

**NORTH STATE COOPERATIVE LIBRARY SYSTEM**  
**COUNCIL OF LIBRARIANS MEETING**  
**August 3, 2010**

**CONVENING:**

The North State Cooperative Library System (NSCLS) Council of Librarians met this date via WebEx with Chair Cheryl Baker presiding. The meeting convened at 10:05 a.m.

**1. ROLL CALL:**

PRESENT	ABSENT	MEMBER LIBRARY	REPRESENTATIVE
X		Modoc County Library	Cheryl Baker - Chair
X		Butte County Library	Linda Mielke
X		Del Norte County Library District	Linda Kaufmann
	X	Humboldt County Library	Victor Zazueta
X		Lassen Library District	Jeff Hawkins
X		Orland Free Library	Jody Meza
X		Plumas County Library	Margaret Miles
X		Shasta Libraries	Jan Erickson
	X	Siskiyou County Library	Lisa Musgrove
X		Tehama County Library	Caryn Brown
X		Trinity County Library	Oresta Esquibel
	X	Willows Public Library	Sandie Hobbs
	X	Butte College Library	Luozhu Cen
	X	CSU Chico Library	Sarah Blakeslee
X		College of the Redwoods Library	MaryGrace Barrick
	X	College of the Siskiyous Library	Dennis Freeman
	X	Feather River College Library	Tom Davis
	X	Humboldt State University Library	Wayne Perryman
	X	Lassen College Library	Rosanna Brown
	X	Shasta College Library	Janet Albright
X		Simpson University Library	Larry Haight
X		CA State Library	Linda Springer
X		CA State Library	Sandy Habbestad
X		NSCLS System Headquarters – Exec. Dir.	Annette Milliron
X		NSCLS System Headquarters – Asst. Dir.	Patty Hector
X		NSCLS System Headquarters – Adm. Asst.	Kelli Logasa

**2. INTRODUCTIONS:**

No introductions were necessary.

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

No public were present.

**4. APPROVAL OF THE AGENDA**

A Motion to approve the agenda was made by Oresta Esquibel and seconded by Margaret Miles. The Motion passed unanimously.

**5. APPROVAL OF MINUTES**

**A. MEETING ON MAY 20, 2010**

A Motion to approve the May 20, 2010 minutes was made by Caryn Brown and seconded by Jeff Hawkins. The Motion passed unanimously.

**B. CONFIRMATION OF EMAIL BALLOT ON NSCLS ON FY 2010/11 PRELIMINARY BUDGET**

A Motion to confirm the action of approving the FY 2010/11 preliminary budget via email vote on June 18<sup>th</sup> with 12 yes votes was moved by Margaret Miles and seconded by Jody Meza. The Motion passed unanimously.

**C. MEETING ON JULY 27, 2010**

As a point of clarification, Linda Mielke explained that the meeting on July 27 was more of a conference call as very few Council members attended and there wasn't a quorum. She also noted that the meeting agenda hadn't been posted 72 hours prior to the meeting. A Motion to approve the minutes of July 27, 2010 was made by Jody Meza and seconded by Oresta Esquibel. The Motion passed unanimously.

**6. CONSENT CALENDAR**

**A. FINANCIAL REPORT – JUNE 30, 2010**

Ms. Baker referred the Council to page 6 of the meeting packet. The Consent Calendar consists of one item: the financial report for June 30, 2010. Ms. Milliron noted that the system fell short on revenues due to low TBR. She cut some expenses at the higher level in NorthNet so she was able to lessen the amount of money required from NSCLS reserves. She noted that this is one of the many advantages of NSCLS being a part of the NLS mega-system (NLS).

In 2009/10, NSCLS received \$22,000 in revenues, and spent \$109,000. Approximately \$80,000 was from reserves and went towards: retiree health benefits, supplementing the OCLC cataloging, interlibrary loan, and access fees, delivery costs which has traditionally come from TBR monies plus and the one-time membership fee that was paid to NLS. Linda Mielke asked about the chances of the TBR rates being increased. State Library representative Sandy Habbestad reported that TBR activity has increased but the TBR budget has been stagnant and the State Library only has so much money to go around. She noted that in 2009/10, they paid 26% of TBR reimbursements.

A Motion to approve the Consent Calendar was moved by Margaret Miles and seconded by Oresta Esquibel. The Motion passed unanimously.

**7. EXECUTIVE DIRECTOR'S REPORT**

**A. FY 2009/10 DELIVERY STATISTICS**

Ms. Baker asked the Council if anyone had any question regarding Ms. Milliron's report that was included in the meeting packet. Linda Mielke asked as a point of clarification if the delivery statistics had been posted prior to the meeting and Ms. Baker explained that the delivery statistics were part of the meeting packet that was posted last week on the website.

Ms. Milliron explained how the delivery statistics are compiled. Linda Mielke stated that she felt the reduction of hours in libraries has directly impacted the delivery statistics. NSCLS supports the delivery between library headquarters by paying for the postage for the mailing of ILL materials within California. Libraries are responsible for the expense of moving materials internally between their branches. Jan Erickson expressed her dissatisfaction with this as she feels that moving materials, whether it's ILL or between branches, is important to patrons. Linda

Mielke stated that the libraries have limited collections and should be reimbursed for moving them. Sandy Habbestad clarified that Library of California policy states that additional funds from the CLSA award can be used for service to other types of libraries. NSCLS didn't necessarily break any laws when it was the NSCLS' past practice to collect TBRs and pay the system for funding delivery to library branches. Ms. Milliron reported that in the past year, NSCLS collected \$21,000 in TBR monies and would need to collect a minimum of \$60,000 in order to fund branch delivery.

MaryGrace Barrick from the College of the Redwoods asked about her library's statistics. Ms. Milliron explained the ILL delivery process.

#### **8. REVIEW OF CLSA FUNDS AVAILABLE FOR USE WITHIN THE PLAN OF SERVICE FOR NORTH STATE REGION**

Ms. Milliron explained that the State Library advised the System directors at the end of July that the CLSA funds may be shifted between CLSA programs. This is an action that has been requested by everyone for over 20 years. Systems will now be allowed to spend whatever amount they choose on the following programs: second level reference, communication and delivery, system advisory board (SAB) and administration (planning, coordination and evaluation PC&E). Some money must be spent in each program, but the amount may now be determined by the System members. The Library of CA Board must still approve the budget and the plan of service at their August 12<sup>th</sup> meeting, so any changes NSCLS would want to make must be discussed and submitted to NLS by August 9th. As a merged mega-system, the NLS plan of service and budget is built on a regional basis with the intent of providing services that are highly valued in that region through a cohesive administrative foundation.

Jan Erickson asked who makes the NSCLS appointments to the NLS Steering Committee. Ms. Milliron reported that the current chair and vice chair of NSCLS plus 1 at-large representative serve on the NLS Steering Committee. It was further explained that NSCLS has four representatives this year and next year as Margaret Miles is the current vice-president of NLS. The appointments are agreed upon by the Council during NSCLS Council meetings. The 2010/11 appointments were made at the NSCLS Council Meeting held on May 5, 2010. It was noted that no one on the NSCLS Council volunteered to serve as the at-large member and Margaret Miles had to call directors to find someone willing to serve in the at-large capacity. At the May 5<sup>th</sup> NSCLS Council meeting, decisions were made. Margaret Miles is serving as Vice-Chair of NLS and the following are the three region representatives to the Steering Committee with Cheryl Baker as current NSCLS Chair, Jody Meza as the current Vice-Chair and Victor Zazueta as the at-large representative .

Jeff Hawkins stated that it's important to know who from North State is representing the system at the NLS meetings and that North State should give NLS a chance to see what they could do for the system before making any decisions.

Jan Erickson asked for clarification if the Council is being asked to change the amounts of money in each program silo. She asked State Library representative Linda Springer what North State could actually change so they don't violate any agreement with NLS. She asked if in the reference portion, North State could say, without violating their agreement with NLS, if the reference budget could be reduced to \$1. Could North State take the \$16,000 currently budgeted for second level reference and say we're going to answer it in our own system or not answer at all. Jan Erickson said this would be her recommendation. State Library representative Sandy Habbestad noted that libraries are required by the State to offer second level reference but North State could lessen the

amount they budget for that service. Linda Springer pointed out that the libraries need to go back to the needs of your community and determine if you're meeting their reference needs and that it doesn't seem right that you would be cutting that budget if that wasn't the case. Discussion ensued.

Ms. Milliron reported that when NBCLS took over the administration of NSCLS, the system was paying \$67,000 for the salary of a reference coordinator. We reduced the 2<sup>nd</sup> level reference down to \$16,500 which equates to approximately 160 questions a year assuming a cost of \$100 per question. (Southern California Library Cooperative, formerly MCLS, charges \$119 for 90 minutes of question handling. Questions requiring more time are charged for the additional time).

Linda Mielke stated that she was looking at the dollar amount in the administration program silo. She said that systems are breaking up all over and quoted several systems that were currently breaking up. She noted that all program silos need to be looked at and that includes the administration overhead. Ms. Mielke said the system is broke and that the administration is not providing the services that the system needs.

Margaret Miles informed the Council that she had to leave the meeting to cover her library's front desk, but will return as soon as she can. She noted that this is a huge discussion and to have an entire plan of service rewritten by August 9<sup>th</sup> is not doable. She further noted that the Council had already approved the budget for the year and that the \$42,000 budgeted for administration services is very little compared to what North State used to pay; almost \$200,000 for administration and staff. Ms. Miles stated that the \$42,000 covered the services of an administrator and support staff and after reviewing all of the things the administration fee covers, she is not sure how a library director could do all of that plus their own job, if that is what Ms. Mielke was suggesting.

Cheryl Baker clarified that when North State was a single system and had an opening for an administrator, the North State Council opted to contract with North Bay for administrative services. Linda Springer noted that when NSCLS merged into one system with NLS, that "contract" went away. It was noted that if any of the Plan of Service program budget numbers are changed, this will directly impact the entire NLS mega-system, not just North State. Ms. Springer noted since they are only 1/3 of the organization, she is not sure how they can change anything. Ms. Baker noted that she expressed her sentiments at last week's Council meeting and that she agrees with Ms. Miles. This issue can be discussed throughout the year at every Council Meeting if necessary and then any changes agreed upon by the Council can be made for the next fiscal year. Ms. Baker noted that the changes to delivery were recently implemented and have only been in place for 1 month so it's too soon to have accurate figures. Ms. Springer stated that she feels the Council doesn't have the time needed to evaluate. She noted that it seemed the Council was doing a lot meetings virtually and asked if some of the money in the SAB program could be moved to another program. Jan Erickson said it's difficult to get her other County departments to understand that people are going to be meeting virtually now. Ms. Erickson stated that she feels North State has done a good job of trying to use technology to meet virtually but that the system is beginning to disintegrate and that she is operating on her own. She doesn't have a system to support her, her library has to start paying for her cataloging and delivery and she feels more and more she exists by herself. Ms. Erickson stated that she doesn't know where she is going to get the money to take on the new charges. Ms. Erickson said libraries are busier than ever and feels NSCLS is not being represented at NLS by who they should be. She thought when NSCLS merged with NLS, that they

would be a force for moving forward; with digital collections, coming up with ways to send ILL materials directly to the patron, etc. Ms. Erickson now feels the libraries are going backwards towards isolationism and what she thought was going to happen with NLS is not coming to fruition. She stated that maybe NSCLS hasn't been with NLS long enough and realizes that North State has some funding issues, but feels the system needs to come up with new ways and means.

Ms. Milliron asked Ms. Erickson if she received the emails that the system had contracted with Learning Express. Ms. Erickson stated that she had received the emails and was thrilled. Ms. Milliron also asked her if she received the email that the System is also purchasing Overdrive for those who don't already have it. Ms. Erickson stated that she had that that she is excited about these new developments and wants these types of things to continue.

Ms. Mielke stated that she questions the dollar amounts budgeted for the NSCLS programs on the Plan of Service.

State Library Representative Linda Springer stated that she has many thoughts on the matter with the main one being that NorthNet Library System is very new and is still in a transition period. Plus the current economic climate is a difficult one. Ms. Erickson stated that she was giving the NLS staff a vote of confidence with the two projects she just mentioned. Ms. Springer stated that the Council needs to give NLS more time to develop. Discussion on program budget amounts were discussed.

Ms. Springer advised Ms. Mielke that current CLSA legislation requires three of those four program silos listed on the plan of service: reference, delivery and SAB. The State Library's thought behind offering the systems the option to change their program amount was that if there was something quick and dirty, something obvious, that they might be able to do it. Discussion ensued.

Ms. Erickson stated that she doesn't want to allot \$5,000 to the SAB and felt if the Council meets virtually, the SAB should as well. Discussion ensued. Ms. Milliron clarified that the SAB money is used for meeting travel reimbursement and the summer reading support materials. This year, the SAB voted to use the surplus funds to help fund North State's delivery. The SAB has a history of moving their surplus funds to their libraries across the board and felt this year, the libraries' greatest need was delivery, especially since delivery is used by all members. Ms. Milliron noted that the FY 2010/11 SAB budget includes the expense of sending one person to the CLA meeting in Sacramento.

Ms. Baker asked for any other comments, questions and clarifications for Agenda Item #8.

Sandy Habbestad advised the Council that they do not need to take any action at this time. The Council determined that they need time to study this matter and are not able to make a recommendation today.

Ms. Erickson noted that there would need to be a consensus of the North State Council for them to direct the NSCLS representatives on the NLS Steering Committee to make a recommendation. Ms. Milliron advised the Council that they can tell their representatives that they need more money allotted in specific areas and the representatives can bring those matters to the NLS Steering Committee.

A Motion from the NSCLS Council requesting that funds be moved from the reference and SAB programs funds and placed in the communication and delivery program was moved by Linda Mielke and seconded by Jan Erickson. Discussion ensued.

Jeff Hawkins asked the Council who makes the decision on what the program money is used for as there are three categories within communication and delivery: office and program expense, delivery and catalog. He noted that if directors are unsure of what the money is going to be used for, the why move it? Ms. Erickson clarified that the libraries are having to pay out of pocket for things the system used to pay for so they want more money. Mr. Hawkins noted that the NSCLS Council will need to let the NLS Council know the specifics regarding the amount of money that needs to be moved and to what program by August 9<sup>th</sup>. The NLS Council will need to change the Plan of Service so specifics are required. Mr. Hawkins asked the Council which funds for North State's region will need to be reduced. Ms. Mielke stated that she heard the Council say the 2<sup>nd</sup> level reference and the SAB programs should be changed. Ms. Milliron stated that she is required to supply hard numbers to the State Library so the Council will need to be more specific.

Linda Kaufmann asked for clarification as she is hearing that Butte County Library and Shasta Public Libraries want to move program money around so the system will be able to pay for their branch delivery. She noted that Del Norte County Library has a really small library and does their own delivery to their second branch and doesn't have a delivery problem like Butte and Shasta but does do a lot of reference for her patrons and likes the current reference program budget. Ms. Mielke stated that she questions the reference program and thinks it's over-priced nationally, not just within the system.

Ms. Kaufmann stated that for the record, she doesn't want to change any of the program budgets. Ms. Baker stated she would like to study this over the next year and any amounts changed now would be insignificant and the work required to make those changes happen by August 9<sup>th</sup> would be huge. Ms. Milliron clarified that the money currently budgeted in the Communication and Delivery program covers interlibrary loan and access and a small portion of the cataloging.

Ms. Mielke stated that she would withdraw her motion if Ms. Baker would make her motion. Ms. Erickson stated that she was unaware that the Council was asking for specific details. She and Ms. Mielke thought they were expediting the process by making a motion to move money and were not aware that they needed a specific plan. Ms. Mielke and Ms. Erickson stated that they are withdrawing their motion to move funds from the reference and SAB programs and place those funds in the communication and delivery program.

Ms. Baker stated she would like the Council to take the full year to study this issue so they can determine how the new delivery changes have impacted the budget.

A Motion for the Council to study the impact of changing the program spending amounts and make recommendations for the 2011/12 Plan of Service was moved by Linda Mielke and seconded by Jan Erickson. The Motion passed unanimously.

Ms. Mielke felt that we could review this process mid-year and possibly do a budget adjustment. Ms. Baker reiterated that she wanted to take the full year to study this matter. Mr. Hawkins stated that at the very least, the Council needs to start this process no later than January. He noted that between now and January, the Council should have a better idea of how NLS is working for them.

Ms. Milliron noted that taking into consideration Joe Cochrane's salary and the reference stringers, the reference questions that the system charges \$100/question would actually be \$287/question. Ms. Erickson noted that the system is required to provide 2<sup>nd</sup> level reference. Mr. Hawkins stated that NLS should go to the State to get this regulation changed as 2<sup>nd</sup> level reference doesn't seem to be that relevant anymore. Ms. Erickson noted that the cost of ILL blows her away and feels that libraries shouldn't need to mediate for patrons anymore and library materials should be sent directly to the patron. Ms. Erickson stated that she feels California should be the leader in creating a new ILL model for the 21<sup>st</sup> century.

**DISCUSSION OF POSSIBILITY OF EXPLORATION OF A DIFFERENT GOVERNANCE STRUCTURE SEPARATE FROM NORTHNET**

Ms. Mielke stated that she feels there are outstanding questions regarding how the money is used and would like to form a Steering Committee to review North State's governance. Ms. Baker noted that Ms. Milliron addressed this matter in her report that was included in the packet.

Ms. Milliron advised the Council that if they wanted to break off from NLS this year, they would need to take their request to the Library Board of California to request recognition as a single system. She stated that the feasibility of doing so would need to be discussed by the Council. Ms. Springer asked if there was a consensus among the North State Council that they wanted to move in this direction. Ms. Mielke asked the State Library representatives, Ms. Springer and Ms. Habbestad, for numbers because she would like to study if North State could run the system themselves without NLS.

Ms. Milliron advised Ms. Mielke that she has the numbers she needs and that if North State went out on their own, they would have \$213,000 annually to spend on all of their programs and services. She advised Ms. Mielke that she would need to look carefully at the CLSA regulations to make sure NSCLS meet the State's requirements. Ms. Springer asked if other Council members are in favor of North State leaving NLS as she hasn't heard any other members state this. Ms. Baker stated that she is not in favor of withdrawing from NLS and feels North State hasn't been in long enough to make an evaluation of their performance and hasn't really given them a chance. Ms. Baker stated that the Council should constantly be in the process of evaluating the arrangement with NLS.

Ms. Kaufmann stated that Del Norte County doesn't want to leave NLS as NSCLS just joined. She stated that the three systems came together and formed a mega-system for a reason and feels it would take quite a bit longer to determine if changes need to be made to the arrangement before even considering leaving.

Ms. Mielke stated that she'd like to clarify that she doesn't want to leave NLS but simply wanted to hold an intellectual discussion on the idea. She stated that she wasn't part of the Council when NSCLS decided to join NLS. Jody Meza stated that she wasn't on the Council at the time that decision was made either, but believes that much discussion and debate most certainly took place at the time prior to the Council making their decision. She further stated that the current Council would just be rehashing what the Council at the time already determined. It was noted that to review the decision making process, an archive of NSCLS Council and NLS Council minutes can be found online at [http://www.northnetlibs.org/NSCLS\\_Minutes](http://www.northnetlibs.org/NSCLS_Minutes) and [http://www.northnetlibs.org/members/council\\_meetings/minutes](http://www.northnetlibs.org/members/council_meetings/minutes) respectively.

Ms. Erickson stated that the State Library could provide the Council with the steps in how North State could withdraw from NLS. State Library representative Sandy Habbestad advised Ms. Erickson that within the MOU, there is a stipulation of a time frame from which the system would need to give NLS notice in writing by September 1, 2010 for a termination date of June 30, 2011. If there is interest in withdrawing membership for the FY 2011/12, then North State would need to submit their request to the Library of California by September 1, 2010. Ms. Habbestad advised the Council that the system could always submit a motion and then withdraw it at a later date. Ms. Baker stated that she hears the Council has the desire to discuss this matter throughout the next year, but that North State isn't ready at this point to submit a letter of intent to the State. Ms. Mielke stated that she would like Ms. Baker to appoint or request volunteers to form a sub-committee to manage this issue on the agenda as Ms. Mielke doesn't want the NLS administration to do so.

Mr. Hawkins stated that North State needs a process on how to evaluate how NLS is helping out North State and feels that the people who represent North State on the NLS Steering Committee serve that purpose. Mr. Hawkins stated that the representatives should report at each North State Council what happened at the NLS meeting they attended. Ms. Erickson and Mr. Hawkins agreed that additional committees aren't needed at this time as the North State representatives should already be reporting this information after each meeting. Ms. Milliron advised the Council that Ms. Miles is diligent in making sure that the library size and budget issues are taken into account when being compared with larger libraries at NLS Steering Committee meetings. Ms. Mielke stated that she is concerned that the North State representatives aren't aware that part of their job is to represent North State on the NLS Steering Committee.

Ms. Mielke asked the North State representatives for the NLS Steering Committee; Ms. Miles, Ms. Meza and Victor Zazueta, who was not present, if they would be willing to gather information to decide if it's feasible for North State to withdraw from NLS since she feels NSCLS has different needs. Ms. Baker stated that she would prefer the focus be on North State working with NLS. Ms. Springer asked Ms. Mielke if it would be better if she (Ms. Mielke) articulated to the NSCLS representatives what she feels are the different needs. Ms. Erikson said they need a Plan B in case NLS doesn't work for North State as a lot of effort was put into Plan A, joining NLS, and now she and Ms. Mielke want that same effort put into Plan B.

Ms. Miles rejoined the meeting and asked Ms. Mielke specifically what kind of information she would like gathered. Ms. Mielke stated that it would be information to determine if NSCLS can go it alone. Ms. Mielke stated that she is volunteering to do the background work and work with the State Library to do this. Ms. Miles stated that the NSCLS Council elected representatives to serve on the NLS Steering Committee so those representatives already serve that purpose. Ms. Mielke stated that she is proposing that the Council look at a different, more independent model and that she is volunteering to collect information so she can propose a different governance structure.

Mr. Hawkins noted that NLS doesn't need to know this discussion is taking place and that this is an internal discussion to be held within North State. He stated that he doesn't feel there is a conflict of interest with our North State representatives bringing information back to the North State Council. If there is a decision to move from NLS, the North State representatives would be the ones to notify the NLS Steering Committee. Mr. Hawkins stated that he doesn't have a problem with North State studying how NLS benefits the system but that the Council shouldn't start the study with a pre-ordained idea that they're going to leave NLS. He reiterated that the Council has one year to



get this study done and reach a conclusion before the September 1, 2011 deadline. Ms. Baker stated that the Councils should figure out if and how Plan A is working before focusing and working on Plan B. And if it's not working, there are ways to work on Plan A before throwing it out. Mr. Hawkins asked if there is currently a committee in place within North State that makes sure this happens. Ms. Baker stated that by attending Council meetings, being informed and having an open discussion would help assure this happens and that the North State representatives who serve on the NLS Steering Committee do this. Ms. Baker asked the Council for their opinions on whether to form a sub-committee. Ms. Miles stated that she is still not clear on what information needs to be gathered and for what purpose. Ms. Mielke stated that the purpose of forming the new sub-committee would be to determine how to use the State money to better serve the North State members. Ms. Miles noted that the NSCLS budget committee already addresses these issues.

A council member expressed her confusion over what needed to be decided; whether North State need to rework the budgeted program amounts or if the Council was trying to decide if NSCLS should leave NLS and no longer have Ms. Milliron as the Executive Director. Ms. Mielke stated that she has no problem with NLS or Ms. Milliron and that she has known Ms. Milliron for over thirty years, but she would like to explore alternatives.

Mr. Hawkins suggested that due to a lack of consensus, the Council should not take action on this matter at this time but take the next month to review what their library needs are and how NLS can help meet those needs.

Ms. Mielke and Ms. Erikson stated that they feel the current schedule of quarterly Council meetings isn't frequent enough. The Council discussed potential meeting dates and determined that the Council would meet the first Thursday of every month at 9 a.m. for the next four months. The dates are as follows: 9/2/10, 10/7/10, 11/4/10, 12/2/10.

#### **10. ADJOURN**

A Motion to adjourn the meeting was moved by Jan Erickson and seconded by Linda Kaufmann. There being no further business, the meeting was adjourned at 12:45 p.m. The Motion passed unanimously.

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Annette Milliron DeBacker  
Clerk of the Board  
August 3, 2010