

Report Summary

As part of the budget for the 2016-2017 fiscal year, Assembly Bill 1602 allocated \$3 million dollars in one-time funds to the California State Library under the California Library Services Act.

Responsibility for allocating funds under the act falls to the California Library Services Board which, after receiving extensive testimony from the library field, voted to allocate the funds as follows:

- \$1 million for a statewide “Zip Books” program;
- \$300,000 to add new content to the enki eBook database and ensure as many of California’s public libraries as possible are connected to its content;
- \$200,000 to help California public libraries connect to the SimplyE application, which allows for multi-platform discovery of eBooks;
- \$1 million for software and hardware grants for public libraries;
- \$200,000 to create innovation labs through partnerships between libraries, employers and educators; and
- \$300,000 to create an impact study and online clearinghouse cataloguing the economic and social value of libraries.

This report provides information on each of these projects, including; the progress made on the project since the funds were allocated, any outside funds or resources being used to benefit or support the project and its goals, and the progress of each project toward providing local, regional, or statewide e-resources or making already available resources more easily accessible to libraries and library patrons.

**California Library Services Act Funds
2016-2017 Fiscal Year**

Allocation of \$3 Million in One-Time Funding

September 1, 2017



Greg Lucas, State Librarian of California

Executive Summary: Process and Actions

The California Library Services Act, first established in 1977, was enacted to better share resources and services, especially to the state's underserved communities such as those with disabilities, limited English speaking or economically disadvantaged individuals. The California Library Services Board is responsible for the administration of the act, including the allocation of funds.

As part of the 2016-2017 fiscal year budget, Assembly Bill 1602 allocated \$3 million dollars in one-time funds to the California State Library under the California Library Services Act.

The California Library Services Board held public hearings at two of their 2016 meetings to identify issues and needs facing public libraries and strategies for how the \$3 million in one-time funding could be used to help meet those needs.

During these hearings, library services board members identified attributes they wanted potential projects to incorporate. Those attributes included:

- Resource sharing among libraries on a statewide or regional level;
- Sustainable projects that would continue without possible state support;
- Statewide or multi-library jurisdiction benefits;
- Opportunities for partnerships or collaboration to augment state funds; and
- Improved access to informational resources for underserved communities

California State Library staff requested feedback and proposals from individual public library directors and California's Library Cooperative Systems, consortiums representing most of the 1,119 public libraries in California.

Based on the spending priorities established by the board -- especially those regarding increased access to e-resources -- and feedback from public libraries, the California Library Services Board voted to award the \$3 million in one-time funds as follows:

- \$1 million for a statewide "Zip Books" program;
- \$300,000 to add new content to the enki eBook database and ensure as many of California's public libraries as possible are connected to its content;
- \$200,000 to help California public libraries connect to the SimplyE application, which allows for multi-platform discovery of eBooks;
- \$1 million for software and hardware grants for public libraries;

- \$200,000 to create innovation labs through partnerships between libraries, employers and educators; and
- \$300,000 to create an impact study and online clearinghouse cataloguing the economic and social value of libraries.

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Zip Books

Program background

The California State Library created the “Zip Books” pilot program five years ago with federal grant funds to help improve access to information. Today, it’s used by more than 30 library jurisdictions.

Under the “Zip Books” program, when a library patron requests a book the local library doesn’t own, the library buys the book online and has it delivered directly to the patron. The patron then returns the book to the library when finished. The library adds the item to its collection or uses it in other ways to support the library.

The documented benefits of this program include:

- Speedy access to materials;
- Ease of administration for library staff;
- A collection more attuned to the needs of the local community; and
- Significant cost savings to each library.

Based on library staff and time, a “Zip Books” transaction costs \$8.60 versus nearly \$30 for a traditional interlibrary loan transaction.

Action taken by the Library Board

The California Library Services Board allocated \$1 million to expand the existing “Zip Books” project with priority given to rural or frontier libraries, particularly those in the Central Valley and the Central Coast.

The goal is to add at least 35 rural and/or low per capita income library jurisdictions in three stages over the life of the project. These libraries will be added to the 30 libraries already participating in the pilot project. An additional 20 libraries will be phased in during two subsequent stages. Each participating library will receive training and support throughout the program.

Interactive access to best practices and procedures developed and identified through this project will be made available to all California libraries in conjunction with the development of a sustainability plan for the program.

Project progress

During the last six months, a 15-member “Zip Books” Advisory Group was created and has already met to review the grant goals and objectives as well as discuss current policies and procedures and assess potential changes.

Fourteen rural libraries, representing a total service population of 2,947,413, have been identified and have expressed interest to participate in the first stage. All “Zip Books” participating libraries, new and old, will be encouraged to attend a training meeting at the California Library Association Conference in November 2017. Preparation for that meeting is underway at this time.

Additional funding or resources

The “Zip Books” program receives some \$335,000 annually in federal Library Services and Technology Act grant funds which support the existing participating libraries. These funds also assisted with the development of the project and the identification of effective processes and areas for improvement to be handled in the expansion project.

Enki: Shared California eBook Platform with Library Owned Content Project

Program background

The enki Library eBook platform was developed in 2013 with federal Library Services and Technology Act funding. Enki is a fee-based subscription service which enables patrons of participating libraries to access over 60,000 eBooks.

In addition to a variety of genres including classical literature, encyclopedias, fiction, non-fiction, and travel, the enki library also has a collection of “always available” titles including, graphic novels, short stories and self-published works, which can be accessed by numerous subscribers with only one license.

Currently, 86 of California’s library jurisdictions have a subscription to enki.

Action taken by the Library Board

The Shared California eBook Platform with Library Owned Content project aims to connect the rest of the libraries in California as well as add between 7,000 and 10,000 new titles to the enki library. The California Library Services Board allocated \$300,000 to the enki project which included:

- \$100,000 to connect the 91 California library jurisdictions not connected to enki
- \$200,000 to add new content to the enki library

Project progress

All library jurisdictions which do not currently subscribe to the enki Library have been contacted regarding connecting and provided with an application and instructions for applying. As of July 2017, 28 libraries have submitted their application to participate and 13 of those libraries have completed set-up.

A Collection Development Survey has been conducted of current participating libraries to ask how they would like the collection budget to be spent. The results are being reviewed and publishers will be identified to fulfill the identified needs. In addition to individual topics, special focus will be given to unlimited download collections to avoid hold-queues.

Additional funding or resources

In the 2016-2017 fiscal year, Califa provided in-kind and cash contributions to the project in excess of \$115,000. Additionally, the Pacific Library Partnership, the

cooperative library group providing technical and administrative support for new library setup, has utilized their independent California Library Services Act funds to help their individual member libraries subscribe to the enki platform.

E-resources

This project is aimed at boosting statewide availability of eBooks by funding subscriptions to an additional eBook platform for public libraries in California who are currently unconnected, as well as funding an increase in the resources available through that platform.

SimplyE: Cross-Platform eBook Discovery Application and Reader

Program background

The current process for purchasing and accessing eBooks through public libraries is complicated. Libraries tend to purchase eBooks on multiple platforms in order to provide access to a broad range of collections and diversify their vendor partners.

Additionally, every eBook vendor provides their own proprietary eReader application that allows patrons to search for and read the eBooks the library purchases on that vendor's platform. This requires patrons to download various applications depending on which vendor is supplying the library resource they want to utilize.

The New York Public Library used federal Institute of Museum and Library Science grant funds to develop Library Simplified or "SimplyE", an open source application that allows for the discovery and reading of materials provided by a variety of eBook vendors using a single application.

Even though the application itself is open source and freely available there are barriers to public libraries which include: servers, purchase of an Adobe Vendor ID, a Radium license and internal development to link with the library's integrated library system.

Action by the Library Board

The Cross-Platform eBook Discovery App & Reader project, funded with \$200,000 in one-time California Library Services Act money, aims to facilitate the eventual statewide deployment of the SimplyE application. This will include the purchase of a statewide Radium license, a statewide Adobe Vendor ID and installation of centralized servers in the cloud to support the project.

The library services act grant for this project includes implementation of the SimplyE application in pilot libraries to analyze circulation data and assess the simplified discovery. Additionally, a sustainability plan will be developed to extend the project.

Project progress

The project administrator has already secured the required Radium license and Adobe Vendor ID necessary for this project.

An invitation was extended to all California libraries to participate as pilot libraries for this project. Six pilot library jurisdictions/cooperatives were selected out of 45 applicants: Alameda County Library, Santa Clara County Library District, Los Angeles Public Library, Butte County Library, Porterville Public Library, and Black Gold Cooperative Library System which includes Blanchard/Santa Paula Public Library, Lompoc Public Library, Paso Robles Public Library, San Luis Obispo City-County Library, Santa Barbara Public Library and Santa Maria Public Library.

The successful applicants represent different California Library Services Act cooperative systems, a variety of service population sizes, and have different eBook vendor subscriptions and integrated library systems. In addition to these library jurisdictions, 11 more have already signed up to subscribe to the SimplyE service for their library patrons.

Alameda County Library has begun the process of connecting to SimplyE. So far they have completed the authentication on their integrated library system for patron login, customization of the app, integration of multiple eBook platforms, and setup statistics gathering using Google Analytics.

The Alameda SimplyE app is now available for download and testing and the library has confirmed its ability to search, download and read materials on several of their eBook platforms.

Additional funding or resources

For libraries not covered by the grant, pricing for the annual subscription has been set at \$3,000 per library. This price is based on cost recovery for the program partners to set-up and host the libraries and will be reassessed at the beginning of the 2018-2019 fiscal year.

The Pacific Library Partnership has allocated up to \$50,000 of ongoing library services act funds for their member libraries who would like to subscribe to SimplyE through the 2018-2019 fiscal year.

E-resources

The purpose of this grant program is not to create or fund e-resources for participating libraries. It will, however, make accessing the e-resources that libraries are already providing significantly easier for patrons.

Hardware and Software Improvements Project: **Libraries Illuminated**

Action taken by the Board

The \$1 million in one-time funding allocated for the Libraries Illuminated project is intended to help libraries, particularly those in underserved communities, make software and hardware improvements to maximize benefits to patrons as they access new high-speed Internet connections.

Eligible purchases include: cutting-edge technology that helps libraries fulfill the potential of their broadband connections; hardware and software that allows libraries to use their broadband connections more effectively; and technology that enables libraries to make the best use of their non-broadband Internet connections.

Funds will be divided equitably between libraries requesting different types of technology and between different types of public libraries -- rural, suburban, and urban; city, county, and special district; lower- and higher-resourced.

Project progress

An advisory group has been formed to guide development of the project and ensure that it meets the needs of California's libraries. The group represents a variety of geographic areas and public libraries and has expertise in broadband connectivity and the potential that this connectivity has for children, teens and adults as well as underserved communities.

The application form and guidelines have been developed and a web page created where full information about the project can be found:

<http://www.library.ca.gov/lids/illuminated.html>

The project was publicly launched in June 2017 and a deadline of September 15, 2017 was set for receipt of applications. The project has been promoted using professional listservs and social media. An informational webinar was presented by project partners to provide guidance to the field on preparing their applications.

A plan for receiving and reviewing applications and implementing the project in libraries has been created. If project funds are not fully expended during the first application period, a second call for applications will be issued in 2018.

To measure the program's effectiveness, a partnership has been formed with the national Public Library Association. Libraries will be required to use the

association's Project Outcome evaluation tools to measure the impact of the programs and services they provide with their new technologies.

The breadth of topics encompassed by Project Outcome—including civic and community engagement, digital learning, economic development, education and lifelong learning, early childhood literacy, job skills, and summer reading programs—will allow the state to capture consistent outcomes data about the effectiveness of Libraries Illuminated.

Additional funding and resources

Libraries that receive project funding are required to contribute matching funds and resources to the project. The match should be a combination of cash and in-kind contributions and may come from any combination of the applicant libraries, project partners, or other sources. The higher the local per-capita spending on libraries, the higher the local match requirement.

E-resources

Establishing regional or statewide e-resource platforms is not really a goal of this particular project but may emerge as applications are submitted.

Innovation Station Project

Project background

The Innovation Station Project's goal is to involve librarians, educators and employers in developing labs that promote creativity and collaboration.

This concept was modeled after the collaboration between Chula Vista Public Library, Chula Vista Elementary School District, and Qualcomm to create a space for learning called the Innovation Station. This space is inspired by Qualcomm's Thinkabit Lab™, originally created to encourage students to consider science, technology, engineering, and math (STEM)-related careers by spending a full day exploring STEM tools in a hands-on, do-it-yourself, learning lab.

Chula Vista Public Library's Innovation Station launched in the 2015-2016 fiscal year through in-kind contributions from the Chula Vista City's library and school district and federal Library Services and Technology Act funds from the California State Library. Federal funding of \$29,948 for the project continued in fiscal year 2016-2017 fiscal year with over \$150,000 of in-kind contribution by Chula Vista library and school district staff.

Action taken by the Library Board

The California Library Services Board allocated \$200,000 for the purposes of creating Innovation stations to connect people with the skills required for various jobs and encourage the creative problem-solving that is central to success in California's innovation-based economy. The project will strive to use the technology and tools in the Innovation stations to engage members of the community to explore creative programs and develop skillsets.

A panel of representatives from the California State Library, and the Southern California Library Cooperative or another library jurisdiction will review applications from libraries. A successful applicant must demonstrate the ability to create a partnership with employers and educators and present ideas for innovative spaces that fit the needs of a particular community. The Chula Vista Public Library director will serve as an Innovation Station mentor.

Project progress

The application form to participate in the Innovation Station Project has been developed and application guidelines are being created to launch the project in

September 2017. It is anticipated that 18 libraries will be selected to receive \$10,000 each to help create Innovation Stations around the state of California.

Additional funding and resources

The Southern California Library Cooperative is in communication with Qualcomm to solidify the resources they are willing to provide. Through this project, the library cooperative will leverage Qualcomm's in-kind contributions to train library staff and provide experience in conducting workshops for select Innovation Station libraries. Microsoft is also being explored as a potential partner, and their contributions to the project are to be established.

E-resources

An Innovation Station team comprised of Southern California Library Cooperative and California State Library staff has been formed to develop project parameters and review applications.

Chula Vista Public Library previously created online videos featuring its Innovation Station and these e-resources containing project information will be shared with libraries, so they can see what an Innovation Station looks like and how they might create one at their library.

Other methods of sharing e-resources will be utilized, such as online social media platforms to highlight project resources and share project news.

Impact Study and Online Clearinghouse

Action taken by the Library Board

The California Library Services Board designated \$300,000 for the creation of an impact study and online clearinghouse, cataloging the economic and social value of California's libraries.

Numerous studies have evaluated the cost-effectiveness and return on investment of libraries but no central repository for that information exists.

This project will collect and make available published data and literature on the different dimensions of value that libraries provide, and generate original research that focuses specifically on the value of California libraries. All data, literature, and original research will be made available through an online clearinghouse on the State Library's website and through publication in professional journals.

The project dovetails with a recently announced national effort by the federal Institute of Museum and Library Services and the Chief Officers of State Libraries Association called "Measures That Matter," which seeks to evaluate the landscape of public library data collection in the United States. As the Institute for Museum and Library Services notes in announcing its effort, there has been a chronic lack of coordination among entities collecting data about the value of libraries.

Creation of the online clearinghouse is aimed at bringing together the most reliable information. The clearinghouse will be brought online first so that as information is collected and evaluated it can be immediately provided to libraries and used to identify the most pressing areas for future research.

The project will benefit the library community, library stakeholders -- including partners and elected officials -- and the communities that libraries serve by demonstrating and raising awareness of the value of California libraries.

Project progress

A faculty member and student from the San Jose State University's iSchool, are gathering data on the value of libraries.

So far, approximately 60 resources have been collected, reviewed, organized, annotated, and prepared for inclusion on the State Library's website. The resources were created between 1998 and 2017 and selected for their relevance to California. They include studies that took place in California (just two of the

60), statewide studies conducted elsewhere, and studies that are of national or international significance.

The first set of resources focus mainly on the economic and financial return on investment provided by public libraries. They provide a solid foundation for the project and demonstrate that investing in libraries is a sound use of public funds. They have also offered a variety of potential methodologies to consider in developing an original study to explore the value and impact of California's libraries. A small number of studies that consider the question of how researchers have begun to measure the social impact of libraries have also been selected and included as a way to contrast varying definitions of financial value.

State Library staff is currently creating an online clearinghouse on the State Library's website through which the first set of resources will be made available. Project staff is currently collecting a second set of resources focusing on libraries' social and societal value.

A preliminary plan has been developed for conducting original research into the value of California's libraries. Work will continue with San Jose State University's iSchool to establish a working definition of value that can be used to inform this original research project.

E-resources

While the project's goal isn't to create traditional library e-resources for patrons, it will result in the creation of an online clearinghouse to share information with library professionals and staff throughout the state.

These resources can be used not only to help library professionals demonstrate the value of libraries to their community but also to communicate the services they provide to their patrons and the positive impact these services can have on patron's lives.

Conclusion

As this report indicates, most of the investments made by the library services board with the \$3 million in one-time funds are in the early stages of development.

All appear positioned to achieve the board's goal of improving the access Californians have to information, particularly e-resources, through their libraries.

Should the Legislature be interested, the State Library is happy to submit a follow-up report at the conclusion of the 2017-2018 fiscal year to assess progress.

-- Greg Lucas, State Librarian of California