

**NORTH BAY COOPERATIVE LIBRARY SYSTEM**  
**BOARD OF DIRECTORS MEETING**  
**OCTOBER 1, 2009**

**1. CONVENING:**

The North Bay Cooperative Library System (NBCLS) Council of Librarians met this date at the Napa Branch of the Napa City-County Library with Chair Diane Smikahl presiding. The meeting convened at 10:45 a.m.

**ROLL CALL:**

PRESENT	ABSENT	MEMBER LIBRARY	REPRESENTATIVE
X		Benicia Public Library	Diane Smikahl, Chair
X		Napa City-County Library	Danis Kreimeier, Vice-Chair
	X	Belvedere-Tiburon Library	Debbie Mazzolini
X		Dixon Public Library	Gregg Atkins
	X	Lake County Library	Susan Clayton
	X	Larkspur Public Library	Frances Gordon
X		Marin County Free Library	Gail Haar
	X	Mendocino County Library	Mel Lightbody
X		Mill Valley Public Library	Anji Brenner
	X	Napa Valley Community College	Bonnie Thoreen
X		St. Helena Public Library	Jennifer Baker
X		San Anselmo Public Library	Sara Loyster
X		San Rafael Public Library	David Dodd
	X	Santa Rosa Junior College	Will Baty
	X	Sausalito Public Library	Mary Richardson
X		Solano Community College Library	Erin Duane for Jay Field
X		Solano County Library	Ann Cousineau
	X	Sonoma County Library	Sandy Cooper
	X	Sonoma Developmental Center	Vacant
X		Solano County Library	Bonnie Katz
X		California State Library – Representative	Linda Springer
X		NLS System Headquarters – Exec. Dir.	Annette Milliron
	X	NLS System Headquarters – Asst. Dir.	Patty Hector
X		NLS System Headquarters – Admin. Asst.	Kelli Logasa

**2. INTRODUCTIONS:**

The Board introduced themselves to Linda Springer, Library Development consultant for the State Library.

**3. PUBLIC INVITED TO ADDRESS THE COUNCIL**

No public were present.

**4. APPROVAL OF THE AGENDA**

A Motion to approve the agenda was moved by David Dodd and seconded by Ann Cousineau. The Motion passed unanimously.

**5. APPROVAL OF MINUTES – JUNE 11, 2009**

A Motion to approve the minutes of the June 11, 2009 Board of Directors meeting was moved by David Dodd and seconded by Gregg Atkins. The Motion passed unanimously.

**6. CONSENT CALENDAR**

A Motion to approve the Consent Calendar was moved by Gregg Atkins and seconded by Ann Cousineau. The Motion passed unanimously.

**7. NEW FROM THE STATE LIBRARY**

Linda Springer explained that part of her job duties is to convey to the libraries of Northern California the happenings at the State Library and keep that line of communication open. Ms. Springer will attend system Board meetings and be available to answer any questions directors might have. If she doesn't have the information, she will endeavor to get the answers and/or connect the directors to the right people.

Ms. Springer reported that the State Library hasn't lost any positions or staff but they do have three work furlough days per month and it's starting to take its toll. She noted that the State Library did have 22 vacant positions that went away. The Library staff are regrouping and determining how they can best direct their energies and resources. Ms. Springer stressed that the Library appreciates the directors' patience, but needs to know if they're not getting the response from the State that they need.

The broadband initiative was discussed. Ms. Springer reported that the California Broadband Initiative group is currently reviewing over 200 applications. The Gates Summit is being held on December 14 and 15 in Sacramento and is for library directors to attend. She noted that it's important that decision makers for the library are sent and not IT staff. Ms. Springer stated that the entire State needs broadband connectivity, not just the libraries that the Gates group has selected and feels it is important that the Gates group hears library directors speak to that. Ms. Springer will send out the information.

Ms. Springer asked the Board if they were familiar with E-clips, which are short snippets about library news from the State compiled by Ira Bray. She noted that it was a good tool for directors and would forward that information to Kelli Logasa who can send it out to the Board listserv.

Ms. Springer reported that Ira Bray has recently sent out the annual survey. Discussion ensued. Anji Brenner noted that libraries aren't submitting uniform statistics so the final report is not actually comparing apples to apples. She further noted that it would be helpful if there was more clarity on what statistics should be submitted. Discussion ensued.

Ms. Springer reported the Transforming Life After 50 program has set up accounts with Facebook and Twitter. Directors can visit that program's webpage for more information. Disaster awareness workshops are scheduled for October, November and December. Richard Hall is conducting a

survey on library ballot measures. Carla Lehn is coordinating a volunteer in action training. She reported that the State Librarian position remains vacant. Once the appointment has been made, Ms. Springer feels the library staff will be told rather quickly. It is in the Governor's hands on when the appointment is made. CLA sent the Governor a letter asking for the appointment of a leader. The LSTA grant cycle was discussed. Ms. Springer noted that she doesn't have any information on the LSTA grants right now.

The State Library is aware that Sacramento Public Library pulled out of OCLC and will only loan to libraries that use Link+. Ms. Springer stated that the new director has only been in her position a few weeks and they'd like to give her a chance to get her feet on the ground. It was noted that Sacramento Public has over 2 million books in their collection. Ms. Milliron noted that she spoke with the ILL Manager about this decision, seeking clarification about ILL procedures for MVLS members and found the response to be unacceptable. Discussion ensued.

Ms. Milliron attended an InfoPeople advisory board this past Tuesday and reported that the ability to apply for grants online should happen soon. Ms. Springer will leave her business cards for the directors so they can contact her. Her email address is: [lspringer@library.ca.gov](mailto:lspringer@library.ca.gov)

## **8. NBC ANNUAL REPORT**

### **A. CLSA REPORT**

Ms. Milliron referred the Board to the CLSA report that was included in the meeting packet. Discussion was held on the State report format and questions. Ms. Milliron reported that the number of reference questions has decreased but the delivery and ILL numbers are up significantly - 17% over last year. The assumption is that patrons are using the library services more and/or libraries aren't buying as many new books and sharing more as OCLC use has increased. Reference question handling was discussed and Ms. Milliron noted that per State law, the System is required to handle reference questions. She relayed that 49-99 Library System didn't include reference questions in their annual report and noting that they would use databases for reference. The State returned the plan back to them for revision so 49-99 put in a provision that MCLS would handle their reference questions. Ms. Milliron asked directors what they anticipate their library's reference needs for the upcoming year will be. The Reference Coordinator position was discussed. It was noted that NLS might need to re-write that job description to make question handling duties a less significant part of that position. When asked if they found their staff handling more reference questions in-house, the director's noted that their librarians are helping patrons more with job placement and applying for unemployment benefits. Joe Cochrane will have the reference questions by library report available for review in mid-November. It was noted that the trend is clear that reference use is diminishing so the Board needs to explore how much the NBC portion of the CLSA money should be directed to that position. It was noted that the Reference Coordinator position seems to be increasingly more involved in directing resources than answering questions. If all reference questions are shifted to MCLS, it would cost NBC approximately \$65-70,000/annually, which would take a big bite out of reference budget. The Reference Coordinator salary range was discussed. Ms. Cousineau recommended to the Board that the Reference Coordinator position be looked at again. It may morph into another job to help with program recommendations and training, but she feels the system may find that the current use of the position is an expensive one that is just not needed anymore. Ms. Milliron noted that it is in the State regulation that the system has to

assist members with handling reference questions and that 70% must be answered within 10 days. NorthNet Library System receives \$251,000 as a merged group for reference from the State and 50% of it is spent on training and database purchases. Ms. Cousineau reported that Solano County Library is currently reviewing patron database use. Their preliminary findings are that patrons use Google and other search engines to find the information they want rather than use the library database. David Dodd reported that he is finding the opposite of his patrons at San Rafael Public Library. Discussion ensued. Ms. Milliron noted this has been an on-going issue over the past two years and suggested an Ad Hoc Committee comprised of directors and reference staff be formed to review the database concerns. She will take this suggestion to the next NLS Steering Committee meeting so that work can begin on this matter. Ms. Smikahl acknowledged that the Board will review the Reference Coordinator position in the upcoming months.

A Motion to approve the 2009/10 CLSA Annual Report was moved by Danis Kreimeier and seconded by Gail Haar. The Motion passed unanimously.

#### **B. DELIVERY STATISTICS**

Ms. Milliron referred the Board to the delivery statistics that were included in the meeting packet. She reported that delivery stats were up 4%. Sprint Courier Service is talking about purchasing bigger trucks but this is not a year for them to make any purchases. Sprint did not receive any cost increase this year as the Bay Area CPI was actually in the negative this year. MVLS and NSCLS cut back on their delivery service therefore lowering Sprint's revenue. Ms. Milliron has discussed Saturday delivery as a potential solution with Sprint at alleviating their concerns about overloading their trucks. There is concern that it will be hard to find someone to work a short schedule of 1-2 days/week for that Saturday route. Discussion ensued. Ms. Milliron will ask Sprint for Saturday delivery pricing. A Survey Monkey link will be sent out to the directors to see whom a Saturday delivery might work for and to see if a logical delivery route could be configured. Ms. Milliron advised the directors that Sonoma County Library will close down from 12/25/09 through 1/3/10 due to a mandatory work furlough. Sara Loyster noted that San Anselmo Public Library is also contemplating a closure during that time as well.

#### **C. ILL STATISTICS**

Ms. Milliron referred the Board to the ILL statistics that were included in the meeting packet. She reported that NBC hasn't received the 5<sup>th</sup> quarter statistics as of yet but believes this is probably due to the State Budget offices undergoing a move. Discussion was held on NBC still being the leader in ILL funds.

### **9. NBC ADMINISTRATOR'S REPORT**

#### **A. REFERENCE COORDINATOR'S REPORT**

Ms. Milliron referred the Board to the Reference Coordinator's report that was included in the meeting packet. She noted that due to the reduction of support staff within the reference department, the Reference by Library report was completed as of yet but will be ready by mid-November. Ms. Cousineau questioned the need for this report since reference questions are on the decline. Discussion ensued. The Board decided that this report is no longer needed. Ms. Milliron reported that extra stringers for reference have been hired so the Coordinator has more time to work on the database contracts among the three systems.

#### **B. SUPERSEARCH/URSA 4.2 REPORT**

Ms. Milliron referred the Board to the SuperSearch/URSA 4.2 report that was included in the meeting packet. She reported that the approach of holding weekly training sessions with ILL staff is producing a good result. Each week, one hour WebEx sessions are held to walk ILL staff through various processes from beginning to end. This allows the staff to raise questions at that time or as issues arise during the training. URSA support staff is then able to begin work on any issues. The number of questions from ILL staff are decreasing, which is a good sign. Ms. Milliron noted that URSA 4.2 is on target for a November 1<sup>st</sup> release date. CARL and Dynix are currently talking to make sure their programs are in sync. Gail Wanner relayed to Ms. Milliron that the discussion is going very well. Discussion ensued. Small posters advertising the new URSA release have been created and will be sent to each library. It's up to the directors if they post them in their library. A sample of the URSA bookmark was included in the packet to be used at the circulation desks; again, it is up to the directors if they want to place the bookmarks in the library. The Directors reviewed the bookmark sample and recommended several verbiage changes. Instead of saying that the new URSA release is coming, state that it's here. Also, remove the November 1<sup>st</sup> date.

The potential of North State joining the URSA platform was discussed. Ms. Milliron noted that she approached the State Library about potentially funding the purchase of a resource sharing tool for North State as their finances are in shambles and they can't afford to pay for their ILL delivery and OCLC bill. Typically North State pulls in \$100,000 annually; this year they pulled in \$25,000 and they need \$80,000 beyond the CLSA funds to pay for their delivery. Ms. Milliron noted that she received a quote for \$50,000 to purchase URSA for all of North State. The State is not eager to fund this as a program as there are plans for a study of resource sharing as a statewide program. She reported that it would cost \$25,000 to put 5 North State libraries on the North Bay URSA platform. The five libraries would be the ones that hold the system's media collection or share large collections; Plumas, Orland, Shasta, Humboldt and Butte. It could be set up through SuperSearch so those libraries are excluded from the search component or, those libraries could be shown on a separate website. If NBC wanted to help NSCLS with their TBR, SuperSearch can be set so North State patrons won't see NBC holdings, but NBC patrons can see the five North State libraries in their search results as a second layer if an NBC library doesn't have their item. Using a Greyhound bus for freight delivery from Santa Rosa to Redding at a cost of \$35 was discussed. North State has surplus money from the RLI LSTA grant that needs to be returned to the State and Ms. Milliron noted the State might be willing, under the Rural Library Initiative, to use the surplus grant money to pay for the five libraries to join the NBC URSA platform. However, the State likes for the RLI to have a statewide implication for their programs. Ms. Milliron has run the numbers and feels that North State is in an extremely precarious position and will be out of business within two years if something doesn't change. Discussion ensued.

Ms. Milliron noted that NBC generates over \$1 million in TBR and is able to pay for their delivery. Discussion ensued. Gregg Atkins asked if there would be any cost to NBC to adding the five libraries to their SuperSearch platform. Ms. Milliron clarified to the Board that NSCLS would be responsible for paying the annual URSA fee for their libraries. She noted that it would be more revenue for NBC since we own SuperSearch, which is why the discussion regarding the matter had to start with the NBC Board before moving to the North State Council. It was noted that if

the North State system bankrupts, there will definitely be a ripple effect. Anji Brenner asked if North Bay would be doing a disservice to North State by helping them limp along rather than stepping back and letting the State library step in. Ms. Milliron noted that she has talked with Stacy Aldrich at the State Library about the situation and doesn't feel the State Library would be able to finish and implement the statewide study in the amount of time North State has left. Without a State Librarian, Ms. Milliron doesn't feel Stacy Aldrich has the time to address the issue. Diane Smikahl noted that the NorthNet Steering Committee has held membership fee discussions and feels that local revenue must be boosted before an equitable fee schedule could be adopted. Discussion ensued.

A Motion to move forward by Sara Loyster and was seconded by David Dodd. The Motion passed with one abstaining vote by Gail Haar.

#### **10. NORTHNET UPDATE**

Ms. Milliron reported that the NLS Steering Committee met and decided not to implement a new fee structure for another year. They determined that at this time there isn't a good solution that wouldn't harm the libraries. Therefore, it's up to each of the three systems to determine how they would meet the membership requirement dues. Last year the 2009/10 membership dues that each library paid went to NorthNet plus an additional \$26,000 was pulled from reserves. Ms. Milliron reported that the NLS Steering Committee has directed her to build a budget with absolutely no revenue increase in membership dues for presentation to the NLS Council in December. Mr. Atkins noted that Ms. Milliron was also charged by the Committee with finding cuts or reductions so maybe the entire \$26,000 won't need to be pulled from reserves. Ms. Smikahl advised the Board that they need to decide if that approach to membership dues is agreeable to them for the upcoming 2010/11 year and the Board agreed that this method would be a good idea.

Ms. Milliron reported that NLS adopted a budget that moved some of the administration costs for the administrative assistant and account clerk positions into the reference program, resulting in a savings of \$16,000 in local money that can be rolled over into next year. Ms. Milliron noted that NorthNet only receives \$124,000 from the State for administrative costs.

Ms. Milliron discussed the sharing of the hot pick books between Napa City-County and North State libraries. She noted that Napa was used as a test scenario and she has received nothing but great reviews. Ms. Milliron will announce the program and advise all NBCLS directors about this great sharing opportunity. Ms. Milliron will send out an email to the NBCLS Board that contains more details.

#### **11. REVISED BUDGET 2009/10**

Ms. Milliron directed the Board to the revised budget in the meeting packet. She noted that she made several adjustments per the County Auditor's request. She also noted she needed to make a verbal correction to the budget under the LSTA ELF - 09 column. The ELF grant was awarded for 08/09 and the State extended the deadline for using the funds from June 30, 2009 to September 30, 2009. \$84,604 needs to be placed in revenue carried forward line and then it will be expended under 6400 Other Professional Services, bringing the final budget number to \$792,073. The revised budget will be posted on the NBCLS website.

A Motion to approve the revised budget as corrected was moved by Danis Kreimeier and seconded

by Gregg Atkins. The Motion passed unanimously.

#### **12. BYLAWS AND STANDING RULES**

Ms. Smikahl reported that upon reviewing the NBC bylaws, it was found that there were several items missing from the bylaws that should be included. Also, it was determined that the format should be more inline with the newly created bylaws and standing rules for NorthNet. A rough draft of the revised bylaws and the newly created standing rules were included in the packet. Ms. Milliron noted that if Board provides feedback and input, this could be done rather quickly. The bylaws haven't been revised in over 16 years and it needs to be done. Discussion ensued. The Board directed Ms. Milliron and Ms. Smikahl to work on the bylaws and standing rules and present them at the next Board meeting.

A Motion for the Board Chair and Executive Director to clean up the NBCLS bylaws and standing rules and present them at the next NBCLS Board meeting was moved by Ann Cousineau and seconded by Gail Haar.

#### **13. RESOLUTION FOR ANN COUSINEAU**

Ann Cousineau has served as a member of the NBCLS Board of Directors from 1994, while serving as the Director of the Solano County Library to present and served as Chair of the NBCLS Board during FY 1995/96. Ann Cousineau served on the Steering Committee of NBCLS during several different years and was an active participant on the NBCLS Board of Directors. She was a source of creative solutions to difficult problems and encouraged transition for NBCLS that included a change in programs and services. Ms. Cousineau has offered guidance and support in the formation of the NorthNet Library System and represented the interests of NBCLS as a representative to the California Library Association Legislative Committee. Ms. Cousineau served as the Chair of the Library Bond Acts voter awareness campaigns in both 2000 and 2006 and always fostered cooperation by offering support to all libraries in the North Bay area and worked to improve library issues with grace, patience, and fortitude. The Board of Directors asked that it be resolved today that Ann Cousineau upon her well-deserved retirement receives the acclaim and the appreciation of the members of the NBCLS Board of Directors for all of her many contributions to the health and prosperity of NBCLS. A Motion to accept the Resolution for Ann Cousineau was moved by Danis Kreimeier and seconded by David Dodd. The Motion was approved unanimously.

#### **14. BOARD MEMBER ITEMS**

Danis Kreimeier reported that Napa City-County Library is ready to open their literacy and homework help center. EDD and the workforce investment board will also be a part of the new center and they will offer workshops on career development. She stated that they are working on the logo for the new center. The Napa Friends group is supporting ESL programs at the library and the volunteers have been very active.

David Dodd reported that San Rafael Public Library is down several staff positions. He noted that the library is experiencing budget cuts but hasn't been required to reduce their hours at all. The library's ILL stats are through the roof.

Anji Brenner reported that the Mill Valley city manager Anne Montgomery is retiring and that Mill Valley Library's museum pass program is going really well.

Gail Haar reported that Marin County just announced an early separation program for staff. If

employees choose to leave the library's employment, they will receive \$25,000. The library will then not fill that vacant position. Ms. Haar noted that there might be a parcel tax measure for the library on the ballot this November. She noted that there is a potential for a work furlough for the library staff as Marin County is experiencing a \$1 million budget deficit. Ms. Haar has advised the Board of Supervisors that the library might have to start closing on Sundays. Libby Flynn, the head of Technical Services is retiring 10/31/09. That position will be filled but the job responsibilities will be a little different. Ms. Haar discussed her library's floating collection and noted that she has seen an increase in delivery but thought it would be down. Circulation is up as well so it's hard to tell. Discussion ensued.

Sara Loyster reported that San Anselmo Library is not looking at any cuts. The library is going forward with a parcel tax but it will be more of a grassroots effort, where it will be created as an initiative. The campaign will start in January with the collecting of signatures for the June ballot.

Erin Duane reported that Jay Field is leaving Solano Community College and that his last day is next Friday, October 9<sup>th</sup>. He has accepted a position in Long Beach.

Gregg Atkins reported that he has been touring new libraries to get ideas for Dixon Public Library's new building. He noted that Dixon is getting a Flying J, which is a truck stop and will apparently draw a lot of business and sales tax revenue to Dixon. At the school board meeting tonight, Mr. Atkins and the school superintendent are presenting a proposal for the Dixon Public Library to lease the elementary, middle school and high school libraries. The elementary and middle school libraries were closed last year and the High School library was closed this year. The proposal is for Dixon Public Library to lease the schools libraries at \$1/ year to lease their space. Discussion ensued.

Ann Cousineau reported that Solano County is in fairly decent financial shape but continues to erode. The City of Vallejo bankruptcy has affected the other cities in Solano County that have had to absorb their deficit. Solano County is starting to talk about work furloughs starting next year and are currently at an impasse with the union. Solano County does have an early retirement program that offers an extra 2 years credit towards retirees' service years. The library is maintaining their hours mainly due to the high usage. She noted that the sales tax renewal is coming up and the library wants to demonstrate to the public that the library honored the promises they made during the original campaign. Using the Transforming Life after 50 grant, the library trained staff to conduct presentations about the library to other departments within the County. As a result, the library is also starting to receive unsolicited positive testimonials via email, Facebook and letters.

Jennifer Baker reported that St. Helena Public hired a new manager. She noted that the library is currently out to bid on the remodel project. They plan on staying open during the remodel but have proposed to close for ten days.

Diane Smikahl reported that Benicia Public Library's basement remodel project is going out to bid today. The remodeled is partially funded by Measure B funds.

David Dodd reported that MARINet has Aqua Browser software that they hope to launch soon, which will greatly improve the usability of MariNET's catalog. Dominican University and College of

Marin College have asked to join MARINet. If approved, they would also become members of NBCLS. Discussion ensued.

**15. ANNOUNCEMENTS**

None.

**16. NEXT MEETING**

The next meeting has been scheduled for January 7<sup>th</sup>, 2010 and will be a virtual meeting. The meeting after that would be June 3, 2010. Ms. Milliron will send out a survey to make sure that the directors are available on those two dates.

**17. ADJOURN**

There being no further business, the meeting was adjourned at 12:45 p.m.

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Annette Milliron DeBacker  
Clerk of the Board  
October 1, 2009