

NBCLS Reference Committee Meeting
Thursday, May 21, 2009
9:30 a.m. – 12:30 p.m.

Fairfield Civic Center Branch
1150 Kentucky Street
1-707-784-1521
Solano County Library

Directions:
<http://solanolibrary.com/locations/branch.cfm?id=792>
Click “Map It”

Web 2.0 Presentation Jennifer Springfield Dixon Public Library
9:30 -11:00 a.m.

Committee Meeting 11:15 -12:30

AGENDA

Presiding Chair Fran Martinez-Coyne Convening

1. Introductions
2. Approval of Agenda & Minutes
3. NBCLS Operations Update/Systems Consolidation
5. Reference Book/Website Exchange something to share
6. Reference / Electronic Resources Update
7. Announcements
8. Appointment of chair for next fiscal year
9. Discussion topic possibilities for the next committee meeting
10. Next meeting date and location
11. Adjournment

NBC RLC Meeting Notes

22 Jan 09 • 9:30am – 12:00pm • Fairfax Branch/Marin County Free Library

Submitted by Elmer (notes reflect discussion that remained on topic)

PRESENT: Fran Martinez-Coyne – Chair/Benicia Library
Joe Cochrane/NBCLS-NSCLS-MVLS
Joan Garrett, Belvedere-Tiburon Library
Nancy Schrott, Dixon Public Library
Elmer Jan, Marin County Free Library (Civic Center)
Eliza Wingate, Mendocino County Library
Serena Enger, Solano County Library (Civic Center)

DISCUSSION TOPICS OF THE DAY

- WHAT KINDS OF PROGRAMMING (NEW OR EXISTING) HAVE YOU DEVELOPED TO HANDLE CUSTOMER NEEDS FOR RESUMÉS OR JOB HUNTING? ARE THERE COMMUNITY PARTNERSHIPS THAT HAVE WORKED WELL AND THAT YOU WOULD RECOMMEND TO OTHERS?
 - Benicia: A librarian has begun offering one-on-one résumé assistance to patrons. The library is partnering with the Family Resource Center to provide job-finding workshops.
 - Dixon: Résumé-writing workshops didn't work out well. Another issue is that EDD forms are online; patrons in the library have had difficulty using the computer and/or haven't brought all the necessary information with them. The library is considering partnering with Dixon Family Services for programming opportunities.
 - Mendocino: There are two computers in the libraries that patrons may use for two hours instead of the usual one hour for résumé writing or job research.
 - Belvedere-Tiburon: The library is looking at vault.com as a job-researching resource.
 - Marin: Presentations accompanied by resource lists tailored specifically for each presentation have been given to job seekers participating in the Marin Professionals group that is sponsored by EDD.
 - Solano: The library presented four résumé-writing workshops that, similar to Dixon Library's experience, were not as well attended as hoped. Other programs have included Military Choices as Career Paths, Computer Workshops that include an opportunity for résumé writing, and Getting Your First Job tailored for teens with a Kelly Temporary Services representative staging mock interviews and reviewing résumés.

- BUDGET/ECONOMY ISSUES: WHAT KINDS OF NEW OR INNOVATIVE STRATEGIES HAS YOUR LIBRARY IMPLEMENTED TO MAKE YOUR DOLLARS GO FURTHER?
 - Solano: Perhaps unusual for the current economic climate, Solano was able to open a new Suisun Branch by partnering with Suisun City and the Fairfield-Suisun Unified School District. Solano is also holding quarterly reference forums.
 - Belvedere-Tiburon: The library is utilizing in-branch librarians to teach classes.

- Marin: First, because the system has begun the move towards centralized ordering, some branches are working on redistribution of workload. Second, due to the economic issues, the system may be looking at 15 percent cuts in areas such as materials and supplies and possible cuts in the extra-hire budget. Jeanne Goodrich, author of *Staffing for Results*, is consulting to recommend courses of action.
- Dixon: There have been slight cuts in the materials budget.
- Mendocino: While there haven't been any layoffs yet, the library is looking at two mandatory days off each month for a year beginning next month.

NBCLS OPERATIONS UPDATE

- NBC, Mountain Valley (MV), and North State (NS) continue to work towards consolidating into one consortium by next year. Meetings continue to examine common interests and ideas to combine plans of service, including a Tri-System Consolidation Committee for Reference.
- In the next fiscal year, informal reference meetings will continue, possibly online.

REFERENCE BOOK/WEBSITE EXCHANGE: SOMETHING TO SHARE

- Belvedere-Tiburon has been having good experiences with Mango as an alternative to Rosetta Stone.
- Solano has had success using résumé and cover letter templates provided by New York Career Zone. After information is filled out online, clicking "View as Microsoft Word" saves the information as a Word document:

Resume Template:

<http://www.nycareerzone.org/flash/resources/jobseeker/resume.jsp>

Simple Cover Letter Template:

<http://www.nycareerzone.org/flash/resources/jobseeker/simplecover.jsp>

Custom Cover Letter Template:

<http://www.nycareerzone.org/flash/resources/jobseeker/customcover.jsp>

- Civic Center/Marin is making a greater effort to share superseded editions of reference books with other systems/libraries; while this may not make MCFL dollars go further, and the items may not be the latest and greatest, these items may still fill a niche to help stretch another library's dollars.

REFERENCE/ELECTRONIC RESOURCES UPDATE

- Questions submitted by NBC libraries number about the same as last year with top subject areas being medical, music, business, law, and genealogy.
- NBC will answer any question no matter how intensive or difficult. The submitting librarian doesn't necessarily have to do any preliminary research on the question particularly in cases such as rush requests. Questions may be submitted in a variety of methods including email at joenbcls@sonic.net & nbcrcfl@sonic.net The form located at the NBC website is also directed to these emails. Information can be sent directly to the requesting patron if required to reply to rush requests.

- A business-reference stringer was just hired to join the ranks of other stringers in such areas as children's materials and art/antiques. These researchers have access to many other libraries including those at Stanford.
- NBC has access to 14 business databases, Lexis-Nexis, and J-Stor.
- With the submitting librarian's permission, research results may be sent directly to the patron.
- All database prices negotiated by NBC have been kept the same as they were last year.
- Belvedere-Tiburon is interested in looking at Ancestry.com and MorningStar.
- The dichotomy between auto-repair databases offered by Mitchell's and All-Data vs. Ebsco and Gale is that the former offers great depth of information but in-library access only while the latter offers very shallow depth of information but remote access.
- There was a brief discussion of the Statewide Reference for Tomorrow webinar. The webinar presenters are continuing their efforts to push forward their agenda from the Pasadena Think Tank and the CLA presentation. They are now asking people to vote on themes and ideas for a Builders Group to develop an action plan for creating pilot projects by the end of the 2009 fiscal year. The themes and ideas are those that emerged from the Think Tank which one participant previously described as an exercise in "nebulous thinking." Libraries were mentioned only in the last hour after two days of meetings and Reference was mentioned not at all. Contrary to one of the webinar's opening slides showing a general downward trend in questions handled by second-level reference over the last 10 years, NBC's numbers have held steady and the numbers have increased this year for the Mountain Valley and North State Library Systems. Moreover, a possible reason for fewer questions being submitted by some systems may be due to first-level staff being cut. It is expected that the number of questions would increase if online technologies were incorporated.

ANNOUNCEMENTS

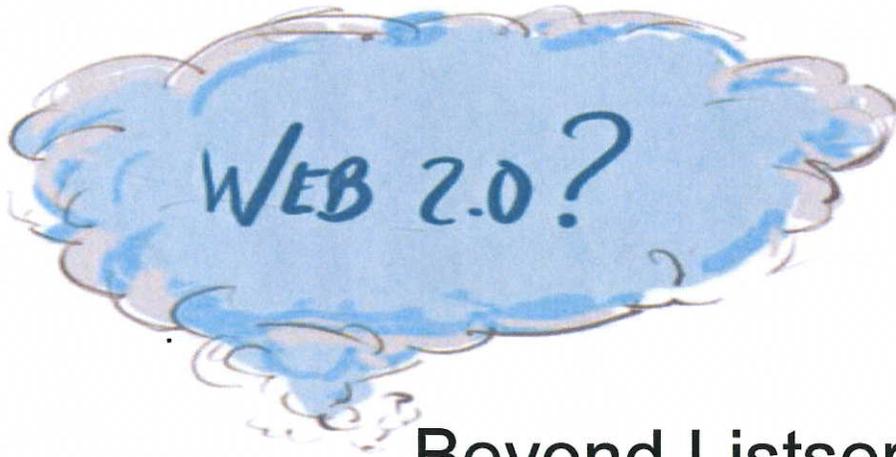
- Marin:
 - The system began using the III Floating Module by floating audio books. (Serena reported that when she was at Boston PL, they had some difficulty floating Spanish-language materials as items tended to all pile up at one location.)
 - Civic Center is trialing Brodart. (Belvedere-Tiburon uses Brodart. Dixon, Solano, and Benicia use Baker & Taylor. Solano also uses other vendors for other formats.)
- Dixon:
 - Either the library will expand or the existing Carnegie building demolished to build a new structure to open in 2013, 100 years after the original building was built.
 - Nancy Schrott is looking to retire at the end of this year or early next year. We'll miss your good cheer and humor, Nancy!

DISCUSSION TOPIC POSSIBILITIES FOR THE NEXT COMMITTEE MEETING

Web 2.0 applications presentation by Jennifer Springfield from Dixon

NEXT COMMITTEE MEETING

May 21, Fairfield Civic Center Library, Fairfield



Beyond Listservs: Using Web 2.0 Applications

Babble in a Blog
Tweet on Twitter
MySpace Mania
Wake your inner Wiki
Dare to tag on Delicious
Shout out a Screencast

Find out how you
can easily use free Web 2.0 resources
to get information to your patrons
and keep your own resources organized

May 21, 2009 at 9:30am

Sponsored by
NBCLS Reference Committee

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Fairfield, CA 94533