

NORTH BAY COOPERATIVE LIBRARY SYSTEM  
Board of Directors Meeting  
November 8, 2001

CONVENING: The Board of Directors of the North Bay Cooperative Library System met this date at the Napa Valley College Upper Valley Campus in St. Helena, California with Chair Tom Trice presiding. The meeting convened at 10:31 a.m.

ROLL CALL:

Catherine Blumberg, Mill Valley Public Library  
Debbie Mazzolini, Belvedere-Tiburon Public Library  
Tom Trice, Sonoma County Public Library  
Angela Brunton, Sonoma Developmental Center  
Larry Hlavsa, St. Helena Public Library  
Ann Cousineau, Solano County Library  
Bonnie Thoreen, Napa Valley College Library  
Sara Loyster, San Anselmo Public Library  
Vaughn Stratford, San Rafael Public Library  
Monique le Conge, Benicia Public Library  
Kathy Jansen, Lake County Library  
Connie Pearson, Rancho-Cotate High School  
Janet McCoy, Napa City-County Library  
Carol Starr, Marin County Free Library  
Frances Gordon, Larkspur Public Library  
Adu Worku, Pacific Union College Library  
Joe Green, Richmond Public Library

ABSENT:

Bruce Campbell, Mitchell Memorial Library, Travis AFB  
Barbara Butler, Sonoma State University Library  
Micca Grey, Plover Library, Santa Rosa Jr. College  
Roberto Esteves, San Francisco Public Library  
John Wagstaff, Solano Community College  
Mary Richardson, Sausalito Public Library  
Nancy Sieck, Petaluma High School Library  
Erika Condon, Mendocino County Library  
Bill Kester, College of Marin

ALSO  
PRESENT:

Ms. Annette Milliron, North Bay Cooperative Library System

INTRODUCTIONS: No introductions were necessary. Congratulations were extended to Janet McCoy upon becoming the new Director of the Napa City-County Library.

PUBLIC INVITED TO

ADDRESS BOARD: No public was in attendance.

APPROVAL OF THE AGENDA: A motion to approve the Agenda as presented was made by Bonnie Thoreen and seconded by Kathy Jansen. The Motion carried unanimously.

APPROVAL OF MINUTES OF 09/06/01: A Motion to approve the Minutes of 09/06/01 as corrected was made by Anne Cousineau and seconded by Debbie Mazzolini. The Motion carried unanimously.

APPROVAL OF CONSENT CALENDAR: A Motion to approve the Consent Calendar was made by Monique le Conge and seconded by Bonnie Thoreen. The Motion carried unanimously.

CORRESPONDENCE: Particular items of correspondence were discussed and distributed by Ms. Milliron. A number of Directors requested the movie license information from the September meeting to be sent to all members.

LIBRARY OF CALIFORNIA: Ms. Milliron gave an update on the LOC Board Meeting. She distributed notes from the LOC Board Meeting. She called attention to the general budget conditions. The State Library has prepared budget change proposals for operations and local assistance programs that reflect reductions of 3%, 5%, 10% and 15%. It will be the Governor and the Finance office that will determine which of those will be proposed in the Governor's budget. As an FYI, PLF under this scenario of 15% reduction will take it down to 45.2 million, which would mean a reduction of 21% in two years, if adopted. It would take the actual operating budgets of LOC down to just \$3 million. There is a big hiring freeze. Library development is down four consultants and three support staff. That hiring freeze is in place until July, 2003. Library Bond Office is exempt and their budget is exempt so they will not be taking a reduction like the rest of the state library and local assistance programs.

Ms. Milliron presented a SuperSearch demonstration for the LOC Board, unfortunately only one Board member could attend it. Susan Steinhauser was really excited about and she really saw what we are trying to do up here. She wants us to do a demonstration for Senator John Burton the next time we are up in Sacramento. It's living proof of what the LOC can be and what can come of the money we are asking for.

Ms. Milliron pointed out that the combined annual reports for all the CLSA systems were included in the packet and she noted that NBCLS is in essence getting a reimbursement of .07 cents per item for items moving through the delivery system.

Anne Cousineau asked if the LOC Board mentioned anything about if the cuts continue will LOC go away. Ms. Milliron said it has not been discussed, but people in the field have talked about it. To make it happen, it would have to come from the recipients of the services. The types of cuts they are talking about to the CLSA system, for example if the eliminated the statewide database support money, that would be roughly 10% of the CLSA budget. It would immediately take \$5,500 from our budget, and that is higher than 10%. A straight 10% cut to what we receive from the state would be about \$3,000. The whole of the Golden Gateway network would lose about \$30,000. At some point the field who receives the services needs to talk to the Board about what are the priority services. Their February meeting will be an important one because they will have the Governor's budget by

that point and they will be making some really hard choices. Janet McCoy asked about the status of LOC and BALIS, and MOBAC were monitored for membership. Ms. Milliron explained that they are not considered a special library – having professional collections that they lend out. GGLN approved them, accepting them into the network, but LOC Board did not certify them as eligible members. When they do the division of money those institutions will not be factored into the formula that is used to distribute compensation. Ms. Milliron does not know if those systems are going to fight it. The law is that the library has to be a special library. That would be an issue to look at if we can ever go in and improve the legislation.

Ms. Milliron mentioned a request from GGLN to consider using 25% of our reference Coordinator's time to conduct database negotiation for GGLN. This causes a bit of a problem. It goes outside of the scope of the job responsibilities and there is a time limit attached to it. GGLN is willing to pay for that service starting January 1, 2001, so we could receive that compensation and they are willing to commit to another 12 months of that service in FY 2002/03. No guarantees beyond that point that the arrangement would continue. It causes a personnel issue to look at. We may need to create a new job class, and there is the union to consider. After lengthy discussion this morning, the Steering Committee recommends that careful consideration is required and a subcommittee will be formed to review the mechanics of providing a part-time database negotiator to GGLN so that NBCLS and GGLN would both benefit. Carol Starr and Anne Cousineau agreed, and there was general consensus that we go ahead and do this. Tom Trice asked that a sub-committee consisting of Bonnie Thoreen, Debbie Mazzolini, Carol Starr, Tom Trice, and Joe Green and Annette Milliron work out the details via teleconferencing if possible.

A teleconferencing site survey was just completed by NBCLS. GGLN may submit an LSTA grant proposal. Ms. Milliron found that out of 300 surveys sent out, 30 or 40 sites are kind of/sort of available. More information will be included in the February packet.

**SUPERSEARCH:**

\$68,000 in grant money is available. Ms. Milliron followed up with some of the individual libraries like Contra Costa County. She will be meeting with Silicon Valley and MOBAC. MOBAC will not be that interested, but she feels that there will be genuine interest from the Silicon Valley group. Her proposal with the dollars that we have is to offer them a reduction on the installation fee. That would use up all the money that we have. It could potentially cost us an additional \$1,700 if everybody on that list were to take us up on that offer. There are site licenses hanging out for San Francisco Public and for SRJC. SFPL is getting a new library information system, which probably will be a two-year process. We should wait until their new system is in place before installing SuperSearch. There is no indication that SRJC is going to participate. Contra Costa County is very interested but their budget is very tight. One of their big issues is lack of a service plan. They don't even allow their people to put holds on their own system. A free license might get them to take action.

Tom Trice suggested polling members to see if any are interested in signing on within the next four months. If not, the NBCLS Board is inclined to go on and do something else with the licenses. Chairman Trice asked Ms. Milliron to write a letter to that issue. Anne Cousineau suggested polling the members to see if anyone wants one of these licenses. The Steering Committee suggested to the Board that we offer this discount, but the discount gets deeper and/or perhaps one or two of the players gets a freebie. A discount would be given on the one-time installation fee. The library would be responsible for annual maintenance and NBCLS support costs. What about libraries willing to borrow but not loan – would that be a factor? That could be part of the deal to make libraries willing to loan like the other libraries. Ms. Milliron reminded libraries that it would be a good idea to give libraries a chance to get used to SuperSearch before opening their doors to ILL.

Ann Cousineau made a motion to have Ms. Milliron contact all NBCLS members to make sure there is no one who wants one of the site licenses. Then she can contact all SVLS and BALIS members

making any unused site licenses available for free. Bonnie Thoreen seconded the Motion. The Motion carried unanimously. A thirty-day time limit for responses was set from the time Annette sends out the letter. Ms. Milliron said she is going down to meet with the Silicon Valley ILL Committee on November 26<sup>th</sup> to show them SuperSearch and to talk to them about the issues of patron-initiated ILL. Ms. Milliron will tell them we are working on the discount structure.

Ms. Milliron distributed the final reports for the state regarding ILL reimbursement. NBCLS is among the top recipients of ILL money, only surpassed by PLS. She was asked about the MOBAC product and she said they have put a great deal of time, effort and money into it and they don't want to walk away from their investment. It's touted as being cheaper than Supersearch. She's concerned that Bruce Allen is the developer, and if he's not around there is no product. At least with Supersearch there is an entire company behind the product.

She also mentioned MUSE, something being looked at by the Golden Gateway Technology Committee. She showed a screen-print of a search on Kevin Starr. It is a way of putting together all the different systems' encyclopedias, magazines, newspapers, and allowing a patron to search across all these platforms. It is a bibliographic verification tool. There is no requesting element. It is a way for us to look at what is in each other's catalog and allows a look at a library's catalog as well as database searching. No decision has been made to go forward with something like this. A similar product is WebFeat. WebFeat has given us no test database to play with. Ms. Milliron will send information to everyone on the MUSE product.

NBCLS BUDGET  
DEVELOPMENT:

Given the information about how dire the budget cuts could be both locally and to the CLSA system and to LOC, it has not been an easy year to do a budget. The Governor's budget comes out January 10. The Steering Committee selected the date of January 16 to review the Governor's budget so Ms. Milliron can then release preliminary figures.

SCIU CONTRACT  
NEGOTIATIONS:

Ms. Milliron, with the approval of Mr. Trice, approached Henry Bates about working on behalf of NBCLS with contract negotiations. He agreed, and Ms. Milliron will work on the particulars with him. Specific information will be presented in February.

BOARD MEMBER  
ITEMS:

Kathy Jansen reported that all her libraries in Lake County are up and running on DYNIX. They are really busy. Loans have gone up. She mentioned that the Sonoma County Library staff have been wonderful and very patient.

Sara Loyster of San Anselmo was happy to mention that her Council voted to give them money to open five additional hours starting January 1, 2002.

Ann Cousineau of Solano County is into the building business. The Board of Supervisors approved the remodel of the Fairfield library which will entail moving out of the building and into the parking lot in temporary trailers. It will be a yearlong process. In addition, the Vacaville library district is getting ready to go forward with plans to build a downtown library. The current Vacaville library will have to be somewhat remodeled to incorporate necessary changes. Three cities are applying for first round grants.

Mill Valley is in the process of updating their long-range plan. They did a users survey and received many replies back. They had their survey put up on web page and also had a data entry party with 30 volunteers.

Angie Brunton has been on vacation for two weeks and is still getting back into things. She anticipates that the Sonoma Valley Developmental Center will be affected by the budget cuts.

At St. Helena, Larry Hlavsa reported that they have replaced all of their machines with Windows 2000 and Fortes to lock down the desktop.

Benicia library is preparing to revise their budget.

The online date for Larkspur is December 3<sup>rd</sup>. She thanked the NBCLS Directors who have provided ongoing mentoring and tech support.

The Sonoma County Library Commission approved a single combined adult and child library card. Efforts toward this end have been going on since 1994.

Pacific Union College has been planning a new library for 30 years. The downturn in the economy has affected fundraising. Mr. Worku and the staff are really feeling stuck.

Joe Green reported that the Richmond Public Library tax measure was soundly defeated. Surveys up to 9/11 were positive, but that seems to have all collapsed. The City Manager wants to try again when the economy perks up.

Bonnie Thoreen mentioned that they are interviewing for a librarian- the first new one they are hiring in over 20 years. They are installing a wireless network. She has a new job as Interim Dean of the Upper Valley Campus.

San Rafael library just replaced 25 work- station computers. They are working on Prop 14 grant for Pickleweed.

Connie Pearson mentioned that Rancho Cotate has a computer lab after their remodel. They have a 30-computer I-MAC lab in the library. The resource is for teachers and students. They can take care of about 100 students in 3 classes at a time. They have two full time assistants. They are paid for by site improvement funds through the school.

The Napa Main library started expanded hours October 14. They are now open Sundays 2 – 9 p.m. They added Monday and Tuesdays so they are now open seven days per week. The American Canyon Library is due to open November 28<sup>th</sup>. Checkpoint and CARL are coming in this week. They will have a grand opening some time in February. Ms. Milliron mentioned having a Board meeting there in the near future so members can see the new Checkpoint system.

Debbie Mazzolini was happy to announce the release of the book about the 8-year long community process of building the library. It costs \$35.00 and has beautiful illustrations. She encouraged members to purchase the book for their libraries.

Carol Starr mentioned that the Bolinas library is closed right now. The community raised \$140,000 in Bolinas to remodel the inside of the library. It will reopen on November 24<sup>th</sup>. She got a second technology person in the budget this year so they will have two people. An electronic services librarian was hired. A Deputy librarian at Marin County took disability retirement so they are going to revamp the position and recruit in April. Belvedere-Tiburon, San Rafael, Mill Valley and Marin County are joining under MariNET and getting SRI. SNAP will install next month. Yesterday Carol Starr went to a meeting with Senator Speer about ERAF. She feels that the libraries need to keep introducing this and she is willing to undertake an initiative in the state. A petition campaign will start asking the Governor to remove this from the suspense file of the Assembly.

ANNOUNCEMENTS: There were no Board member announcements.



**NEXT MEETING:** The next Board meeting is scheduled for February 7th, 2002. Benicia Public Library was selected as the meeting location.

**RECESS:** A five-minute recess was called to await the arrival of Anne Marie Gold.

**GGLN TRAINING** Anne Marie Gold mentioned that she is doing some consulting work for GGLN. Linda Crowe asked her to put together for them a continuing education plan for the network. She wanted to get some input from libraries on both content for continuing education and also delivery methodology. What are some of the barriers of having staff participating in continuing education activities? Everyone introduced himself or herself.

In terms of content, Ms. Gold asked for broad ideas of areas of continuing education and training that would be of interest to the member libraries of Golden Gateway. Carol Starr started out with the suggestion of more training for paraprofessionals geared to skill development working upward in such areas as technology support, troubleshooting, reference, and ILL and doing more with less. Focus on one-person or very small libraries would be helpful. Special libraries might be interested in that as well. It is possible that InfoPeople could be contracted to do some of this training. Methods for delivery for these trainings need to be identified. InfoPeople will do training on already developed courses or they will do custom training. GGLN could develop their own in-house training program. She met with the Resource Library Group and they could provide training on resources available. Sara Loyster suggested partnering with San Jose and Diablo Valley College to provide certification for paraprofessionals as an incentive to participate in the trainings. Benicia gives a 5% salary reward for certification.

Ms. Gold mentioned that the California State Library has a library practitioner project in the works. It's still in the formative stages. It addresses the issue for small or one-person libraries in remote areas of a certification using existing classes. It seems that there needs to be a training for library administrators on creating new job classes. How can administrators support the process of gaining paraprofessionals? A brainstorming workshop type format on how to support that effort might be appropriate. It would be the next level beyond the Gumby meets Dewey workshop offered by InfoPeople. Workshops on how to chose and implement emerging technology from other fields that could be useful from other libraries that are not connected to our proprietary software systems. It could be a manual or forum in the Joan Frye Williams approach. This could be an example of an entrepreneurial project.

Managerial training 101 as part of succession training as building first line supervisor and middle-manager staff with a parallel for senior and top level management with a focus on thinking globally. In addition to the paraprofessional training how things and changing and what do you need an MLS for? What skills does the holder of an MLS need to have? Staff has to be prepared for how things are changing in a profession that doesn't particularly care for change. Training for brand-new professional in their first two years of working in a real library setting would be necessary. Broad range training and a mentoring program are an example. Adu Worku mentioned that there was a three-day program at Whittier College for new academic library directors. He was paired with a mentor and found the experience to be quite helpful. One member mentioned the integration of business ideology of a new mindset of visionaries in the library world was found to be helpful. Tom Trice mentioned interest in experiences for staff that are broadening, not passive training along the lines of the Stanford Institute. GGLN could pay a scholarship for staff to attend. A leadership program based on the Santa Rosa Chamber of Commerce model with a meeting once a month of once a quarter was suggested. A visionary model that would include change management and knowledge management of people would be interesting. Trainings on collection development

models that include database management as a region to enhance reciprocity. The context of collection development has changed over the last ten years. In terms of methodology of delivery of training, online web training is an area where expertise needs to be developed. If GGLN does trainings, they should be in multiple locations in the North Bay, north of SF, especially trainings for paraprofessionals. A combination training of online and once a month in person might work well. Telecommunications are accessible and fast enough.

In terms of on-site use, libraries would like to see North Bay as a site particularly for paraprofessionals on the idea of combination with some distance education methodology web-based training. Videoconferencing is something North Bay wants to achieve, but support staff for the technology is necessary on site and a back up is needed is connection doesn't come through. There are issues but they are surmountable. Community colleges are well equipped, but often they are booked in advance. Maybe a standard time should be booked. The Technology Committee will be working through issues such as these and will be sending their recommendations.

Barriers to participating in trainings range from traffic and distance to unavailability of back up staff and affordability. Sessions under \$50.00 would be good start. Libraries are not going to spend \$350.00 for a one-shot deal. There is no funding for back up staff. Presentation and description of training for paraprofessionals has to be presented in an attractive way in order for staff to feel that they will benefit. Ms. Milliron will send BALIS/PLS staff development committee survey information available on Zoomerang to NBCLS Directors. It is very specific about different kinds of trainings. Research information on needs of CA libraries from Anne Marie Gold is available on the Stanford web site [institute21.Stanford.edu](http://institute21.Stanford.edu) under the programs button.

It is important that the trainings get staff thinking out of the normal "box". Looking for something that gets people beginning to understand the world in which library employees exist and the society in which library employees exist and that the doors open both ways. Industry standards have broken down and are becoming more nebulous. Meaningful statistical reports are changing with changing technology and electronic resources and interpretation becomes broader. Other ideas are how to communicate with a techie and the accommodation of a different work ethic within a different generation – how to keep them interested and how to retain them. How do we change our model to accommodate some of their needs? How do we keep patrons of that age attending the library? Copyright issues of on-line information for instruction purposes are another area where training would be beneficial.

ADJOURNMENT: There being no further business, the meeting was adjourned at 12:40 p.m.



The first part of the report deals with the general situation of the country and the progress of the work during the year. It is followed by a detailed account of the various projects and the results achieved.

The second part of the report is devoted to the financial statement, showing the income and expenditure for the year. It also includes a statement of the assets and liabilities of the organization.

The third part of the report contains the conclusions and recommendations of the committee. It discusses the progress made during the year and suggests measures for the improvement of the work in the future.

The fourth part of the report is a summary of the work done during the year. It gives a brief overview of the various projects and the results achieved, and also mentions the names of the persons who have contributed to the work.

Very truly yours,  
The Secretary