

**NORTH BAY COOPERATIVE LIBRARY SYSTEM**  
**Board of Directors Meeting**  
**September 6, 2007**

**1. CONVENING:**

The Board of Directors of the North Bay Cooperative Library System (NBCLS) met this date at the Rohnert Park Branch of the Sonoma County Library, in Rohnert Park, California with outgoing Chair Gregg Atkins presiding. The meeting convened at 10:40 a.m.

**ROLL CALL:**

PRESENT	ABSENT	MEMBER LIBRARY	REPRESENTATIVE
X		Belvedere-Tiburon Library	Deborah Mazzolini
X		Benicia Public Library	Diane Smikahl
X		Dixon Public Library	Gregg Atkins
X		Lake County Library	Kathleen Jansen
	X	Larkspur Public Library	Frances Gordon
X		Marin County Free Library	Carol Starr
	X	Mendocino County Library	Melanie Lightbody
X		Mill Valley Public Library	Anji Brenner
	X	Napa City-County Library	Janet McCoy
X		Napa Valley College Library	Bonnie Thoreen
	X	Petaluma High School Library	Nancy Sieck
X		St. Helena Public Library	Leslie Stanton
X		San Anselmo Public Library	Sara Loyster
X		San Rafael Public Library	David Dodd
	X	SRJC – Plover Library	Will Baty
	X	Sausalito Public Library	Mary Richardson
X		Solano Community College Library	Jay Field
	X	Solano County Library	Ann Cousineau
X		Sonoma County Library	Sandy Cooper
	X	Sonoma Developmental Center	Vacant
	X	Travis Air Force Base – Mitchell Memorial Library	Susan Gilroy
X		SirsiDynix Representative	Gail Wanner
X		Belvedere-Tiburon Library - ILL	Jason Duran
X		Sonoma County Public Library – System Librarian	Mike Dawe
X		NBCLS/MVLS System Headquarters – Exec. Dir.	Annette Milliron
X		NBCLS/MVLS System Headquarters – Asst. Dir.	Patty Hector
X		NBCLS/MVLS System Headquarters – Secretary	Kelli Logasa

**2. INTRODUCTIONS:**

The Board introduced themselves to Gail Wanner of SirsiDynix, Jason Duran of Belvedere-Tiburon Library and Leslie Stanton, Interim Director at St. Helena Public Library and welcomed them to the meeting.

**3. PUBLIC INVITED TO ADDRESS BOARD:**

None.

**4. APPROVAL OF AGENDA:**

A Motion to approve the agenda was made by Kathy Jansen and seconded by Carol Starr. The Motion passed unanimously.

## **5. ELECTION OF OFFICERS**

Gregg Atkins presented to the Board the Election Committee's recommendation for officers for FY 2007/08 - Chair Sandy Cooper and Vice Chair David Dodd. As the recommendation is from a committee, no motion is needed. The recommendation was approved unanimously.

## **6. APPROVAL OF 5/03/07 MINUTES:**

A Motion to approve the May 3, 2007 minutes was made by Kathy Jansen and seconded by Bonnie Thoreen. The Motion passed unanimously.

## **7. APPROVAL OF CONSENT CALENDAR:**

A Motion to approve the Consent Calendar, which contains the Statement of Revenue, Expenditures & Encumbrance for FY 2006/07, period ending June 30, 2007 and the Statement of Revenue, Expenditures & Encumbrance for FY 2007/08, period ending July 31, 2007 was made by Gregg Atkins and seconded by Bonnie Thoreen. The Motion passed unanimously.

## **8. CORRESPONDENCE:**

Ms. Milliron passed around the correspondence folder that contained a thank you note from the CA State Library foundation thanking NBC for its donation in memory of Barbara Will. Ms. Milliron noted that MVLS was also included in the thank you note as they also made a donation.

## **9. ADMINISTRATOR REPORT:**

### **A. NSCLS UPDATE**

Ms. Milliron reported that North State is in the process of undergoing its media study which will hopefully give the System ideas and recommendation on what to do with their media collection. It is possible that with the cut of TBR and PLF, NSCLS may want to close their headquarters sooner than anticipated. With the reduction in reimbursement, North State will receive approximately \$2 per transaction in TBR, but they spend \$4.63 per transaction. Ms. Milliron doesn't want to close the office mid-fiscal year, but feels the System will just be throwing money out the door if they don't. It will be a hard decision for the group to make but definitely one they'll need to consider due to the funding scenario. North State has received quotes for their delivery system and are looking at Sprint to take on all of their delivery. Currently Sprint is only used for one of their routes and North State employs PT drivers who are mostly retirees. Delivery is crucial as book budgets are being cut through the PLF cuts so any improvement in delivery would help. Discussion ensued.

Patty Hector reported that she is taking a group of 23 rural library librarians from all over the State to the ARSL (Association for Rural and Small Libraries) conference through funding provided by the Rural Library Initiative. This group will help in planning the 2008 ARSL conference which will be held in Davis. Ms. Hector noted that the State is really helping to revitalize the ARSL.

### **B. MVLS UPDATE**

MVLS surveyed their entire membership regarding how NBC was performing and Ms. Milliron reported that the group is very satisfied with the service they receive from us. She reported that MVLS accomplished a lot this year and held quite a few workshops. Some NBC members were able to attend those workshops as well and Ms. Milliron is excited that this enabled the systems' members to network. The plan is to do much of the same with MVLS this year and more InfoPeople workshops will definitely be planned as once again, the Board designated their CLSA reference money to be used for workshops. Joe Cochrane negotiated a contract for MVLS with Thompson-Gale for e-books. Ms. Milliron would like to discuss merging the two systems with MVLS at their next meeting. She noted it would be nice not to have to go through two State reports, two audits, etc. The NBC Board had intimated in the past that they would like to pursue merging. Discussion ensued. Ms. Milliron noted that PLS did receive a grant to start the talks about merging their four systems into one and have now moved toward doing more joint projects together to see how they work in concert. They are also bringing in Maureen Sullivan to work with the leaders of the four

systems. Gregg Atkins recommended that Ms. Milliron suggest to the MVLS Board that two small groups of NBC and MVLS Board members meet to discuss how things have been going and how to proceed. Sandy Cooper noted that with the anticipated changes in reference and other areas, it might be prudent to defer having this conversation until we can determine if changes in those areas would be another compelling reason to initiate merger talks. Further discussion ensued.

It is important to keep the lines of communication with the MVLS Board open and continue to discuss mutual issues of concern with them. Ms. Milliron will broach the merger issue at the next MVLS Steering Committee meeting being held on September 13<sup>th</sup> and ask for suggestions from them on ways the two systems can collaborate without merging. It was noted that the two Steering Committees should meet and Carol Starr noted it was a good suggestion idea to work on a joint project. Ms. Starr recommended that NBC push the collaboration concept rather than the merger concept.

### **C. LIBRARY OF CALIFORNIA MEETING REPORT**

The State of California Board meeting was held on August 8<sup>th</sup> in Sacramento. There was a large turnout for this and a lot of people traveled long distances in order to find out about the proposed state reference program. Unfortunately, there was no additional information about the program mainly because a program coordinator has not been hired. The original goal was to have the program ready to go in March 2008. Susan Hildreth asked the people present at the meeting to submit candidate recommendations for the coordinator position if they knew of anyone who might be qualified and interested. Of the 181 jurisdictions in the State at the time of the Board meeting, only 13 comments had been received regarding the proposed statewide reference program. Ms. Milliron reported that as directed by the NBCLS Board, she wrote a letter addressed to Susan Hildreth, that noted NBC is providing reference for 8 of the 15 systems in the State. NBC's customers are very satisfied with our service but NBC is aware that it's time for a change and would like to participate in the planning group and have input. Ms. Milliron has not received a response or even an acknowledgement that Susan Hildreth received the letter, but will see her next week and will ask Susan Hildreth if she ever received the letter. The letter was mailed in June.

Ms. Milliron suggested that maybe the NBC Board would want to compile their comments/feedback regarding the proposed change to the reference program in a letter and address it to the Library of California Board. Discussion ensued. Ms. Milliron was directed to compose another letter to State Librarian, stating that the NBCLS Board would like an update regarding the status of the reference reform and would like to know when the reference plan will be available for review. The State Librarian did state at the Board meeting that the State wasn't going to take away money that the local jurisdictions use to purchase databases or conduct training to fund the statewide reference program. Ms. Milliron noted that NBC uses the allocated money to fund the Reference Coordinator's position so that could be a problem.

Ms. Milliron reported that the State Librarian is submitting a budget change request to the State to increase delivery funds in the FY 2008/09 budget.

Sandy Cooper reported that the Steering Committee directed Ms. Milliron to send a second letter to the State Library, reiterating NBC's stance on the reference reform and indicating NBC's willingness to take a leadership role in the program on an ongoing basis. NBC will recommend there be two reference centers in the State and that NBC should be considered for the second reference center. Ms. Milliron is also going to invite Ms. Hildreth to meet with the NBC Board at her convenience, as her schedule allows, so the Board can speak with her directly about the proposed changes to reference. Ms. Milliron will make the request in a letter, but will also send the request via email as a back up. A special meeting may be scheduled depending upon the State Librarian's availability.

### **D. REFERENCE PROGRAM UPDATE**

Ms. Milliron referred the Board to the Reference Program Report that was included in the Board packet.

### **E. SUPERSEARCH PROGRAM UPDATE**

Ms. Milliron referred the Board to the SuperSearch Program Report that was included in the Board packet. She noted the SuperSearch statistics were sad due to the software issue and the work staff issue. It is obvious that the software is not meeting NBC's needs anymore.

### **F. LSTA UPDATE**

NBC received the second year of the ELF (Early Learning for Families) grant. An ELF Training session is being held in Pasadena and Ms. Milliron hopes that some of the NBC members will be able to attend as first or second year participants. Judy Klikun is NBC's project coordinator for the grant and Ms. Milliron noted that the grant adds to NBC's bottom line.

#### **G. WEB PAGE PROJECT UPDATE**

Ms. Milliron reported Cary Gordon has finished the North State model and placed it on the new platform. She has a meeting scheduled with him to walk her through how the webpage will work on the new platform. Once NSCLS' page is complete with the underlying database and has been tested, the MVLS and NBCLS web pages will proceed more quickly.

#### **10. URSA PROJECT UPDATE:**

Gail Wanner thanked the Board for inviting her to attend their meeting. She noted that Gary Rautenstrauch, the new CEO, would have loved to attend the meeting as well but had a prior commitment. As per the letter that he sent out, Ms. Wanner stressed that SirsiDynix is committed to continuing the URSA 4 project. She appreciates Ms. Milliron's involvement in the URSA project and noted that Ms. Milliron's letters coupled with the NBC group that met with Mr. Rautenstrauch at ALA definitely had an impact. She noted that the MARINA (Maryland's Statewide System) Board met with upper management at SirsiDynix and requested that they push forward on the project as well.

TBLC, Tampa Bay Library Consortium, is live with URSA 4 and has five county-wide systems that are using it in production. SirsiDynix is ready to go live with three more; two are Unicorn and one is Innovative. TBLC would like to expand and add new library systems and universities. They are excited about the product and feel like it's working for them. TBLC has provided a lot of feedback regarding what's working and what's not,

SirsiDynix is in the process of hiring a lead engineer for the URSA project team and is adding a technical project manager to the product as well. Currently there are six URSA team members and SirsiDynix is adding three more senior engineers and a team coordinator, bringing the team total to 10. Discussion ensued. The team realizes that URSA 4's interface is really complex and requires people to be very comfortable with Windows conventions where things aren't obvious on the screen, such as right-mouse clicks, etc. The URSA project team is currently reviewing URSA functionality and defining what is key, what can be improved and what can be simplified. The team is strongly proposing that URSA 4 return to a web based environment and move away from patrons having to download a client. They are focus on streamlining the user interface and making it easier to use. The project team is planning to test URSA 4 by working with a library that hasn't used URSA 2.6. They will load 4.0 onto the library's system and test the program for problems.

Interface issues regarding Horizon and CARL were discussed.

Mike Dawe, System Librarian for Sonoma County Library, asked for information regarding the URSA 8 platform that is being used for 2.6. Until an engineer is hired, Ms. Wanner can't answer definitively on it.

The plan regarding 4.0 moving forward is not to abandon or require change immediately for the sites that are currently using it, but move forward in a gradual manner and swap things out. SirsiDynix does not have a timeline for the project, but is committed to doing a fast turnaround. Until all of the new staff are hired, it will be difficult to write a project schedule or determine the development plan. SirsiDynix is committed to the streamlining and development of URSA 4. Ms. Wanner stated that the Horizon portal will be removed. Carol Starr noted that she understands Ms. Wanner doesn't have a project schedule, but NBC has been waiting for several years and would like to know an estimate. Ms. Wanner stated that she doesn't know but that all SirsiDynix discussions have been in regards to months, not years and that her hope is for a year or less. She noted that they will definitely get rid of the need for the patrons to register on the portal as they have received quite a bit of feedback regarding that issue. Sandy Cooper asked if there was anything the libraries could do to help move the process along. Ms. Wanner stated that Ms. Milliron should continue to be involved in the process including having NBC test the product. She noted that NBC is a key customer and NBC members should be involved in the focus groups. For the first time in a long time, Ms. Wanner feels she has the internal organizational support to get this project moving. Her biggest concern is competing priorities within the company as they are in the process of merging Horizon and Unicorn into Symphony. That project is on schedule. There has been talk of "quarantining" the URSA project team and not let their resources be diverted to other projects. SirsiDynix is looking

to produce fewer products but URSA is definitely one product they want to keep.

The Board directed Ms. Milliron to write a letter to Gary Rautenstrauch recognizing their positive approach to the project and note that NBC appreciates their change of direction. The letter should also thank him for sending Gail Wanner to the Board meeting. NBC will reiterate that our resources and insight are always available to them. The letter will express support for the idea of quarantining the URSA project team in order to move the project forward as quickly as possible as this is a critical piece of service to NBC members. The letter will ask about the project timeline and warn SirsiDynix that they are in danger of losing customers if can't move the product along. Ms. Milliron will add the SuperSearch statistics to the letter to show the drop in use and explain how this translates to a loss of money to the libraries as well as the system.

Gail Wanner explained that her role is "mother of URSA" and that she has been with NBC on the URSA project since the second year in. Her job title as of right now is Market Manager, as the external face of URSA.

Carol Starr reported that MARINet is exploring the InnReach ILL system and the possibility of discontinuing URSA. David Dodd noted that they are trying find out how InnReach would deal with a consortium as their pricing has come in pretty high. MARINet has countered with a more reasonable pricing request. There is a time crunch because MARINet needs to make a decision in time for next year's budget planning and they could make a decision as early as December 2007. The delivery cost could be very high as they would have to use TriCore. MARINet would need to give NBC 6-months notice if they plan to leave SuperSearch so NBC would need notification by January 2008. It was noted that TBR and access would be impacted among the remaining NBC member libraries that participate in SuperSearch. It was noted that some of the MARINet libraries will have the money to pursue InnReach and others would not. Discussion ensued. Ms. Starr noted that the two reasons Marin County has for moving to a different ILL system is that their patrons would like access to San Francisco Public Library and that URSA hasn't worked for the past three years. The loss of Sonoma State University really impacted the patrons and they are wanting a richer collection from SFPL. Ms. Starr stressed that Marin County is not talking about leaving NBC or the delivery program. Directors would still attend Board meetings.

Ms. Milliron reported that NBC still holds a license to add San Francisco Public Library to URSA, but didn't want to bring them over until the product was fixed. She will speak with Sonoma State again to see if they would possibly come back to NBC. If that isn't feasible, she will look at speaking with either Hayward/East Bay or San Francisco State. Ms. Milliron was asked to speak with UC Davis and Sacramento State as well since they are already part of MVLS.

Gregg Atkins, Gail Haar and Melanie Lightbody met with OCLC and Autographics at ALA. OCLC said they're close to having their ILL product ready. Ms. Cooper has heard that their product is not at all satisfactory. If the Board would like a demonstration, OCLC would be happy to attend a meeting and demonstrate how their product works. The University of Washington is currently performing the testing on their product. Ms. Milliron stated that the OCLC screens look great but their product doesn't allow you to place a hold and it can't create a bib record. Autographics claims to have that capability but she stated that their screens were appalling. Ms. Milliron stated that the look and feel of Autographics' product was not as comfortable as URSA. They are also willing to hold a demonstration for the NBC Board and as well as set up a test environment. Board consensus was to give SirsiDynix time to develop a timeline before looking at either alternative products.

#### **11. ANNUAL REPORT FOR FY 2006/07:**

Ms. Milliron referred the Committee to the Annual Report included in their meeting packet and asked if they had any questions. She noted that she followed the direction the Board gave her last year regarding the SAB section of the Annual Report. Under the SAB heading, she reported that NBC did not meet most of the objectives due to the lack of representation and the lack of actual money given to group citing that the SAB would not be able to do anything significant. The Annual Report has been filed with the State in order to meet their September deadline, but if the Board wished to make any changes, Ms. Milliron noted she could send in a revised report. The Board did not request any changes be made to the report. As the Steering Committee approved the FY 2006/07 Annual Report in their meeting, no second was needed. The Motion passed unanimously.

#### **12. MOVE TO CLOSED SESSION:**

The meeting moved to closed session at 11:55 a.m.

### **13. MOVE TO OPEN SESSION:**

The meeting reconvened to open session at 11:59 a.m. Ms. Cooper reported that the Steering Committee approved the tentative SEIU agreement for the next three years during the closed session.

### **14. REVISED BUDGET FY 2007/08:**

The revised budget for FY 2007/08 was discussed. The 3.5% COLA increase as well as the 2<sup>nd</sup> year ELF grant money are included in this budget. Ms. Milliron reminded the Committee that \$75,000 was placed into NBC's reserve account last year; approximately \$35,000 in the equipment reserve and \$35,000 in the general reserve. Due to the State budget cuts, she will need to tap those reserve funds for up to \$39,564 to make the budget work. Ms. Milliron noted that she will continue to look for ways to increase revenues at NBC and hopefully will not tap the reserves for the full amount. NBC will try to hold down costs so the reserve money will not have to be spent. The Steering Committee approved the revised FY 07/08 budget and no second is needed. The Motion passed unanimously.

### **15. RESOLUTION FOR CAROL STARR**

Sandy Cooper announced that Carol Starr is retiring and that her last day will be October 30<sup>th</sup>. Gregg Atkins read aloud the resolution from the North Bay Cooperative Library System Board for Carol Starr. The Motion to approve the resolution for Carol Starr was made by Gregg Atkins, who moved that it be a unanimous vote. The Motion passed unanimously.

### **16. BOARD MEMBER ITEMS:**

Diane Smikahl reported that when Carol Starr worked at the Benicia Public Library, she helped designate the library's basement a unused space. Now, the Library is currently working with an architect to develop that space.

David Dodd reported that the San Rafael Public Library's main building and it's branches have been neglected for the past forty years. The library is now in the process of fixing the physical shell. The project won't be completed until November 2007, and will include new paint, windows and a new HVAC system. The total cost of the renovations is \$1.3 million.

Napa Valley College – No report.

Solano County Community College – Jay Field reported that the college's new Vallejo Center is opening on September 15<sup>th</sup>. He noted that it is not a library function, but is a pretty big deal for the college.

Belvedere–Tiburon – No report.

Mill Valley – No report.

Leslie Stanton reported that St. Helena Public Library's design project has been put on hold until the new director has been hired.

Carol Starr reported that the Spanish Librarian Services II position was approved for Marin County Free Library. The services center is located in Novato. She noted they just completed the services and facilities plan. The master plan included 11 buildings/branches and estimates that \$145 million dollars is need to accomplish everything that was recommended. Ms. Starr suggested to her Board of Supervisors that a general obligation bond be put on the ballot for the November 2008 elections to cover the cost. She isn't sure if the Board will allow the library to go on the ballot at that time, but does understand that it will need to be a ballot measure. Ms. Starr has started a campaign fund in anticipation of bond and has raised \$41,000 so far. The library will front an aggressive campaign to keep the library in front of the public for the next year. Her retirement dinner will be held on November 1<sup>st</sup> at the Civic Center Branch of the Marin County Free library and all Board members will receive an invitation. Gail Haar, who is the current Assistant Director and has been a library deputy for the past ten years, has accepted the position of Director for the Marin County Free Library. Ms. Starr believes that she will provide a great continuity of service and will perform well.

Kathy Jansen reported that \$146,000 has been cut from Lake County Library's budget due to the State budget cuts. She won't need to cut either staff or hours, but she will need to slice her book budget. She is still looking to fill the assistant director position.

Sara Loyster reported that the San Anselmo Public Library has finally reopened space a year and a half after the flood;

Gregg Atkins reported that the Dixon Public Library is experiencing great story hour participation, but is also experiencing difficulty with its antiquated plumbing. The library is currently closed for the day as the plumbing is not functioning. The street in front of the library will need to be dug up in order for the plumbing to be fixed.

Sandy Cooper reported that the Sonoma County Library Commission passed the standards of behavior. The security guards are working out well at the Central branch and both patrons and staff really like them. She reported that design money was approved so she can now update the circulation desks and entry areas at her branches. Her staff are currently working on a new service model.

**17. ANNOUNCEMENTS:**

None.

**18. NEXT MEETING:**

The next meeting will be held December 6, 2007 at the Upper Valley Campus Napa Valley College located in St. Helena.

Ms. Milliron will be in touch regarding the scheduling of the special meeting with Susan Hildreth. The Board decided to hold off on scheduling an OCLC demonstration at this time. If one is scheduled, it most likely be in the Spring of 2008.

**19. ADJOURNMENT:**

There being no further business, the meeting was adjourned at 12:20 p.m.

---

Annette Milliron DeBacker  
Clerk of the Board  
September 6, 2007