

NORTH BAY COOPERATIVE LIBRARY SYSTEM  
Board of Directors Meeting  
August 3, 2000

CONVENING: The Board of Directors of the North Bay Cooperative Library System met this date at the Napa City-County Library in Napa, California with Chair Debbie Mazzolini presiding. This meeting convened at 10:35 a.m.

ROLL CALL: Bonnie Thoreen, Napa Valley College Library  
Carol Starr, Marin County Free Library  
Vaughn Stratford, San Rafael Public Library  
Catherine Blumberg, Mill Valley Public Library  
Debbie Mazzolini, Belvedere-Tiburon Public Library  
Tom Trice, Napa City-County Library  
Angela Brunton, Sonoma Developmental Center  
Mary Richardson, Sausalito Public Library  
Susan Hagius, Sonoma State University Salazar Library  
Sara Loyster, San Anselmo Public Library  
Monique le Conge, Benicia Public Library  
Kathy Jansen, Lake County Library  
Erika Condon, Mendocino County Library  
Clayla Davis, St. Helena Public Library  
Adu Worku, Pacific Union College Library  
Joe Green, Richmond Public Library

ABSENT: Will Baty, Plover Library, Santa Rosa Jr. College  
Kathy McGreevy, Santa Rosa Junior College  
Roberto Esteves, San Francisco Public Library  
Leeni Balough, Kaiser Permanente Medical Library, Santa Rosa  
Roger Pearson, Sonoma County Public Library  
Francis Gordon, Larkspur Public Library  
John Wagstaff, Solano Community College  
Doreen Lee, Mitchell Memorial Library, Travis AFB  
Ann Cousineau, Solano County Library  
Connie Pearson, Rancho-Cotate High School

ALSO Ms. Milliron Milliron, North Bay Cooperative Library System  
PRESENT: Diana Paque, California State Library

INTRO-  
DUCTIONS: No Introductions were necessary.

PUBLIC IN-  
VITED TO AD-  
DRESS BOARD: No public was in attendance.

APPROVAL OF THE AGENDA Ms. Milliron recommended the addition of a few items to the agenda. Under Library of Library of California, a report on the Social Entrepreneurship Team was added. Ms. Million added a few "other" items under the Administrator's Report section. A Motion to approve the Agenda as amended was made by Tom Trice and seconded by Kathy Jansen. The Motion carried unanimously.

APPROVAL OF MINUTES OF 05/04/00 Vaughn Stratford made a Motion to approve the Minutes of 05/04/00. Tom Trice seconded the Motion. Approval of the Minutes passed unanimously.

APPROVAL OF CONSENT CALENDAR A Motion to approve the Consent Calendar was made by Carol Starr and seconded by Tom Trice. The Motion carried unanimously. Ms. Milliron mentioned that some FY 99/00 funds would be carried forward into FY 00/01. No vote is needed on the rollovers.

CORRESPONDENCE Particular items of correspondence were discussed and distributed by Ms. Milliron. The InFoPeople millennium training brochure was discussed. We might want to hire InFoPeople at some time to just do some workshops for North Bay. Additionally, a couple of announcements from the State Library are very important and they must be filled out by August 31<sup>st</sup>. This is to collect your subsidy for either \$65.00 for OCLC or if you have an automated catalog of \$500. CSL is looking to use any surplus money in the statewide database fund for retrospect conversion grants to public libraries. Libraries may be eligible to receive a grant again if they have a special collection to enter into the statewide database. From ALA Ms. Milliron brought back two brochures, one for ILLiad that was developed by the VTLS in Virginia. OCLC just bought ILLiad. It is an ILL tracking system much like NBCLS', but it is automated on a PC. It isn't integrated into the OPACs & circulation system. Ms. Milliron at ALA also saw Fretwell-Downing, which is an automated ILL system. When it is appropriate in the Golden Gateway regional grant, these two companies should be invited to make presentations to the committee that will be working on that project.

LEGISLATIVE UPDATE Ms. Milliron mentioned that there was a call at one of the State Library's Board meetings to look at changing LOC legislation. Diana Paque stated that the Legislative Committee would meet on September 8 and talk about their priorities for the year. The other bill that is out there that affects libraries is the SB1774 (Bowen Bill) asking for funding for libraries and educational institutions to stagger hours and hire staff for computer centers to meet individual library needs.

In terms of what is happening in Washington, Ms. Milliron continues to forward the ALA Washington Office reports that she gets about the filtering bills. They continually ask for each library to contact their Representatives.

Susan Hagius reported that Margaret Donnellan Todd is new Chair to the Legislative Committee and Ann Cain is also a new member. This year was the biggest Legislative Day ever. Many legislators were visited - only four were not visited. The Pre-Legislative Day workshop had a good turnout. The de-briefing scheduled for the end of the day was not held.

ANNUAL REPORT Vaughn Stratford found an error in the ILL statistics report for his library. Replacement reports were made available.

In terms of an overview, reference questions are down 1% this year. This reflects that local libraries have more resources. The questions that come forward to NBCLS are of a more difficult nature, requiring almost third level reference expertise. Ms. Milliron expressed her concern about the situation with FirstSource. This connection to LAPL is heavily used for reference searching. At the last LOC Board meeting, Barbara Will made a staff report that there will be a cost estimate available on the continuation of FirstSource for the February Board meeting. She indicated that FirstSource is funded through September 2001. Her statement was that CLSA systems could use the information for budget planning. Diana Paque said that the intent is not to pass the cost on, but that will be seen in January if in fact that happens. Looks like the overall cost is about \$400,000. LOC staff is asking for \$500,000 in the budget.

ILL statistics show a leveling off in terms of growth. A decline in out-of-system borrowing is seen. It is a good indicator that Supersearch is helping us to better fulfill the needs of patrons from within the membership. Delivery may be slightly higher than ILL because delivery is used for items other than books (equipment, backup tapes, gift books, etc.). Growth is thankfully slowing down in delivery.

The Steering Committee discussed this morning that local contributions to delivery costs were previously reported in the C&D budget. That revenue item was moved into the "local program" last fiscal year, where services are billed back to the members. In doing the current annual report Ms. Milliron realized that the true delivery costs are not reflected if they are posted that way. It was suggested by the Steering Committee that a cover letter be put in with the annual report pointing out that the delivery cost is not reflective of the true costs. Starting this fiscal year we will go back to the old method of posting the supplemental cost into the delivery program.

Approval of the annual report was made by Kathy Jansen and seconded by Bonnie Thoreen. The Motion passed unanimously.

LIBRARY  
OF CA  
UPDATE

Ms. Milliron's notes from the last LOC were included in the board packet. She wanted to point out that virtual reference resource center web address was included in the purple notes. It is a very interesting site. She will have Stephanie put a link to the NBCLS site, and members may want to do the same. Funding sources in the future for this web site are questionable.

There will be a meeting in Irvine August 16 - 18. The number one discussion item is funding as well as the applications that have come in for networks. Three applications have come in: Cascade Pacific which is the north state area, ours which is the Golden Gate area and Gold Coast, the Black Gold area. Those applications will be considered for approval, of course there is no funding available at this time.

Diana Paque reported that at the June meeting the LOC Board has given the direction to go ahead and accept applications and review them but hold all applications for funding until all applications are submitted. Then all plans of service can be reviewed for funding selections. Motions to go to the Board will be to begin operations after January 1, 2001. Education is the governor's priority. Any surplus funds not slated for education will be slated for one-time funding projects. Budget increase requests should be couched in terms of educational benefits.

B. GOLDEN GATEWAY Debbie Mazzolini gave an update of the first annual meeting of Golden Gateway. Budget items and the long-term plan were discussed. Only a handful of special libraries attended. Applications to join the network were handed out. They were due July 28<sup>th</sup>, but the deadline was extended to October 20<sup>th</sup>, 2000 for the November LOC meeting. If a network is not in operation it can still accept charter members. If a library does not apply they cannot receive the network services. As benefits develop they will be specified as member-only benefits. There are no extra benefits to having a charter membership.

NBCLS MEMBERSHIP IN GGLN The Steering Committee recommended submission of the application from the NBCLS membership to become a member of the Golden Gateway network even though legally whether we (as a system) can join as a network is unclear. NBCLS is applying as OTLIP (Other than library information provider). A Motion to submit the application was moved by Tom Trice and seconded by Sara Loyster. The Motion passed unanimously.

SOCIAL ENTREPRE-NEURSHIP TEAM Ms. Milliron summarized the second meeting she and Bonnie Thoreen attended of the Social Entrepreneurism Team. A grant was received by the Golden Gateway Library network to undertake a program that has been used by the Humanities Council nationwide to learn how to create methods of funding for programs other than just grant writing and fundraising. A lot of time has been spent identifying core values and core competencies and learning about how to develop opportunities and take risks. It will be a process that takes about 1 ½ years. There is a need to bring in some community members. Team members have been asked to recruit people from the community who may have experience in areas that may become important to us as a networks, and also people who are entrepreneurs or business mentors who are successful in their own operations. They need to have a positive outlook. Anyone who can suggest someone should make initial contact with them, then contact Anne Marie Gold and she will follow up with more information about the project and the team's meeting dates.

Ann Marie Gold will send examples of projects. We need to look at what libraries do that perhaps no one else does, and areas where libraries excel. A letter to share with community members would need to include meeting information and perhaps an outline of the process. Ms. Milliron will draft a letter and will send out examples of programs. Another way to look at it is value-added services. In order for the network to go forward it is going to have to self-fund, independent of fundraising and grants. Who is the primary market – end user or the member of the network for the end user? The target market is the member library, but the service provided to the member library has to be structured to, and necessary to the end user. What about home book delivery? Erika Condon mentioned that she came from MCLS and they have entrepreneurial services such as a resume writing service delivered to the home. Also high-level reference service is offered. LA Times contracts with LAPL for reference service. FYI is a reference service provided to corporations. Debbie Mazzolini said that she and Mary took a course with InFoPeople where they had to take a reference question and ask it on all different levels of reference providers across the Internet. It made her realize in the reference world there really is a place for the public library because they have an ethic the live commercial sites don't have. Susan Hagius mentioned that reference is a good way to lose money and home delivery might be a good way to make money. Bonnie Thoreen suggested development of a business plan. This item will stay on the agenda for future meetings. Ms. Milliron is going to check with other system directors at the next LOC board meeting to see if anyone knows of libraries that are pursuing home delivery. Mary Richardson suggested possibly partnering with WebVan to offer home delivery.

DELIVERY      The quotes for delivery service will be on the October meeting agenda. Ms. Milliron and Linda Crowe met with the Tri-Core contract person and he decided that he needs to look at what NBCLS actually does before he can come up with a manageable bid. He is scheduled to drive along the route with Marathon Courier service on 8/21 and 8/22 to observe the operation. Then he will develop a bid just for North Bay. He will also do a ride-along with MOBAC, BALIS and PLS routes and will price ours in terms of possibly contracting with a greater region. Hard to tell what he will be able to come up with. Marathon is happy to keep along on a month-to-month basis that will take us into October.

PERS  
MEDICAL  
CONTRACT      The Steering Committee's recommendation was not to change the benefits at this time. Our current rates are similar to CalPers. If we were to change health plans at this time we would have to open up the contract for a meet and confer with the union. The Steering Committee recommended seeking a change in June 2002 when the union contract is renegotiated. The benefit of moving over to CalPers is that if North Bay dissolves, the retirees receiving benefits would deal directly with CalPers instead of Sonoma County Library.

ADMINIS-  
TRATOR'S  
REPORT      Electric Library is now licensed through the Golden Gate network grant funding. It is considered a promotional opportunity so libraries will not lose it if they do not join the network through the terms of the current contract. Libraries will need to be a member of Golden Gate network at contract renewal time to continue receiving it as a freebie.

The beta testing is underway for online reference project, 24/7. Joe is now an official back stack access person of SFPL. He goes down to SFPL several times per month. Check with Joe on the gale purchase after he returns from vacation August 8<sup>th</sup> if you have questions. NBCLS contracts with Pat Guy to provide specialized reference service for quotations and cooking. She calls herself "Guy Wired". She is an example of value-added service.

Supersearch is running at about 3400-3500 requests created on a monthly basis. iSelect should be available to us through epixtech in about six months. It brings together RSS and URSA in a single product. It will allow each library, on a library by library basis to pick which databases, websites, & OPACs they want people to search. You can custom create where you want your patrons to go. iSelect actually shows status of item. It's an exciting product. Susan Hagius asked about libraries with reference links with commercial web sites. SNAP is talking about it. Books and news at MariNET can be bought online. There would be a 5% rebate for SNAP.

Diana Paque asked about the contract conditions with CPS regarding credit for outside sales. Cascade Pacific and Gold Coast plus those others in Region 2 who are not NBCLS members should fit the credit requirements. John Wardell is going to draft some contract language and will send it to Ms. Milliron who will share it with Sue Epstein. Sue Epstein did speak to Lana Porter, president of epixtech. Ms. Porter had said previously that all business conditions of the contract would be honored. Diane Paque reminded Ms. Milliron that the other part expansion is Golden Gateway, which is outside of North Bay. John Wardell and Ms. Milliron agree that the time is now to get that contract written.

A children's consultant report was included in the Board package. Martha Shogren has done an excellent job in increasing the number of items flowing into the children's book pack. We had enough unexpended revenue to carry forward to cover another year long contract with Ms. Shogren. The extra revenue came from Richmond Public when they joined in the Juvy Pack. It would be helpful for libraries to get their children's services people an e-mail address that would allow them to receive attachments. NBCLS staff is proposing sending the juvenile review pack list via e-mail. It will be a faster method of delivery. Ms. Milliron will send out a list of Children's Services e-mail addresses for the Director's to review.

Ms. Milliron asked for direction in terms of renegotiating with Ingram. Their letter stated that we didn't spend enough money to continue receiving our current discount. St. Helena receives the standard discount from Ingram, which is not bad. It is about 40%.

OTHER

Ms. Milliron reported to the Board about the Ad hoc Bibliographics Standards Committee. They had their meeting. The committee recommendation is that they continue having a contact list so that they know who their peers are in other libraries. Some libraries are not represented. Ms. Milliron will pursue adding contacts to the list for all libraries. The committee recommended that we plan a workshop for October or November for an overview about MARC records, searches, with a detailed afternoon session for technical services staff. Ms. Milliron will go ahead and develop that workshop.

Ms. Milliron received some RLG information about continuing to have a subscription with them. NBCLS has an account with them. No one has used this account since about September of last year. The service will be discontinued and the account will be closed.

Applications to send someone to the Guadalajara Book fair are due to ALA by the end of this month. We have had interest from two libraries so we will go ahead and put in our application. This item will be put on the October agenda, as a vote will be necessary to expend funds beyond the grant amount. Last year \$500.00 was voted for expenditures.

Ms. Milliron asked Kathy Jansen about the CALTAC workshop that was held for Lake County. Ms. Jansen reported that her Board found it very enjoyable and useful. It is three hours long. Ms. Milliron asked if the directors would want to have this workshop at their libraries or scheduled through North Bay as a group. NBCLS has the information if anyone is interested in scheduling a workshop at his or her library. The cost is free.

Ms. Milliron commented about reimbursement for ILL under LOC. Ms. Milliron included a report from a focus group on how funding should work for this program for their institution in the Board packet. There is some discussion about changing from the TBR reimbursement model. The idea that is moving forward is that it should be compensation not reimbursement. It is changing the model. For one example, libraries could receive a base amount, then have to submit paperwork for reimbursement beyond that point. It might lessen record keeping for some of the smaller libraries. Libraries have to make sure that they voice any concerns that they have about a situation where resource sharing is happening and certain costs have to be met or the libraries may not be able to continue to participate in the program. ILL compensation comments should be sent to Ms. Milliron for review at the October Board meeting. Diana Paque said the important thing to remember is that it is an open question - is there a better way? NBCLS will send a letter that will be drafted at the October meeting. Ms. Milliron reminded the group to think about the costs associated with the electronic record keeping.

A revised email address list was included in the packet.

MEMBER  
ITEMS

Sonoma County has over 100 e-book titles in their Dynix system. Nancy Persons has the information. Roger Pearson will be asked to report on the project at the next Board meeting. How are they accessed? Glass book and Rocket book are in use by some NBCLS members.

San Anselmo library is having a major fundraising event in the fall. They are hosting an author series featuring Ann Lamott, Michael Murphy and George Leonard, and Ram Dass. They will be selling tickets at \$17.50 per ticket or \$42.00 for the series.



Marin County Library is having discussions about name tags. Libraries have different policies on this issue. Many libraries use first name only. One library allows employees to choose an alias that is literacy based such as Emily Dickenson.

Clayla Davis is retiring on December 31<sup>st</sup>. Recruitment for a new Director will start mid-September.

Joe Green from Richmond Public Library reported that they received a Gates grant. He needs to know information about managing the printing. SSU suggested contacting Phil Huang for information about the programs they have tried.

Tom Trice took over as presiding officer for Debbie Mazzolini at 12:25 pm.

Joe Green suggested that LOC start thinking about two reference centers statewide. Libraries would respond as a contract service. Diane Paque responded that regions need to determine what is needed. The State Library last determined reference services in 1996. We now need to determine what model is appropriate in today's environment. The state library is looking to fund a reference service in 2002/03. What is the role of resource libraries providing that? The 24/7 reference project may be the model they will be using to provide statewide reference services. They can contract with specialists at totally virtual reference centers. The 1996 model is completely pre-Internet.

Diana Paque said they are starting to plan for LSTA II, which will start in fall of 2002. IMLS wants a need assessment for the State Plan Re-authorization of LSTA needs to be beyond public libraries. Entrepreneur grant would be a good example to be included. CSL is getting input from futurist.

SSU will open their new information center on August 23<sup>rd</sup>. They will have double reference services with the same staff. Reference will now be on both floors. New Innovative Interfaces OPAC is up and running. SSU will have new interfaces and Web pages available on opening day.

NEXT  
MEETING

The next Board meeting will be held on October 5<sup>th</sup> at Belvedere-Tiburon.

ADJOURN-  
MENT

There being no further business, the meeting was adjourned at 10:45 p.m.

