

**SAN JOAQUIN VALLEY SYSTEM
2005/06**

**PLAN OF SERVICE,
PROGRAM BASELINE BUDGET,
& WORKLOAD ESTIMATES**

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

**PROGRAM BASELINE BUDGET REQUEST FY 2005/06
(E) QUALITATIVE DATA
SYSTEM NAME: San Joaquin Valley Library System**

In narrative form, present here any additional qualitative data which will help explain and/or justify the cost benefits of the System programs budgeted. This information - which it is your option to include - is often used during discussions with Legislators and other decision-makers, to help them understand the value of library system services.

Because of the existence of the library system, our local libraries, regardless of their size or their distance from metropolitan areas, are able to provide their users with information vital to their everyday lives. Deep collections and skilled librarians are not available at most branch libraries. When an information need cannot be met with local resources, the option of referral to the system reference center provides another avenue for answers to questions that would otherwise be dropped. Every month questions are received by the system headquarters on subjects like career information, personal financial management, requests for instructions for do-it-yourselfers, or consumer information. System-supported delivery and communications systems allow materials to be delivered in the most effective manner, whether e-mailing links to a Web page, faxing a page from a book, or placing a book on a delivery van.

The System improves the quality of local library service to communities in many ways. System staff members keep local libraries aware of trends in library service and of training opportunities in the Valley and around the state. The existence of the System provides a foundation for cooperative efforts, such as joint purchase of databases and software, extensive resource sharing supported by our shared library automation system, cooperative marketing of services, and grant writing. The services of the library system make it possible for people to get needed information which makes a vital difference in their lives, and the CLSA funded services provide the foundation from which other cooperative services arise.

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DESCRIPTION OF THE SYSTEM SERVICE AREA, 2005/06

1. San Joaquin Valley Library System
2. Population profile see next page.

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SYSTEM POPULATION PROFILE, 2005/06

| Underserved Population | Number * | % of Total Population |
|--|-----------------|------------------------------|
| Total Population ¹ | 2, 302,635 | |
| Economically Disadvantaged ² (Below poverty level) | 444,916 | 21% |
| Institutionalized ² | 67,491 | 3% |
| Aged (65+) ² | 212,438 | 10% |
| <u>Children & Youth</u> ² | | |
| Under 5 | 183,010 | 8% |
| 5 to 9 | 185,502 | 9% |
| 10 to 14 | 199,511 | 9% |
| 15 to 19 | 186,516 | 8% |
| Handicapped ² (Ages 5+) | 399,729 | 19% |
| Speakers of limited English or English as a Second Language ⁴ (Ages 5+) | 267,975 | 13% |
| Non-English Speaking ² (Ages 5+) | 102,079 | 5% |
| <u>Ethnicity</u> ² | | |
| Black | 105,341 | 5% |
| Hispanic | 1,025,050 | 46% |
| Asian | 111,373 | 5% |
| Native American and Native Hawaiian/Pacific Islander | 22,281 | >1% |
| Two or more races | 40,836 | 2% |
| Geographically Isolated ² | 909,393 | 43% |
| Functionally Illiterate ³ (Level 1 for Ages 16+) | 417,040 | 20% |
| Shut-In ² | 154,461 | 7% |

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2 a. List source(s) of this data:

1. Population Estimates Program, U.S. Bureau of the Census (<http://www.census.gov/popest/datasets.html>). Total county population from estimate for 2004; age and race data from estimate for 2003.
2. United States Census Bureau. *Census 2000 Summary File 3 (SF 3) - Sample Data*. All percentages were calculated using the 2000 Census total population figure of 2,098,773.
3. The State of Literacy in America
Synthetic Estimates of Adult Literacy Proficiency at the local, state and national levels
<http://www.nifl.gov/readers/reder.htm>

2 b. Describe briefly how this data will be used to plan CLSA-funded services.

The SJVLS Administrative Council, Advisory Board and committees use these figures to help plan allocations of CLSA funds to the Underserved. They are used in estimating the percentages of the population in different categories so allocation of funds can be done on an equitable basis.

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3. USER AND NON-USERS PROFILE

Coalinga District Library

The Coalinga-Huron Library District covers 1,100 square miles in the south-west corner of Fresno County. It is the only multi-county district in California extending into a small portion of San Benito and Monterey Counties. The population of the district is 25,760 with 9,366 residents with library cards. This population includes our state prison population of approximately 5,000 inmates.

The district branch is in the City of Huron, a predominantly Hispanic area, comprised of farmworkers and their families.

Non-User Profile - Residents who are not aware of the various resources available; residents who purchase rather than borrow; non-readers with or without reading skills and those isolated by lack of transportation.

User Profile - Borrowers include all ages interested in recreational reading; students doing research; adults using the automotive materials, West Code's, city and county codes and the county assessor's microfiche. Also included are patrons with health questions; users of our genealogy collection, both in book form and microfiche, including some microfilm rolls of census information. There are patrons of all ages with a need for word processing, etc., using our public computers and our "free" Internet connect. Our patrons also include Mexican-Americans with limited English skills; users of videos; commuters using books on tape; elementary students fulfilling their school reading club requirements; preschoolers and their parents.

Fresno County Library

The area served is diverse in geographic, demographics, and economics. The west and east sides of the county are composed of rural incorporated and unincorporated communities based on an agricultural economy. The metropolitan area of Fresno and Clovis is the largest city between Sacramento and the Los Angeles basin and serves as a regional center for the Central Valley. The illiteracy rate is 29%. The most eastern area is in the foothills and mountains. Staffing levels and hours open vary depending on the size of the community served.

Non-User Profile – Those with mental and physical disabilities; persons who obtain information from other sources, including the internet; those who do not know about the library or its depth of information, including marginal readers; those without literacy skills; the geographically isolated; the affluent with their own print and non-print

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collections; those with low education or with limited English language skills; Hispanics and Southeast Asians, the two largest limited English speaking groups; those in institutions with no access to libraries; children with working parent(s) whose schedules do not conform to library hours; and those who are unable to leave their home. Those who prefer to use the Internet for information.

User Profile - The Fresno County Free Library is a special district, under the governance of the Board of Supervisors, which provides informational, cultural, and recreational services to the public through 38 library outlets. The service area is 5006 square miles covering all of Fresno County except the south-west corner which is served by the Coalinga-Huron Library District. The population is 836,200 with 299,927 with library card holders including 94,381 children 0-14.

Kern County Library

The Kern County Library is 8,071 square miles, larger than the land area of Massachusetts, New Jersey or Hawaii and the land areas of Delaware, Rhode Island and Connecticut combined. The Kern County Library is the only public library for Kern County's 724,900 residents and uncounted seasonal migrant population. Kern County Library serves an area diverse in both geography and demographics. Of the county's three geographical regions, five branches are in the Mojave Desert with one branch in the Ridgecrest community adjacent to the China Lake Naval Air Center; five are mountain branches and the remaining branches are in the San Joaquin Valley. Service is expanded with two bookmobiles that travel to far-reaching areas of the county. Kern County's demographics are equally as diverse.

The ethnic breakdown is 47% White, 6% Black, 4% Asian, 42% Hispanic, and 1% other. Educational levels vary. Overall, 25% of the residents are in elementary and high school. As of 2003, 72% of people 25 years and over had graduated from high school and 22% had some college. Some communities, such as Frazier Park, have significant educational and economic disparities, 16.55% of the population do not have their diplomas and nearly 50% of them commute over 45 minutes daily. Just under 12% of Kern County residents have a similar commute.

Kern County Library service is both rural and urban in nature. Greater Bakersfield's population accounts for approximately 59% of the county residents. Library service is available from the main library, Beale Memorial Library, and six additional large branches. Nineteen other branches are located in the county's towns and small cities. Staffing levels and hours of opening vary depending on branch size, usage and geographic location.

Non-User Profile-Geographically isolated; the homebound; the institutionalized; those

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with low incomes; the illiterate; those with limited English-language skills; those with other access to information.

User Profile-Thirty-three percent (239,914) of Kern County residents are registered library borrowers. Students of all ages; children and their parents; business persons; residents needing survival information; individuals learning new skills and updating information; the curious; the learned; senior citizens; government employees; teachers; geologists and others in the petroleum industry; books on tape for commuters; computer buffs; users of the Local History collections and microforms; genealogists; hobbyists; recreational readers; those interested in audio-visual sources of information and recreation; literacy tutors, recent immigrants; readers of Spanish and Asian language materials; individuals needing tax forms, access to copy machines, typewriters and personal computers; and groups needing meeting rooms. Physically and visually disabilities vary by age – 14% of people 5 years and under, 6% of people 5 to 20 years old, 13% of people 21 to 64 years, and 45% of people 65 and older. Kern County Library is ADA compliant and each of the 25 branches have visual aid programs installed on at least one public computer.

Kings County Library

The main library is located in Hanford, the County Seat. There are branches in the other incorporated cities of Avenal, Corcoran and Lemoore as well as in the relatively isolated, unincorporated communities of Kettleman City and Stratford.

There are regularly scheduled story hours and Summer Reading Programs at all branches. The Library is in the initial phase of establishing a Teen program. There are computers available for free, public use in all branches. Each branch has a computer to accommodate its Spanish language patrons. While home computers are becoming more common the library computers usually have a waiting list. The County is culturally and ethnically enriched with a significant number of people of Hispanic, Portuguese, Dutch, Japanese and Chinese ancestry. Recent years have seen an influx of Hmong. The Santa Rosa Rancheria is home to the Tache Indian. One of the greatest influences in Kings County is the Naval Air Station at Lemoore. It has more than 5,000 residents and brings a certain cosmopolitan element to the area with the many Navy personnel who have lived and served in other countries. The base library closed several years ago and more Navy families than ever use the public library.

Agriculture is the dominant economic factor in the County. Prisons and food processing plants are also significant in the local economy. For the past 2 or 3 years housing in Kings

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County has been eagerly purchased by people who find it more affordable than in other counties where many of them work. There are two community colleges in Kings County and many students who commute to CSU Fresno. These students usually prefer to use their local libraries rather than driving to their college libraries out of town. The educational level county-wide is not stellar. Only about 6% of the population has college degrees.

User profile: Students of all ages, K-college; retired persons, people seeking jobs and applying for them through the Internet. Many library users are seeking consumer and other general information as well as pleasure reading.

Non-users most often are those for whom transportation is a problem or whose cultural traditions do not emphasize the importance of reading and information. This latter factor is seen in all ethnic and socio-economic classes.

Madera County Library

Non-User Profile - A large proportion of Madera County Library's non-users are located in the areas outside a ten mile radius of each of the five Madera County Libraries [Madera (Main), Ranchos, Chowchilla, North Fork, and Oakhurst]. These outlying regions are thinly populated and folks are fewer and farther between. Another non-user group is the county's Spanish-speaking population, many of whom are new to the area or temporary residents.

User profile - Most of Madera County Library's users live 5 miles or less from one of the five Madera County Libraries. This group is composed of a cross-section of the population. The majority of users are English speaking or bilingual. Every third person in Madera County Library holds an active library card. Madera's patrons tend to check out fewer books and ask fewer reference questions. The situation is improving and the Library is experiencing greater numbers of dedicated users. Madera County Library also experiences small but significant numbers of users from Merced, Mariposa, and Fresno Counties.

Mariposa County Library

Mariposa County is a gateway community to Yosemite National Park. The County spans 1,463 square miles, half of which is Federal entitlement lands managed by the National Park Service, Bureau of Land Management, and the Sierra and Stanislaus National Forests. Tourism and agriculture provide the primary employment opportunities in the county. There are no incorporated areas within the county and the total population base is approximately 17,803 persons.

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Non-User Profile - The geographically isolated; the seasonal population who own properties in Mariposa County; the illiterate; college students commuting to Fresno, Merced and Turlock; the homebound elderly; those whose schedules do not conform with library open hours and those with access to other reading and information resources.

User Profile - Registered borrowers comprise about 25-35% of the population and include: recreational readers; high school and grade school children including home-schooled students; retirees; individuals seeking information; communities who use books on tape; and pre-schoolers, and tourists.

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Porterville Public Library

Non-User Profile - Shut-ins; some Asian and Hispanic populations with limited English; the illiterate.

User Profile – Students from preschool through college; senior citizens; developmentally disabled adults; genealogy researchers; recreational readers; Internet users; significant users from other Tulare County areas such as Visalia, Tulare, Strathmore, Terra Bella, Lindsay, and Springville.

Tulare County Free Library

Non-User Profile - Incarcerated adults, male and female. Rural and urban populations with limited transportation to existing library branches. Among immigrant and other Asian immigrant populations with limited English. Limited use by adult males with education up to grade 12, both Spanish and English first language.

User Profile - Preschool through college students. Home schooled children and their parents. Spanish and bilingual English/Spanish speakers. Developmentally disabled adults. Adult readers interested in recreational reading and various research topics (such as automotive repair, home maintenance and repair, antique collecting, wildflowers, local history and genealogy). Internet users from childhood through adult.

Tulare Public Library

Non-User Profile – Those with mental and physical disabilities; persons who obtain information from other sources, including the internet; those who do not know about the library or its depth of information, including those from minority groups; marginal readers; the illiterate; the geographically isolated; the affluent with their own print and non-print collections; those with low education or with limited English language skills.

User Profile – Nearly 50% of Tulare City residents are registered library borrowers. Students of all ages; children and their parents; business persons; residents needing information; individuals learning new skills and updating information; the curious; the educated; senior citizens; government employees; teachers; those who use books on tape; users of the local history collections and genealogy resources; hobbyists; recreational readers; those interested in audio visual sources of information and recreation; literacy students and tutors, recent immigrants; readers and listeners of foreign language materials, individuals needing tax forms, access to copy and fax machines, typewriters and personal computers; groups needing meeting rooms; physically and visually challenged individuals.

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4. INFORMATION NEEDS:

These needs have been identified through discussions with individual library governing boards and advisory committees, Friends of Library groups, the SJVLS Reference Committee, System Council and Advisory Board.

Information in the following subject areas is needed. The percentage of need now being met anywhere in the community (by all sources, not just library resources) is noted:

Percentage NOW being met:

| | |
|--|-----|
| Government activities and programs | 75% |
| Consumer health, rural health | 80% |
| Law | 65% |
| Business and money management | 75% |
| Local history | 70% |
| Agriculture | 60% |
| Career planning, vocational training | 70% |
| How-to-do-it information, hobbies, antiques, auto repair, etc.) | 70% |
| Student related | 50% |
| Tax information | 50% |
| Spanish language materials | 50% |
| Material in non-English non-Spanish languages (e.g. Portuguese, Korean, Hindi) | 25% |
| English as a second language | 20% |

The System online public catalog includes the collections of all member libraries and is available to libraries and the general public both in-library and via the Internet. When a member library significantly improves its library holdings in an underserved area, such as Fresno County's addition of more Spanish and other non-English materials, all system members benefit through the ability to locate those materials in the System's online catalog. Rural libraries and home users, whose access to substantial, quality information might otherwise be limited by lack of transportation or limited local library

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hours, benefit from System-wide database subscriptions to general interest and health and wellness databases of full-text magazine, journal and encyclopedia articles.

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**CLSA SYSTEM REFERENCE PROGRAM, COMPONENT:
GENERAL IMPROVEMENT OF LOCAL REFERENCE SERVICE
(5 Calif. Code of Regulations 20155)**

1. Service specification(s) adopted:
 - a. Staff of local libraries will refer questions to the system reference center and receive one-on-one training in reference tools and methods related to the answers of referred questions. Reference referral (question answering and one-on-one training) will be the foremost activity of the system reference center.
 - b. Local collections will be improved so patrons can receive answers at their local libraries without need to refer them.
 - c. Local library staff members' knowledge of area resources will be developed so they can effectively use local resources to answer questions from patrons, and so they can accurately refer patrons to the best resources to answer the patrons' needs.
 - d. System resources will be used to help develop and test innovative reference approaches that can be used in local libraries.
 - e. User evaluations of answers received at member libraries will judge that the answers they are given meet their needs 90% or more of the time.

2. Performance objective(s) adopted:
 - a. At least 30 local staff members will receive one-on-one training related to the answers of referred questions.
 - b. The NEWS & CLUES newsletter, containing purchase suggestions and articles on effective use of local and Web-based resources, will be published once yearly on the system Web site and emailed to each member.
 - c. Directory of regional libraries belonging to the Heartland Regional Library Network will be available on the Web.
 - d. Use of long distance phone calls to answer reference questions will be paid for by system funds.
 - e. The Reference Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing at each of its regularly scheduled meetings.
 - f. The Reference Committee will coordinate identification of online database needs and coordinate evaluation and selection of databases for system-wide purchase.
 - g. Internet access is available to all branches. A System homepage is maintained.

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- h. Locally produced databases to answer common questions, such as the sheet music/song book index, the vertical file index, and the index of antiques and collectibles magazines will be available on the Web.
3. Reason(s) for choosing 1. and 2. above:
- Member libraries indicate that the ability to draw on the reference skills and deeper collections of the Information Service is currently the most effective way to improve local reference with the limited funds available. Although strong staff skills and access to resources on-site are important elements in local reference service, in tight budget years the ability of local libraries to grant time off for formal training is limited. Knowledge of other resources in the area promotes faster service to patrons by fostering accurate referrals. Provision of services in electronic form is timely and cost effective.
4. What would the service described above be without this component? State in the same terms as the performance objectives above.
- a. There will be no system level formal training of staff, and due budget constraints and both the System and local level, very little reference training will be done.
 - b. Fewer resources would be available locally resulting in delays in patron service.
 - c. NEWS & CLUES would not be published.
 - d. Development of cost effective reference processes would be hindered.
 - e. Development of electronic file sharing would not occur, causing duplication of efforts in some cases, and in others a delay in citizens receiving the information they need.
 - f. Coordination of database purchasing would be hindered, resulting in higher subscription costs at individual libraries and greater discrepancies in services to rural and home users between smaller libraries and the largest urban libraries.
5. One-paragraph description of the methods to be used in providing this component, and the principal resources to be used. Indicate System and member library staff involved.

Questions are referred by e-mail, phone and fax. Staffing available for this component are one Reference Coordinator, two Librarians (II/III), and one Senior Library Assistant, all part-time. Each member library provides a representative to the System Reference

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Committee. A reference correspondence course (CORE) developed by the System staff is available online through the System web site to all local staff. With LSTA funding, the CORE correspondence course is currently being updated and developed into a distance learning resource using Blackboard, with system staff acting as instructors. It will be available to library staff by July 2004. A directory of the Heartland Regional Library Network on the Web contains information about local libraries (both public and non-public) which staff can use in referring patrons. The System will arrange consultation with subject experts (such as medical librarians) when requested to help evaluate local collections. System-developed resources on the web site, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines help local libraries answer questions without need to refer questions.

6. What evidence of benefit will be provided, and how will it be gathered?

Numbers of staff trained in one-on-one sessions, number of uses of the locally-produced indexes, and number of use of system-wide databases are counted. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.

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**CLSA SYSTEM REFERENCE PROGRAM, COMPONENT:
IMPROVEMENT OF REFERENCE SERVICES TO THE UNDERSERVED
(5 Calif. Code of Regulations 20156)**

1. What underserved group(s) were identified during the current fiscal year for improvement of reference services?

The geographically isolated which also include at least these significant percentages of residents who fall into more than one category of underserved:

21% economically disadvantaged
16% limited English/Non-English speaking
20% functionally illiterate

- 2a. What potential services were identified at the System level for the improvement of reference service to these underserved groups?

1. Publicizing existing library services, including creation of fliers/bookmarks describing system-wide services in languages other than English.
2. Improving information resources available at rural library locations
3. Improving staff reference skills at rural local libraries

- 2b. Which of these services was evaluated as achievable and beneficial for the improvement of reference services to the underserved?

Training previously provided state-wide under the California Opportunities for Reference Excellence is available through the online CORE correspondence course and continues to be provided to System member libraries, including library staff serving rural areas. Local library staff will correct the CORE correspondence course using the online answer keys. The CORE correspondence course is currently being updated and developed into a distance learning resource using Blackboard, with system staff acting as instructors. This project is funded by LSTA, and is supported by InfoPeople. The course will be made available to library staff in rural locations by July 2004. The "Effective Reference Performance" training is also available and contains specific modules to help staff deal with barriers to serving disadvantaged groups. In addition, the emphasis from previous years in the area of improving the information resources available at rural libraries will continue. With the support of the System Advisory Board the bookmarks with System information will be printed in both English and Spanish.

3. Based on the above, what service specification(s) are adopted for the coming fiscal year?

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- a. Geographically isolated patrons will receive the same level of service as those in urban areas.
 - b. Non-English speaking and handicapped patrons will be able to obtain information they need in the language and format they are best able to use.
 - c. The disadvantaged population in general will be able to receive referrals at their local libraries to community services they need.
 - d. Non-English speaking will be made aware of the services they can obtain through their libraries.
 - e. Staff of member libraries will be able to communicate well with patrons with special needs -- specifically the Spanish speaking, the Asian population and physically disadvantaged.
4. What performance objective(s) are adopted and why did you choose them?
- a. Reference questions from patrons in geographically isolated areas will be answered according to the same performance objectives set for the system interlibrary reference component -- that is, there will be no difference in time or quality of the answer because a patron is geographically isolated.
 - b. Questions from non-English speaking and handicapped patrons will be answered in a language or format they require.
 - c. Questions from members on the availability of community services in the system service area can be channeled through SJVIS.

Reasons for choosing 4 above:

Geographically isolated patrons make up 43% of the population. Handicapped patrons make up at least 19% of the population. Limited English/Non-English speaking patrons and those who speak English as a second language make up at least 16% of the population. Our System feels these patrons should have an equal level of service as compared to patrons who are not underserved.

5. Describe briefly the methods to be used in providing this (these) service(s) and the principal resources to be used. Indicate system and member library staff involved.

Staffing available for this component is one Reference Coordinator, two Librarians (II/III), and one Senior Library Assistant, all on a part-time basis. The reference center will answer questions referred from geographically isolated areas. By making use of the system staff, the collections of the Fresno metropolitan area and when needed of other large collections in the country, and then by transmitting information found to local

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libraries, the geographically isolated have access to those collections. The staff uses a similar procedure to meet the needs of non-English speaking including use of non-English language materials in special collections in Fresno, other system libraries, other state collections and the State library.

5a. Amount of System Reference allocation budgeted for this component (5 Calif. Admin. Code Sec. 20156 (c)): (\$57,046).

6. What evidence of benefit will be provided, and how will it be gathered?

Evaluation forms are sent with each question answered asking if the patron's needs were met, and the importance of the service. Detailed statistical records are kept of the time spent on questions. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.

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**CLSA SYSTEM REFERENCE PROGRAM, COMPONENT:
INTERLIBRARY REFERENCE
(5 Calif. Code of Regulations 20157)**

1. Service specifications(s) adopted: (NB: Systems may adopt additional specifications; if so, list them.)
 - a. The highest possible percentage of questions shall be answered.
 - b. The answers shall be delivered to the user within an acceptable time period.
 - c. Answers shall meet the user's need in terms of amount, format, language, and accuracy of information.
 - d. Specifications a-c should be carried out at the lowest possible cost.

2. Performance objective(s) adopted: (Systems may adopt higher or additional objectives; if so, state them. Minimum specifications are set in Code of Calif. Regulations Sec. 20157(b).)
 - 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 that library into the System's reference referral structure.
 - c. No statewide objective set.
 - d. The System will make its reference services available to other libraries and systems on a service agreement basis.

3. If System adopted specifications and/or performance objectives in addition to those listed in 1. and 2. above, give reasons for this adoption.

SJVLS has adopted additional performance objectives as a way to test alternative delivery mechanisms for reference referral in both our own system and possible applications statewide.

4. What would the service described above be without this component? State in the same terms as the performance objectives above.
 - a. Answers would be provided on 40-50% of questions referred from members.

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- b. 20% of answers would be returned to the originating member within 10 working days. 80% of the answers would take longer than 10 days.
5. One-paragraph description of the methods to be used in providing this component, and the principal resources to be used. Indicate system and member library staff involved.

A system reference center will be maintained at the Fresno County Central Library staffed part time with one Reference Center Coordinator, two Librarians II/ III and one Senior Lib Asst. Current CLSA funds support this level of service. Questions are referred from member libraries to the Reference Center via a Web-based form, fax, telephone, and e-mail. The Reference Center uses its own specialized collection and the collections of the Fresno County Central Library, the Henry Madden Library at California State University Fresno, and other regional libraries as appropriate. The System participates in the Heartland Regional Library Network increasing access to resources of the area. Reference Center staff will contact libraries and subject experts beyond the region where necessary to answer submitted questions. In addition, the System Reference Center uses the resources of the "First Source" system to access databases at LAPL, the OCLC FirstSearch Service, and the Dialog online database service. Reference Center-produced databases, available from the System Web page, support Reference Center activities and effectively share resources of the Center with other CLSA systems, local libraries, and researchers world-wide. These databases include the song index of sheet music and song books in the SJVLS and other CLSA system collections, Ben's Almanac of useful information in the SJVLS vertical files, and the index to magazine and newsletters on antiques and collectibles. Files of completed questions and the resources used to answer them are available via the SJVLS home page on the Web. Answers are generally sent via System delivery trucks to the headquarters library, but may be sent, when appropriate, directly to patrons or to the originating branch to speed turnaround time to the patron. Procedures are in place to implement service contracts for question answering. Reference Center staff has library cards for California State University Fresno to expedite use of that collection. Orientation visits from staff of member libraries are encouraged.

6. What evidence of benefit will be provided, and how will it be gathered?

Evaluation forms based on the Statewide Reference Performance Measures Project are sent with each completed question asking if work was satisfactory and how important it was to the patron. Detailed statistical analyses are made from the data gathered. The System Advisory Board comments on the importance and benefit of the service to the community. The System Reference Committee monitors the service and the benefits, and also advises and makes recommendations to the Administrative Council.

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COLLECTION DEVELOPMENT

1. **SAN JOAQUIN VALLEY LIBRARY SYSTEM**

The Collection Development Committee meets quarterly to exchange general information and to discuss and take action on matters of mutual concern related to coordinated collection development.

2. **SERVICE OBJECTIVES**

- a. Annually review existing special collections in each SJVLS library.
- b. Utilize our on-line circulation system to further effective collection development and resource sharing.
- c. Pursue cooperative buying.

3. **PLAN OF ACTION**

- a. Quarterly share and exchange information which will aid the SJVLS libraries in specific subject areas of collection development.
- b. Review access to all types of materials held by system libraries within the next 12 months.
- c. Review the year's cooperative purchases and make recommendations on selection and continuation of services. Past cooperative purchase was the Best seller pool. Current project is the eBook collection.
- d. Review jurisdiction policies and procedures to determine their impact on System services.

4. **EVALUATION**

- a. Information on special collections and specific subject areas is shared among System libraries.
- b. The Collection Development Committee will discuss areas of concern and make recommendations to the Administrative Council.

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

**CALIFORNIA LIBRARY SERVICES ACT
ESTIMATED WORKLOAD
Reference Program, FY 2005/06**

| | For questions referred to system by: | | | |
|--|--------------------------------------|--|--|--------------|
| What is the estimated 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 |
| | 153 | 27 | 78 | 258 |

Estimated number of Reference Questions Received Locally by Member Libraries: 1,203,420

Estimated Total number of reference questions handled by your System reference program 450

Estimated total number of Training Events Presented: 0

Estimated Total Number of Local Staff Trained: 30

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

COMMUNICATIONS & DELIVERY

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

2. PERFORMANCE OBJECTIVES

- a. All System messages will be sent in the most cost effective manner to:
 - 1. Allow 80% of messages to be received within 4 hours and 100% of the reference and information messages to be received within 24 hours.
 - 2. Allow 100% of planning, coordination and evaluation messages to be received in a form and manner to expedite decision making and the efficient use of staff time.
- b. To allow 100% of interloan and other materials to be delivered within 3 working days.
- c. To allow member resources to be efficiently allocated in handling communication transaction for system activities.

3. EQUIPMENT REPLACING PLANNING

For delivery services, the System participates in the Fresno County motor vehicle fleet management program. Through this program, replacement costs are incorporated into the mileage charges to the System.

For communication equipment the System incorporates needed replacements into the budget each year for major equipment on a standard replacement cycle. Minor equipment is budgeted each year. The System also uses the Fresno County-owned telephone and switch equipment. Replacement of equipment for voice services is accomplished through the County's lease-purchase plan for telephone equipment. The System manages its own Internet e-mail server, file servers, web server, and LISTSERV Lite server. Server replacement is budgeted in the appropriate year. Currently telecommunications savings from the Federal E-rate and California Teleconnect Fund programs are used to fund the following year's costs for replacement of telecommunications equipment.

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

4. INVENTORY OF AVAILABLE RESOURCES

a. Member Libraries

1. Regular delivery services are in place where they are needed for branch service at Kern, Kings, Tulare, Madera, Mariposa, Fresno County and Coalinga-Huron District.
2. No routine linkages from members to non-public exist without System resources.
3. Member equipment includes telephones, FAX machines, and PC's for e-mail and access to shared file systems and web pages.
4. Message subsystems are available on OCLC for requests outside the system area.
5. Licenses for Microsoft's Office suites are purchased by members through the system to ensure compatibility in file sharing and email.

b. System

1. The System's shared integrated online library system, Horizon, includes a messaging system for requests and facilitates automation of filling requests for items in other jurisdictions. ILL requests are current as of the moment the member library opens their Horizon Request screen.
2. Over 650 member staff persons have Internet e-mail accounts. Group mailing lists are maintained to facilitate communication with Committees and other groups of system members. The primary e-mail server is a Microsoft Exchange server which offers calendar, meeting set-up, and a system-wide e-mail address directory to the System resources. Methods for communicating with libraries in other jurisdictions are in place.
4. A server running LISTSERV LITE supports discussion lists on technology-related activities and provides web archives of technical questions and answers. This server also supports the discussion list for the Heartland Region of the Library of California.
5. The System has licenses for the Dynix Horizon system and for the Windows 2000 network, with an anticipated upgrade to Windows 2003 in 2005-2006.
6. A System Web server is available for posting of documents and the System office assists members with maintaining domain name registration. Portions of the web site are secured as needed.
7. A file server for system shared files is available and is used for sharing procedures.
8. Video conferencing equipment is available at most headquarters libraries.

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

5. PLAN OF ACTION

- a. Maintain telephone communication system for System services.
 - 1. Continue to use conference calls in lieu of travel when possible.
 - 2. Use less expensive E-mail and Web communications in lieu of FAX & phone when possible.
 - 3. Use virtual meetings in the AskNow meeting rooms if allowed under Brown Act when possible.
- b. Maintain delivery system to accomplish headquarters connections for completing a portion of objective b in Section 2 above.
 - 1. Truck delivery to headquarters libraries of Kern, Madera, Fresno, Kings, Tulare and Mariposa Counties, Tulare City, Porterville City, and Coalinga-Huron Library District.
 - 2. Coordinate with truck delivery service to non-public libraries in the Heartland Regional Library Network as funding permits.
 - 3. Maintain UPS contract for delivery of short loan period materials to all locations where objective 2 not otherwise able to meet.
- c. Maintain communication to accomplish objectives a-c in Section 2 above.
 - 1. Train staff in efficient use of mail client software, including attaching documents, placing large documents in shared file storage and use of meeting calendars.
 - 2. Continued development of Intranet as cost-effective method of widely disseminating documents and information.
 - 3. Look for contemporary online meeting alternatives that are easy to use.
- d. Implement Dynix's URSA software as staff levels permit.

6. USER BENEFIT EXPECTED

- a. Patrons of local public libraries will receive answers to their questions when they need them for their use.
- b. Members will be able to respond in a timely way to user requests for information and other needs.
- c. Patrons of local public libraries will receive interlibrary loans when they need them.
- d. The resource sharing approach will be more cost-effective for this program than if each member were responding to user needs on its own.
- e. The time of each administrator and program delivery unit will be more effectively used as a result of access to the System communication and delivery program for planning, coordination and evaluation functions.
- f. Patrons will be able to place and check the status of their ILL requests via

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

- the Web.
- h. The existence of the wide area network enables sharing of network services such as Web filtering and online databases.

7. RELATED NON-CLSA ACTIVITIES

- a. The communication and delivery program will assist in the resource sharing related to children's services such as summer reading programs, grant programs, and other library services, as well as technical support to member libraries.

8. EVALUATION

- a. Periodic analysis to ensure that the methods used are the most cost effective for handling communication and delivery functions.
- b. Annual informal review by members to ensure the delivery and communication message units are received according to expectations.
- c. Periodical sampling of delivery performance will be conducted.
- d. Continued evaluation of TBR revenue since 1982 demonstrated that the shared automated system has promoted increase resource sharing.

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**ESTIMATED WORKLOAD
COMMUNICATIONS PROGRAM, FY 2005/06**

| What is the estimated number of messages sent via each communication device listed below, on an annual basis? | Estimated Number of Messages | |
|---|------------------------------|------------------------------|
| | Between System Members | To Other than System Members |
| a. Telephone | 6,200 | 2,750 |
| b. Telefacsimile | 250 | 270 |
| c. Internet/Exchange* | 105,040 | 24,700 |
| d. Horizon ILL requests | 297,340 | |
| Total | 408,830 | 27,720 |

**CALIFORNIA LIBRARY SERVICES ACT
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**ESTIMATED WORKLOAD
INTRASYSTEM DELIVERY PROGRAM, FY 2005/06**

| Items sent by: | Items delivered to: | | |
|---|--------------------------------|-------------------------------------|-------------------|
| | System Member Public Libraries | Non-Public Libraries in System Area | Total |
| a. System member public library. | 594,700 | 800 | 595,500 |
| b. Non-public libraries in system area. | 850 | 300 | 1,150 |
| Total | 595,550 | 1,100 | 596,650 |
| | | System Owned | Contracted Vendor |
| c. Number of delivery vehicles. | | 2 | |
| d. Estimated number of miles traveled by all system vehicles. | | 99,568 | |
| e. Number of delivery stops. | | 9* | |
| f. Frequency/schedule of delivery service. | | 3/week 7 sites 2/week 2 sites | |
| g. Percent of items to be delivered: U.S. Mail <u>1</u> UPS <u>1</u> System Van <u>98</u> Contracted Van <u>0</u> Other <u>0</u> | | | |

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

SYSTEM ADVISORY BOARD

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM
2. SERVICE OBJECTIVES
 - a. 100% of System Advisory Board (SAB) members knowledgeable about System services.
 - b. 100% of SAB members able to give a presentation regarding System services in their local jurisdiction.
 - c. 100% of SAB members knowledgeable about CLSA services.
 - d. 100% of SAB members knowledgeable about their local library services.
 - e. SAB members will provide information whenever necessary to help Administrative Council in evaluating and in providing improved services at the System level.
 - f. Continue to distribute public awareness program materials revised during FY 98/99 and evaluate program effectiveness.
3. INVENTORY OF AVAILABLE RESOURCES
 - a. Knowledgeable library directors, library staff, and System staff.
 - b. System and local library public information tools.
 - c. System communication and delivery tools.
 - d. System website, and online newsletter, News & Clues, and information packet for each member.
4. PLAN OF ACTION
 - a. Plan and conduct orientation for the new members of the board.
 - b. Brief SAB members on System services in ongoing training sessions.
 - c. Review the patron education at the electronic catalog workstations.
 - d. Provide advice on areas of service that would benefit from the development of grant proposals.
 - e. Have each SAB member and System Administrative Council member attend at least 50% of the meetings of the other body.
 - f. Have each SAB member explain System services to at least one community group meeting during the year.
 - g. The SAB will support legislation for library services where appropriate, avoiding conflict of interest.
 - h. The SAB will increase their awareness of CLSA programs by attending LoC Board/CLA meetings. Should funds not be available within the baseline, an alternate approach will be used.
 - i. Provide advice in the development and review of the Annual System Plan

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

- of Service for both CLSA and non-CLSA programs.
- j. Attend CLA Day in the District and or CLA Legislative Day.

5. USER BENEFIT EXPECTED

- a. 100% of System services relevant to the needs of the library communities.
- b. Improved identification of needed services to meet System objectives.
- c. Improved identification of needed services to meet local library objectives.
- d. Discontinuing services when no longer needed.

6. RELATED NON-CLSA ACTIVITIES

- a. Validate benefits of resource sharing in areas outside the scope of the funded CLSA components.
- b. Improve the relevancy of local library services through improved citizen communication.
- c. Increased awareness of library services at the local level.
- d. Stay informed activities of the informal Heartland Regional Library Network.

7. EVALUATION

- a. Attendance records of the SAB.
- b. Reports of community meetings attended and presentations made.
- c. Availability of Advisory Board publications in the community outside the library.
- d. Inquiries from the public for service as a result of SAB activities.
- e. Number of changes made by local members and the Administrative Council in response to community advice.
- f. Progress in implementing objectives for public awareness brochures.
- g. Participation in CLA events.

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**ESTIMATED WORKLOAD
SYSTEM ADVISORY BOARD PROGRAM, FY 2005/06**

| | |
|--|-------|
| a. Number of members on Advisory Board. | 9 |
| b. Number of Advisory Board meetings to be held. | 3 |
| c. Estimated number of System meetings/events which SAB members will attend. | 3 |
| d. Estimated number of miles to be travelled annually, all members. | 2,385 |
| e. Estimated number of overnight stays required, all members. | 0 |

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

PLANNING, COORDINATION & EVALUATION

I. SAN JOAQUIN VALLEY LIBRARY SYSTEM

2. SERVICE OBJECTIVES

- a. To plan for future needs of the System services ensuring that delivery will be relevant to member user needs through the most efficient method possible.
- b. To coordinate System services with member services and among each other to ensure efficient delivery of the services and avoiding duplication of effort.
- c. To respond to long-range planning needs in FY 04/05 using the Long Range Strategic Plan 2003-2006 and the Technology Plan for July 1, 2004 to June 30, 2007.
- d. To review Long Range Plan and consider update and process to support it.
- e. To coordinate with other library and information providers and other libraries in Library of California Heartland Regional Library Network (Region VI) to improve access to resources available.

3. INVENTORY OF AVAILABLE RESOURCES

- a. Knowledgeable System Administrative Council and Advisory Board members.
- b. Skilled administrative staff in headquarters.
- c. Resources of member jurisdictions and resources available via the Internet.
- d. Information resources of the System.
- e. System program of reference, communication/delivery, advisory board, automation/database, interlibrary loan, video and DVD, equal access, and regional circulation and reports system.
- f. System newsletter, News & Clues.
- g. Members of Heartland Regional Library Network (Region VI).
- h. System web page, www.sjvls.org

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4. PLAN OF ACTION

- a. Conduct daily management oversight through Administrative staff in Fresno County Library.
- b. Conduct administrative oversight for all programs through the 6 regular meetings of the System Administrative Council.
- c. Conduct planning through specific Administrative Council meetings, System Advisory Board meetings, the annual budget.
- d. Conduct research and development for System service through effective routine regular professional reading, conference/seminar attendance (4), and personal visits/conversations (8).
- e. Conduct review/evaluations of System services using routine feedback from members, patrons, System Administrative Council, and System Advisory Board members, and specially designed evaluation instruments
- f. Conduct regular assessments of regional needs to develop and improve services to the underserved.
- g. Participate informally with the Heartland Regional Library Network (Region VI) of the Library of California.
- h. Participate in collaborative groups in the area, which will enable more resources to be made available to library users in our service area.

5. USER BENEFIT EXPECTED

- a. Well-coordinated services planned to meet user needs utilizing the most effective means available.
- b. Needs of the underserved in the region will be met at a level higher than if the regional service concept did not exist.

6. RELATED NON-CLSA ACTIVITIES

- a. Additional activities involve carrying out planning, coordination and evaluation by the Administrative Council and System committees in service areas not funded by CLSA. Activities ongoing or underway are outlined in the attached Long Range Plan. 

**CALIFORNIA LIBRARY SERVICES ACT
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AUTOMATION

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

2. SERVICE OBJECTIVES

- a. Coordinate maintenance, troubleshooting, and upgrades for hardware and software.
- b. Respond in a timely manner to member requests for assistance and provide appropriate updates on the status of unresolved problems.
- c. Provide technical training to staff of member libraries.
- d. Provide statistical reports and deliver notices in a timely manner.
- e. Provide cost-effective and timely means for patron notification by taking advantage of technology such as TeleCirc and e-mail.
- f. Facilitate development and maintenance of a uniform bibliographic database through coordination of cataloging centers and communication of cataloging.
- g. Provide and maintain a reliable network capable of supporting current online library system, Web browsing, and other desired network applications, such as remote PC management and Web filtering.
- h. Assist members with long range planning for technology costs.
- i. Continue implementing online interconnection with other California libraries and library systems through Z39.50 and related standards.
- j. Facilitate remote access to member library resources through operation of servers for HIP access to the shared catalog and Remote Patron Authentication for links to commercial databases.

3. INVENTORY OF AVAILABLE RESOURCES

- a. Knowledgeable SJVLS staff.
- b. Library Automation Vendor Users Group (CODI).
- c. Vendor support.
- d. Horizon-L, HIP discussion list, and other e-mail listservs.

4. PLAN OF ACTION

- a. Continue to facilitate trouble shooting, problem solving, and issue resolution through use of TrackIt software.
- b. Train key library staff in telecommunications and PC troubleshooting and

**CALIFORNIA LIBRARY SERVICES ACT
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- maintenance. Purchase a subscription to OCLC Institute/MindLeaders technical courses for one technical support person at each jurisdiction.
- c. Customize Telecirc II for better telephone notification services.
- d. Expand use of e-mail for overdue and holds notices.
- e. Provide training and technical assistance to member libraries on installation of CybraryN PC reservation tool.
- f. Coordinate configuration of Internet filtering to meet local needs and CIPA requirements.
- g. Build additional content on the SJVLS intranet.
- h. Continue to apply for Federal E-rate and California Teleconnect Fund discounts on telecommunications on behalf of the system.
- i. Configure Horizon Information Portal to serve special audiences such as children and young adults, non-English speakers, and those with disabilities.
- j. Plan for implementation of patron self-registration.
- k. Prepare wireless Internet access implementation plan including cost estimates.
- l. Implement federated searching following Reference Committee recommendations.

5. USER BENEFIT EXPECTED

- a. Access of materials is much greater than if each member were responding to the need on its own.
- b. Other System services are able to take advantage of these tools to improve their own levels of service.
- c. Improved access to State and Heartland Regional Library Network resources.
- d. Access to ValleyCat, databases, and other library services from home computers will be easier and require less assistance from library staff.
- e. Users will be notified in a timelier manner for overdue items and holds while controlling mail costs.
- f. In-house library users will have better service through reduced PC downtime and improved Internet speeds.
- g. CybraryN software will give users equal access to computer use time.

6. EVALUATION

- a. System staff and members will bring issues to periodic meetings of the Automation Committee.

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- b. Evaluation of OPAC and shared databases in each location by the patrons.
- c. Evaluation of remote access by patrons outside the library.
- d. Evaluation of network adequacy through network reports.
- e. Feedback from patrons via the System Web page.

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TALKING BOOK LIBRARY FOR THE BLIND

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

Serving patrons with visual impairments, blindness or physical disabilities which prevent reading standard print, in the counties of Fresno, Tulare, Kings, and Madera, the Fresno subregional library of the National Library Service for the Blind and Physically Handicapped provides talking books and magazines on cassette, playback machines, and reader's advisory and referral services to eligible applicants.

Eligible applicants are defined as those individuals who have been certified by a competent authority (doctor, social worker, librarian, etc.) as unable to read standard print or use standard printed material. The general population of the counties is 1,536,100 (from the California City/County Population Estimates and with Annual Percent Change, January 2004). The number of potentially eligible applicants is 21,505 (using NLS formula of 1.4% of service area population being potentially eligible), and the number of current registered accounts as of March 31, 2005 is 1,600, representing approximately 7.4% of our potential user population. This is a 2.4% decrease from last year's total number.

In 1975, Fresno County Free Library began the subregional service under the Sacramento Regional of the National Library Service for the Blind and Physically Handicapped of the Library of Congress (NLS).

Some events in FY 2004-2005

--The "Fresno Access News" service continues to be used by approximately 204 subscribers, a small decrease from last year's total of 210. Patrons can listen to over 101 local, state and national newspapers toll-free. Talking Book Library patrons, and other service area residents meeting the eligibility criteria for Talking Books, sign up through a national vendor (Newsline®, provided by the National Federation of the Blind) to receive these newspapers at no charge, via voice synthesized speech over their own home telephones. We process Newsline® subscriptions online and give the patron their access code immediately, a convenience that has greatly reduced the time it takes to get a patron started with this service. Due to technical considerations, *The Fresno Bee* continues to submit their files to the vendor too late for the current day's *Bee* to be included in the service, but listeners can hear the previous day's edition.

--Continued to expand classic radio play collection with TBLB Trust Fund money.

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- The Adaptive Personal Computer at the branch, which has access to the Internet, word processing, and more, and is equipped with screen magnification and screen reading software to enable use by patrons who are blind and visually impaired, continues to receive use by patrons and our community. However, we have had some trouble with the adaptive software and the computer has been with System staff for repair for many months.
- TBLB's Book Discussion Group continues to meet on a monthly basis in the "Pioneer room" at the branch. Enthusiastic members contribute to lively discussions. This year, books and authors discussed included: Clive Cussler, Tracy Chevalier, and Ernest Hemingway.
- Referral relationships continued with organizations such as Kings-Tulare and Fresno-Madera Area Agencies on Aging, Madera's Eye Care Program, Friendship Center for the Blind (now renamed Valley Center for the Blind), Center for Independent Living/Fresno, Center for Independent Living/South Valley, Blind Babies Foundation, local school districts, and the Veterans' Administration VIST program. Outreach continued on many levels to nursing homes and care facilities, retirement living centers, correctional institutions, local service clubs, community college disability awareness fairs, senior resource fairs, and more.
- Four Talking Book Library newsletters were produced in fiscal year 2004-2005. The TBLB Newsletter is available in large print and on cassette and is posted on the TBLB web site. It can also be sent by e-mail as a Word document attachment for patrons who wish to read it on their computer. With the help of a TBLB volunteer, the newsletter is now available in Braille for patrons who are interested. All issues of the TBLB Newsletter, including all issues available from previous years, are now bound and kept available in the Professional Library area of the Fresno County Library Headquarters.
- A basic introduction to the services provided by the Talking Book Library was provided to new librarians as they were hired, and to Senior Library Assistants and Library Assistants as part of their training track.
- TBLB's Annual Open House was held on the first Thursday afternoon in November, as is traditional. This year, librarian/storyteller Terrance McArthur presented a lively and entertaining program to an attentive audience of about 35 people.

2. SERVICE OBJECTIVES

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- a. The subregional will interpret its services to members and users in its service areas and regularly communicate news and information.
- b. The subregional will publicize its services to make eligible nonusers aware of library service.
- c. Member library staff orientation will be provided on an annual basis.

3. INVENTORY OF AVAILABLE RESOURCES

- a. Reading materials in non-print formats, promotional materials, and playback machines are supplied by the National Library Service for the Blind and Physically Handicapped of the Library of Congress and the Sacramento Regional Braille and Talking Book Library.
- b. Free mailing of materials and machines is provided through a federal postal subsidy.
- c. Recorded materials acquired through a LSCA grant to Fresno County Library for older adult materials (This mainly refers to our collection of "Old Time Radio Shows on Cassette").
- d. Recorded materials acquired through contributions to Talking Book Library for the Blind Trust Fund and Friends of the Fresno County Library.
- e. Access to newspapers by telephone via Newsline®/Access News system.
- f. Accessible Personal Computer with screen reading and screen magnification software provides access to the Internet, word processing, spreadsheets and many other functions. Upgrades to this computer in the summer of 2003 added Braille translation and Braille printing capability which has been used to print TBLB newsletters and flyers in Braille. Patrons have also (for a regular per-page fee) used the Braille printer to print items they wished for themselves.

4. PLAN OF ACTION

- a. The subregional will produce a newsletter four times a year in large print, spoken word, e-mail and Braille formats informing the users of service policies and procedures, new services, aids, resources available, and changes that will affect them.
- b. The subregional librarian and staff will continually seek input on user satisfaction through attendance at consumer group meetings and conversations with users in person, via letter, via e-mail, or via telephone.
- c. The librarian and library staff will continue to take an active role as advocates of library service for the blind and physically disabled community.
- d. The subregional will work with the Library Public Information Officer to release public service announcements on a quarterly basis to selected

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- news media in the four-county area.
- e. The librarian will visit the headquarters of all public library systems in the four-county area at least once a year to orient and update the staff on the functions and purposes of the subregional. This has not happened in previous years but the librarian hopes to do at least a few of these this year.
- f. The librarian or subregional staff will visit, mail brochures to, or telephone related Central Valley organizations and professionals, such as, optometrists, nursing homes, special education teachers, and public libraries once a year to keep them informed about library services available to their clientele.

5. EVALUATION

- a. Number of presentations given to community groups.
- b. Number of new applications received during the year.
- c. Evaluation of presentations given to member staff.
- d. Annual survey of user satisfaction distributed with the newsletter.
- e. Number of registered users.
- f. Number of subscribers to Fresno Access News.

6. REGISTERED USERS BY COUNTY*

Counts taken in March each year:

| | <u>1999</u> | <u>2000</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> |
|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Fresno | 1033 | 1081 | 1049 | 954 | 968 | 962 | 953 |
| Kings | 107 | 123 | 137 | 148 | 164 | 174 | 159 |
| Madera | 165 | 174 | 198 | 189 | 206 | 200 | 191 |
| Tulare | 331 | 331 | 328 | 291 | 299 | 303 | 297 |
| TOTAL | 1636 | 1709 | 1712 | 1582 | 1637 | 1639 | 1600 |

*Only users who are "active" as defined by NLS (at least one book circulated in the current year).

We have continued to receive a good flow of applications, particularly from referral sources such as correctional institutions, the Valley Center for the Blind, schools, and

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the Veterans Administration.

Unfortunately, despite our best efforts to encourage users to read actively, many accounts are still suspended each year. This is related to many factors, the most significant of which is that, with the additional staffing provided by Measure B (Fresno County Library Sales Tax Measure), we are now able to spend more time working on clearing inactive accounts. Staff, especially the librarian, has been contacting inactive patrons to discuss their service and attempt to encourage them to continue using Talking Books. These attempts are often unsuccessful due to address changes or phone number disconnects of which we were not notified and thus cannot contact the patron any more. We also have patrons whose mail has been returned repeatedly to TBLB and who have not informed us of their correct new address. Other reasons inactive patrons cannot resume service may be the death of the patron (due to the nature of our program, the age range of our patrons tends to skew significantly to an older age); or the inability of the patron to use the service anymore due to medical or mental complications of aging. Librarian Wendy Eisenberg has also been experimenting with calling new patrons a few months after they begin service, to make sure that their service is flowing smoothly and that they are receiving books they like, with the hope that this will decrease the number of patrons who become inactive due to difficulties understanding the player machine or understanding the way the service works, or due to lack of interest. Many of our new patrons are very enthusiastic and enjoying the service very much. We encourage all our patrons to spread the word to others who may be eligible and interested.

Strong usage continues among inmates in correctional institutions, and in users of our "Old Time Radio Show Collection".

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CHILDREN'S AND YOUTH SERVICES

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

The Children's and Youth Committee meets four times a year. These meetings deal with action items, general information-sharing, and mutual concerns of members.

2. SERVICE OBJECTIVES

- a. Meet 4 times annually as a committee.
- b. Continue school and public library cooperation.
- c. Determine needs to be covered by the training workshops.
- d. Develop an active channel of communication with the Children's Services Consultant of the California State Library.
- e. Conduct shared theme systemwide Summer Reading Programs.
- f. Explore systemwide shared resource opportunities.
- g. Build on the successes of the Young Adult Services Institute grant.

3. PLAN OF ACTION

- a. Develop core lists of children's and young adult materials in a variety of genres, considered essential to every library.
- b. Continue information-sharing on specific issues such as summer reading programs, grant opportunities, innovative programs for children and young adults.
- c. Develop in-service training by and for staff in System libraries in the areas of reader's advisory, juvenile reference, and programming and explore possibilities for funding such a program.
- d. System will strive to work with California State Library Summer Reading Initiative to have a common program
- e. Determine interest and feasibility of systemwide shared electronic resources for youth.
- f. Develop strategies to incorporate the successes of the Young Adult Services Institute grant

4. EVALUATION

- a. Creation and use of the core lists in member libraries.
- b. Evaluation forms at workshop(s), training sessions, etc.

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- c. Number of training sessions.
- d. Number of youth enrolled in Summer Reading Programs.

**CALIFORNIA LIBRARY SERVICES ACT
SYSTEM PLAN OF SERVICE 2005/06**

CIRCULATION

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

The Circulation Committee meets regularly during the year. These meetings deal with operational issues, information-sharing, and the mutual concerns of members relating to Horizon. Areas assigned by Council include circulation procedures, reviewing current policies, recommending uniform policies, and interlibrary loan procedures.

2. SERVICE OBJECTIVES

- a. Develop simplified instructions for the principal functions of the circulation module.
- b. Develop an effective exchange of information between jurisdictions through the use of e-Mail, the web and other means in order to foster continued training in the operation of Horizon.
- c. Develop uniform circulation and interlibrary loan standards to the greatest extent possible throughout SJVLS.

3. PLAN OF ACTION

- a. This committee will prepare and distribute to each operator, simplified instructions for the principle functions of the circulation module.
- b. Committee members will maintain contact with one another and others dealing with the circulation module through e-mail or the web to the extent necessary to promote uniform circulation procedures.
- c. The Circulation Committee will make recommendations to improve circulation and interlibrary loan procedures and promote uniformity.
- d. Working with their appropriate supervisors, committee members will take the lead in instruction and distribution of information concerning system-wide circulation concerns within their individual jurisdictions.

4. EVALUATION

- a. Evaluation of circulation module functionality will be made by committee members working in conjunction with appropriate supervisors in each jurisdiction.
- b. The Administrative Council in conjunction with appropriate supervisors within each jurisdiction will determine the value and extent of circulation committee activities and recommendations.

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COLLECTION DEVELOPMENT

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

The Collection Development Committee meets quarterly to exchange general information and to discuss and take action on matters of mutual concern related to coordinated collection development.

2. SERVICE OBJECTIVES

- a. Annually review existing special collections in each SJVLS library.
- b. Continue resource sharing with Heartland libraries.
- c. Utilize our on-line circulation system to further effective collection development and resource sharing.
- d. Pursue cooperative buying.

3 PLAN OF ACTION

- a. Quarterly share and exchange information which will aid the SJVLS libraries in specific subject areas of collection development.
- b. Review access to all types of materials held by system libraries within the next 12 months.
- c. Continue to evaluate effectiveness of the System-wide cooperative buying of Best Sellers through a Best Seller Pool plan, proposing any changes including expansion as appropriate.

4. EVALUATION

- a. Information on special collections and specific subject areas is shared among System libraries.
- b. The Collection Development Committee will discuss areas of concern and make recommendations to the Administrative Council.

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SERVICE AGREEMENTS AND CONTRACTS

The System makes provision for occasional service agreements with other libraries or library systems.

Protocol agreements were executed with the Peninsula Library System, Black Gold Library System and the California State University, Fresno, Madden Library in FY 93/94 through an LSCA Grant and those agreements continue now with local funds.

Since May 2001 the System has provided service under contract to the Heartland Regional Library Network. Heartland has been reduced to minimal activities due to lack of funding and no longer contracts with SJVLS for services. SJVLS continues to maintain the Heartland website, the HRLN-L discussion list, monitoring of use of the Heartland FirstSearch and InfoPeople accounts, and the Heartland virtual catalog as a service to the region.

**CALIFORNIA LIBRARY SERVICES ACT
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EQUAL ACCESS PROGRAM

1. SAN JOAQUIN VALLEY LIBRARY SYSTEM

Members of SJVLS will provide service to other residents of the System under the same rules as they do to their patrons. The Administrative Council will monitor this goal and take appropriate measures to provide balance and to avoid inequities between members.

2. What are benefits to your members from the equal access program?

- a. Library users have one library card which can be used at over 100 locations in the SJVLS service area. (April 2004 = 96 physical locations, plus 7 bookmobiles, 2 Literacy Centers, 1 Literacy Van)
- b. Books and other material types are loaned to users in the same manner and under the same rules as loans to local patrons.
- c. SJVLS developed local programs to deliver online serials indexing and full text to patrons throughout the region with local funds.
- d. Patrons can access the SJVLS ValleyCat online resources via the Internet on the same basis regardless of where they live in the entire service area.
- e. Three shared databases are available in the library and remotely.

3. What is your System doing to support, promote or publicize the equal access program?

Every time a user accesses the pooled data base, information is presented on the collections of other jurisdictions in the System. Library staff is available to explain the options to the user on how to retrieve the material.

4. Identify the libraries in your System that have a high non-resident use.

For SJVLS, Fresno County, Porterville Public, and Tulare Public have significant non-resident use. To date these levels have not exceeded benefits derived from System participation. All SJVLS members pool direct loans and interlibrary loan payments to support the integrated online system telecommunications expenses, reference, other communications and delivery expenses.

- a. How often does each of these libraries update its non-resident regulations?
All members treat non-residents the same under the equal access program. Review is periodic with no set timetable. System Circulation

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Committee regularly reviews SJVLS procedures and recommends policy/procedural changes.

- b. For each of these libraries indicate non-resident registrations as a percent of total registration.

Not kept since there is a common database of patrons, registrations are made for the patron's home library. This practice enables all members to benefit from correct non-resident data for the entire system area.

5. What are the primary causes for the high non-resident use of each of the libraries in 4 above? (Examples: availability of home library-hours open; geographic location; user convenience; commute patterns; strengths of special collections; quality of facilities; availability of other services-Internet; online database access; etc.).

The factors are a combination of service and collection availability, local government policy decisions on annexation, commuter patterns, the existence of city and county library jurisdictions in one county area, and proximity to county lines.

6. How is non-resident use adversely affecting a host library's ability to provide services to its home users?

To date no adverse impact identified. Members continue to review costs and benefits together to insure balance is maintained.

7. How are System policies and services affecting Equal Access?

Equal Access is improved by the existence of a regional online automated system, shared databases, common circulation policies, a shared database of collections and patrons, shared online materials access, and common children's book break programs.

8. Based on the above, what can the System do to reduce non-resident use that adversely affects a host library? Describe the methods to be used to reduce the adverse effects on host libraries.

Continue to work out negative impacts regionally or within subregions, to offer regional access points and common services to avoid migration of patrons to members with special services needed by non-resident patrons, to adopt common policies where appropriate to treat patrons equitably throughout the region.

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9. Service Objectives

- a. Provide seamless access to collections in all formats through ValleyCat, both in the libraries of the System and via home/office delivery of the online information.
- b. Provide for information sharing about services, projects, and problems.
- c. Establish common responses to changes requested by patrons for services where ever such a response is appropriate for all service offerings.
- d. Establish, with the System Advisory Board, an improved program of public awareness.

10. Plan of Action

- a. Methods used for seamless access to ValleyCat will depend on the availability of resources.
- b. Identify services which might need a System response, evaluate the possibilities, review options, and finalize decisions as appropriate.

11. Evaluation

- a. The Administrative Council and Advisory Board will conduct periodic reviews to determine how local and system policies and services are affecting equal access.