



**NOLA Regional  
Library System**

A bi-monthly newsletter for members of NOLA Regional Library System

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To receive late-breaking news and technology-related information via e-mail, subscribe to The NOLA Desktop News at: <http://www.nolanet.org/tdn/desksubscribe.htm>

NOLA Notes is a publication of:  
 NOLA Regional Library System, 4445 Mahoning Avenue, NW, Warren, Ohio 44483

For more information, call (330) 847-7744 or visit our website at:

## Future Regional Library Funding in Question

Millie Fry, Executive Director

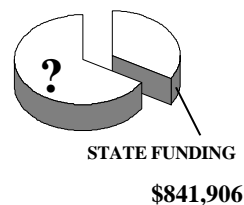
There are trying times ahead for Regional Library Systems in Ohio.

Regional Library Systems in Ohio were created in the early 1970's to assist their members in improving the quality of services provided to library users throughout the state. Currently, 314 libraries in 64 counties of Ohio participate in five chartered Regional Library Systems and two that will become chartered in 1999.

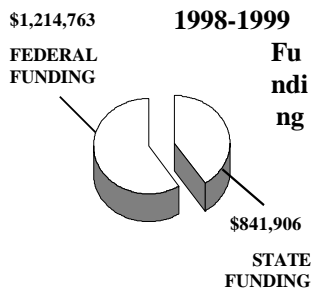
To this point, a combination of state and federal funding has enabled Ohio's Regional Library Systems to provide quality services each year to their members in the following areas:

- Over 300 days of CE workshops to over 6,000 library staff;
- Coordinated the finding, requesting, and delivery of over one-half million books, photocopies, and reference question transactions;
- Provided over 4,000 hours of technology support and troubleshooting;

- Partnered with the State Library of Ohio and the Ohio Library Council to develop and support House Bill 674, which would change the 1973 language of the Ohio Revised Code, thus permitting the participation of all types of libraries in all Regional Library Systems.



### WHAT WE KNOW...



TOTAL RLS FUNDING  
 1998-1999

**\$2,056,669**

*No Federal Dollars have been budgeted for Regional Library Systems except seed money for special projects.*

### WHAT WE DON'T KNOW...

#### 1999-2000 Funding

State funding for Regional Library Systems for 1999-2000 will include a base amount to each Regional Library System, which will include:

- Executive Director Salary and Benefits;
- Clerk-Treasurer Salary and Benefits;
- Rent;
- Utilities

# RLS Funding in Question, cont.

The State Library of Ohio will direct any "remainder" funds to the seven Regional Library Systems for five primary purposes:

- Cooperation among types of libraries—particularly school and public;
- Continuing Education and Training;
- Basic Librarianship Training;
- Technology Assistance and Consulting;
- Services to Under-served Populations

NOLA staff attended a retreat with other Regional Libraries in March to develop a single proposal on how we (Ohio's seven RLS) will provide services to members which respond to these five primary services.

## How Can YOU Help?

If you have not already done so, please contact your State Legislator ...

**TODAY!**

We need to convey the importance of the benefits that our members receive from Ohio's Regional Library Systems, explain the perilous funding situation-

**Ohio's RLS are losing \$1,214,763 in Federal LSTA Dollars as of June, 1999!**

and explain the need for increased state funding as a line item in the State Library Budget.

At the March 10th OLC Luncheon, NOLA will

have hanging files for each of you to give to your Legislator, which will include information on Ohio's Regional Library Systems and Library Fact Sheets from member libraries.

The Governor's 1999-2000 Preliminary Budget will be released on March 15, 1999. As soon as the budget is released, we must re-contact our legislators to emphasize the importance of increased state funding for Ohio's Regional Library Systems.

We cannot do this without the help of our members!

If you have any questions, please don't hesitate to contact me at the NOLA office at (330) 847-7744.

**Don't Miss OLC Legislative Day on Wednesday, March 10th!**

**In 1998, the State Library of Ohio commissioned a study of Ohio's Regional Library Systems.**

**The nationally recognized consulting firm, Himmel-Wilson Associates conducted this important study and reported...**

**"Funding should be a combination of membership fees and direct state funding to regional (library) systems."**

**"(There is) evidence beyond this anecdotal support that bolsters the assertion that participation in regional (library)**

## WHAT'S NEW?

### Geauga County Public Library Administrative Center On the Move



A new 21,000 square foot building in Chardon is the new home to the Administrative Center for the Geauga County Public Library.

The new building includes a new Central Processing Unit for the library's automated system

in the Ravenwood Building, which will allow for growth and will make the library Y2K compliant. Also included is a new garage to house their bookmobile and other library vehicles, allowing ample space to maintain the vehicles themselves.

Efficiency was the primary reason for the move. With the new building, work flow improves, allowing for greater efficiency in processing books, videos, and CDs.

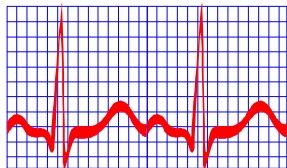
Although the some of the staff miss the nostalgia of the "old" building, the

benefits more than offset those old memories...and they are close enough now that the staff volunteers to walk dogs from the local animal shelter at lunch!

**CONGRATULATIONS**  
To Pam Jordan, the new Director of Ashland Public Library!

# Today's Health Care Trends

By: Herbruck, Alder & Company  
Submitted by: Anne Hoerig,  
NOLA Clerk-Treasurer



Many libraries participating in the NOLA medical insurance program recently received their long awaited renewals from Anthem Blue Cross and Blue Shield.

Plans with January 1st anniversary dates were delayed due to implementation of a new computer system at Anthem. We are currently in the process of contacting and meeting with each member Library to review their current program and to discuss available options.

While the rate adjustments sought by Anthem vary widely from library to library, most reflect the trends that we are witnessing in the local and national marketplace. This article will focus on national data as published in several news sources.

The annual rate of medical inflation, which had been a rather tame 5% during the past five years, has once again started to approach double-digit figures. One contributing factor is that expenses associated with increased utilization, technology and new government regulations (such as HIPPA) have begun to offset the cost savings achieved by managed care plans in the past decade. Another factor is the continued aging of the population covered under health insurance. As expected, the inflation rate is highest for plans

with the fewest elements of managed care.

The four basic benefit plan types are frequently described as follows:

- Traditional – does not utilize a provider network. Participants are free to choose medical provider without impact on benefit levels. However, Anthem and other Blue Cross/Blue Shield plans benefit from negotiated discounts with doctors who sign “participating” contracts (i.e., agree to accept the insurance carrier’s reimbursement as full payment).
- Preferred Provider Organization (PPO) – utilizes a network of doctors and hospitals that provide services at significant discounts. Participating employees have the freedom to use providers outside the network but are subject to benefit reductions which result in greater personal out of pocket cost.
- Point-of-Service (POS) – like the PPO but requires participants to choose a Primary Care Physician (PCP) for delivery of medical service and referrals to specialists.

- Health Maintenance Organization (HMO) – coverage is only available through the panel of providers selected by the health plan. This is the most restrictive plan in terms of personal choice and is often the lowest cost option. However, this is not usually the case in Northeast Ohio.

Another factor that contributes to rising health care costs is prescription drugs. The national average increase for drug costs was 13.5% in 1998 and is projected to be over 18% in 1999. There are many reasons for this phenomenon, which we will explore in more detail in a future article.

The average monthly premium rate, in 1998, for all plans (excluding HMOs) is \$176 for single coverage and \$481 for family coverage. The average annual cost per employee was \$4,000 in 1998 and is expected to rise to \$4,200 in 1999.

The information stated above helps us to put into perspective the rate increases witnessed in many of the Anthem renewals. While NOLA group rates are heavily influenced by regional and demographic factors, Anthem’s action also reflects the national trends in health care cost inflation.

## 1998 Inflation Rate:

Plan Type	% Increase
Traditional	10%
PPO	7.5%
POS	5.5%
HMO	6%

## 1999 Inflation Rate:

Plan Type	% Increase
Traditional	13.5%
PPO	10%
POS	8%

If anyone is interested in joining a listserv for Health Insurance, please forward the following information to **Anne Hoerig** at: [hoerigan@nolanet.org](mailto:hoerigan@nolanet.org)

- Name and Title;
- Library Name and Address;
- E-Mail Address

# FREE COMPUTERS!

## (...For a Price)

By Brad Stephens

In early February, Free-PC (<http://www.free-pc.com>), a California-based startup, announced that it is making 10,000 PC's available for free.

The PC's are new Compaq Presario systems with 333 MHz processors, 32 MB RAM, 4 GB hard disks, Windows 98, a 33.6Kbps Modems, CD-ROM, Windows 98, and 15" monitors; additionally, free dial-up internet access is provided.

These free PC's will be given to qualifying individuals who complete an extensive questionnaire and agree to certain viewing and monitoring conditions. First, users agree to view various on-screen advertising messages (whether or not they are connected to the Internet) which are constantly displayed on the

right side of the screen. These ads, and the company's revenues, come from Free-PC's sponsors (companies like Disney, AT&T, and Earthlink).

Second, users agree to allow Free-PC to monitor how the system is used, including tracking of their viewing and purchasing decisions. All individual information is kept confidential but the company could offer certain group demographic information to partners and advertisers.

The significant amount of personal information required by Free-PC to participate has led to objections from some privacy advocates. Despite these objections and an initial questioning of the business plan, the program appears to be well on its way to success.

Many consumers are finding this offer to be very

attractive as nearly 1.2 million applications have been received during the month of February for the first batch of 10,000 computers.

Company officials have indicated that the first 10,000 PC's are a test of the concept and of the level of acceptance by the public.

Based on the initial reaction, Steve Chadima, vice president of marketing for Free-PC, announced that the company plans to ship one million computers within the first year.

We'll have to wait to see if Free-PC can live up to the million PC promise, but in a world where a company can give away computers and make money, anything is possi-



### TRIVIA TIDBITS

**How much would you have to eat if you... "ate like a horse"?**

A 1,200 pound horse eats about 15 pounds of hay and nine pounds of grain every day.

**Does SuperMan really fly "faster than a speeding bullet"?**

Los Angeles Police Department ballistics experts say that the fastest bullet is fired from a .223 caliber rifle and travels at 3,500 feet per second, more than three times the speed of sound!

**Or Does He Fly "At a Snail's Pace"?**

The fastest moving land snail is the common garden snail. Its top speed is 55 yards per hour, or 0.0313 miles per hour!

## Is Your Name Your Destiny?

Check out this list of honest-to-goodness real books and their your-name-is-your-destiny authors, from Russell Ash and Brian Lake's "*Bizarre Books*"...

- A Treatise on Madness*, by William Battie, M.D. (1768)
- The Cypress Garden*, by Jane Arbor (1969)
- Motorcycling for Beginners*, by Geoff Carless (1980)
- Diseases of the Nervous System*, by Walter Brain (1933)
- The Abel Coincidence*, by J. N. Chance (1969)
- Your Teeth*, by John Chipping (1967)
- The Boy's Own Aquarium*, by Frank Finn (1922)
- Running Duck*, by Paula Gosling (1979)
- The Skipper's Secret*, by Robert Smellie (1898)

## Teamwork Tips

**Take a tip from Nordstroms...**

**Nordstrom has a strong open door policy and we encourage you to share your concerns, suggestions, and ideas.**

**Rule #1  
Nordstrom asks that you use your good judgment in all situations.**

**Rule #2  
There will be no additional rules.**

### Encourage equal participation in your team ...

**Give everyone in your group three pennies. Place the pennies in front of each person, visible to all. Each time a person says something, it costs them a penny.**

**The spent pennies are thrown into the middle of the group, for all to see.**

**A person who has spent all of his or her pennies must remain silent until all the others have been spent!**

# Team Up for Success!

By Lori D. Putt

Teamwork is a concept often used in the business world...but do we really understand what it means?

A team is a group of workers who are charged with a specific task. Although one person leads the team, all members are equal. Each person is doubly responsible—both for their own results and those of the group.

Within a team structure, cooperation is emphasized over competition. People may disagree on ideas or procedures, but they can never disagree on the importance of the central goal or the problem that is to be solved. Personal attacks or bickering are strictly off-limits!

Results of teamwork can surprise you. Any time you bring together a group of talented people into a situation that encourages supportiveness rather than competitiveness, creative solutions to problems often seem to “just happen”.

To make your team a success, you need to build a mix of personalities. Just as in a sports team, your workplace team needs players who can fill a combination of roles. Think about a winning basketball team...they need a point guard, shooting guard, power forward, and swing man.

Similarly, a work team thrives on four types of team players. Each adds in different ways to the team's success, but like every player who launches a long shot every time he gets his hands on the ball, each style can hurt a team if taken too far.

Are these four types of players on YOUR team?

**Contributors:**  
Orient themselves toward tasks. They provide the team with solid technical data, do their homework, and push others to high performance standards and wise use of resources. People describe them as reliable, authoritative, and proficient.

**Collaborators:**  
Direct themselves and others toward goals. They see the team's mission as paramount, but keep themselves flexible and open to ideas. They shoulder work outside their own area and share credit with cohorts. They can be called the “big picture” people.

**Communicators:**  
They listen well and promote involvement. They resolve conflict, build consensus, collect responses and set the tone for a relaxed climate. Their co-workers look on them as “people” persons.

### Challengers:

Question the team's goals, methods, even ethics. They willingly disagree with the team leader or higher authority and prod the team to take risks. Most people appreciate their candor. They are honest, outspoken, principled, and adventurous.

### Picture Your Library Team...

Which description comes closest to your own style?

Which ones match your co-workers?

Are any styles missing from your team?

NOLA Regional Library System has developed an on-site team building program, which can be tailored to your library.

“Team Up for Success” is an entertaining look at your team structure, the players, how they work together now...and what can enhance their relationships for future team projects.

To learn more about this new NOLA Program, or to schedule your on-site program,

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# Continuing Education

March/April, 1999

## **PhotoShop Essentials**

Monday, March 8, 1999.

Registration begins at 8:30 AM

Training 9:00AM – 4:00PM at NOLA Training Center

This class will help the users get comfortable with PhotoShop's interface and file formats in order to effectively design graphics for a variety of outputs. This class will assist members in their digitization projects.

## **Bookmobile Interest Group**

Friday, March 12, 1999.

Registration begins 9:30 AM

Meeting 10:00 AM – 12:00 PM

Portage County District Library, Garrettsville

Presenter: Beverly Solecki, Medina County District Library.

Get some great ideas on how to make your bookmobile programs come alive. Come prepared to share some of your own creative projects with others!

## **The FREE OLC Reference Excellence Workshop**

Monday, March 15, 1999.

Registration begins 8:30 AM

Training 9:00 A.M. – 4:00 PM at NOLA Training Center.

This workshop is based on the Ohio Reference Excellence (ORE) Manual, with emphasis on the first section: Reference process, Interview, Ethics, and Policies.

## **Web Development and Maintenance**

Wednesday, March 17, 1999

Registration begins 8:30AM

Training 9:00 AM – 4:00 PM at NOLA Training Center

This course is designed to teach library staff the skills to conceptualize, design, layout, create and maintain an effective homepage.

## **Managing Multiple Priorities**

Thursday, March 18, 1999.

Registration begins 8:30 AM

Training begins at 9:00 AM – 4:00 PM

Warren Trumbull County Public Library, Warren

Do you ever feel like there is not enough time to finish all of your projects and meet their deadlines? Join Carol Ritz as she gives insights to Managing Multiple Priorities.

## **Technology Interest Group**

Friday, March 19, 1999

Begins 10:00 AM – 12:00 PM at NOLA Training Center

Join NOLA's Technology Coordinator for a lively and interesting round-table discussion.

## **Children's and YA Interest Group**

Monday, March 22, 1999

Meeting begins at 10:00 AM – 12:00 PM

McKinley Memorial Library, Niles, Ohio.

Presenters: Ruth Metcalf, State Library of Ohio and Cecelia Swanson, Geauga County Public Library.

Family literacy efforts that span babies through young adults - what are we doing now & how can we do it better?

## **Train the Trainer**

Tuesday, March 23, 1999

Registration begins at 8:30

Training 9:00 A.M. – 4:00 PM at NOLA Training Center

If you're the person in your library who's responsible for (or does a lot of) training, but you've never had any formal "Trainer Training," this course is for you! You'll learn general training principles, how you personally prefer to teach/learn and how that affects your training sessions, and how people differ drastically in how and why they learn. In addition, you'll get lots of tips and tricks on pragmatic issues like PR, creating follow-up activities, and how to teach hands-on skills without a computer lab. Join Gail Metz for this fun-filled and informative workshop.

## **Power Point**

Wednesday, March 24, 1999

Registration begins at 8:30

Training 9:00 A.M. – 4:00 PM at NOLA Training Center

This hands-on session will help attendees develop effective presentations for board meetings, school visits and other special events

## **Reference II**

Thursday, March 25, 1999

Registration begins at 8:30

Training 9:00 A.M. – 4:00 PM at NOLA Training Center

OPLIN's newest databases are EBSCO and Netwellness. Dazzle your patrons with your knowledge of resources available. This workshop will concentrate on learning how to efficiently utilize these two databases.

## **Clerk-Treasurer's Interest Group**

Friday, March 26, 1999

1:00 PM – 3:00 PM at Geneva Public Library, Ashtabula

Join NOLA's Clerk-Treasurer, Anne Hoerig, in a round table discussion of the latest topics of interest to our Clerk-Treasurer members. Please e-mail any topics you would like to discuss or issues to be brought to the group.

# Continuing Education, Continued...

## Technology Training Callbacks: Word and Excel

Tuesday, March 30, 1999

Need some personalized help with Microsoft Excel or Word? Have a particular project that you need a little "refresher" for? Then sign up for our latest addition to our Microsoft Office Products training!

### CLASS:

#### Customers Leaving Appreciated, Satisfied and Sold

Wednesday, April 21 or Thursday April 22, 1999

Registration begins at 8:30

Training 9:00 A.M. – 4:00 PM

Avalon Inn and Resort, Warren, Ohio

The greatest resource of the Library is its staff. The knowledge, skills, and customer service orientation of the staff have been largely responsible for the Library's continuing success. CLASS training will build on this strength by encouraging staff members to enhance and refine their current customer service skills, recognizing the Importance of both the external and internal customer.

#### Advanced Web Development

Wednesday, April 27, 1999

Registration begins at 8:30 AM

Training 9:00 AM – 4:00 PM at NOLA Training Center.

This course is designed to teach advanced skills in creation and maintenance of library homepages to library staff. This class focuses on MS FrontPage, although we will also discuss other tools.

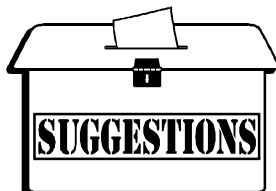
#### Designing Flyers with Microsoft Word

Thursday, April 29, 1999

Registration begins at 8:30 AM

Training 9:00 AM – 4:00 PM at NOLA Training Center

Do you ever see fabulous flyers for events that you want to attend just because of the flyer? If so, this class is for you. Anne Prusha will discuss elements of design, and Melissa Lattanzi will help the class create a flyer. Bring items to work on during class.



Suggestions are always welcomed for future Continuing Education workshops at NOLA.

Call Melissa Lattanzi, CE Coordinator at  
(330) 847-7744, Ext. 12 or e-mail at:

[lattanzm@nolanet.org](mailto:lattanzm@nolanet.org)

# Return on Investment 1998

## SERVICES AND PROGRAMS ALL NOLA MEMBERS

Continuing Education/Technology Training Quarterly Meetings/Interest Group Meetings	\$257,346
Resource Sharing Program (ILL)	\$ 84,533
Daily Delivery Program for 29 Members	\$ 81,288
Discount Purchasing Program *	\$ 19,005
Vendor Discounts (as reported to NOLA)	\$683,444
Communications (includes The Desktop, NOLA Notes, Kids Connect, etc.) *	\$ 47,344
Consulting Service for all Members *	\$ 23,667
Salary Survey for 17 Members	\$ 5,288
Host/Maintain Web Sites for 22 Members 20,032	\$
Legislative Activities for all Members *	\$ 13,712
Youth Services Programs for 75 Public & School Members	\$ 35,807
Value of Books Reviewed at Book Looks	\$ 26,527
<b>GRAND TOTAL OF NOLA SERVICES</b>	<b>\$1,297,993</b>
<b>LIBRARY CONTRIBUTIONS (FEES)</b>	<b>\$ 278,720</b>
<b>NET BENEFIT</b>	<b>\$1,019,273</b>
<b>RETURN ON INVESTMENT</b>	<b>366%</b>

\* Services for every member library

### FOR YOUR INFORMATION:

- NOLA Libraries saved \$683,444 by participating in the Vendor Discount Program.
- Each member library received \$5,207 in services/programs by the grants that NOLA received and investments that

NOLA Regional Library System  
4445 Mahoning Avenue NW  
Warren, Ohio 44483



**TECH CONNECTIONS  
SAVE THE DATE!!!!**

**June 14-15, 1999**  
Hyatt Regency,  
Columbus

A technology conference  
sponsored by  
Ohio's Regional  
Library Systems  
to address the needs of  
libraries in the vast field  
of computer technology

For a listing of all NOLA  
events, workshops and  
continuing education,  
see our full calendar  
on the desktop at:

[http://www.nolanet.org/  
calendar.htm](http://www.nolanet.org/calendar.htm)

## Calendar of Upcoming Events

### MARCH, 1999

Wednesday,  
**March 10, 1999**  
OLC Legislative Day

Thursday,  
**March 11, 1999**  
Summer Reading:  
The Incredible Library  
Time Machine!

Tuesday,  
**March 16, 1999**  
NOLA Board Meeting

### APRIL, 1999

Friday,  
**April 2, 1999**  
Good Friday  
NOLA Office Open

Friday,  
**April 16, 1999**  
Virginia Hamilton  
Conference

Tuesday,  
**April 20, 1999**  
NOLA Board Meeting  
&  
Youth Services Advisory  
Committee Meeting

### MAY, 1999

Thursday,  
**May 6, 1999**  
NOLA  
Spring Planning Retreat

Thursday-Friday,  
**May 13-14, 1999**  
Youth Services  
Symposium

Tuesday,  
**May 18, 1999**  
NOLA Board Meeting

Monday,  
**May 31, 1999**  
Memorial Day  
NOLA Office Closed