

CALIFORNIA LIBRARY SERVICES ACT
2010/11 SYSTEM PROGRAM ANNUAL REPORT
COOPERATIVE LIBRARY SYSTEM

NorthNet Library System
System Name

North Bay Cooperative Library System
System Fiscal Agent Jurisdiction

Report submitted by: _____
Signature of System Chair

Contact person: Annette Milliron DeBacker Phone: 707.544.0142 x. 101

Fiscal Approval: I certify that this report is a true and accurate account of the expenditures made in support of the indicated California Library Services Programs and that supporting invoices, contracts, and other documents and necessary records are on file and available for audit and will remain so for the four years of accountability.

Signature of agent of fiscal authority responsible
for accuracy of fiscal accounting and reporting

Date

California Library Services Program Annual Report

Program Expenditure Report for 2010/2011

System Name: NorthNet Library System

REPORT SUMMARY

PROGRAM	Report of Funds* by Program				
	2010/11 CLSA Funds Allotted*	Total Expenditures as of: June 30, 2011	Total of Outstanding Encumbrances as of: June 30, 2011	Total 2010/11 CLSA Expenditures and Encumbrances	Remaining 2010/11 CLSA Balance
a. SYSTEM REFERENCE	\$313,614	\$313,614	\$0.00	\$313,6.14	\$0.00
b. SYSTEM COMMUNICATIONS & DELIVERY	\$298,873	\$546,394	\$0.00	\$298,873	\$0.00
c. SYSTEM ADVISORY BOARDS	\$9,209	\$9,209	\$0.00	\$9,209	\$0.00
d. TOTAL	\$621,696	\$869,217	\$0.00	\$621,696	\$0.00

* Only CLSA funds specifically allotted to these programs are to be included. Neither local funds, pooled reimbursements nor funds from any other sources are to be included.

Please show the total CLSA budget allocation in the left hand column (2010/11 CLSA funds allotted), which will include both System Service Program Baseline funds and System Indirect (P,C,&E) funds.

**CLSA System Program Annual Report
Program Workloads**

	For questions referred to system by:			
What is the number of answers found by your System reference structure?	(1) Member Public Libraries	(2) Non-public Libraries in State	(3) Other Public Libraries or Systems	(4) Total
		395		

Total Number of Continuing Education Programs or Training Events Conducted: 20

Total Number of Local Staff Trained: 195

COMMUNICATIONS ACTIVITY, FY 2010/11		
What is the number of messages sent via each communication device listed below, on an annual basis?	Number of Messages	Annual Cost of Service
a. Telephone	752	\$1,801
b. Telefacsimile	84	\$180
c. Electronic Mail (other than thru Internet)		
d. Internet (include e-mail thru Internet)	52,600	\$958
e. Other (specify)		
Total	53,436	\$2,939

**CLSA System Program Annual Report
Program Workloads (cont.)**

INTRASYSTEM DELIVERY ACTIVITY, FY 2010/11

For items delivered to:

	(1)	(2)	(3)
Items sent by:	System Member Public Libraries	Non-public Libraries in System Area	Total
a. System member public libraries.	6,280,639	9,522	6,290,161
b. Non-public libraries in System area.	31,736	25,389	57,125
Total	6,312,375	34,911	6,347,286
		System Owned	Contracted Vendor
c. Number of delivery vehicles.		0	8
d. Number of miles traveled by all System vehicles.		0	257,868
e. Percentage of items delivered by:			
U.S. Mail <u> .2% </u> UPS <u> .1% </u> System Van <u> </u> Contracted Van <u> 97.7% </u> Other <u> </u>			

SYSTEM ADVISORY BOARD ACTIVITY, FY 2010/11

- a. Number of members serving on Advisory Board (including alternates). 16
- b. Number of Advisory Board meetings held. 2 (but no quorum)
- c. Number of System meetings/events which SAB members attended. 2
- d. Number of miles traveled annually, all members. 0
- e. Number of overnight stays required, all members. 0

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM REFERENCE PROGRAM COMPONENT

GENERAL IMPROVEMENT OF LOCAL REFERENCE SERVICE
(5 California Administrative Code Section 20155)

1. Performance Objective(s) adopted in the FY 2010/11 System Plan of Service:

- A. System staff will provide access to reference-training workshops or hold round table discussions that meet the specific needs of our individual member libraries and have these in conjunction with the Information Services Community of Interest meetings when appropriate.
- B. System staff will coordinate workshops or roundtables for all members on appropriate subjects. These could include arranging for Infopeople, OCLC, Staff Development, CORE Reference Fundamentals online, online database, virtual reference, government (such as census), or any other such workshops to be held in any of the three regions.
- C. System staff can provide one-on-one brush-up training for individual member librarians for online databases, at system headquarters or virtually.
- D. Member librarians will be invited able to attend online workshops to learn about reference tools available.
- E. System staff will keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development.
- F. Each region will select two representatives to serve on the NorthNet Library System Information Services Community of Interest. The Community will maintain a balance of urban and rural libraries. Term of service will be two years, with staggered start dates to provide continuity. The group will meet in some form at least semi-annually to discuss matters of mutual concern, share information, and participate in mini-workshops or round-table discussions.
- G. The following publications will be produced or considered for revision:
 - a. System staff will publish on the web page a monthly calendar of meetings and training events. Paper copies of the calendar will be distributed as requested.
 - b. The following union lists will be considered for revision as needed:

System Directory of Reference Librarians

2. Was the System able to meet the performance objectives for this component?

- A. Objective met. Three training workshops were held one in each area on use of a job and computer skill module put in place for NorthNet. Average attendance was 20.
- B. Objective met. Nine training workshops were held across the NorthNet region with a total

attendance of One Hundred & Thirty Five.

- C. Objective met. One librarian took advantage of this opportunity.
- D. Objective met. Members were informed of such workshops available for free online through InfoPeople and other providers. Additionally NLS members were invited to attend online conferences at the NLS office. A few nearby libraries took advantage of the “free” connection provided by NLS.
- E. Language requirements were discussed with individual librarians and some directors.
- F. Objective met. A collection development group met online monthly for eight months to development a collection for twenty-seven member libraries to develop the collection and protocol for selection. Most libraries sent members to three workshops to learn how to use and show patrons how to use a job and computer skills online module two of the workshops were held in Rural districts.
- G. Objective met. Monthly calendar of meetings and training events were published on the NorthNet Website. Directory of member libraries was updated electronically.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM REFERENCE PROGRAM COMPONENT

IMPROVEMENT OF REFERENCE SERVICES TO THE UNDERSERVED

(5 California Administrative Code Section 20156)

1. Performance Objective(s) adopted in the FY 2010/11 System Plan of Service:

ETHNIC MINORITIES:

- A. System staff will continue to share collection development information and discuss appropriate topics related to Northern California's ethnic communities with both the Information Services and Youth Services Communities of Practice.
- B. We will include items of interest on ethnic minorities on the Information Services and Youth forums and the System web page.
- C. The System will continue to support Spanish language collection development through the distribution of resource lists for the purchase of books or media from the Guadalajara Book Fair, or other appropriate Spanish language book fairs and venues.

CHILDREN:

- A. A database of special collections such as puppets, big books, flannel board stories, etc. will be created and posted on the NLS website. Pre-packaged puppet shows with all supporting materials will be developed to support summer reading and holiday themes.
- B. Identify topics of interest, select and implement an annual Youth Services workshop in each region.
- C. System staff will communicate on ground and online training opportunities to Youth Services staff in constituent libraries.

DISABLED:

- A. Member libraries will continue to develop their collections to aid the disabled and their caregivers.

GEOGRAPHICALLY ISOLATED:

- A. All questions received from geographically isolated areas of the System service area will be answered at the System's Reference Center and other outside sources such as Virtual Reference Centers, First Source at LAPL or contracted sources such as art and poetry experts.
- B. Access to more resources will be provided through access to library catalogs on CalCat and SuperSearch.
- C. Publicize online databases for virtual reference 24/7.

2. Was the System able to meet the performance objectives for this component?

ETHNIC MINORITIES:

- A. Objective met. Spanish language collection development items were shared from Brodart and other vendors, as well Spanish language vendor fairs announcements were sent along.
- B. Objective met. Appropriate items were passed along via listservs and individually.
- C. Objective met. As above notice and participation was encouraged to attend a couple of Spanish Language book fairs in Northern California. Lists were distributed as above.

CHILDREN:

- A. Objective met. A database of special collections including puppets, big books, flannel board stories, and other story hour support materials was created and will soon be posted on the NLS Website. Five pre-packaged puppet shows with all the supporting materials (book, puppets, props, script, costume for puppeteer, flannel board and display materials) were created.
- B. Objective met. The Youth Services Community of Practice listserv was used to identify and select a youth services training opportunity. In April the Infopeople Workshop Clap! Shake! Play! Sing! Was presented at the Napa City-County Library and at the Redding Branch of the Shasta Public Libraries.
- C. Objective met. Announcements of workshops and online training opportunities presented by Infopeople, the Association of Children's Librarians of Northern California (ACL), and other appropriate agencies were distributed via the Youth Services Community of Practice listserv.

DISABLED:

- D. Objective met. The Information Services Community of Interest was used to distribute information.

GEOGRAPHICALLY ISOLATED:

- A. Objective met. Continued effort was made to give special service including reference, delivery, and discounted purchases of online databases with technical support as needed.
- B. Objective met. Additionally four public libraries in the North State region of NLS migrated to KOHA to form a shared ILS to improve resource sharing.
- C. Objective met. Libraries were encouraged to promote use of their online resources through adding widgets produced by the database vendors.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM REFERENCE PROGRAM COMPONENT

INTERLIBRARY REFERENCE
(5 California Administrative Code Section 20157)

1. Performance Objective(s) for FY 2010/11:

- A. Answers shall be provided for 90% of all questions referred from member libraries.
- B. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by the library into the System's reference referral structure.
- C. No objective set as of April 1, 1983.
- D. NLS reference staff will use the collections of member libraries, Sonoma State University, the Sonoma County Law Library, San Francisco Public, Los Angeles Public via First Source Project, UC Davis Library, UC Berkeley, San Jose Public/San Jose State University Librarian, virtual partners and any other libraries deemed necessary as needed to answer questions received at the center. The service subject specialist stringers will also used..
- E. NLS staff will share collections, information files and subject expertise with the reference librarians at other second/next level reference centers as needed.

2. Was the System able to meet the performance objectives for this component?

- A. Objective met. Answers were provided for 100% of the questions.
- B. Objective met. 99.3% of the questions were answered in 10 days or less.
- C. No objective set as of April 1, 1983.
- D. Objective met. Stringers located in Sacramento, San Francisco, San Jose, and Los Angeles used resources in various library to supply answers.
- E. Objective met. The NLS Information Service and the Technology and Resource Sharing Communities of Interest were utilized to share information when appropriate.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
CLSA SYSTEM COMMUNICATIONS & DELIVERY

1. Service Objective(s) for FY 2010/11:

- A. 100% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day).
- B. 90% of items sent by intrasystem delivery will be delivered within four working days.

2. Was the System able to meet the service objectives set?

- A. Objective met as all libraries have email, fax machines, and/or ability to scan documents.
- B. Objective met as all libraries have either access to system delivery, USPS or UPS.

CLSA System Program Annual Report
System Plan of Service Objective Evaluation
SYSTEM ADVISORY BOARD

1. Objective(s) for FY 2010/11:

Explore ways with California State Library that the SAB members can assist the Administrative Council in the evaluation, development and implementation of services.

2. Was the System able to meet the objectives set?

Partially. Even with the use of virtual meeting software, the SAB members were not able to find a date for a meeting with a quorum. There is an electronic discussion list for SAB members to facilitate their communication. Individual SAB members have served on system committees; attended system meetings virtually, attended local city council/board of supervisor meetings on behalf of their libraries, and met with local legislators.