

NORTH BAY COOPERATIVE LIBRARY SYSTEM
Board of Directors Meeting
November 3, 2005

1. CONVENING:

The Board of Directors of the North Bay Cooperative Library System (NBCLS) met this date at the Upper Valley Campus of the Napa Valley College Library, in St. Helena, California with Chair Carol Starr presiding. The meeting convened at 10:37 a.m.

ROLL CALL:

Carol Starr, Marin County Free Library
Ann Cousineau, Solano County Library
Sara Loyster, San Anselmo Public Library
David Dodd, San Rafael Public Library
Anji Brenner, Mill Valley Public Library
Diane Smikahl, Benicia Public Library
Larry Hlavsa, St. Helena Public Library
Gregg Atkins, Dixon Public Library
Bonnie Thoreen, Napa Valley College Library
Jay Field, Solano Community College

ABSENT:

Roger Pearson, Sonoma County Library
Monique le Conge, Richmond Public Library
Susan Gilroy, Mitchell Memorial Library, Travis AFB
Angela Brunton, Sonoma Developmental Center
Kathy Jansen, Lake County Library
Will Baty, Plover Library, Santa Rosa Jr. College
Nancy Sieck, Petaluma High School Library
Mary Richardson, Sausalito Public Library
Debbie Mazzolini, Belvedere-Tiburon Public Library
Janet McCoy, Napa City-County Library
Melanie Lightbody, Mendocino County Library

ALSO PRESENT:

Annette Milliron DeBacker, Administrator, North Bay Cooperative Library System
Kelli Logasa, Secretary, North Bay Cooperative Library System

2. INTRODUCTIONS:

The Board introduced Kelli Logasa, secretary for North Bay Cooperative Library System.

3. PUBLIC INVITED TO ADDRESS BOARD:

No public was in attendance.

4. APPROVAL OF AGENDA:

The Agenda was approved by consensus.

5. APPROVAL OF 09/01/05 MINUTES:

Ms. Cousineau noted that a correction should be made to the 9/01/05 minutes on page five under Item #14 – Dues Structure for FY 2006/07- Cathy Sanford, head of Contra Costa County libraries, who...” should be changed to “Cathy Sanford, the head of technical services...” A Motion made to approve minutes as corrected was made by Sara Loyster and seconded by

David Dodd. The Motion passed unanimously.

6. APPROVAL OF CONSENT CALENDAR:

A Motion to approve the Consent Calendar was made by Ann Cousineau and seconded by David Dodd. The Motion passed unanimously.

7. CORRESPONDENCE

Ms. Milliron reported Califa is offering a teleconference series of workshops through the College of Dupage. The cost is \$150 if held at a library site with NBC members in attendance. Ms. Milliron passed around the brochure. It was noted that Marin College should have the teleconferencing capabilities; Jay Field noted that Solano Community College might be able to do it as well. Ms. Milliron will send out a copy of the brochure via email to the Board to solicit topic preferences. It was noted that the Petaluma SRJC facility should also be capable of holding a teleconference.

8. NBCLS/NSCLS PLANNING RETREAT REPORT:

Carol Starr reported that 18 people altogether attended the retreat; seven from North Bay: Ann Cousineau, Roger Pearson, Carol Starr, David Dodd, Gregg Atkins, Diane Smikahl, Kathy Jansen, and eight from North State: Betsy Emry, Carolyn Chambers, Cheryl Baker, Luozhu Cen, Margaret Miles, Marilyn Cochran, Nancy Brower, Ray Schroff. Joan Frye-Williams was the facilitator and led the group through the agenda, identifying services that the systems offered and what services were offered to member libraries. From the list of services, the group determined what would increase, decrease or stay the same. Ms. Milliron passed around a handout to the Board that contained the summation of the meeting. The retreat group spent the afternoon talking through what system services the State offers. Two action items that came out of the meeting were the following: Ms. Milliron will write a letter to the California State Librarian who is conducting the focus groups to provide her with feedback on what information was pooled from the retreat as input. The NBC Board will need to review and approve the letter. A small group from North State will also review the letter and determine if it is appropriate for them to sign as well. If both systems agree, the letter will be signed by the head of North State's Council of Librarians, Nancy Brower, and North Bay's Board President, Carol Starr. The second action item is the formation of a committee consisting of Ray Schroff and Nancy Brower of North State with Carol Starr and Kathy Jansen of North Bay to work together to see where the two systems resources can be pooled and possibly work together. Ms. Starr mentioned that the group is looking to possibly apply for a joint grant next year, possibly Tutor.com and eventually merge 2nd level reference. She noted that she thought it was good to have the meeting and hold the initial discussions.

Ms. Cousineau reported that she thought it interesting on what Joan Frye-Williams imparted on how patrons want to receive information. Self-service and convenience are most important. Ms. Cousineau noted that it is something for everyone to think about, not just for systems, but also for libraries.

Gregg Atkins stated that "Convenience trumps quality" was Joan Frye-Williams's catch-phrase throughout meeting and wondered if that's where North State is really at since small towns tend to think differently than cities.

Ms. Starr reported that the meeting gave her a different view of second level reference and that she needs to rethink the stance that the resources needed to go into second level reference. She hopes North State will realize it's not necessary to continue putting resources into their audio/visual collection. Downloadable digital materials are the future. Discussion ensued regarding North State's concern about having to potentially "lay off" an employee. Ms. Milliron noted that libraries aren't going to get more staff but they can keep the staff they do have and redeploy them into different areas. She reported that North State's audio collection will have a forced hiatus for two years while Butte College undergoes construction. Discussion ensued.

Ms. Milliron reported that she and Joan Frye-Williams met after the meeting and that Ms. Frye-Williams recommended that NBC and NSC write a grant to perform a needs assessment in order to explore the ways of collaborative service (combine services). David Dodd recommended that the assessment grant be wrapped into the Tutor.com grant and skip the theoretical and actually try to make it work. Ms. Cousineau reported that Solano County has a LSTA grant for homework help that is provided by Tutor.com and assists 4th grade level through community college students. She explained that if a student has question that they need help with, they enter the question online and then are paired up

with a tutor. The tutor “chats” with you live online and helps move the student through the assignment. The sessions last approximately 20 minutes and can be held in the library online or remotely; all that is needed is a library card in order to authenticate. Students are asked to fill out a survey at the end of the chat and feedback so far has been very positive in the high 90th percentile. The usage statistics show that the program is being used a lot. Questions asked varied from trigonometry to 4th grade assignments. The library has received an extremely positive reaction from the school board. Ms. Cousineau reported that the total grant was \$145,000, plus \$50,000 for Tutor.com from the State Library for a total of \$225,000. The operating budget was \$30,000 but she was not sure of the licensing fee cost. It was noted that some jurisdictions might need to update their technology. Susan Hildreth would like to see this program rolled out to the entire state. It was noted that Tutor.com does have a track record as the software has been out for 4 to 5 years.

The joint grant will be discussed by the four members of the NBC/NSC Committee. NBC Directors attending the CLSA Conference in Pasadena will attempt to talk to Susan Hildreth about the grant when they see her.

Ms. Milliron reported that she will get the letter out to the Steering Committee within the next week. The Board decided that only the Steering Committee needs to review and approve the letter..

It was reported that most of the Board members will be attending the meeting in Sacramento on the 28th. One Marin County staff member will attend the San Jose session as well.

9. ADMINISTRATOR REPORT

A. LIBRARY BOARD OF CALIFORNIA UPDATE

Ms. Milliron referred to information she had included in the administration notes of the board packet. The TBR reimbursement rate was discussed. She noted that TBR needs to be a funding priority. Susan Hildreth will ask for a caseload enrollment increase with the Department of Finance. It was stressed that the CLSA Legislative Committee needs to add TBR to their list of legislative list of priorities and libraries need to have TBR 100% reimbursed. It was noted that NBC should be represented the CLSA Legislative Committee. Discussion ensued.

Ms. Milliron reported on the recent Library Board of California meeting she attended. She noted that when Systems were asked at the Board meeting how they were doing, the 49-99 Director reported they had laid off their reference person and now have just one employee, the director. The 49-99 Director noted that she doesn't expect the system to be there in two years. The Inland System Director stood up and expressed the same thought and reported that she has told her employees to look for jobs elsewhere. Discussion ensued.

B. NSCLS UPDATE

Ms. Milliron reported that there was nothing new to report regarding North State.

C. REFERENCE PROGRAM REPORT

Ms. Milliron referred the Board to the Reference Coordinator's Report that was included in the Board packet. She noted that in the report, Joe Cochrane provides an explanation as to why NBC is not participating in the Guadalajara trip this year. Ms. Milliron reported that she checked with Mr. Cochrane regarding the reference question load from the BALIS/PLS group and that Mr. Cochrane does not feel that the NBC Reference Department needs to add a “stringer” at this time.

D. SUPERSEARCH PROGRAM REPORT

Ms. Milliron referred the Board to the SuperSearch Program Report that was included in the Board packet. Ms. Milliron noted that it was one year ago, in November, that Dynix said URSA 4.0 was in production, yet the product is still not stable enough to put out for public use. She reported that the bugs in the URSA 4.1 software are still being fixed. There will be an ILL Meeting on November 10th and Dynix has been told that it is imperative that their product be available to show at that meeting.

Ms. Milliron informed the Board that she has been invited to attend an ILL forum consisting of key ILL community

leaders in Chicago. She will be leave on the November 13th and will return on the 15th. She reported that the outlook for interlibrary loan in 5, 10 and 20 years from now will be discussed. A total of 26 people will be in attendance. Ms. Milliron noted that she is the only attendee from California and that she was glad that North Bay is seen as a leader in the area of ILL and was invited to participate.

E. DELIVERY CONTRACT FUEL CHARGE

Ms. Starr reported that the delivery contract fuel charge was discussed during the Steering Committee meeting earlier that morning. The contract runs until June 30, 2007 so NBC will go out to bid for a new contract in March 2007. The Steering Committee recommends that the Board add the letter as an amendment to the contract and honor the request of a retrospective payment back to July 1, 2005. A Motion to add the letter as an amendment to the contract and honor the request of a retrospective payment back to July 1, 2005 was made by Ann Cousineau and seconded by David Dodd. The Motion passed unanimously.

F. RURAL INITIATIVE WORKSHOP UPDATE

Ms. Milliron reported that Infopeople is the primary provider of workshops for the Rural Library Initiative grant. Holly Hinman, the Infopeople Director and Carla Lehn, who administers the grant, are adamant that the grant will not allow any workshops to be presented unless they are held in the rural locations of Lake or Mendocino County. Ms. Hinman feels that it would put the grant in too much jeopardy. Ms. Milliron is working with InfoPeople to identify meeting places in Ukiah. They are also looking at wineries as potential meeting places. It was noted that the College of Mendocino should be considered as well since they have meeting rooms available for use. Carla Lehn has informed Ms. Milliron that there is money in the grant to pay for workshop locations.

The Board noted that they wouldn't be sending any of their staff to the workshops held in Lake or Mendocino Counties, so it would be best to ask those libraries what workshops they would like held since their employees are probably the only ones who will attend. Ms. Milliron confirmed with Ms. Lehn that even if only two people enroll, InfoPeople will still hold workshop. Ms. Milliron will speak with Kathy Jansen and Melanie Lightbody regarding workshop topics. She informed the Board that Melanie Lightbody has been selected as the new Director for Mendocino County.

10. DUES STRUCTURE FOR FY 2006/2007:

Ms. Milliron reported that she had compiled a quick estimate of what NBC dues would be with the current 2.2% COLA amount that she took from the Federal Bureau of Labor Statistics website. The handout was passed out and the Board discussed the numbers. Ms. Milliron reported that last year, NBC dues included a 2.2% COLA and a 5% increase in delivery charges. Using the same numbers for the dues structure for 2006/2007, she reported that NBC will see an \$11,000 increase. She noted that this is a potential estimate of what the dues cost will look like for NBC members for 2006/07 and that a time period needed to be defined for the COLA to take effect. It was noted that the COLA should be based on the fiscal year; 7/1 to 6/30. A Motion to accept the dues structure as listed for 2006/07 was made by Sara Loyster and seconded by Larry Hlavsa. The Motion passed unanimously.

Ms. Starr reported that the Steering Committee discussed at the length the pricing structure for non-members. The Steering Committee decided on four aspects to the pricing structure: a buy-in cost (for the license and mapping), an ongoing dollar amount on an estimated usage based on a NBC member library of comparable size (for example Contra Costa would use Sonoma County as a comparable cost and adjust based on actual usage after the first year), delivery cost with the option to do make their own arrangements for delivery, and an administrative fee. The administrative fee would be to recoup money NBC spend to develop the product; it would be similar to the cost of an NBC membership. It is important to structure the non-member dues so it remains desirable for a small member library to remain a member and not withdraw and just contract for NBC's services.

Ms. Starr reported that the Steering Committee has formed a negotiation team to meet with Cathy Sanford of Contra Costa County Library and other interested libraries, rather than have Ms. Milliron jockey back and forth. The team will consist of David Dodd, Ann Cousineau and Annette Milliron.

Gregg Atkins recommended that NBC write a policy on dues for non-members that would exclude any library within

NBC's geographic boundaries so it wouldn't apply to NBC members. Sara Loyster recommended that NBC negotiate with Contra Costa prior to creating a policy so NBC doesn't get locked in. Ann Cousineau noted that the policy could always be amended if needed.

A Motion to create a policy for a non-member dues structure was moved by Jay Field and seconded by Ann Cousineau. The Motion passed unanimously.

Ms. Starr summed up the cost calculation: in essence, NBC will charge non-member libraries \$12,500 as a buy-in cost, \$35,000 based on their usage (assuming their usage is equal to Sonoma County) with a year-end review of usage and readjustment as needed, and \$20,000 for delivery cost and \$10,500 for an annual administrative fee for a total of \$67,750. (If Contra Costa would like to pick up their delivery at the Vallejo Branch, they can pull out that delivery fee.) All of the fees would be subject to COLAs and the delivery would also be subject to a 5% annual increase. It was noted that the non-member dues structure needs to be viewed as a business transaction. If libraries can't afford it, then they won't purchase our service. The Board should remember that the non-member libraries are buying a product, not joining as members therefore NBC does not need to charge those fees based on how NBC figures out membership fees. Discussion ensued.

The dues structure for non-member SuperSearch membership (Richmond Public Library) was discussed. Ms. Milliron stated that she would like to sit with Monique le Conge and discuss her payment options. She further stated that she would suggest that Richmond pay for two days of delivery and NBC will pay for one day. She noted that the pricing would be very similar to full membership cost. If NBC charges what we need to be viable, Richmond will not receive enough TBR to make it worthwhile to participate in SuperSearch. Discussion ensued. NBC currently determines SuperSearch and delivery costs by usage per library. Fees for a non-member library will need to be determined differently and should include COLAs and administrative fees since their usage history is unknown. TBR reimbursement is the concern of the local library. Population and number of branches should be considered as well.

11. STATE LIBRARY CLSA SERVICE FORUMS:

This matter was discussed during the retreat portion. A Motion for Ms. Milliron to write a letter on the Board's behalf to the California Library Services Board that is conducting the focus groups to provide them with feedback on what information was pooled from the retreat as input was made by Gregg Atkins and seconded by Sara Loyster. The Motion passed unanimously.

12. MVLS REQUEST FOR QUOTE FOR SERVICES:

Ms. Milliron reported that she was approached by MVLS regarding NBC handling their reference questions, which are approximately 200 questions per year. MVLS will lay-off their reference coordinator as of June 30th. Gerry Maginnity, the MVLS Administrator, was offered the Assistant Bureau Chief position for the State Library and left MVLS last Monday. MVLS currently has an interim administrator working with them through March 2006. Ms. Milliron noted that a Request for Quote (RFQ) for management services from MVLS to NBC is a possibility. She further noted that there might actually be two RFQs; one for management and one for reference services. It was noted that if this does happen, the Board will need to form a committee to look at how to restructure the management of NBC and the other systems. PLS and Linda Crowe's job description could be used as a model. It was suggested that each system could supply an Administrative Assistant for Ms. Milliron. Mr. Atkins noted that it was important that money isn't taken from the Systems as the result of a systems consolidation. Ms. Cousineau noted that the Systems would need to invest in technology so virtual meetings could be held.

Ms. Milliron reported that Linda Crowe is going to press for movement for system report consolidation with the State; one set of plans, one set of reports. Coming from her with her background and experience, this request should carry some weight. Discussion ensued.

Ms. Milliron noted that the RFQ for reference might come as early as January 2006. The RFQ for system management will most likely come later since the interim administrator is there until March 2006. The Board decided a sub-committee should be formed to look at this matter. The sub-committee will consist of Gregg Atkins, Sandy Cooper and Annette Milliron.

13. SIERRA VALLEY TRUST ACCOUNT:

Ms. Milliron reported that due to the change at Mountain Valley and the potential demise of 49-99, Sierra Valley has \$8-10,000 that they would like to place in a trust with NBC. A Motion to allow Sierra Valley to place their money in trust at NBC was moved by Ann Cousineau and seconded by Gregg Atkins. The Motion passed unanimously.

14. SAB/TRUSTEE LUNCHEON PLANNING:

Ms. Starr reported that NSCLS has a well-functioning SAB who are very active and lobby with local government. It was noted that the SAB luncheon could be held at the Upper Valley Campus of Napa Valley College in May of 2006, separate from the May Board meeting, which will be held in Fairfield. Ms. Milliron stressed that the luncheon needs to be held once a year to meet State regulations. She will conduct a survey with the Board Directors to find out how many people would come if the luncheon was held in May, separate from the May Board meeting. Ms. Milliron will also ask in the survey for speaker suggestions. Discussion ensued.

15. NBCLS WEB PAGE DESIGN:

Ms. Milliron reported that Roger Pearson had raised his concern that the NBC web page should be more accessible to the public. Mr. Atkins noted that he thinks the public should have access to everything on the Member section of the website. It was noted that any changes to the web page will be ADA compliant. A Motion to authorize Ms. Milliron to find \$2,000 in the budget to update the look of the webpage and make it more accessible to the public was moved by Bonnie Thoreen and seconded by David Dodd. The Motion passed unanimously.

16. BOARD MEMBER ITEMS:

Larry Hlavasa of St. Helena Library reported that all of his library's catalog machines are thin clients.

David Dodd of San Rafael Public Library reported that the upcoming election has an initiative that is crucial for his library. The initiative is for a sales tax for general services, which is good for the library if it passes. He noted that a simple majority vote can pass it. The polling numbers were around 67% for approval.

Gregg Atkins of Dixon Public Library reported that the library's offer on a piece of property had expired and that Dixon Public Library did not get the land. He reported that they had wanted to build a new library and may explore other avenues of acquiring the property.

Anji Brenner of Mill Valley Public Library reported that she was appointed the Deputy Director of the library.

No other Board members had any items to report.

17. ANNOUNCEMENTS:

No announcements were made.

18. NEXT MEETING:

The next Board meeting is scheduled for February 2, 2006 and will be held at the Belvedere-Tiburon Public Library in Tiburon.

19. ADJOURNMENT:

There being no further business, a motion to adjourn at 12:02 pm was made by Sara Loyster and seconded by David Dodd. The Motion carried unanimously.

President of the Board
November 3, 2005

Clerk of the Board
November 3, 2005