

NLS Amended Plan of Service
Updated September 14, 2021

System Information
FY 2021/2022

System Name: NorthNet Library System			
Director: Carol Frost		Email: frost@plpinfo.org	
Address: 32 West 25 th Ave., Suite 201		City: San Mateo	State: Zip: CA 94403
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System Chair for FY 2021/2022 (if known): Suzanne Olawski	Fiscal Agent: Pacific Library Partnership
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Date approved by Administrative Council: Approved by Executive Committee on September 21, 2021

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Signature of System Administrative Chair for FY 2021/2022	Date
Print Name: Suzanne Olawski	

Demographics of System Service Area

System Population Profile, FY 2021/2022

Total Population of System Service Area: 4,890,345

Total Population of the System Service Area should come from the State Library certified population numbers

Underserved Population	Number	Percentage of Total Population
Economically Disadvantaged (Below poverty level)	629,180	12.87%
Institutionalized	64,469	1.32%
Aged (65+)	829,881	16.97%
Children & Youth:	282,683	5.78%
• Under 5		
• 5 to 9	301,748	6.17%
• 10 to 14	307,649	6.29%
• 15 to 19	308,222	6.30%
Handicapped	618,950	12.66%
Speakers of limited English or English as a Second Language	451,521	9.23%
Non-English Speaking	1,166,957	23.86%
Ethnicity	262,432	5.37%
• Black		
• Hispanic	1,071,441	21.91%
• Asian	472,045	9.65%
• Native American	55,578	1.14%
• Other (specify)	29,507	0.60%
Geographically Isolated (RURAL) * see note	694,227	14.20%
Functionally Illiterate	391,178	8.00%
Shut-In	235,103	4.81%

List source(s) of this data: (example US Census Bureau, California Library Statistics, Population Projections from Department of Finance)

^a Total Population – California State Library – Certified Population Figures

^b Economically Disadvantaged - 2015-2019 American Community Survey 5-Year Estimates

^c Institutionalized - American Fact Finder/2010 Profile of General Population and Housing Characteristics (DP-1)

^d Age Demographics - 2015-2019 American Community Survey, Demographic and Housing Estimates (DP05)

^e Handicapped - 2015-2019 American Community Survey, Disability Characteristics (S1810)

^f Speakers of Limited English - 2015-2019 American Community Survey, Selected Social Characteristics in the US (DP02). (Based on population 5 years and over who "Speak English less than 'very well'")

^g Non-English Speaking – 2015-2019 American Community Survey 5-Year Estimates

^h Ethnicity - 2015-2019 American Community Survey 5-Year Estimates

ⁱ Geographically Isolated - American Fact Finder/2010 Census Summary File 1, Urban and Rural (P2). Use 'Rural'

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

^k Shut-In - American Fact Finder/ 2015-2019 American Community Survey, Disability Characteristics (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.

Comments/ Additional Information:

* **Geographically Isolated/ Rural**

For the 2010 Census, the Census Bureau classified as urban all territory, population, and housing units located within urbanized areas (UAs) and urban clusters (UCs), both defined using the same criteria. The Census Bureau delineates UA and UC boundaries that represent densely developed territory, encompassing residential, commercial, and other nonresidential urban land uses. In general, this territory consists of areas of high population density and urban land use resulting in a representation of the "urban footprint." Rural consists of all territory, population, and housing units located outside UAs and UCs.

* Typically, Rural Areas are cities with populations of less than 10,000

C&D Service Program Budget Request FY 2021/2022 (Section 18745)

System Administration (updates are in red)

(a) Personnel (Salaries & Personnel)

<u>Classification</u>	<u>FTE/NO of positions</u>	<u>Salary</u>	<u>Benefits</u>	<u>Total</u>
NLS Coordinator	.33 / 1	\$50,700	\$	\$50,700
PLP CEO	.08 / 1	\$15,606	\$3,693	\$19,299
PLP Controller	.11 / 1	\$19,174	\$4,239	\$23,413
PLP Operations Manager	.2 / 1	\$19,814	\$6,227	\$26,041
PLP Accounting Clerk	.08 / 1	\$5,207	\$2,167	\$7,374
Administrative Assistant II	.04 / 1	\$2,793	\$1,163	\$3,956
Administrative Assistant	.1 / 1	\$3,952	\$499	\$4,451
Fiscal Admin. Svs. Specialist	.09/1	\$8,669	\$2,856	\$11,524
Total of (a)	1.01 FTE	\$110,501	\$16,326	\$146,758

(b) Planning, Coordination, & Evaluation (PC&E)

Total (b)	\$
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(c) Indirect Cost (Do not include PC&E and provide description of services)

Contracted services to PLP for fiscal and administrative support and services (preparation of system for audit, budgeting, accounts receivable and payable, contract negotiations, preparation and submission of reports, fiscal accountability.) Includes overhead costs.	
Total of (c)	\$14,716

Total of (a-c) \$161,474

Baseline Budget

(d) Operations	
1. Office supplies	\$600
2. Duplication/Photocopy	\$
3. Training (C&D program related)	\$
4. E-Resources (Enki, Zinio, OverDrive, etc.)	\$331,610
5. Contract Services for Delivery (UPS, US Postal Service, Contracted Van) Postage (\$450), Delivery (\$162,500)	\$162,950
6. System van/vehicle (fuel/insurance/maintenance)29500	\$
7. Telecommunications (Internet/web/tech support/phone99180653660-/fax/VOIP/telecomm equipment maintenance/ web software)	\$4,000
161	
Specify what funds were used for: Zoom, toll-free number, website hosting and support (\$4,000); Broadband hardware and CENIC costs, libraries (\$25,500)	\$29,500
8. Resource Sharing (Zipbooks, Link+, document depository)	\$125,000
* Breakdown of cost i.e. software/subscription/delivery Link+ (75,000); Future Purchases (\$50,000)	
9. Other (with prior approval) and Planning, Coordination, & Evaluation (PC&E) not used in System Administration	\$653,660
Total of (d)	\$

(e)Capital Outlay	
1. Equipment (specify)	\$
2. Equipment revolving fund	\$
Total of (e)	\$

(f)Anticipated Current (2019/2020) Year-end Balance in the Equipment Revolving Fund	
	\$

Total of (a-e)	\$653,660
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2021/2022 PROPOSED CLSA BUDGET

BUDGET SUMMARY	
Expense Category	Communications & Delivery Program
Salaries & Benefits	\$146,758
PC&E	
Indirect	\$14,716
Sub-total	\$161,474
Operations	\$653,660
Equipment	
Sub-total	\$653,660
TOTAL	\$815,134

C&D FUNDING: System Administration 20%
System Baseline 80%

Funding for Communications and Delivery – FY 2021/2022

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	900,000	0	900,000
b. Non-public libraries in System area	0	0	0
TOTAL	900,000		900,000
		System Owned	Contracted Vendor
c. Number of delivery vehicles that physically move items			4
d. Frequency/schedule of physical delivery service			1-5 days
e. Percentage of items to be physically delivered by:			
U.S. Mail	UPS	System Van	Contracted Van
18%	.5%	%	81.5%
			Other
			%

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

f. Estimated total number of e-resources to be purchased (circulated/ downloaded/ streamed, etc.) by residents of System member libraries	2,165 titles and 30,250 circulations
g. Percentage of CLSA funds to be spent on e-resources?	50%
h. Percentage of CLSA funds to be used for Broadband technology improvements	.03%
i. Which member libraries will benefit from Broadband improvements using CLSA allocated funds? (please list)	
Some of the NLS libraries may choose to use their disbursements on Broadband, but it is not known at this time which may choose this.	

Section 2

1. Describe the goals for the Communication and Delivery funding. Please specify how the System will spend its allocation of funding and provide specifics amounts allocated for each service or program. How will the System support the needs of their community? How will the System determine these needs? How will the System **evaluate** that the goals were met and the funding has met the needs of the community?

Delivery – In FY 2021/22, CLSA funds will continue to support the physical movement of resources from one library to another. This delivery system enables resource sharing among System members which is a high priority for most NorthNet Library System (NLS) libraries. For FY 2021/22, the total cost of delivery for NLS member libraries that includes two contract courier services totals \$325,194. **Twenty-four percent** of the NLS FY 2021/22 CLSA budget (or \$162,500) **is allocated support the contracted services of two couriers serving the Mountain Valley Library System (10 libraries) and the North Bay Cooperative Library System (6 libraries), with additional local and inter-library delivery services paid with local funding.**

Shared e-resources remain a priority for all NLS members, especially those in smaller, more geographically remote areas. NLS surveyed member libraries to determine funding priorities for their CLSA shared e-resources. The NLS Executive Committee approved a portion of the FY 2021-22 allocation of CLSA funds to the e-resources consortia of OverDrive eBooks/eAudiobooks and eMagazines. For **OverDrive eBooks/eAudiobooks**, the investment in the shared collection among 27 member library systems has proven to be very successful, and usage continues to increase, particularly during the pandemic. For **OverDrive eMagazines (formerly RB Digital)**, the shared consortium purchase allows members to receive significant discounted subscription rates on electronic periodicals. Consortia participant libraries will have the option to allocate additional funds from their individual CLSA allocations to increase the consortia budget. **Shared e-resources will account for \$331,610 of the C&D budget or 50%, with \$66,000 being allocated from the NLS FY 2021/22 CLSA budget, and libraries allocating portions of their CLSA allocations to support these services. \$36,817 of prior year CLSA funds will also be allocated to this service.**

Resource Sharing - In FY 2021/22, NLS will allocate **\$75,000** of CLSA funds to support **Link+**. In FY 2019/2020, NLS completed two years of negotiations to establish a Link+ master contract with Innovative Interfaces Inc, absorbing the contracts of the 14 existing NLS Link+ libraries and adding four new NLS libraries (El Dorado County, Sonoma County, Woodland Public and Nevada County libraries). The shared contract is saving NLS participating libraries nearly \$17,000 annually. **NLS has also allocated \$50,000 for possible future eResource sharing opportunities which may arise during the upcoming year.**

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. Documents created in response to COVID-19 regarding protocols of library closures and reopening practices continue to be posted to CLSA-INFO.

ILL statistics will continue to be tracked and reported to evaluate if C&D expenditures are

meeting the goals of NLS and the communities they serve. 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 2021/22. We continually monitor the effectiveness of services through feedback from member libraries.

2. How will the System's Communication and Delivery funds be disbursed (i.e., system wide, allocated to individual libraries, mix)? If not all libraries are participating in programs/services indicate which ones are and why others are not served (i.e. choice, funds, etc.).

The Communication and Delivery baseline funds are allocated into two categories. The first category includes baseline services for NLS, including office supplies, postage and basic communications. Last year, because of the pandemic, the use of Zoom for communication has increased significantly, and the baseline costs include Zoom, a toll-free 800 number phone line, as well as costs for the website support. The budget includes \$5,050 for these baseline services.

The second category is allocating a portion of CLSA funds back to the libraries for them to choose their own priority for expending CLSA funds, based on an approved menu for the libraries to choose from, with the expectation that all members will benefit equally from CLSA funding. The NLS CLSA distribution formula is based on 50% service population and 50% library budget. 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. The approved menu includes Link+; purchasing OverDrive or CloudLibrary eMaterials in a shared environment; funds to support SimplyE; software which supports curbside pick-up for either their primary or one of their primary methods of delivery of material to patrons for the upcoming year; and for three or more libraries to join together and purchase software that supports remote reference, such as ZenDesk. The budget allocates **\$486,110 (including \$36,817 of prior year CLSA funds) for** member libraries to choose from the menu of services.

NLS libraries have determined that delivery remains a priority expenditure of their CLSA C&D allocation. CLSA and local funds support delivery services within two of the NLS regions. The delivery is handled through couriers and the contracts and funds are managed centrally. In FY 2021/22, \$162,500 of CLSA funds are budgeted to support the contracted services of two couriers serving the Mountain Valley Library System (10 libraries) and the North Bay Cooperative Library System (6 libraries), with additional local and inter-library delivery services paid with individual CLSA allocations and/or local funding. Libraries who do not use delivery contracts (non-available or cost prohibitive in most remote areas) utilize UPS or US Postal Service to move materials and share resources among other library jurisdictions.

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.

NLS member libraries will contribute approximately \$162,000 in local funds to support 5-day delivery.

In addition, local funding is dedicated to supplement CLSA to enable effective resource sharing. 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 have increased significantly over the past few years.

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

Shared e-resources include OverDrive (eBooks and eAudiobooks) with FY 2020/2021 circulation among 27 member library systems at 922,385 (thru April 30, 2021). Also used among NLS members is an eMagazine resource with circulation among 23 member libraries at 63,658 (through March 31, 2021). Effective July 2020, RB Digital merged with OverDrive and significantly expanded their content including video and have moved to a flat-rate pricing model giving NLS patrons an expanded choice of formats and subject areas to select from.

Formats

Format	% of Circulation
eBooks	58%
eAudiobooks	40%
eMagazines	1%
eVideo	<1%

Note that eMagazines only started in fully in Overdrive on April 1. These numbers reflect only the circulation under the original RB Digital platform.

Audience

Audience	% of Circulation
Adults	76%
Young Adult	9%
Juvenile	15%

5. Describe the System’s current delivery model. Specify if it changed from last year or if the System will 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. Contracted couriers service the Mountain Valley and the North Bay library systems.

6. What is the estimated average cost (including library and system staff time) to move one item in the region? Please provide a description of how the System utilized C&D 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 16 of the 40 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 .33 FTE of the Coordinator's salary, .08 FTE of the CEO salary, .11 FTE of the Controller's salary, .2 of the Operations Manager's salary, .08 of the Accounting Clerk's salary, .04 of the Administrative Assistant II's salary, .1 of the Administrative Assistant's salary, and .09 of the Discal and Administrative services Specialist's salary. The allocated time supports coordination of and attendance at 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; payment of invoices; 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. Will the System be using any of the communications funding to address broadband connectivity issues? If so what were the funds used for and what were the connectivity issues?

Broadband is of great interest, and several NLS libraries continue to benefit from the original California Public Library's Broadband Project. That 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 (40), however, means that broadband connectivity will not come to all members at the same time or in the same way. NLS staff will encourage member libraries to apply for any new Broadband funding offered through the California State Library as many NLS libraries would qualify under the targeted "hard to connect library locations."

The expansion of eligible C&D costs regarding Broadband expenditures approved by the CLSB in 2020 assisted NLS libraries to enhance hardware and security on their networked systems in FY 2021/22. While we do not yet have member libraries' plans on those expenditures, we anticipate that several will continue to make use of their CLSA funds to bolster and protect their telecommunications systems.

Future Plans for Cooperative System

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

The FY 2021/22 CLSA budget for NLS has been developed with guidance from the NLS Executive Committee and NLS membership. While delivery remains an NLS priority expenditure for CLSA, reductions were made in administrative staff support, as well as allocations to the consortia budgets of OverDrive. Also discontinued again in the FY 2021/22 budget was an allocation of \$1,000 per member to apply for staff training and professional development. Members directed this prioritization of budget expenditures. **With the restoration of funds, NLS restored the subscription for libraries to Califa, using membership fees.**

Grants: NLS submitted an LSTA application to the CA State Library for FY 2021/22 to expand and further develop the successful FY 2020/2021 disaster preparedness and recovery project, *Preparing to Respond and Recover Together*. **This project was not funded. NLS will use some of its membership fees to support the website, <https://www.libraryrecovery.org/>. NLS will continue to support its 'buddy system' for disasters, such as the recent wildfires.**

NLS Website: The NLS website will continue to maintain the website that allows for sharing of initiatives and communication with members regarding current meeting notifications, as well as historical documentation.

Evaluation of Formulas:

Through membership discussion, NLS decided to explore hiring a consultant to review its current formula for CLSA funds, with the acknowledgement that this formula has not been reviewed in more than ten years.