



Request for Proposal
Online Homework and Tutoring Assistance
Services
For California Public Libraries

June 23, 2022

Carol Frost
CEO, Pacific Library Partnership
32 W. 25th Avenue, Suite 201, San Mateo, CA 94403
650-349-5538
frost@plpinfo.org

Purpose

The purpose of this Request for Proposal is to solicit competitive proposals from vendors to provide real-time online homework and tutoring assistance services for students in grades K-12.

The Pacific Library Partnership (PLP) is issuing this RFP in partnership with the California State Library to provide a two-year real-time online tutoring service program for students in grades K-12 through California's local libraries. The purpose of the project is to provide academic support for California students through their local public libraries, at no cost to the students or their families. The tutoring service should be available at public libraries at the start of the 2022/23 school year.

It is recognized that many public libraries within California already subscribe to an online homework and tutoring assistance service. As a result of this RFP process, possible outcomes may be that one Vendor will be selected for a statewide contract for all public libraries, or that more than one Vendor may be selected for a statewide contract, where public libraries may choose which vendor they prefer for online homework and tutoring assistance services.

Background

The California State budget included funds for this program for two years, which will support libraries in providing K-12 students with real-time online tutoring in multiple languages, accessed onsite at the local library or remotely with a library card, personal device, and internet connection. This two-year project is called the Statewide Online Tutoring Project.

The State of California is committed to the achievement of every student and is particularly concerned with the academic learning loss related to the pandemic. The State of California is committed to supporting efforts to mitigate that loss.

The State of California includes 185 public library jurisdictions. There are 6,002,523 K-12 students enrolled in public schools across the state.

About Pacific Library Partnership

The Pacific Library Partnership (PLP) is a cooperative library system that includes the eight counties in the San Francisco Bay Area. Information about PLP is available at <http://www.plpinfo.org/>.

The Statewide Online Tutoring Project is a project of the Pacific Library Partnership in partnership with the California State Library.

The successful Vendor(s) will be hired by contract with PLP through the Statewide Online Tutoring Project.

Scope of Services and Timeline

PLP, in partnership with the California State Library, is seeking proposals from qualified and experienced Vendors in providing online homework and tutoring support services for K-12 students.

The following describes the scope of services and performance standards that the selected Vendor will be expected to meet. Applicants should have the experience and demonstrated success in providing the full scope of services described in this RFP. Proposals should indicate how the service provider will meet these expectations and describe prior experience that demonstrates capacity to do so.

A. Vendor Deliverables and Key Personnel

The Vendor shall be responsible for all tasks and deliverables required to complete the project as described in Sections A through I. It is anticipated that this shall include but not be limited to:

- i. Providing a narrative outlining experience in offering online homework and tutoring support services for K-12 school students through public libraries. This will include:
 - a. number of years Vendor has offered service;
 - b. number of current clients (identifying total number of public libraries as well as schools and other agencies, including number of California libraries);
 - c. and any other compelling information.
- ii. Identifying one person who will be responsible for all activities required to fulfill said contract and who will be vested with the authority to make decisions and commitments on behalf of the contracted party during the contractual period;
- iii. Communicating and meeting with PLP and/or California State Library staff in person and/or via teleconference throughout the contractual period;
- iv. Providing a list of all key personnel as part of this project, including
 - a. Job titles and years of employment with Vendor;
 - b. Work contact information (email, phone and address);
 - c. Role they will play in connection to the RFP and project.

B. Online Homework and Tutoring Support Services Requirements

Please provide a narrative that addresses the following elements. The online tutoring service must be:

- i. An interactive digital learning environment, including the ability to chat real-time with students, document sharing and white boards;
- ii. Aligned with the adopted California standards and frameworks. California has adopted statewide educational standards in multiple subjects. The full list of the California standards may be found at <https://www.cde.ca.gov/be/st/ss/California> has also adopted curriculum frameworks that provide guidance for implementation of the standards. These frameworks and related materials may be found at <https://www.cde.ca.gov/ci/cr/cf/allfwks.asp>
- iii. Dedicated one-to-one tutoring sessions with no maximum session time limit;
- iv. Available, at a minimum, from 10:00 a.m. to 10:00 p.m. PST, seven days a week;
- v. Available in multiple languages. At a minimum, languages should include English and Spanish, with preference given to a vendor that can provide additional languages. Language assistance should be available at any time during hours of service;
- vi. On-demand, providing learning support for students who request assistance with limited wait times. Please include average wait time for assistance;
- vii. Inclusive of homework assistance and writing review. Writing review should encompass the ability for students to upload written work and receive an annotated version of their work within 24 hours;
- viii. Intuitive and easy to use by library customers and staff with no prior training.

C. Tutor Qualifications and Requirements

Please provide a narrative that addresses the following elements. Tutors providing the services must be:

- i. Employees and/or contractors managed by the Vendor;
- ii. Highly qualified and experienced in the content and grade levels they support;
- iii. Screened and have cleared a rigorous background check prior to employment, undergone sufficient training, and regularly supervised. Please describe screening process, location of tutors and number of tutors employed and/or contracted;
- iv. Proficient and fluent in the language they are communicating in and/or providing support with;
- v. Familiar with the California educational standards noted in B.ii above.

D. Technical Requirements

Please provide a narrative that addresses the following elements. The technical capabilities must include:

- i. A web-based platform that allows users access to, and full use of, the service using an internet connection device through a variety of browsers, devices and versions including Android, iOS, and Windows;
- ii. An interface that is American Disabilities Act (ADA) compliant, accessible and compatible with screen reader software;
- iii. Ability to distinguish and support both in-library and remote access to service;
- iv. Access by authentication. Please describe the way(s) in which users can authenticate to the service. Authentication methods must include:
 - a. The ability to authenticate users via whitelisted IP addresses from inside local library buildings without library card authentication
 - b. Library card authentication for users remote to a library location
 It is desirous to be able to access the service through additional methods. Please list all alternate authentication methods. If alternate authentications are offered with differing pricing, please describe options, and please include details in Pricing Section of response. Response should address whether various methods have any impact on usage statistics being allocated to the correct library, or other considerations. Please describe the requirements for libraries to authenticate users in each case.
- v. Ease of access. Please describe process and requirements for first-time user accessing services as well as returning users (e.g., are accounts required, what data is required, etc.). Please identify any potential barriers to access;
- vi. Option for user to obtain transcript of session. Please describe options and requirements for users to obtain transcript of session;
- vii. Technical support for connection and compatibility issues that is available 7 days a week, 24 hours a day via toll-free telephone number and email;
- viii. Guaranteed up-time of at least 90%;
- ix. Preventative maintenance performed during times that minimize interruption of service, and the Vendor is responsible for all maintenance and service associated with the system;
- x. Monthly reports including information on the number of unique users each month, as well as services used, average time, satisfaction levels, wait times, dropped internet connections, and other analytics. Reports should be by library jurisdiction, and individual public libraries participating in this program that are serving as program administrators will be able to view their system statistics;
- xi. Access for PLP or California State Library to a portal provided by Vendor with aggregate statistics and reports for all participating libraries. The portal will include integrated analytics which will provide on-demand access to reports that detail aggregate user activity, user feedback, and usage.

E. Training and Outreach

Please provide a narrative that addresses the following elements. Vendor must provide outreach and training on the services including:

- i. Marketing templates for customization and custom marketing materials for individual libraries upon request;
- ii. Marketing materials available in English and Spanish. Please note other languages available and if additional charge for other languages;
- iii. User orientations on how to utilize the platform;
- iv. Staff training, routine check-ins and extra training as-needed;
- v. FAQs for staff and for customers related to a variety of issues, such as connection, services offered, etc.;
- vi. Development of evaluative metrics with PLP and California State Library staff. Metrics may include number of students, methods for outreach, and other considerations. The principles of equity, diversity, inclusion, and belonging may be incorporated into the evaluative metrics.

F. Security, Privacy and Non-Disclosure

Please provide a narrative that addresses the following elements. Vendor represents and warrants it complies with Federal and California Legislation and Regulations pertaining to privacy of personal information ("Privacy Laws") with respect to the receipt and use of personal information relating to the students participating and receiving services under the terms of this Agreement. Vendor further acknowledges that Privacy Laws requirements include the need to:

- i. Properly secure such information;
- ii. Treat such information only for the purpose it was made available;
- iii. Not sell patron data;
- iv. Co-operate with access requests;
- v. Return or destroy such information if requested;
- vi. Comply with all Federal and California laws and regulations related to privacy, including but not limited to the Children's Online Privacy Protection Act (COPPA), California Student Online Personal Information Protection Act (SOPIPA), and the California Consumer Privacy Act.
- vii. Operate at a high level of security using appropriate encryptions, data integrity checks, and strong authentication to protect customer transcripts, names, etc.

As part of the RFP response, Vendor must disclose if personally identifying information (such as name, date of birth, etc.) is being asked of user (whether required or optional) or is being gathered from integrated library system.

As part of the RFP response, Vendor will supply a copy of the Vendor's customer privacy and security terms, as well as data retention and destruction policies.

G. List of California Public Libraries Currently Using Vendor Product

Vendor will provide a list which includes all California public libraries with which Vendor currently has a contract for real-time online homework and tutoring support services. The list will include:

- i. The name of each library jurisdiction;
- ii. The length of the contract;
- iii. The beginning and end dates of the contract;
- iv. The cost associated with each contract.

H. Pricing of Proposal

As this is a two-year contract, Vendor shall supply quotations for pricing for Year 1 and Year 2. Year 1 is defined as August 15, 2022 – August 14, 2023, and Year 2 is defined as August 15, 2023 – August 14, 2024.

In developing pricing, Vendor may refer to Exhibit A for a detailed list of library jurisdictions. The pricing proposal shall include all the following:

- i. Pricing Proposal A: schedule of detailed cost for all public libraries in the State of California to subscribe regardless of existing subscription. Pricing should be listed by individual library jurisdiction costs;
- ii. Pricing Proposal B: schedule of detailed cost providing discounted or reduced cost for California libraries currently subscribed to Vendor's online homework and tutoring assistance services along with cost for additional libraries to join this service (including pro-rated costs dependent upon when a library may join in Year 1 or Year 2);
- iii. Pricing Proposal C: methodology and timeline which Vendor shall use to credit or refund individual libraries which currently subscribe to the online homework and tutoring assistance services;
- iv. Pricing Proposal D: Include all additional add-on optional costs, such as additional language support, etc.
- v. In Pricing Proposal A and Pricing Proposal B, all pricing should be based on no limits to number of sessions or users (e.g., no cap on sessions per month and no limit to sessions per person);
- vi. All Pricing Proposals shall include detailed information and description of pricing structure, and all costs (e.g., administrative fees, processing fees) included as part of the pricing schedule. The Proposals should be complete and not result in any additional costs associated with providing the services such as identifying additional costs for additional languages supported;
- vii. A budget narrative should be included that addresses all costs for services, expenses, and products specified;
- viii. Pricing Proposals should indicate what form of authentication users will use.

The pricing schedule modules should take into account that as a result of this RFP

process possible outcomes may be that one Vendor will be selected for a statewide contract for all public libraries, or that more than one Vendor may be selected for a statewide contract, where public libraries may choose which Vendor they prefer for online homework and tutoring assistance services.

Because of the scope of this project, it could be possible for different proposals to arrive at vastly differing estimates of resources required. It is anticipated that this shall allow the proposers to explain exactly what the State shall receive for this amount of funds and shall allow evaluators to determine the best proposals based upon the qualifications and the description of what the State shall receive in exchange for this amount.

Exhibit A includes a list of all public library jurisdictions and the population served. This data is also available in a downloadable Excel format at <https://www.library.ca.gov/services/to-libraries/statistics/> and navigating to the section “Library Service Area Populations” and clicking on “Persons Served by California Public Libraries.”

I. Proposed Timeline of Vendor Activities

Vendor will provide a detailed timeline of activities to describe implementation of program through completion.

Timeline for the Plan Development Process

- August 15, 2022: Project work to commence
- Kick-off meeting with Vendor(s) to confirm timeline and project activities (week of August 15, 2022)
- PLP and State Library conduct survey of public libraries for participation (Open approximately from August 22 – September 5, 2022)
- Vendor(s) commences transition of current libraries and onboarding/training of new libraries (Mid-August through September 2022)
- Statistical reporting process established for PLP/State Library for aggregate statistics (Mid-September 2022)
- Evaluative process established (Mid-September 2022)
- Onboarding of libraries as needed (Ongoing)
- Collect end-of-school-year usage statistics (June 2023)
- Analysis of program data of Year 1 (June - August 2023)
- Completion of Year 1 activities and reporting (August 2023)
- Year 2 activities to be determined, including additional outreach to students, participating libraries, and evaluation (June - August 2023)
- August 31, 2024: Completion of Year 2 activities

Economic Sanctions

The Vendor certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be a target of economic sanctions as it relates to Executive Order N-6-22 (EO) which California Governor Gavin Newsom issued regarding sanctions in response to Russian aggression in Ukraine. The EO is located at <https://www.gov.ca.gov/wp-content/uploads/2022/03/3.4.22-Russia-Ukraine-Executive-Order.pdf>.

Attribution

The State of California and the California State Library shall be acknowledged in all information releases, promotional materials and publications related to the project. An appropriate statement for a publication or press release is:

“This project was supported in whole or in part by funding provided by the State of California, administered by the California State Library.”

Vendor must include the above statement in any publication and promotional materials, including websites. If space is limited the State Library logo and the following shortened acknowledgement statement is acceptable:

“Funding provided by the State of California.”

California State Library Logo: Use of the California State Library logo, which can be downloaded on the [California State Library website](#), is required on any publication or promotional material along with the above statement(s).

Instructions to Submit a Proposal

All proposals must be completed and successfully submitted by 5:00 p.m. on July 20, 2022. Proposals should be sent as a pdf (with noted Excel files if needed) and be sent to Wendy Cao at caow@plsinfo.org.

No facsimile bids will be considered. Only one bid response will be accepted from any one Vendor.

The successful RFP will address all areas of the Scope of Services and Timeline, and the most qualified vendor will be awarded.

Please include the following elements in your response:

- **Cover Page and Overview:** Provide brief description of the Vendor submitting this proposal and overview of project, including:
 - **Identification:** Legal name, mailing address, and website of the Vendor submitting the proposal.
 - **Contact:** Name, title, email address and telephone number of the person to be contacted to discuss questions regarding the proposal.
 - **Overview of Proposal:** Include no more than two pages, with a brief summation of the proposal and underlying philosophy of firm for providing this service.

- **Proposal Response to Scope of Services and Timeline:** Provide a detailed description of services and capabilities for each section as outlined in the Scope of Services and Timeline section of this RFP.
 - Responses should align with the sections outlined in the Scope of Services and Timeline.
 - Any exceptions should be noted clearly to the specifications outlined in the RFP.
 - If the Vendor does not have a response to a requirement, the Vendor shall state, “unable to perform.”
 - Any variations to the timeline, services or activities shall be noted with an explanation.

- **Cost:** Please include an itemized quote for all costs, as indicated in the “Pricing of Proposal” section of the RFP.

- **References:** The proposer shall submit a minimum of three (3) verifiable public library references which the Vendor has performed related services for. References should be capable of speaking to Vendor’s qualifications and working relationships.

- **Additional Supporting Documents:** Vendor may submit or make available through links examples of training material, resources, or other relevant information. Examples may include training materials, pre-recorded presentations, teacher resources, etc.

- **Not Confidential:** Bid responses, in whole or in part, are not to be marked confidential or proprietary.

Questions: All questions about this RFP must be submitted via email to Wendy Cao: caow@plsinfo.org. Refer to the Time Schedule below for final day to submit questions. Answers will be posted on the PLP website (<https://www.plpinfo.org/rfp-for-online-tutoring-vendor/>) along with the bid document.

Evaluation Criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. An award will be made to the Vendor whose offer is judged to be the most advantageous to PLP, though PLP expressly reserves the right to reject all proposals and make no award under this RFP.

The following criteria will be considered in evaluating the proposals:

CRITERIA TYPE	POINTS
Completeness of Response: Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.	P/F
Debarment and Suspension: Vendor is not identified on the list of Federally debarred, suspended or other excluded parties located at www.sam.gov/SAM/ .	P/F
Vendor is not subject to economic sanctions as they relate to Executive Order N-6-22 (EO).	P/F

Item A. / 5 Points Max.	5	4	3	1
Vendor Deliverables and Key Personnel	Vendor has extensive experience of 10 or more years in business and relevant prior projects at statewide level. (both are true)	Vendor has extensive experience of 10 or more years in business and relevant prior projects at statewide level. (one is true)	Vendor has moderate experience of between 5-9 years in business and contracts with libraries in more than 25 states.	Vendor has little experience of between 1-4 years in business and contracts with libraries in more than 25 states.
Item B. / 15 Points Max.	15	10	5	0
Online Tutoring Services Requirements	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident throughout project proposal.	Proposal addresses most of the requirements listed. Alignment to requirements is evident throughout project proposal.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident throughout project proposal.	Project does not meet any of the requirements.



Item C. / 10 Points Max.	10	7	3	0
Tutor Qualifications and Requirements	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident throughout project proposal.	Proposal addresses most of the requirements listed. Alignment to requirements is evident throughout project proposal.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident throughout project proposal.	Project does not meet any of the requirements.
Item D. / 15 Points Max.	15	10	5	0
Technical Requirements	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident throughout project proposal.	Proposal addresses most of the requirements listed. Alignment to requirements is evident throughout project proposal.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident throughout project proposal.	Project does not meet any of the requirements.
Item E. / 10 Points Max.	10	7	3	0
Training and Outreach	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident throughout project proposal.	Proposal addresses most of the requirements listed. Alignment to requirements is evident throughout project proposal.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident throughout project proposal.	Project does not meet any of the requirements.
Item F. / 15 Points Max.	15	10	5	0
Privacy and Non-Disclosure	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident throughout project proposal.	Proposal addresses most of the requirements listed. Alignment to requirements is evident throughout project proposal.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident throughout project proposal.	Project does not meet any of the requirements.

Item G. / 10 Points Max.	10	7	3	0
List of California Public Libraries Currently Using Vendor Online Homework Tutoring Support Services	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident throughout project proposal.	Proposal addresses most of the requirements listed. Alignment to requirements is evident throughout project proposal.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident throughout project proposal.	Project does not meet any of the requirements.
Item H. / 20 Points Max.	20	15	7	0
Pricing of Proposal	Cost Proposal narrative is logical, easy to understand, and aligns with needs. Budget is fair, reasonable and complete.	Cost Proposal narrative described need. Budget is complete.	Cost Proposal narrative is illogical and/or does not align with described need. Budget lacks detail.	Cost summary narrative lacks description and/or is not aligned to needs. Budget is incomplete and/or unreasonable.

Time Schedule

Shown below are the dates and times by which actions related to this Request for Proposal must be completed. In the event that the Pacific Library Partnership finds it necessary to change any of these, it will do so by issuing an Addendum to this Request for Proposal.

- Request for bid proposals released June 23, 2022.
- Proposal questions due by noon on July 8, 2022 and should be sent to Wendy Cao at caow@plsinfo.org. Responses to any submitted questions will be shared by noon on July 13, 2022 and can be found on the PLP website (<https://www.plpinfo.org/rfp-for-online-tutoring-vendor/>).
- Proposal due date is 5:00 p.m. on July 20, 2022. Proposals should be sent as a pdf and be sent to Wendy Cao at caow@plsinfo.org.
- Evaluation of Proposals: July 21 – August 5, 2022
- Vendor(s) Selection: Monday, August 8, 2022.
- Contract Award Date: Friday, August 12, 2022.
- Work begins: Monday, August 15, 2022.
- Planning process conducted with State Library staff.
- Completion of project will be August 15, 2024.

Pricing Eligibility and Proposal Retraction

All Vendor proposals and offers are to remain open and subject to PLP's acceptance for a term of not less than 90 calendar days in duration following the last day for submission. A proposal may not be modified by Vendor during the 90-day time-period following the date designated for the receipt of proposals.

Presentations

Presentations may be required of proposal finalists as part of the evaluation process. PLP will notify one or more of the responsive Vendors to make arrangements for the date, time, and place for such a presentation. Vendors should expect to spend adequate time on their demonstrations in order to provide PLP with a detailed description of the Vendor, processes, equipment, etc.

Disposition of Proposals

All proposals submitted in response to this RFP become the property of PLP once they are opened.

Cost Incurred in Responding

PLP will not pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs, nor is PLP obligated to enter into a contract.

Content of Proposal

Any addenda to these documents will be sent to Vendors and will become part of this RFP. No oral statements, explanations, or communications by anyone shall be of any effect unless incorporated into the addenda.

Disqualification of Vendors

More than one proposal from an individual, a firm or partnership, a corporation, or an association under the same or different names shall not be considered. Any or all proposals shall be rejected if there is reason for believing that collusion exists among the Vendors, and all participants in such collusion shall not be considered in future proposals for the same work. No contract shall be awarded except to competent Vendors capable of performing work.

Acceptance/Rejection

PLS reserves the right to reject any or all proposals; to negotiate any elements of a proposal; to conduct interviews at its sole discretion; and to solicit and/or select contractors for the program outside the scope of this RFP.

Payment Schedule

Upon completion of execution of contract, Vendor may invoice PLP for contract for Year 1, and in August 2023, Vendor may invoice PLP for Year 2. Year 1 is defined as August 15, 2022 – August 15, 2023, and Year 2 is defined as August 15, 2023 – August 15, 2024.

Contact

Questions or other communications about this RFP may be submitted via email to Wendy Cao at caow@plsinfo.org.

Exhibit A: California Public Library Jurisdictions and Population Served

<u>Libra+A2:F102ry districts</u>	<u>Library service area population</u>	<u># of Central Libraries</u>	<u># of Branch Libraries</u>	<u># of Bookmobiles</u>	<u>Total # of Outlets</u>
A.K. Smiley Public Library (Redlands)	72,585	1	0	0	1
Alameda County Library	588,941	0	10	1	11
Alameda Free Library	77,784	1	2	0	3
Alhambra Public Library	81,834	1	0	0	1
Alpine County Library/Archives	1,200	1	1	1	3
Altadena Library District	42,778	1	1	0	2
Amador County Library	40,297	1	4	0	5
Anaheim Public Library	341,245	1	7	1	9
Arcadia Public Library	55,934	1	0	0	1
Azusa City Library	49,704	1	0	1	2
Banning Library District	33,697	1	0	0	1
Beaumont Library District	62,904	1	0	1	2
Belvedere/Tiburon	11,036	1	0	0	1
Benicia Public Library	26,656	1	0	0	1
Berkeley Public Library	124,563	1	4	0	5
Beverly Hills Public Library	32,265	1	1	0	2
Blanchard/Santa Paula Public Library District	30,892	1	0	0	1
Brawley Public Library	26,952	1	1	0	2
Buena Park Public Library	83,430	1	0	0	1
Burbank Public Library	105,451	1	2	0	3
Burlingame Public Library	37,877	1	1	0	2
Butte County Library	201,608	0	6	0	6
Calabasas Public Library	22,926	1	0	0	1
Calaveras County Library	45,049	1	7	0	8
Camarena Memorial Public Library	38,711	1	1	0	2
Camarillo Public Library	70,171	1	0	0	1
Carlsbad City Library	115,585	1	2	0	3
Cerritos Public Library	48,634	1	0	0	1
Chula Vista Public Library	276,785	1	2	0	3
City Of Commerce Public Library	12,140	1	3	0	4
Coalinga/Huron Unified School District Library	23,447	1	1	0	2
Colton Public Library	53,617	1	1	0	2
Colusa County Free Library	21,807	1	6	0	7
Contra Costa County Library	1,042,066	0	26	0	26
Corona Public Library	156,778	1	0	1	2
Coronado Public Library	22,277	1	0	0	1
Covina Public Library	50,449	1	0	0	1

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Crowell Public Library (San Marino)	12,257	1	0	0	1
Daly City Public Library	102,875	1	3	0	4
Del Norte County Library District	27,218	1	1	0	2
Downey City Library	112,584	1	0	0	1
El Centro Public Library	44,508	1	1	0	2
El Dorado County Library	190,465	1	5	1	7
El Segundo Public Library	17,084	1	4	0	5
Escondido Public Library	150,679	1	0	0	1
Folsom Public Library	84,592	1	0	0	1
Fresno County Public Library	987,826	1	36	2	39
Fullerton Public Library	142,732	1	0	0	1
Glendale Public Library	193,116	1	7	0	8
Glendora Library and Cultural Center	51,821	1	0	0	1
Goleta Valley Library	111,267	1	2	0	3
Harrison Memorial Library	3,041	1	1	0	2
Hayward Public Library	160,591	1	1	0	2
Hemet Public Library	89,646	1	0	0	1
Humboldt County Library	135,168	1	10	1	12
Huntington Beach Public Library (Carmel)	196,100	1	4	0	5
Imperial County Library	47,645	0	4	0	4
Imperial Public Library	21,513	1	0	0	1
Inglewood Public Library	106,481	1	1	0	2
Inyo County Free Library	18,978	1	5	0	6
Irwindale Public Library	1,490	1	0	0	1
Kern County Library	889,327	1	21	3	25
Kings County Library	152,023	1	6	0	7
LA County Library	3,273,354	0	85	3	88
Lake County Library	67,407	1	3	0	4
Larkspur Public Library	12,797	1	0	0	1
Lassen Library District	13,212	1	0	0	1
Lincoln Public Library	51,252	1	0	0	1
Livermore Public Library	86,149	1	2	0	3
Lodi Public Library	66,570	1	0	0	1
Lompoc Public Library	60,121	1	1	1	3
Long Beach Public Library	460,682	1	11	0	12
Loomis Library & Community Learning Center	6,739	1	0	0	1
Los Angeles Public Library	3,819,538	1	72	0	73
Los Gatos Public Library	33,062	1	0	0	1
Madera County Library	157,396	1	4	0	5
Marin County Free Library	139,175	0	10	1	11
Mariposa County Library	17,045	1	4	0	5
Mendocino County Library	89,999	1	4	1	6
Menlo Park Public Library	33,034	1	1	0	2

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Merced County Library	284,338	1	11	1	13
Mill Valley Public Library	13,850	1	0	0	1
Mission Viejo Library	92,515	1	0	0	1
Modoc County Library	8,690	1	3	0	4
Mono County Free Library	13,379	0	7	0	7
Monrovia Public Library	37,563	1	0	1	2
Monterey County Free Libraries	227,900	0	16	3	19
Monterey Park Bruggemeyer Library	60,207	1	0	0	1
Monterey Public Library	28,082	1	0	1	2
Moorpark City Library	35,399	1	0	0	1
Morena Valley Public Library	209,407	1	2	0	3
Mountain View Public Library	83,864	1	0	1	2
Murrieta Public Library	111,183	1	0	0	1
Napa County Library	130,742	1	3	0	4
National City Public Library	61,471	1	0	0	1
Nevada County Library	101,242	1	5	0	6
Newport Beach Library	83,727	1	3	0	4
Oakland Public Library	447,938	1	17	0	18
Oceanside Public Library	173,048	1	2	2	5
Ontario City Library	179,516	1	1	0	2
Orange County Public Library	1,657,924	0	32	0	32
Orange Public Library	137,676	1	2	0	3
Orland Free Library	15,295	1	0	0	1
Oxnard Public Library	200,050	1	2	0	3
Pacific Grove Library	14,761	1	0	0	1
Palm Springs Public Library	44,397	1	1	0	2
Palmdale City Library	167,398	1	0	1	2
Palo Alto Public Library	67,473	0	5	0	5
Palo Verde Valley Library District	20,119	1	0	0	1
Palos Verdes Library District	66,636	1	2	0	3
Pasadena Public Library	138,310	1	9	0	10
Paso Robles Public Library	31,176	1	1	0	2
Placentia Library District	51,204	1	0	0	1
Placer County Library	200,000	1	8	0	9
Pleasanton Public Library	77,609	1	0	0	1
Plumas County Library	25,400	1	7	0	8
Pomona Public Library	149,766	1	0	0	1
Porterville Public Library	62,345	1	0	0	1
Rancho Cucamonga Public Library	174,476	0	2	1	3
Rancho Mirage Public Library	16,804	1	0	0	1
Redondo Beach Public Library	68,972	1	1	0	2
Redwood City Public Library	82,344	1	3	0	4
Richmond Public Library	114,489	1	2	2	5

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Riverside County Library System	1,372,743	0	35	2	37
Riverside Public Library	317,847	1	7	1	9
Roseville Public Library	151,034	1	2	0	3
Sacramento Public Library	1,492,026	1	27	2	30
Salinas Public Library	159,932	1	2	1	4
San Anselmo Public Library	12,645	1	0	0	1
San Benito County Free Library	63,386	1	0	1	2
San Bernardino County Library	1,270,931	0	32	0	32
San Bernardino Public Library	220,840	1	3	0	4
San Bruno Public Library	42,656	1	0	0	1
San Diego County Library	1,112,671	0	33	2	35
San Diego Public Library	1,374,790	1	35	0	36
San Francisco Public Library	842,754	1	27	4	32
San Jose Public Library	976,482	1	24	0	25
San Juan Bautista City Library	2,093	1	0	0	1
San Leandro Public Library	88,404	1	3	0	4
San Luis Obispo City-County Library	249,545	1	13	0	14
San Mateo County Libraries	273,808	0	13	1	14
San Mateo Public Library	107,576	1	2	0	3
San Rafael Public Library	60,560	1	2	0	3
Santa Ana Public Library	308,459	1	5	0	6
Santa Barbara Public Library	116,867	1	3	1	5
Santa Clara City Library	130,127	1	2	1	4
Santa Clara County Library	447,541	0	8	2	10
Santa Clarita Public Library	228,835	0	3	0	3
Santa Cruz Libraries	215,895	1	9	1	11
Santa Fe Springs City Library	18,763	1	1	0	2
Santa Maria Public Library	156,909	1	4	1	6
Santa Monica Public Library	92,408	1	4	0	5
Sausalito Public Library	7,072	1	0	0	1
Shafter Public Library	20,486	1	0	0	1
Shasta Public Libraries	180,531	1	2	0	3
Sierra Madre Public Library	10,865	1	0	0	1
Signal Hill Public Library	11,597	1	0	0	1
Simi Valley Public Library	124,985	1	0	0	1
Siskiyou County Free Library	43,830	1	11	0	12
Solano County Library	420,585	0	9	0	9
Sonoma County Library	482,404	1	14	0	15
South Pasadena Public Library	26,580	1	0	0	1
South San Francisco Public Library	64,492	1	2	0	3
St. Helena Public Library	5,437	1	0	0	1
Stanislaus County Free Library	549,466	1	12	0	13
Stockton-San Joaquin County Public Library	717,728	1	15	1	17

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Sunnyvale Public Library	156,234	1	0	0	1
Sutter County Library	99,145	1	2	0	3
Tehama County Library	65,052	1	2	0	3
Thousand Oaks Library	124,592	1	1	0	2
Torrance Public Library	144,433	1	5	0	6
Trinity County Free Library	16,023	1	2	0	3
Tulare County Free Library	343,207	1	16	1	18
Tulare Public Library	69,462	1	0	0	1
Tuolumne County Library	55,291	1	3	1	5
Upland Public Library	79,139	1	0	0	1
Ventura County Library	247,563	0	13	1	14
Victorville City Library	136,561	1	0	0	1
Watsonville Public Library	50,669	1	1	1	3
Whittier Public Library	87,931	1	2	1	4
Willows Free Library	13,455	1	2	0	3
Woodland Public Library	60,137	1	0	0	1
Yolo County Library	161,028	0	7	0	7
Yorba Linda Public Library	67,233	1	0	0	1
Yuba County Library	82,275	1	0	0	1
TOTAL	39,171,334	165	965	58	1,188