted by September 1. An Annual Report and budget expenditure are also submitted by September 1.

The NLS FY 2018/19 CLSA allocation was \$816,895. **Exhibit D** is the FY 2018/19 Plan of Service, with **pp. 4-5** outlining the budget expenditure categories. The budget is broken down into two sections:

20% \$163,379 System Administration (for salaries which help pay for the PLP/NLS contract)
80% \$653,516 Baseline for Communications and Delivery (C&D)

Of the Baseline, \$5,500 is allocated to postage, office supplies, list-servs, the NLS website, conference calls, etc. \$648,016 was available to be allocated back to libraries based on the formula. (If you were to closely examine p. 4 of the Plan of Service, you will note that \$146,538 is allocated for Delivery Services and \$501,468 is allocated to eResources. These total \$648,016.)

Note that the cost on the Plan of Service for Delivery does not cover the entire cost of delivery. The reason for this is because when the NLS formula is applied to the 41 NLS public libraries eligible, the CLSA allocation to the 17 libraries using delivery does not fully cover the entire cost of delivery. The Plan of Service can only show the CLSA funds being used for delivery. The additional revenue from the libraries to cover the remainder of costs is included in the NLS budget.

When looking at the NLS budget, the System Administration funds can be found in the Administration portion of the budget, and the Baseline C&D funds are found in the Communication and Delivery section of the budget.

NLS LIBRARIES' USE OF CURRENT OFFERINGS

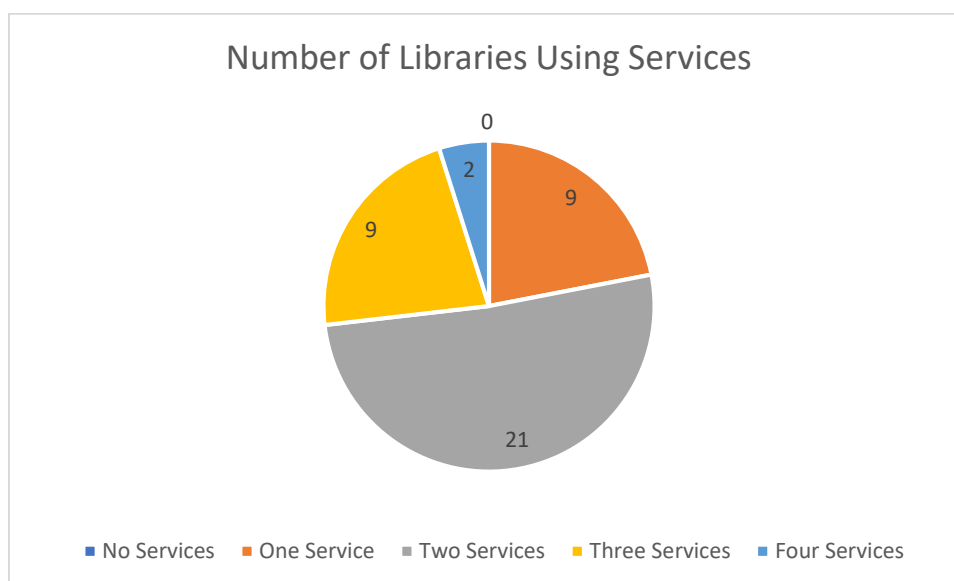
In addition to OverDrive, Zinio and Delivery, NLS has recently completed a system-wide contract for Link+. Below is a brief overview of the number of libraries participating in one of the four system-wide services.

	FY 2018/19	# Libraries	FY 2019/20	# Libraries	# Libraries allocating additional funds	Total additional CLSA Funds	Total Additional Local Funds
OverDrive	\$52,000	28	\$86,600	28	17	\$73,022	
Zinio	\$56,249	24	\$56,249	22	1	\$200	
Delivery	\$229,349	17	\$232,424	17	7		\$85,875
Link+*			\$230,570	17			\$230,570

with the current claim form, it is not clear how many libraries were previously using CLSA funds for Link+

Note that the Zinio and OverDrive baseline has not been increased in several years. In FY 2019/20, the OverDrive allocation was increased by the Committee as indicated above. Two libraries decided not to participate in Zinio due to the increase in OverDrive.

Below is a chart which indicates, of the 41 NLS public libraries, the number of libraries claiming CLSA funds for OverDrive, Zinio and Delivery services.



CONSIDERATIONS FOR A NEW MODEL

At the June 2019 NLS Administrative Council meeting, Michael Perry posed the following questions:

1. *Can changing how we allocate CLSA funds better meet local library needs?*
2. *Can we increase participation in consortia-services by changing how those services are paid (and cost assessed at a local library level)?*
3. *How do members view the CLSA C&D allocation funds?*
 - a. *Do they see it as funding to be distributed to the individual library system?*
 - b. *Do they see it as funding at the consortia-level?*
4. *What services may be better served with the proposed model?*
5. *Which ones would be less suited?*
6. *Does the proposal provide any advantages if the State Library suddenly decides to “boost” funding (as they did with the recent one-time funding)?*

Michael’s memo stated: *One model which may be worth consideration is to pay all the consortia-managed services first and then to distribute the remaining CLSA funds. In Michael’s memo, he lists the pros and cons:*

Pros

- *Library system would not need to choose one service over the other because of limited CLSA allocations*
- *No one receives a bill to pay NorthNet for consortia-managed services (as everyone receives a CLSA C&D distribution)*
- *It is easier to set budgets at a consortia-level instead of trying to balance individual library system’s budget constraints*
- *It eliminates the need to calculate the individual cost of a service to a library system*
- *Makes it easier for libraries to consider and participate in new services if paid for at a consortia-level*
- *Could minimize the situation where significant funds are re-directed to a single service (i.e. Overdrive) because library systems have no alternate way to use them*

Cons

- *There are some library systems which currently take their CLSA allocation to pay for local costs such as Link+ or Telecommunication. Any library that is not using a consortia-managed services would have their allocation significantly reduced*
- *Library systems that receive a large CLSA allocation will receive less*
- *Some systems benefit far more than others in this model – especially those with large*

delivery costs (see Lake County, Solano County, Mendocino)

- *Library systems are forced to pay for services that they cannot use*
 - *Paying for delivery systems for specific regions*
 - *Overdrive may prevent some systems joining the consortia*
- *Reduces CLSA allocation for libraries with legitimate local purchases, decreasing a revenue stream at the local level*
- *Reduces/removes the role of local libraries to decide how their CLSA allocations are used*
- *Makes it difficult to understand the local cost for a service if we no longer calculate it*

APPLYING ABOVE FORMULA TO FY 2019/20 BUDGET

Below is a model where the consortia-managed services are paid for using CLSA available Baseline funds first, and the remaining funds which could be distributed to the libraries.

FY 2019/20

OverDrive	\$86,600
Zinio cost	\$56,249
Delivery	\$232,423 (includes \$85,875 paid additionally by libraries; \$146,548 CLSA)
Link+	\$259,998 (Nevada County \$29,428 + \$230,570)
Total	\$635,270
FY19/29 CLSA Funds	\$657,902
Services Total	-\$635,270
Remaining	\$22,632

(note: Nevada County will be using grant money for their first year, but the total amount listed represents the total contract amount, which increases 3% annually)

Although at first glance this may seem reasonable, it may be worth considering the \$132,174 claimed from NLS libraries for local use (See Column "Local Distribution or (Amount Owed) on Exhibit B).

SUMMARY

The concern expressed by Michael Perry is valid, in that if \$73,000 of CLSA funds are being allocated mid-year to OverDrive, an examination is needed. One potential idea would be to survey NLS members about their current and upcoming needs to understand if the current selections are still relevant. **Exhibit E** is the survey which PLP sent to its members in 2018 which redirected the priorities. The Ad Hoc group could develop its own survey to determine the priorities. Once this is done, the Ad Hoc group could review the products and distribution formulas.

Article 7. Communication and Delivery

Exhibit A

20235. Definition of Reporting Terms	In complying with the reporting requirements of Section 20135 each system shall report the following items using the following definitions with respect to the communication and delivery programs:	In complying with the reporting requirements of Section 20135 each system shall report the following items using the following definitions with respect to the communication, and delivery, <u>and resource sharing</u> programs:	Revise language to include "resource sharing" to reflect 2016 changes to statute.
	(a) "Message" means the transmission of a discrete body of information from one library to another by means of a telecommunications system to a single individual or institutional addressee. Many separate items of information may be contained in a single message. The same body of information transmitted to several addressees at physically distinct locations constitutes several, not one, messages. Written information physically conveyed by delivery van, U.S. Mail, or other courier services is not considered a "message" for communications and delivery reporting purposes.	(a) "Message" means the transmission of a discrete body of information from one library to another by means of a telecommunications system to a single individual or institutional addressee. Many separate items of information may be contained in a single message. The same body of information transmitted to several addressees at physically distinct locations constitutes several, not one, messages. Written information physically conveyed by delivery van, U.S. Mail, or other courier services is not considered a "message" for communications and delivery reporting purposes.	
	(b) "Item delivered" means the physical-removal of a discrete item from one library to another by means of a delivery van, U.S. Mail, courier service, or other delivery system Reasonable judgement shall be exercised in determining particular "items" status (e.g., a carton containing 10,000 brochures is one -not 10,000 items).	(b) "Item delivered" means the physical-removal of a discrete item from one library to another by means of a delivery van, U.S. Mail, courier service, or other delivery system <u>or the delivery of digital materials</u> . Reasonable judgement shall be exercised in determining particular "items" status (e.g., a carton containing 10,000 brochures is one -not 10,000 items).	Revise language to add reference to delivery of digital materials to reflect 2016 changes to statute
	(c) "Frequency/schedule of delivery service" means that specific (daily, twice weekly, weekly, etc.) frequency of delivery service received by member libraries. If not all members receive the same frequency of delivery service the number of member libraries served on each differing schedule must be reported.	No change	
20235 cont.	(d) "Other" means that when a system employs communications or delivery methods other than those specifically cited on the standard reporting forms, the system must specify the method(s) employed and separately account for the message or delivery volume for each such method.	(d) "Other" means that when a system employs communications, or delivery methods, <u>or shared resources</u> , other than those specifically cited on the standard reporting forms, the system must specify the method(s) employed and separately account for the message or delivery volume for each such method. <u>The System must describe the communication, delivery method, or shared resource and the outcome of providing it.</u> procured by one (1) or more participating libraries to be shared by three (3) or more participating libraries, accessible for use by participating libraries.	Revise language to add reference to shared resources to reflect 2016 changes to statute.

<p>20236. Inclusion</p>		<p><u>Unless otherwise prohibited by Education Codes 18745-18746, intra-system communication, delivery and resource sharing includes the acquisition or maintenance of technology or digital transmission products required to locate, create, or make accessible digital, virtual, or electronic material, which may also include telecommunication equipment and its installation along with service fees.</u></p>	<p>Language required clarifying that funds could also be used for products or fees necessary to facilitate the communication, and delivery of print, digital or other information materials or the sharing of resources. This section also includes reference to the statute language on assessment.</p>
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FY2018-19 CLSA C & D Funds Distribution 2/8/19

Library	CSL Certified Population FY18/19	50 % of CLSA 250,734	50% Base on Population 250,734	Total CLSA Allocation	NBCLS and MVLS Deliveries	OverDrive	Add'l Overdrive	Zinio	Add'l Zinio	TOTAL Delivery, OverDrive & Zinio	Local Distribution or (Amount Owed)	Has Link+
Alpine County Library	1,154	6,115	59	\$6,174	\$0	\$230	\$4,087	\$97		\$4,414	\$1,760	
Bel-Tiburon Public Library	11,783	6,115	602	\$6,718	\$0	\$0		\$0		\$0	\$6,718	Yes
Benicia Public Library	27,499	6,115	1,405	\$7,520	\$14,131	\$1,068		\$0		\$15,199	-\$7,679	Yes
Butte County Library	227,621	6,115	11,630	\$17,745	\$0	\$4,295		\$4,539		\$8,834	\$8,911	
Colusa County Library	22,098	6,115	1,129	\$7,245	\$4,644	\$422	\$1,223	\$456		\$6,745	\$500	
Del Norte County Library Dist.	27,221	6,115	1,391	\$7,506	\$0	\$621	\$6,772	\$113		\$7,506	\$0	
Dixon Public Library	29,214	6,115	1,493	\$7,608	\$11,618	\$518		\$0		\$12,136	-\$4,528	Yes
El Dorado County Library	188,399	6,115	9,626	\$15,741	\$2,322	\$4,195	\$4,951	\$4,273		\$15,741	\$0	Yes
Folsom Public Library	78,447	6,115	4,008	\$10,124	\$9,287	\$1,934		\$3,122		\$14,343	-\$4,219	Yes
Humboldt County Library	136,002	6,115	6,949	\$13,064	\$0	\$3,423	\$5,000	\$3,007		\$11,430	\$1,634	
Lake County Library	65,081	6,115	3,325	\$9,441	\$30,377	\$0		\$880		\$31,257	-\$21,816	
Larkspur Public Library	12,351	6,115	631	\$6,747	\$0	\$0		\$0		\$0	\$6,747	Yes
Lassen Library District	14,954	6,115	764	\$6,880	\$0	\$416		\$156		\$572	\$6,308	
Lincoln Public Library	48,591	6,115	2,483	\$8,598	\$2,322	\$1,227		\$0		\$3,549	\$5,049	
Marin County Free Library	143,912	6,115	7,353	\$13,468	\$0	\$0		\$0		\$0	\$13,468	Yes
Mendocino County Library	89,299	6,115	4,563	\$10,678	\$44,807	\$0		\$0		\$44,807	-\$34,129	
Mill Valley Public Library	14,963	6,115	765	\$6,880	\$0	\$0	\$0	\$0		\$0	\$6,880	Yes
Modoc County Library	9,612	6,115	491	\$6,606	\$0	\$346	\$1,000	\$170		\$1,516	\$5,090	
Mono County Free Library	13,822	6,115	706	\$6,822	\$0	\$663	\$500	\$865	\$200	\$2,228	\$4,594	
Napa County Library	135,176	6,115	6,907	\$13,022	\$0	\$2,431		\$4,220		\$6,651	\$6,371	Yes
Nevada County Library	99,155	6,115	5,066	\$11,182	\$0	\$3,168	\$4,732	\$3,282		\$11,182	\$0	
Orland Free Library	15,332	6,115	783	\$6,899	\$0	\$394	\$1,000	\$200		\$1,594	\$5,305	
Placer County Library	203,728	6,115	10,409	\$16,525	\$2,322	\$5,899		\$5,114		\$13,335	\$3,190	
Plumas County Library	22,980	6,115	1,174	\$7,290	\$0	\$541	\$6,435	\$314		\$7,290	\$0	
Roseville Public Library	137,213	6,115	7,011	\$13,126	\$2,322	\$3,415	\$7,389	\$0		\$13,126	\$0	
Sacramento Public Library	1,451,054	6,115	74,140	\$80,255	\$11,609	\$0		\$0		\$11,609	\$68,646	Yes
St. Helena Public Library	6,118	6,115	313	\$6,428	\$10,315	\$545		\$0		\$10,860	-\$4,432	Yes
San Anselmo Public Library	13,000	6,115	664	\$6,780	\$0	\$0		\$0		\$0	\$6,780	Yes
San Rafael Public Library	60,651	6,115	3,099	\$9,214	\$0	\$0	\$0	\$0		\$0	\$9,214	Yes
Sausalito Public Library	7,226	6,115	369	\$6,485	\$0	\$0		\$0		\$0	\$6,485	Yes
Shasta Public Libraries	178,271	6,115	9,109	\$15,224	\$0	\$0	\$12,422	\$2,802		\$15,224	\$0	
Siskiyou County Library	44,612	6,115	2,279	\$8,395	\$0	\$1,515	\$5,935	\$945		\$8,395	\$0	
Solano County Library	383,080	6,115	19,573	\$25,688	\$30,211	\$7,274		\$0		\$37,485	-\$11,797	Yes
Sonoma County Library	503,332	6,115	25,717	\$31,833	\$29,844	\$0		\$0		\$29,844	\$1,989	Yes
Sutter County Library	97,238	6,115	4,968	\$11,084	\$9,287	\$1,941		\$1,568		\$12,796	-\$1,712	
Tehama County Library	64,039	6,115	3,272	\$9,387	\$0	\$1,156	\$7,445	\$786		\$9,387	\$0	
Trinity County Library	13,635	6,115	697	\$6,812	\$0	\$521	\$4,131	\$160		\$4,812	\$2,000	
Willows Public Library	13,464	6,115	688	\$6,803	\$0	\$624		\$103		\$727	\$6,076	
Woodland Public Library	60,426	6,115	3,087	\$9,203	\$9,287	\$1,497		\$1,490		\$12,274	-\$3,071	
Yolo County Library	160,844	6,115	8,218	\$14,334	\$4,644	\$0		\$0		\$4,644	\$9,690	Yes
Yuba County Library	74,727	6,115	3,818	\$9,934	\$0	\$1,721		\$798		\$2,519	\$7,415	
Total	4,907,324	250,734	250,734	\$501,468	\$229,349	\$52,000	\$73,022	\$39,460	\$200	\$394,031	\$107,437	

* Negative amount denotes an invoice will be sent to the library



FY 2019-20 CLAIM FORM FOR CALIFORNIA LIBRARY SERVICES ACT (CLSA) FUNDS

Library: _____

CLSA funds can be used for the following: delivery among and between NLS members (i.e., contracted delivery service, courier/package delivery services, USPS); eMaterials which are either purchased and shared by NLS members, or shared with 3 or more libraries; Link+; and the purchase of hardware to support broadband.

Accompanying this Claim Form is the approved CLSA funding distribution spreadsheet for NLS member libraries. Your allocation is listed, as well as your portion for shared Zinio and OverDrive, and shared delivery costs. If your library has a balance of CLSA funds remaining after shared costs are deducted, please indicate which resource you would like to apply the remainder of funds. If costs exceed CLSA allocation, your library will be Invoiced for any amount due.

The spreadsheet included with this form shows:

Your library's FY 2019-20 allocation of CLSA funds

Your library's delivery costs, if participating in a delivery contract managed by NLS

- Your library's cost to participate in the OverDrive shared collection
- Your library's cost to participate in Zinio Collection
- Your library's cost to participate in Link+ Services

Amount of Approved Allocation:

Per the accompanying spreadsheet, my CLSA allocation is \$_____. These funds will be used for my FY 2019-20 allocation of services as indicated on the spreadsheet.

\$_____ Annual fee for OverDrive shared collection

\$_____ Annual fee for Zinio consortium subscriptions

\$_____ Delivery *(Please note that if the library participates in a NLS-managed delivery contract, I understand that the library's share of the delivery contract will be paid by NLS from these funds.)*

Remaining Available Allocation: \$_____

Additional Allocation to NLS Shared Services:

My library has remaining CLSA funds, and I am choosing to distribute them as follows:

\$_____ Additional OverDrive contribution for consortium materials

\$_____ Additional Zinio contribution for consortium subscriptions

Library: _____

If funds are due for communications and delivery and eResources costs that are not included in NLS managed contracts, a check will be issued to your library upon receipt of the completed and signed claim form.

This information is needed for accountability reporting to the California State Library

Additional Allocation for Local Resources:

\$ _____ Link+ Software Subscription Fee

\$ _____ Broadband hardware costs

\$ _____ Additional Delivery costs (*Link+ Courier or NSCLS Postage for Delivery*)

\$ _____ Other Shared eResources (*enki; Bibliotheca Cloud Library consortia product, Northern California Digital Library or other eResources shared between three or more libraries*)

If you have chosen Other Shared eResources, please indicate the estimated number of titles to be purchased, and the estimated circulation of those purchased titles for FY 2019/20.

_____ # of Titles _____ Circulation _____ Name of eResource

Please ensure that the full amount of your approved allocation has been designated. **Only options included on this form are allowable.**

Certification

I hereby certify that the library named above shall use these funds for CLSA approved purposes that facilitate resourcing sharing among the NLS Members in FY 2019-20.

Signature: _____ Title: _____

Name: _____ Date: _____
Print Name

.....
For Staff use

Approved By: Andrew Yon

Signature: _____ Date: _____
.....

Mail one copy with an original signature by January 13, 2020 to:

NorthNet Library System
Attn: Accounting Dept
2471 Flores Street
San Mateo CA 94403

System Information

FY 2018/19

System Name: NorthNet Library System			
Director: Carol Frost		Email: frost@plpinfo.org	
Address: 2471 Flores Street		City: San Mateo	State: CA Zip: 94403
Phone: 650-349-5538		Fax: 650-349-5089	

System Chair for FY 2018/19 (if known): Todd Deck	Fiscal Agent: Pacific Library Partnership
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Date approved by Administrative Council: <i>June 15, 2018</i>
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x <i>Todd Deck</i>	<i>6/15/18</i>
Signature of System Administrative Chair for FY 2018-19	Date
Print Name: Todd Deck	

Demographics of System Service Area

System Population Profile, FY 2018/19

Total Population of System Service Area: 4,703,096

Underserved Population	Number	Percentage of Total Population
Economically Disadvantaged (Below poverty level)	720,165	15.31%
Institutionalized	64,469	1.37%
Aged (65+)	745,484	15.85%
Children & Youth:	284,637	6.05%
• Under 5		
• 5 to 9	304,454	6.47%
• 10 to 14	304,693	6.48%
• 15 to 19	311,448	6.62%
Handicapped	628,207	13.36%
Speakers of limited English or English as a Second Language	455,317	9.68%
Non-English Speaking	1,125,386	23.93%
Ethnicity	255,128	5.42%
• Black		
• Hispanic	1,017,395	21.63%
• Asian	442,611	9.41%
• Native American	56,640	1.20%
• Other (specify)	26,119	0.56%
Geographically Isolated	694,227	14.76%
Functionally Illiterate	391,178	8.32%
Shut-In	240,322	5.11%

List source(s) of this data:

United States Census Bureau, American Fact Finder/2012-2016 American Community Survey, Demographic and Housing Estimates (DP05)

2012-2016 American Community Survey 5-Year Estimates S1701 used in 2018

United States Census Bureau, American Fact Finder/2010 Profile of General Population and Housing Characteristics (DP-1)

United States Census Bureau/2012-2016 American Community Survey, Disability Characteristics (S1810)

United States Census Bureau, American Fact Finder/2012-2016 American Community Survey, Selected Social Characteristics in the US (based on population 5 years and over who "Speak English less than 'very well'") (DP02)

2012-2016 American Community Survey 5-Year Estimates

2010-2014 American Community Survey 5-Year Estimates

United States Census Bureau, American Fact Finder/2010 Census Summary File 1, Urban and Rural (P2). NOTE:
Use 'Rural' not 'Frontier'

U.S. Dept. of Ed. Institute of Educational Sciences National Assessment of Adult Literacy State and County
Estimates of Low Literacy 2013, Released 2009

United States Census Bureau, American Fact Finder/ 2012-2016 American Community Survey, Disability
Characteristics (Shut-in was based on noninstitutionalized population 18+ "with an independent living difficulty")
(S1810)

Describe briefly how this data will be used to plan CLSA-funded services:

This data is use for planning activities of our various committees and to serve all segments of the underserved.

**SERVICE PROGRAM BASELINE BUDGET REQUEST - FY 2018/19
SYSTEM COMMUNICATION & DELIVERY (Section 18745)**

SYSTEM NAME: NorthNet Library System

(a) Personnel (Attach job descriptions)				(b) Operations
Classification	FTE/No. of Positions	Salary	Benefits	Total
See Attached List	/	\$	\$	\$
	/	\$	\$	\$
	/	\$	\$	\$
	/	\$	\$	\$
Total (a):	/	\$	\$	\$ 137,855
P				
(c) Capital Outlay				
Equipment (specify)				\$
Equipment Replacement Revolving Fund				\$
Total (c):				\$
(d) Anticipated Current (2018/19) Year-end Balance in the Equipment Revolving Fund				\$
Total of (a), (b), (c):				\$ \$816,895

4 Operations (continued)			
6. Contract Services (specify)		\$	146,548
Delivery Services			
7. Telecommunications (specify)		\$	2,500
List-servs, conference calls, website hosting			
8. Indirect Costs/Fiscal Agent Fee (provide description of services received) Do Not Include System Indirect (pc&e) Contracted Services to PLP for fiscal and administrative services (audit, fiscal reporting, reports, monitoring, etc.)		\$	25,524
9. Other: (specify) Postage, UPS		\$	1,800
Total (b):		\$	\$679,040

2018/19 PROPOSED CLSA BUDGET

BUDGET SUMMARY	
Expense Category	Communications & Delivery Program
Salaries & Benefits	
Operations	\$653,516
Equipment	
Service Program Sub-total	
System Administration (PC&E) ¹	\$163,379
TOTAL	\$816,895

¹Must not exceed System Administrative (PC&E) total

Funding for Communications and Delivery – FY 2018/19

There are two sections to this portion of the plan. The first section requires your best estimate for workload for the physical delivery of items, and estimated totals for e-resources, training, and broadband usage. The second section contains several questions that help us understand your plans for communication and delivery.

Section 1

Estimated Workload of Physical Delivery

Physical Items Sent by:	Physical Items Delivered to:		
	System Member Public Libraries	Non-public Libraries in System Area	TOTAL
a. System member public library	1,100,000	79,000	1,179,000
b. Non-public libraries in System area	85,000	1,000	86,000
TOTAL	1,185,000	80,000	1,265,000
		System Owned	Contracted Vendor
c. Number of delivery vehicles that physically move items			4
d. Frequency/schedule of physical delivery service			3
e. Percentage of items to be physically delivered by:			
U.S. Mail	UPS	System Van	Contracted Van
19.5%	1%	0%	79.5%
			Other
			0%

Estimated Totals for e-Resources, Training, and Broadband Usage

f. Estimated total number of e-resources to be used (circulated/downloaded/streamed, etc.) by residents of System member libraries	297,000 (Overdrive and Zinio)
g. Percentage of CLSA funds to be spent on e-resources?	77%
h. Estimated number of training events to be presented using C&D Operations funds	0
i. Estimated number of training events to be presented using System Administration funds	0

j. Percentage of CLSA funds to be used for Broadband technology improvements	0%
k. Which member libraries will benefit from Broadband improvements using CLSA allocated funds? (please list)	
We do not plan to spend any FY 18/19 C&D funds on broadband improvements.	

Section 2

1. Describe the goals for the Communication and Delivery funding. How will they support the needs of your community? How did you determine these needs? Will you be using any of the communications funding to address broadband connectivity issues?

Delivery – CLSA funds will continue to support the physical movement of resources from one library to another and that enables resource sharing among System members which is a high priority for most NorthNet libraries.

Shared e-resources also remain a priority for all NorthNet members, especially those in smaller, more geographically remote areas. With this priority in mind, NLS will continue to commit C&D funds to research the feasibility of implementing a LINK+ or similar model of alternative interlibrary lending of materials within the NorthNet System. Upon results and recommendations of an Interlibrary Loan & Delivery Study to be completed for NLS in Spring 2018, this alternative lending approach is intended to allow participating libraries to dramatically increase the amount of materials they offer, reduce fulfillment time, decrease costs, and raise their profile and visibility in their user communities.

Zinio – Twenty-three NLS member libraries use a blend of CLSA C&D funds as well as local resources to continue supporting the Zinio consortium. The consortium purchase allows members to receive significant discounted subscription rates on electronic periodicals. Zinio subscriptions have proven to be very popular with patrons in individual NLS libraries and became affordable for many more as a consortium pricing package.

OverDrive, NLS also committed one-time CLSA funding to expand the very popular Overdrive subscription and membership. This investment has proven to be very successful and OverDrive usage has increased across the system. According to the Library to Go Committee Chair, Since March 2017, libraries have reduced the holds wait time from about 45 days to 35 days, added more users, and increased circulation. In addition, the NLS OverDrive consortia has seen a 20% increase in circulation over the last three years.

In addition, enki subscriptions continue to be popular with NLS System patrons and member libraries invest C&D and local resources to provide these valued resources to their communities. The enki Library is a shared open source eBook Network that allows California libraries to own and store eBooks for access by library patrons; to share access to more content than any individual library can purchase on its own; to add features and functionality lacking in current third-party vendor models; and to share access to unique local digitized content with other libraries within the Network.

Knowledge Sharing/Document Repository - NLS, in cooperation with the other eight CA cooperative library systems, continues to support the on-going development of CLSA-INFO, a knowledge-sharing database for systems and libraries statewide. This document sharing tool was created as a direct result of one strategic priority (knowledge-sharing) identified by five of the eight systems.

Broadband is of great interest too, and several NLS libraries continue to benefit from the California Public Library's Broadband Project. This grant funding allowed several NLS member libraries to leverage local funding in order to apply for State funds and to significantly increase their broadband capabilities. The geographic span of NLS and the large number of members (41), however, means that broadband connectivity will not come to all members at the same time or in the same way. There are currently no plans to use FY 2018/19 C&D funding for broadband connectivity.

2. How will your Communication and Delivery funds be disbursed (i.e., system wide, allocated to individual libraries, mix)? How much of your CLSA funds are spent on each program or service? If not all libraries are participating in programs/services indicate which ones are and why others are not served (i.e. choice, funds, etc.).

CLSA funds are distributed by formula to NLS libraries. CLSA distribution formula is based on service population and library budget. 80% of NLS CLSA funds are distributed to member libraries. Member libraries contribute additional local resources to support communications and delivery on local level.

All NLS member libraries participate in some level of shared resources.

3. Are the programs funded by CLSA being supplemented with local funds and if so how much or what percentage of the funding? Please briefly describe how any non-CLSA funds will be used to support communication and delivery. This information will help to document the significant contributions of non-CLSA funds toward library cooperation in California.

Local funding is dedicated to supplement CLSA to enable effective resource sharing. In FY 2017/18, \$104,861 in local funding (over and above the NLS CLSA allocation) was used to cover primarily delivery costs, but also included funding of shared e-resources. NLS libraries are committed to continue supporting e-resources with local funding, as well as the physical delivery of items within the system, even as delivery costs are expected to increase by 3% in FY 2018/19.

4. If you are providing e-resources, what exactly are you providing? (i.e. number of books, kind of titles, how many libraries are you providing this service to, any circulation statistics if available)

NLS member libraries subscribe to OverDrive and Zinio and receive consortia pricing discounts for these resources. In FY 2017/18, 26 of the 41 NLS public libraries participated in the OverDrive/Library to Go consortia, while 23 NLS public libraries subscribed to Zinio. OverDrive continues to be very popular and well used with NLS patrons. There was an estimated 297,000 Zinio and OverDrive items checked out in FY 2017/18. As noted above, since March 2017 and with CLSA one-time funding dedicated to adding e-content to these resources, NLS libraries have reduced the holds wait time from about 45 days to 35 days, added more users, and increased circulation and, over the last three years, have seen a 20% increase in circulation.

5. Describe your current delivery model. How has it changed from last year? Will you be making any changes in the upcoming year?

Due to the geographic size of our region, NLS libraries use a combination of several delivery models including US Postal Service and private delivery services for remote locations with low volume as well as contracted services by delivery companies for moving high volume loads between member libraries using a shared ILS in more populated areas.

NLS member libraries continue to seek out more economical and efficient methods to move materials. A feasibility Study was commissioned by NLS to review current delivery methods throughout the system and to develop a cost/benefit analysis of implementing an alternative resource sharing and delivery model. The Study is to be completed Spring 2018, and based on recommendations, NLS may consider planning for implementation of new model of delivery system-wide, or regionally.

6. What is the estimated average cost (including library and system staff time) to move one item in the region? Please give description of how you utilized your administrative funding? (i.e. staff, what type of staff, do which program did you allocate staff, how much time was allocated)

Because of the variations in delivery demand and method, the costs differ from one region to another. For contracted services, costs are based on volume, number of stops and distance. Cost of shipping items through package delivery is determined based on weight and other variables. Approximately 17 of the 41 NLS member libraries utilize a contract courier service to move items, in addition to their local branch-to-branch delivery.

Administrative funding is allocated to .325 FTE of the Coordinator's salary, .3 FTE support staff, .2 FTE of the office manager, .1 FTE of the Controller, and .075 FTE of the CEO salary. The allocated time supports attending 10-12 Council and Committee meetings annually to support the three legacy systems of NLS as well as the NLS Executive Committee and Administrative Council; work with members and the Executive Committee to allocate CLSA funds; oversee contract negotiations for work related to expenditures of funds; work with accounting staff to ensure all CLSA budgets and reports are submitted and ensure compliance; liaison with California Library Staff, attend California Library Service Board meetings. The funding is allocated across all programs, including applying for and administering local, regional and statewide grants.

7. How will you evaluate that the goals have been met and the funding has met the needs of the community?

ILL statistics will continue to be tracked and reported as they have in the past. Use of shared e-resources will be measured and compared to the most recent fiscal year to demonstrate that aspect of the C&D program for FY 2018/19. We continually monitor effectiveness of services through feedback from member libraries.

Future Plans for Cooperative System

Given the uncertainty of State funding, how is your cooperative system preparing and planning for the future? How will you be funded? What services are priorities? And lastly, how will your system evolve?

In FY 2017/18, NLS established a reserve policy which will ensure safeguards for the organization. The target minimum Operating Reserves Fund is equal to three months of the operating budget costs. The amount of the Operating Reserves Fund target minimum will be calculated each year after approval of the annual budget, reported to the Executive Committee, and included in the regular financial reports.

NLS will continue to use the Strategic Directions established in FY 2016/17 to identify service priorities, including member asset mapping, staff training and development, content development and support of the knowledge sharing platform (CLSAInfo.org), and Zip Books.

Zip Books is the statewide initiative that serves as an alternative to ILL with a “buy v borrow” procurement model. This program began as an LSTA project and continues to receive both Federal and State funds through the California State Library with a number of rural libraries from around the state participating. The California Library Services Board approved a \$1 million statewide expansion of Zip Books for FY 2017-2019 with NLS as the lead system on development and implementation of this project. An Advisory Group met and will continue to provide guidance as the details and logistics of expansion are developed. NLS staff works closely with Califa (Zip Books operations lead) and the State Library to implement expansion of the Zip Books project. To date, 29 new libraries have been added to the Zip Books project and funded under the CLSA grant, with an expected 6 more to join in the next 6 months.

Other Grants

NLS, in collaboration with Pacific Library Partnership and the Black Gold Cooperative Library System, has applied for an LSTA Pitch an Idea Regional Grant to fund the “*Career Visioning for New Adults in Rural California*,” supporting workforce development for new adults in very rural communities within these systems. Workshops will be conducted that include job skill and employment resources to help new adults create and plan for their future long-term career path, sustainable employment and self-sufficiency.

System Audits

Please also provide your systems Annual audits with their annual reports/expenditures.

1. The Pacific Library Partnership receives money from the California Library Services Act which can be spent on resource sharing, communication, and delivery. Any resource needs to be shared between 3 or more different libraries. We would like your feedback for ideas on purchasing one or more products for all PLP libraries. From the list below, please choose the items you would like to see PLP fund. Click on as many items as you would like to vote for.

- ☐ Shared eBook Collection using Bibliotheca CloudLibrary ☐ Purchase a shared streaming video product (maybe Kanopy or another)
- ☐ Providing libraries money to purchase Overdrive Advantage Plus title to share with other libraries ☐ None of these
- ☐ Purchasing a shared eMagazine subscription (Zinio, Flipster)
- ☐ I have another idea for a product that can be shared between 3 or more library jurisdictions

2. We currently pay a subscription to enki. Is enki popular with your patrons?

- ☐ Yes ☐ I don't have an opinion
- ☐ No ☐ What is enki?
- ☐ I don't know

I have a comment

3. Do you think PLP should continue to pay for an enki subscription?

- ☐ Yes ☐ No opinion
- ☐ No

I have a comment

4. PLP currently has a subscription to Analytics on Demand, which expires in December 2018. Do you think we should continue to pay for AOD in 2019?

- ☐ Yes - I use it and find it helpful ☐ No
- ☐ Yes - I haven't used it but might

I have a comment

5. If PLP pursued doing Link+ as a system, and made sure it worked with your ILS, would you be interested? (Link+ is ILL like OCLC, only just for California)

☐

YES!!

☐

No, I would be afraid that it would take too much staff time

☐

We already have it, but if you would pay for it, that would be great!

☐

No

☐

No, I like our current system

I have a comment

6. CLSA funds can be allocated towards network hardware like routers and switches, and using the funds does not require you to filter. Does your library need funds to support replacing network equipment?

☐

Yes - we have a dire need and no identified funds

☐

No - we are good, thanks

☐

Yes - we have funds but this would be nice

I have a comment

7. Do you have anything you would like to tell us?

* 8. Please provide your library name

* 9. Please provide your name and email address

Name

Email Address

2019

RECOVERING **TOGETHER**

SURVEY ANALYSIS

How libraries strengthen their communities following a disaster

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Introduction

The **NorthNet Library System (NLS)** represents 41 member libraries in Northern California across 29 counties. Over the past several years, multiple libraries in the NorthNet region have been forced to confront challenges posed by natural disasters. Devastating wildfires, floods, earthquakes and resulting evacuations have demonstrated the vital role that libraries play both as a public resource and foundation for community connection.

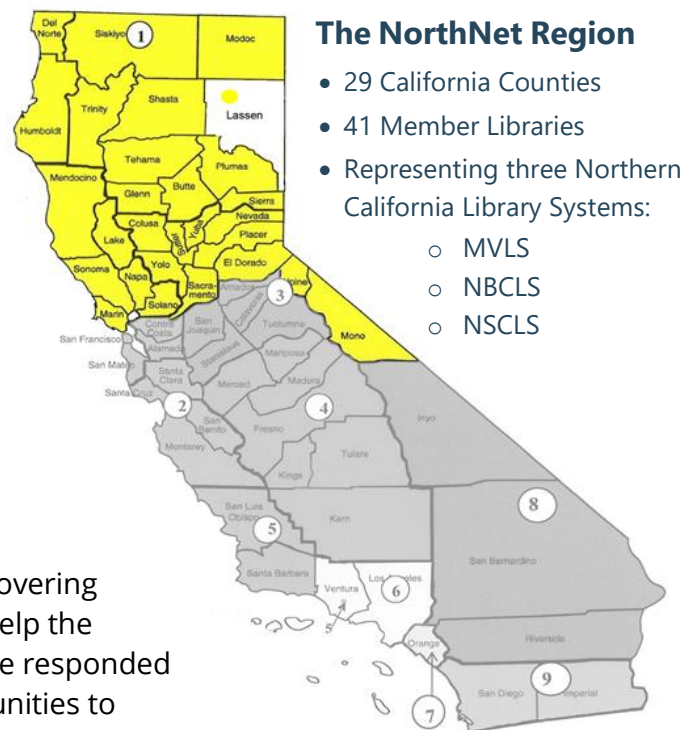
To better support libraries in our region and throughout the state, NLS has launched Recovering Together, an LSTA-grant-funded project to help the network learn more about how libraries have responded to natural disasters and helped their communities to recover in the months and years afterwards. Although much has been written about emergency preparedness, there is currently little guidance for libraries in the recovery phase. The Recovering Together project is looking at ways that libraries have helped to rebuild their communities, highlighting the work of dedicated staff and volunteers throughout the NLS region who have shown leadership and resolve in the face of daunting challenges. This survey is a first step at helping NLS members to reflect on their experiences, identify needs for the future and share resources.

During this project, with help from consultant Common Knowledge, NLS is:

- Collecting insights in a way that can be easily shared
- Creating a central resource for policies, practices and lessons learned
- Facilitating collaboration and coordination between libraries
- Improving readiness before another disaster

About Common Knowledge

Common Knowledge (ckgroup.org) helps organizations increase their capacity for positive community engagement through training, consulting services and culturally responsive field research and communications. Based in San Rafael, much of Common Knowledge's expertise in nonpartisan civic engagement, community engagement and employee engagement has been developed through projects with libraries and local governments throughout Northern California.



Project Plan

In the coming months, NLS and Common Knowledge will continue to build on the suggestions, reflections and insights identified through this survey. Next steps include:

- Conduct follow-up interviews with staff, volunteers and community members identified through this survey and through previous conversations
- Visit NLS libraries in person to learn more about the ways staff and volunteers are supporting their communities in ongoing recovery efforts
- Connect with libraries addressing disaster recovery in other parts of the state
- Create a new Recovering Together website that will synthesize best practices from throughout the region, tell the recovery stories of NLS member libraries and connect staff members and volunteers with resources that will support recovery planning before another disaster
- Identify ways to sustain the Recovering Together effort into the future, including through regional and statewide convenings

Recovering Together is guided by a Core Project Team representing multiple library systems within the NLS network. All NorthNet members are also invited to contribute their own resources and suggestions to the project planning Google Doc at tinyurl.com/recoveringtogether.

Key Findings

Experiences with Disaster Recovery (Questions 6–15)

Disasters and resulting periods of recovery have presented challenges and opportunities for NorthNet libraries in recent years. Most survey participants reported experiencing a disaster or emergency within the last four years, with wildfires (76%) and the related challenge of poor air quality (61%) being the most common. Evacuations (32%), floods (29%) and earthquakes (11%) were also frequent experiences throughout the region. The past two years – which have featured the most destructive and sizeable wildfires in the state’s history – have been particularly challenging for libraries in the NLS region. Respondents from Napa and Sonoma counties were likely to reference the 2017 Northern California wildfires. Participants from Butte, Lake, Mendocino, Shasta, Siskiyou and Tehama counties frequently referred to their experiences during the historically severe 2018 fire season.

76%
have experienced a
wildfire

The Library Role in Recovery:

Respondents highlighted a wide range of ways that library staff and volunteers have supported their communities following a disaster. Libraries were recognized for serving as a safe, supportive place for displaced residents and for providing much needed access to information and assistance.

Libraries have helped to connect affected community members with resources both in the immediate aftermath of a disaster to address pressing needs, such as shelter and air quality, as well as in the weeks and months that followed. Legal assistance, mental health supports, help finding housing and space for healing were all cited as being important ways libraries have helped with long-term recovery. Staff and volunteers were recognized for being flexible, creative and emotionally present when patrons needed them the most.

Libraries have also hosted workshops and offered passive programming aimed at promoting psychological recovery, relaxation and legal assistance. Additionally, respondents pointed to ways that libraries have helped their communities to collectively grieve and to express thanks to first responders. Diverse partnerships with county agencies, schools, nonprofits and faith-based organizations were also cited by many participants as important factors supporting recovery.

Common Challenges: The most common challenges during disaster recovery were mental health concerns among patrons, evacuations, mental health concerns among staff or volunteers, and loss of access to library facilities. Many participants commented on the emotional and psychological trauma experienced by library patrons, staff members and volunteers following a major disaster. Mental health supports, special programming and “being able to talk about what happened,” were cited as having important benefits for patrons as well as library staff and volunteers. Some respondents expressed frustration or regret that their libraries were not able to better prepare for a disaster. Survey participants also identified many things they wish they could have done differently when responding to a disaster, including:

- Expand access to library facilities and services
- Establish clearer protocols and policies to aid disaster response
- Offer training and drills for staff and volunteers
- Improve how donations are collected
- Improve communication among staff and volunteers
- Offer additional mental health supports for patrons, staff and volunteers



As a library staff we became a part of the front line of recovery,

as the library offers free internet use and that was vital for many people affected by the Camp Fire...The library itself offered refuge and peace for Camp Fire survivors.

— Kathy Brazil, Library Assistant, Chico Branch
of the Butte County Library



Public service staff dealt with both their own losses and the losses of their community. Patrons came to us, full of grief and pain, to tell us about their loss and the loss of their library checkouts, and seeing so many patrons come in to tell us, all day, every day, for weeks, was devastating. I am very grateful for the support we staff were given during this time, but I still wish there had been some resources on how to deal with the amount of pain we faced every day following the fires.

— Rocío Linares, Circulation Clerk,
Northwest Regional Library Branch of the Sonoma County Library

Disaster and Recovery Preparedness (Questions 16–21)

Survey participants expressed a range of feelings when it came to their library's disaster and recovery preparedness. While 74 percent of respondents feel that preparing for a disaster is important, less than half said that their library has a disaster or emergency response plan in place (47%). Despite this discrepancy, a majority of respondents reported that their library is very prepared (8%) or somewhat prepared (48%) to respond to a disaster. A quarter do not feel prepared (23% feel their library is not very prepared and 2% feel their library is not at all prepared). 18 percent are not sure. Comments earlier in the survey also suggested that many staff members are unaware of organizational or countywide disaster plans or feel that planning has been inadequate.

56%
**feel very or
somewhat
prepared**
to respond to a disaster

Elements Supporting Recovery: When asked to reflect on resources that might aid the library in disaster recovery, a majority indicated that their library has social media accounts to share information (71%) and a list of emergency contacts (54%). Less than a quarter of participants said that their library has:

- A designated disaster or emergency coordinator (24%)
- Training programs for library staff or volunteers (22%)
- A list of community partners that can assist with recovery (21%)
- Teams, committees or advisory groups tasked with coordinating disaster preparedness and recovery (17%)
- Predetermined recovery roles and responsibilities for staff or volunteers (15%)

Based on participant comments, there is room for growth when it comes to making sure all staff members feel prepared and confident that the library is well positioned to help lead

long-term recovery efforts. Libraries should reflect on their existing policies and consider the benefits of additional planning and staff engagement.

NLS Disaster Recovery Website and Resources (Questions 22–24)

Survey participants expressed support for many types of content on the new NLS Recovering Together website. Respondents said the following resources are all very important or somewhat important. The options below are listed in order of greatest to least interest:

- Disaster planning and preparation resources
- Sample disaster recovery plans
- List of vetted resources and people to call who can give you advice
- Best practices for strengthening community relationships before a disaster
- Self-care resources
- Case studies and examples from other libraries
- Support preparing volunteers for disaster recovery
- Sample staff meetings, formats for peer support or staff training templates

Content Formats: More than half of survey participants said they would like the new Recovering Together website to feature first-hand accounts from library staff or volunteers (64%), oral histories collected from disaster-affected communities (54%) and downloadable handouts or posters (53%). Half of respondents would also like the site to include audio stories or podcasts (50%). These recommendations will help to inform the design and features of the Recovering Together website, as it is developed in early 2020. Effort will be taken to ensure that the site is responsive to member interests and easily updated in the future.

Member Support and Suggested Interviews (Questions 24–30)

Many respondents said they would be willing to assist with upcoming phases of the Recovering Together project:

- 44 people offered to provide feedback on a draft version of the NLS disaster recovery website before it goes live next year
- 43 people gave NorthNet permission to share their survey responses with others via email, newsletters or the Recovering Together website
- 16 people would be willing to be interviewed for this project
- 17 people would be willing to mentor other library staff or share their post-disaster recovery story with NLS members
- 39 people indicated that their library has collected recovery stories or documented their community's disaster experiences in another way

Survey participants also suggested speaking to library staff members, volunteers and community leaders from the following library communities and organizations:

- Butte County Library
- Paradise Fire Adopt a Family Program
- Mendocino County Library
- Meriam Library at Chico State University
- Napa County Library
- Plumas County Library
- Shasta Public Libraries
- Siskiyou County Library

If you have additional suggestions for who to interview, please email William Cooley from Common Knowledge at wcooley@ckgroup.org.

Other Suggestions for NLS: Respondents expressed appreciation that NLS is raising awareness of disaster recovery and reiterated many of the lessons they have learned following a disaster. Participants mentioned that libraries need to remember that recovery is a long process and that libraries often operate within larger city or county governments. Others shared their hope for the future that libraries can help raise awareness and encourage community-wide training and preparedness.

Survey Participants

The Recovering Together survey was conducted online from mid-August to early September 2019. Survey participants were incredibly diverse, reflecting the entire range of library roles. A total of 144 people took the survey, including library staff members, directors, volunteers, commissioners, board members and administrative staff. Respondents were equally diverse in their experience levels, with participants having worked in libraries from one year to more than 30 years. The average respondent has worked as a library staff member or volunteer for 11 years.

Participants also represent libraries reaching across the NorthNet region, including more than 21 county, city and academic libraries. Many respondents come from communities that have been hard hit by wildfires during the 2017 and 2018 seasons, including Butte, Lake, Mendocino, Shasta, Siskiyou, Sonoma and Tehama counties. NLS and Common Knowledge thank respondents for their participation and help promoting the survey.

Detailed Analysis

The following pages include additional details and analysis for each of the survey's 30 questions. Results are organized in order by question. Unless permission was given by a survey participant, quotes have been anonymized.

Questions 1 and 2 asked respondents for their name and email address. A total of 144 people participated in the survey. Question 3 asked respondents for their library or affiliation. Respondents represent more than 21 county, city and academic libraries – from Sonoma and Solano counties in the south, to Del Norte and Siskiyou counties in the north.

Participating libraries include:

- Butte County Library
- California State Library
- Downieville Station in Sierra County
- Del Norte County Library
- Folsom Public Library
- Lake County Library
- Mendocino County Library
- Meriam Library, CSU Chico
- Mill Valley Public Library
- Napa County Library
- Orland Free Library
- Placer County Library
- Plumas County Library
- Sausalito Public Library
- Shasta Public Libraries
- Siskiyou County Library
- Solano County Library
- Sonoma County Library
- Tehama County Library
- Willows Public Library
- Yolo County Library
- Yuba County Library

The largest number of responses came from Sonoma County library, which has roughly 200 staff members across 17 locations. The libraries with the largest number of responses included:

Library	Number of Responses
Sonoma County Library	48
Plumas County Library	19
Napa County Library	15
California State University, Chico	12
Butte County Library	10
Shasta Public Libraries	9
Yuba County Library	9

04

Library position or role

Those who took the survey represent a diverse range of professional and volunteer roles. Respondents include librarians, volunteers, junior library staff members, directors, county librarians, commissioners, and board members, as well as administrative and support staff.

Position or Role	Number of Responses
Librarians (Adult, Children and Youth Services, etc.)	29
Library Specialists and Technicians	23
Library Associates, Assistants and Aides	23
Volunteers	14
Managers and Supervisors	12
County Librarians, Assist County Librarians and City Librarians	10
Other: Staff in accounting, human resources, IT and maintenance	10
Directors and Assistant Directors	8
Commissioners and Board Members	6
Foundation and Friends of the Library Board Members	6
Coordinators	2
Academic Library Dean	1

05

How many years have you worked as a library staff member or volunteer?

Respondents were equally diverse in their experience levels, with participants having worked in libraries from one year to more than 30 years. The average respondent has worked as a library staff member or volunteer for 11 years. 53 respondents have worked in libraries for five years or fewer. 23 respondents have worked in libraries for 20-30 years. Four respondents have worked in libraries for more than 30 years.

06

What type of community-wide disasters or emergencies have you experienced while working at a library in the NorthNet region?

76 percent of respondents reported having experienced a wildfire while working at a library in the NorthNet region. 61 percent of respondents have experienced the related challenge of poor air quality. Evacuations (32%), floods (29%) and earthquakes (11%) were other common challenges. 12.5 percent of respondents reported having experience other disasters and emergencies, including mass shootings, arsons, and mudslides. 11 percent of respondents shared that they had not experienced a disaster or emergency.

BY THE NUMBERS

76%

have experienced a
wildfire

61%

have experienced
**poor air
quality**

32%

have experienced an
evacuation

29%

have experienced a
flood

12.5%

have experienced
**another
disaster**

11%

have experienced an
earthquake

11%

have not experienced
a disaster or emergency

07

When did your library's most recent disaster occur?

Among those who have experienced a disaster or emergency, nearly all of their most recent disaster experiences occurred within the last four years. It was common for participants to mention experiencing multiple disasters over the last several years. While respondents mentioned a range of experiences, the past two years have featured the most destructive and sizeable wildfires in the state's history. Examples from these two years were most frequent.

The 2017 Northern California wildfires were a common point of reference for libraries in Napa and Sonoma counties. Santa Rosa – home to four branches of the Sonoma County Library – was particularly hard hit by the Tubbs Fire, which, at the time, was the most destructive fire in California history. 2018 saw another historically severe fire season, which was referenced by libraries in Butte, Lake, Mendocino, Shasta, Siskiyou and Tehama counties.

The Camp Fire in Butte County devastated the Town of Paradise and ended up being the most destructive fire to date in state history. Respondents from Butte County noted the severity of the Camp Fire, as well as additional wildfire impacts from the past three fire seasons. The Mendocino Complex Fire, which was the largest by acreage in state history, affected four counties, including Lake and Mendocino counties. The 2018 season also saw the Carr Fire in Shasta County, which was the sixth-most destructive fire in state history.

08

Following the disaster, what was the most important thing that helped your community recover?

Respondents pointed to a shared sense of togetherness and purpose, as well as support from diverse community sources as important factors in recovery. Access to resources was mentioned both in the immediate aftermath to address pressing needs, such as shelter and air quality, as well as in the weeks and months that followed. Legal assistance, mental health supports, help finding housing and space for healing were all cited as being important aspects of long-term recovery.

Given the devastating nature of the 2017 and 2018 fire seasons, some respondents also noted that their communities have not yet recovered. In Santa Rosa, which lost multiple neighborhoods, and in Butte County, where the town of Paradise suffered widespread destruction, recovery is ongoing. Despite "help and generosity of spirit...my communities have not recovered," said one respondent. "That will take years."

The most common challenges reported were mental health concerns among patrons, evacuations, mental health concerns among staff or volunteers and loss of access to library facilities. During free-response portions of the survey, many respondents commented on the emotional and psychological trauma experienced by library patrons, staff members and volunteers following a major disaster. In the cases of recent wildfires, respondents said that the library often served as a “a safe, calm place for the public to gather” and that listening to patrons share their experiences was particularly meaningful. At the same time, these conversations and the shared experience of disaster takes a toll on staff and volunteers. Mental health supports, special programming and “being able to talk about what happened,” were cited as having important benefits for patrons, as well as library staff and volunteers.

Many respondents also commented on the difficulty posed by mandatory evacuations and facility closures. While acknowledging the need to prioritize safety considerations, many shared feelings of frustration that library buildings were not able to open sooner or that staff were not able to “get back to work” as quickly as other “essential” public employees.

10

Following the disaster, what did library staff and/or volunteers do that you are most proud of?

The survey highlighted a wide range of actions taken by members of the library community following a disaster. Common themes included cooperation and coordination among staff, as well as a spirit of togetherness. Respondents described feeling bonded by a shared sense of purpose, that we are “in this together.” A belief that the community was “coming together” to address a shared challenge was also common.

Several respondents drew attention to the sensitivity with which staff and volunteers approached their work in the days and weeks following a disaster. Staff were recognized for being flexible, creative and emotionally present when patrons needed them the most.



It felt like we saw our job as a way to witness the community moving through trauma. Branches had different practices to let community members share their experiences and connect or reconnect with others.

— Kyle O'Neil, Training Specialist,
Sonoma County Library

We “empathized with patrons and staff who had lost homes or had to evacuate,” said a participant. “Sometimes people just needed to talk and be heard, and sometimes to be comforted,” said another respondent. Staff volunteering and giving of their time and energy in other ways were also common themes. “Staff came in as volunteers to clear out the book drop, set-up tables of free books and activities and try and organize donations since the branches were officially closed.”

Compassionate leadership from branch managers and library directors was also highlighted as an important factor in helping libraries provide service during challenging circumstances. “Because our staff were so supported, we were able to pass on this strength and compassion to our community members,” said Courtney Klein, Librarian with Sonoma County’s Sebastopol Regional Library. Respondents also described ways that they helped their communities to collectively grieve and to express thanks to first responders. “My branch set up a table with small gifts for patrons, and a gratitude tree where patrons could leave behind notes on what they cherish or are thankful for, in the wake of the fires,” said Rocío Linares, Circulation Clerk with the Northwest Regional Library branch of the Sonoma County Library.



We participated as community meeting places, resources for information and numerous staff volunteered to work at the Local Assistance Center to help victims of the wildfire find local, state and federal agency support.

— Anthony Halstead, Assistant Director,
Napa County Library



[We] led with the heart and not the rule book.

Free replacement cards, generous fine waivers, no need to pay for lost books. All of this gave patrons one less thing to worry about.

— Mel Lightbody, County Librarian,
Butte County Library



As a library staff we became a part of the front line of recovery, as the library offers free internet use and that was vital for many people affected by the Camp Fire. As resources became available, it was very helpful to print out the materials as handouts.... A table with resource print outs, extra phone books (that we requested), maps, blank notepads, pens and a power charging strip stayed up for quite a few months. The library itself offered refuge and peace for Camp Fire survivors.

— Kathy Brazil, Library Assistant, Chico Branch of the Butte County Library

Survey participants described many ways that the library supported recovery efforts following a disaster. As a trusted source for information, several libraries helped to connect community members with resources and updates. With internet service disrupted and patrons unable to return to their homes, many respondents emphasized the importance of being able to provide print as well as digital resources. As messages were posted to the library's website or Facebook page, they were also printed. These print outs were pasted on bulletin boards and placed on information tables for community members to take. Multiple respondents mentioned the importance of "recovery workstations," where patrons could use computers, charge their electronic devices and easily access much-needed forms from the state or federal government. In Butte County, library staff also coordinated with vendors and the county to offer free printing of all forms.



Each library branch crafted a "Gratitude Tree" and prompted kids to express gratefulness on a leaf.

At Sebastopol Library we have created comforting passive activities on adult tables such as adult coloring, origami, knitting/crocheting, puzzles, and a poem station.

— Courtney Klein, Librarian, Sebastopol Regional Library, Sonoma County Library

Multiple responses highlighted the library's role as a meeting place in the immediate aftermath of a disaster and in the weeks and months that followed. "In the first days of the disaster, the library played some afternoon movies and put out some games and coloring for families," said Kathy Brazil, part-time Library Assistant at the Chico Branch of the Butte County Library. "Displaced teachers, parents and students met in the children's room. A displaced book club, homeowners' association and an art club reserved our library meeting room to continue to have a place for their meetings."

To aid in long-term recovery, libraries also hosted various kinds of workshops for those affected. They offered programs supporting mental health and coordinated with agency partners to refer patrons to relevant support services. Passive programming to support psychological recovery, relaxation and legal assistance were also mentioned by multiple respondents. Other programming included efforts to collect oral histories and digital collections to document community experiences. One such program, the [California Wildfires Story Project](#), was produced by StoryCenter in partnership with the California State Library and several NorthNet member libraries, including libraries from Lake, Mendocino, Napa, Shasta, Sonoma and Yolo counties.

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What do you wish could have been done differently?

The survey identified a wide range of things library staff and volunteers wish they could have done differently when responding to a community-wide disaster. Many expressed that they wish they could have done more. Others indicated that they thought the disaster presented a missed opportunity. Common themes included:

Expand Access to Library Facilities and Services

Multiple respondents shared their desire to keep the library open during a disaster or to open it more quickly once the initial disaster abates. Many suggested offering extended hours in the aftermath of a disaster or coordinating internally to offer services outside of traditional library locations. "I wish we could have mobilized our staff better to do things such as hold storytime in evacuation shelters or volunteer to distribute food," said Jaime Anderson, Collection Services Division Manager with the Sonoma County Library. "Some staff were volunteering of their own accord, but we didn't have any organized presence as the Library."

Establish Clearer Protocols and Policies

Many respondents reflected on gaps in existing disaster plans or a lack of comprehensive planning. Plans should describe what to do through different phases of recovery and go beyond the standard "emergency binder," said one respondent. "I wish that I had built recovery efforts into my library's strategic plan for the future," noted one county librarian.

Offer Training and Drills for Staff and Volunteers

Disaster plans must also be communicated across branches and staff levels, which presents an additional challenge. As one respondent pointed out, a countywide disaster plan is only useful if all county employees are made aware of it. "I think a countywide annual departmental training might benefit all staff to learn what resources in what departments are available to assist the community in the event of a disaster," said Kathy Brazil, a Library Assistant with the Chico Branch of the Butte County Library.



I wish we'd been more intentional in outreach and programming

afterward. I wonder how much the understandable desire to "get back to normal" pushed us to avoid some incredible connections and opportunities.

— Kyle O'Neil, Training Specialist,
Sonoma County Library

Improve How Donations are Collected

In the aftermath of a disaster, it is natural for community members to want to help. People wanting to donate money, books or other materials presented a challenge for the library, noted multiple respondents. Creating clearer donation procedures and coordinating with community partners before a disaster could ensure that what is donated is of value and that donations are collected more effectively.

Improve Communication Among Staff and Volunteers

Contacting library staff and volunteers following a disaster was another area for improvement, said multiple respondents. “Our servers were down, so we had no internal communication at all,” said one respondent. “We mostly made do with Facebook and staff who happened to have each other's phone numbers, but email would have been extremely helpful.” Having updated emergency contact information for staff was also mentioned.

Offer Additional Mental Health Supports for Patrons and Staff

Reaffirming answers provided earlier in the survey, many respondents described the need for increased mental health supports for patrons and staff. Respondents talked about the need to develop more robust collections and resources focused on post-traumatic stress disorder (PTSD) and disaster recovery. “I wish we'd had more support for the kids who were afraid and didn't understand,” was a representative comment. Materials on PTSD and recovering from traumatic events were also sparse, outside of books geared toward military audiences, the respondent noted.

Multiple survey participants also reiterated the need to support psychological recovery among library staff. Bringing in mental health professionals, offering group counseling sessions and teaching staff to recognize psychological distress were recommended.



Public service staff dealt with both their own losses and the losses of their community. Patrons came to us, full of grief and pain, to tell us about their loss and the loss of their library checkouts, and seeing so many patrons come in to tell us, all day, every day, for weeks, was devastating. I am very grateful for the support we staff were given during this time, but I still wish there had been some resources on how to deal with the amount of pain we faced every day following the fires.

— Rocío Linares, Circulation Clerk,
Northwest Regional Library Branch of the Sonoma County Library

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Factors supporting recovery

In the days and weeks following a disaster, the most important factors supporting recovery were a strong culture of support internally and support from library leadership, respondents said. The most important factors included (in descending order from most to least important):

- Support internally between staff members or volunteers
- Support from library director or senior leadership
- Support from patrons or community members
- Support from city or county leadership
- Support from library board, foundation or friends of the library
- Partnerships with community organizations
- Partnerships with local or state agencies
- Support from the California State Library

Respondents also described receiving support from unions, who organized funds to assist library staff members affected by disasters, as well as library peers. Following the 2018 fires in Butte County, library communities from other counties and states provided donations and financial support, as well.

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Allies or community partners who helped support recovery

Participants identified a diverse range of allies and community partners who provided support during community recovery, including:

- Community centers
- Community foundations
- County offices of education
- County offices of health
- Fire departments, Cal Fire, FEMA
- First Five
- Food Banks
- Homeless assistance programs
- Red Cross (local and regional)
- The United Way
- Unions

Multiple respondents also highlighted the importance of individual community members who volunteered, donated materials or provided financial support.

All communication channels were viewed as important, with the library Facebook page, local media, text messages and the library website being the most important channels for sharing updates with the community. Earlier in the survey, when reflecting on what they wish they could have done differently, several respondents mentioned the need for improved communication between staff and volunteers. Respondents noted investments in early-alert systems, text messaging services and library Facebook pages as positive efforts to enhance communication in the future. Multiple respondents also suggested that more could be done to educate the community about the library's role and services before a disaster.

**When it comes to responding to a disaster,
how prepared is your library?**

A majority of respondents reported that their library is very prepared (8%) or somewhat prepared (48%) to respond to a disaster. A quarter do not feel prepared (23% feel their library is not very prepared and 2% feel their library is not at all prepared). 18 percent are not sure. Earlier in the survey, some respondents expressed frustration or regret that their libraries were not able to better prepare for a disaster. A few suggested that their library does not have a disaster plan or that existing plans need to be updated. How plans are created, updated and communicated to staff will all be topics for follow-up interviews.

Does your library have a disaster plan?

40 percent of respondents said that their library has a disaster plan. 15 percent indicated that their library does not have a plan. The largest group of respondents, 45 percent, are not sure if their library has a disaster plan.

Comments earlier in the survey indicate that many staff members are unaware of organizational or countywide disaster planning or feel that planning has been inadequate. During follow-up interviews, NLS and Common Knowledge will investigate efforts to engage staff in planning and ways that libraries are raising awareness of these plans.

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In the context of all your library's priorities, how important is preparing for a disaster and the resulting recovery?

The majority of respondents said that preparing for a disaster and the resulting recovery is very important (41%) or somewhat important (33%) in the context of their library's priorities. Very few respondents felt that disaster preparation was not very important (5%) or not at all important (3%). 17 percent of respondents indicated that they were not sure. This topic will be explored further through follow-up interviews.

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Elements in place to assist with disaster recovery

While 74% of respondents agreed that disaster planning is important, a much smaller number of survey participants indicated that their library has multiple elements in place to assist with disaster recovery. A majority of respondents indicated that their library has social media accounts to share information (71%) and a list of emergency contacts (54%). Slightly less than half of respondents said that their library disaster or emergency response plans (47%) and several shared that they were not sure. The survey indicated that the following planning and recovery resources were less prevalent:

- Communication plans (27%)
- A designated disaster or emergency coordinator (24%)
- Training programs for library staff or volunteers (22%)
- A list of community partners that can assist with recovery (21%)
- Teams, committees or advisory groups tasked with coordinating disaster preparedness and recovery (17%)
- Predetermined recovery roles and responsibilities for staff or volunteers (15%)
- A list of stakeholders and community resources (15%)
- A library strategic plan or master plan that incorporates disaster resilience and recovery (14%)
- Community engagement plans (10%)

These and other resources supporting disaster preparedness will be investigated further during follow-up interviews.

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How well-positioned do you think your library is to help lead long-term recovery efforts for your community?

Respondents indicated a range of perspectives when it came to how well their library is positioned to help lead long-term recovery efforts. A small number of participants feel that their library is very prepared (6%), while the largest group feel their library is somewhat prepared (39%). Others feel that their library is not very prepared (24%) or not at all prepared (9%). Slightly more than 1/5 of respondents said that they were not sure (21%). Follow-up interviews will help NLS and Common Knowledge to learn more about the factors that contribute to these perspectives.

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What, if any, outside agencies and organizations do you plan to partner with to help support your community following a disaster?

Respondents identified a diverse array of groups that they plan to partner with following a disaster, including:

- Animal shelters
- Cal Fire
- California Department of Fish and Wildlife
- California State Library
- City councils
- Community centers
- Community colleges
- Community foundations
- County administrator's office
- County agencies
- County department of social services
- County department of health
- County emergency operations center
- Faith-based organizations
- FEMA
- First Five
- First Five
- Food banks
- Housing authority
- Human services department
- Humane society
- Local community colleges
- National Parks Service
- Mental health nonprofits
- Offices of emergency services
- Offices of emergency management
- Rotary
- Salvation Army
- School districts
- Service dog nonprofits
- Tribal reservations
- Volunteer fire departments
- Women's clubs

In addition to identifying partners who can assist with recovery, participants also spoke to the importance of having a “seat at the table,” when countywide disaster plans are underway. Napa County “recently completed a recertification of [it’s Multi-Jurisdictional Hazard Mitigation Plan],” said Napa County Library Assistant Director Anthony Halstead. “They worked with all other jurisdictions – towns, cities, other anchor institutions. The library was a participating member in this and will benefit from it.”

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What information or resources should be part of the new Recovering Together website?

Survey participants expressed support for the entire range of information and resources presented. Respondents said the following resources are all very important or somewhat important. The options below are listed in order of greatest to least interest:

- Disaster planning and preparation resources
- Sample disaster recovery plans
- List of vetted resources and people to call who can give you advice
- Best practices for strengthening community relationships before a disaster
- Self-care resources
- Case studies and examples from other libraries
- Support preparing volunteers for disaster recovery
- Sample staff meetings, formats for peer support or staff training templates

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Which of the following formats would you like to see on the Recovering Together website?

More than half of survey participants said they would like the new Recovering Together website to feature first-hand accounts from library staff or volunteers (64%), oral histories collected from disaster-affected communities (54%) and downloadable handouts or posters (53%). Half of respondents would like the site to include audio stories or podcasts (50%). Other options, such as videos (47%), blog posts (37%) or links to media clips (31%) received less support but were still noted by some respondents as being helpful to include.

These recommendations will help to inform the design and features of the Recovering Together website, as it is developed in early 2020. Effort will be taken to ensure that the site is responsive to member interests and easily updated in the future.

Respondents were also asked if they would be willing to assist with upcoming phases of the Recovering Together project.

- 44 people offered to provide feedback on a draft version of the NLS disaster recovery website before it goes live next year
- 43 people gave NorthNet permission to share their survey responses with others via email, newsletters or the Recovering Together website
- 16 people would be willing to be interviewed for this project
- 17 people would be willing to mentor other library staff or share their post-disaster recovery story with NLS members
- 39 people indicated that their library has collected recovery stories or documented their community's disaster experiences in another way

NorthNet members are also invited to contribute their own resources and suggestions to the project planning Google Doc at tinyurl.com/recoveringtogether.

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Recommended interviews

Survey participants suggested speaking to library staff members, volunteers and community leaders from the following library communities and organizations:

- Butte County Library
- Paradise Fire Adopt a Family Program
- Mendocino County Library
- Meriam Library at Chico State University
- Napa County Library
- Plumas County Library
- Shasta Public Libraries
- Siskiyou County Library

Please share additional interview suggestions with William Cooley at wcooley@ckgroup.org.

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Other suggestions for NLS

Respondents expressed appreciation that NLS is raising awareness of disaster recovery and reiterated many of the lessons they have learned following a disaster. Participants mentioned that libraries need to remember that recovery is a long process and that the library often operates within larger city or county governments. Others shared their hopes for the future that libraries can help raise awareness and encourage community-wide training and preparedness.

To learn more about Recovering Together or the NorthNet Library System, please visit the NorthNet website at northnetlibs.org.

Conversation Guide

The following questions build on areas of need identified through NorthNet Library System's recent Recovering Together survey and are aimed at helping your library to be more prepared in the event of a community-wide disaster. Despite significant agreement that disaster planning is important, many survey participants were unsure about their library's plans for disaster response and recovery.

These questions may be used by library leaders and staff committees to help with ongoing planning or serve as the basis for staff trainings. When it comes to disaster preparedness and recovery, it's important to have the entire library community involved.

- **What type of emergency and disaster plans does your library have in place?**
- **How are these plans communicated with staff, volunteers and community members?**
- **How can the library do a better job of engaging staff and volunteers in disaster preparation? What training or staff development opportunities are available?**
- **How prepared is your library to help lead recovery efforts following a disaster?**
- **Who in the community will your library partner with to assist in recovery?**
- **How is your library building and strengthening relationships with community partners before a disaster?**
- **What questions do staff and volunteers have related to the library's plans for disaster response and recovery?**

Additional resources for planning and preparedness will be available in 2020 on NorthNet's new Recovering Together website. Updates will be shared via NLS listservs and at northnetlibs.org.



Public Libraries and Publisher Embargoes

Please answer these questions for NorthNet Libraries.

Learn more --> <https://ebooksforall>

1. What is your name?

2. For which library do you work?

3. Does your library support a publisher boycott? (Select one answer)

- ☐ No, we will keep purchasing titles as usual
- ☐ Yes, we support the boycott efforts of other libraries, but we cannot participate
- ☐ Yes, we support the boycott efforts of other libraries and will sign a letter of support but cannot participate
- ☐ Yes, we are actively boycotting publishers
- ☐ Other (please specify)

4. Which publishers are you boycotting? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Macmillan | <input type="checkbox"/> Simon & Schuster |
| <input type="checkbox"/> Blackstone | <input type="checkbox"/> None |
| <input type="checkbox"/> Hachette | |
| <input type="checkbox"/> Other (please specify) | |

5. How long should a library boycott a publisher? (Select one answer)

- ☐ Never ☐ Six months
- ☐ One month ☐ One year
- ☐ Three months
- ☐ Other (please specify)

6. Would your library support a NorthNet Library publisher boycott?

- ☐ No
- ☐ Yes, we would sign a NorthNet Library letter of support but not participate
- ☐ Yes, we would actively participate in a NorthNet Library boycott
- ☐ Other (please specify)

7. What additional information would your library like to know about publisher embargoes and/or public library boycotts of publishers?

8. What questions or concerns does your library have about boycotting publishers or other related issues?



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www.northnetlibs.org

To: NLS Executive Committee

From: Todd Deck, NLS Chair

Subject: Funding to support NLS speakers at National Conference

Date: November 19, 2019

Background

NorthNet Library System submitted a proposal that was approved to present at the inaugural **Lead the Way: Libraries at the Heart of Community Engagement** conference, April 20-21, 2020. Call for presentations asked for how individual libraries or systems of multiple libraries are engaging within their community. The current NLS LSTA *Recovering Together* project, as well as the earlier NLS and *Libraries Lead the Way* LSTA project, and all Harwood work invested by NLS libraries appeared to be a good fit for the what this conference was looking to include.

The **Lead the Way** conference will be an opportunity for participants to share their experience, as well as learn from others. The organizers are nationally recognized for their work in library and community engagement and the opportunity to present would give NorthNet a high level of recognition for their work in and investment over years of successful community engagement.

Request

NLS would like to support the travel and registration expense to send two speakers to the Lead the Way conference at the University of Wisconsin, Madison, April 20-21, 2020.

Estimated expenses are for two speakers:

- Registration \$325 each (Conference Committee has given gratis one \$325 registration)
- Hotel- 3 nights lodging – approx. \$500 per person = \$1,000
- Flight – RT from Sacramento to Madison, WI - approx. \$600 pp = \$1,200
- Meals – Per Diem at \$80 per day (CA State meal per diem is \$55-76/day) x 3 x 2 = \$480
- Mileage to Airport – 100 mi/person @ 58cents/mile x 2 = \$116

Total Estimated at \$3,121.

Recommend Travel not to exceed: \$3,250



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**Lead the Way: Libraries At The Heart Of Community Engagement
April 20-21, 2020**

Conference Session Description – NorthNet Library System

Title: Recovering Together: Libraries strengthening communities after disaster

The NorthNet Library System has 41 member libraries in California from north of San Francisco up to the Oregon border. Over the past five years, our region has experienced a dramatic increase in devastating wildfires, loss of 130 lives and billions of dollars in damages that displaced thousands of residents. Our region has also suffered earthquakes, dramatic mudslides and floods. In response, the NorthNet network has launched a collaborative project: “Recovering Together: How libraries strengthen their communities after a disaster.” We are collecting and comparing relevant experiences and lessons learned from staff, volunteers and community partners. The Recovering Together project is creating a platform to enhance exchange of recovery resources and each other’s best practices. We are reflecting individually and together about how and when our libraries have stepped into the role of a lead community engagement institution and what that suggests for future planning and community connections.



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www.northnetlibs.org

To: NLS Executive Committee
From: Todd Deck, NLS Chair
Subject: Funding to support NLS System Coordinator to Attend PLA Conference, February 2020
Date: November 19, 2019

Background

The Public Library Association (PLA) biennial conference for public libraries sponsored by the American Library Association, will be held in Nashville, TN, February 25-29, 2020. PLA's conference is designed for high-quality educational programming that is both practical and relevant to work. Many of the 2020 conference workshops are applicable to current NorthNet and NLS member library initiatives, including community engagement, early learning, mental health, outreach to persons living in shelters, etc.

Attendance and participation at this conference will give the NLS System Coordinator an opportunity to engage with and learn from attendees across the country and to bring new ideas and skills back to share with NorthNet members.

Request

NLS would like to support the travel and registration expense for Jacquie Brinkley, NLS System Coordinator, to attend the PLA conference in Nashville from February 25-29, 2020.

Estimated expenses include:

- PLA Early Bird Registration - \$305
- Hotel- 4 nights lodging - \$1,100
- Airfare - \$360
- Meals – Per Diem at \$75 per day (CA State meal per diem is \$55-76/day) x 5 = \$375

Total Estimated at \$2,140

Recommend Travel not to exceed: \$2,250

It is recommended that the NLS Executive Committee approve allocating up to \$2,250 for the NLS System Coordinator to attend the Public Library Association conference in Nashville.